



**AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES**

**SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D302 IT Systems Development Services  
FPDS Code D306 IT Systems Analysis Services  
FPDS Code D307 Automated Information Systems Design and Integration Services  
FPDS Code D308 Programming Services  
FPDS Code D310 IT Backup and Security Services  
FPDS Code D311 IT Data Conversion Services

**Note 1:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

**Note 2:** Contractors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

**Note 3:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

**RNSolutions, Inc.  
1700 Rockville Pike  
Suite 600  
Rockville, MD 20852  
Phone: (301) 231-9898  
Fax: (301) 231-7223  
<http://www.rnsolutions.com>**

**Business Size/Status: Small  
Contract Number: GS-35F-0239K**

**Period Covered by Contract: 2/9/2000 - 2/8/2010**

**GENERAL SERVICES ADMINISTRATION  
FEDERAL ACQUISITION SERVICE**

**Pricelist current through Modification #PO-0003, dated December 22, 2009**

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

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## ABOUT US



### RNSolutions

is a leader in application systems integration and software development. We deliver business and technical solutions that help our customers achieve the highest levels of innovation, enhanced system capability, and overall cost efficiency. Our skilled staff combines analytical ability and technical expertise to develop first-rate systems that deliver the desired results. They are committed to advancing systems that will take your software applications to the Internet and/or your Intranet with precision, security, and vision. We are at the forefront of a rapidly-changing technology industry and are committed to make it easier for you to focus, first and foremost, on your IT and business objectives — while we keep your technology current.

#### Service Areas

RNSolutions specializes in "enterprise-class" hardware and software solutions that link businesses with their critical Information Technology, giving businesses the tools needed to manage and fully utilize information. By analyzing customer requirements, RNSolutions is able to develop unique solutions, deploy these solutions, and provide ongoing support. This multi-tier approach allows the company to fully integrate applications with existing technologies to create a seamless solution to complex problems encountered in today's business environment. The Company focuses on the solution life cycle through the following key areas:

- Systems Integration Program Area
- Systems Development Program Area
- Training Services
- Federal Program Services
- Grants Management Systems
- Contract Management Systems

#### Corporate Mission

We will respond to the needs of our customers with technical excellence, administrative timeliness, and financial efficiency. We will provide the maximum value added through our multi-disciplinary professional staff and our commitment to the highest standards of personal and corporate integrity.

**INFORMATION FOR ORDERING ACTIVITIES  
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

**SPECIAL NOTICE TO AGENCIES: Small Business Participation**

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

**1. GEOGRAPHIC SCOPE OF CONTRACT:**

*Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

*Overseas delivery* is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Contractors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

**2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**

**CONTRACTOR'S ORDERING ADDRESS:** RNSolutions, Inc.  
Jessica Somwaru  
1700 Rockville Pike  
Suite 600  
Rockville, MD 20852

**CONTRACTOR'S PAYMENT ADDRESS:** RNSolutions, Inc.  
Jessica Somwaru  
1700 Rockville Pike  
Suite 600  
Rockville, MD 20852

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards **will** be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

Consulting Services: (301) 231-9898; Fax: (301) 231-7223

**3. LIABILITY FOR INJURY OR DAMAGE**

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

**4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279**

- Block 9: G. Order/Modification Under Federal Schedule
- Block 16: Data Universal Numbering System (DUNS) Number - **090378303**
- Block 30: Type of Contractor – **B. Other Small Business**
- Block 31: Woman-Owned Small Business – **No**
- Block 36: Contractor's Taxpayer Identification Number (TIN) - **54-2176243**

- 4a. CAGE Code: **1W2B7**
- 4b. Contractor **has** registered with the Central Contractor Registration Database.

**5. FOB DESTINATION**

**6. DELIVERY SCHEDULE**

- a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-51 / 132-51RC / 132-51STLOC	30 Days ARO

SPECIAL ITEM NUMBER	EXPEDITED DELIVERY TIME (Days ARO)
132-51 / 132-51RC / 132-51STLOC	To be negotiated with ordering agency

SPECIAL ITEM NUMBER	OVERNIGHT & 2- DAY DELIVERY TIME (Days ARO)
132-51 / 132-51RC / 132-51STLOC	To be negotiated with ordering agency

- b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

**7. DISCOUNTS**

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: **None%** - **Net 30 days** from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: **None**
- c. Dollar Volume: **None**
- d. Government Educational Institutions: **None**
- e. Other: **None**

**8. TRADE AGREEMENTS ACT OF MARCH 2009, as amended**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 2009, as amended.

**9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING**

**Not Applicable**

**10. SMALL REQUIREMENTS**

The minimum dollar value of orders to be issued is **\$100.00**.

**11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

- a. The Maximum Order value for Special Item Number 132-51 - Information Technology Professional Services is \$500,000:

**12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.  
b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

**13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:**

ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

**13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):** Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

**13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

**14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)**

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

**15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:** Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

#### **16. GSA ADVANTAGE!**

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov/>.



## 17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

## 18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

## 19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

### Not Applicable

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

## 20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

## 21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

## **22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 / 132-8STLOC / 132-8RC or 132-3 / 132-9STLOC / 132-9RC.

## **23. SECTION 508 COMPLIANCE**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: Contact Consulting Services at (301) 231-9898

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

## **24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

## **25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)**

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

**26. SOFTWARE INTEROPERABILITY.**

Contractors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

**27. ADVANCE PAYMENTS**

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51 / 132-51RC / 132-51STLOC)**

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

**3. ORDER**

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

**5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
  - (1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

## **6. INSPECTION OF SERVICES**

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

## **9. INDEPENDENT CONTRACTOR**

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors

at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **11. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
  - (1) The offeror;
  - (2) Subcontractors; and/or
  - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

## **13. RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

## **14. INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

## **15. APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

## **16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

Please refer to the information provided on the following pages:

- **Labor Category Descriptions, page #[16](#)**
- **Hourly Rates – RNS Site and Government Site, page #[Error! Bookmark not defined.](#)**

**USA COMMITMENT TO PROMOTE  
SMALL BUSINESS PARTICIPATION  
PROCUREMENT PROGRAMS**

PREAMBLE

RNSolutions, Inc. provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact

**Jessica Somwaru, CFO**

**Phone: (301) 231-9898**

**E-mail: [jsomwaru@rnsolutions.com](mailto:jsomwaru@rnsolutions.com)**

**Fax: (301) 231-7223**

**BEST VALUE  
BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and RNSolutions, Inc. enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) GS-35F-0239K.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

\_\_\_\_\_  
Ordering Activity

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contractor

\_\_\_\_\_  
Date

(CUSTOMER NAME)  
 BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) GS-35F-0239K, Blanket Purchase Agreements, RNSolutions, Inc. agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.

(4) This BPA does not obligate any funds.

(5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

## **BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”**

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.

**GSA LABOR CATEGORY DESCRIPTIONS – SIN 132-51 / 132-51RC / 132-51STLOC**

GSA Labor Category	Education / Experience	Description
<b>DATA ENTRY OPERATOR I</b>	High School Diploma and a minimum of 0 to 2 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.	<p><b>Summary:</b> Under close supervision, operates a data entry terminal to transcribe routine information into well-defined form suitable for computer processing.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Keys input data into a computer terminal using appropriate codes and predetermined formats.</li> <li>• Verifies entries are correct by reviewing source material or computer reports and makes necessary adjustments.</li> <li>• Operates other equipment as directed (computer workstations, work processors, CRT, Xerox, etc.)</li> <li>• Maintains related records and logs.</li> </ul>
<b>DATA ENTRY OPERATOR II</b>	High School Diploma and a minimum of 6 to 8 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.	<p><b>Summary:</b> Under minimum supervision, performs senior-level work to operate a data entry terminal to transcribe complex information a form suitable for computer processing.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Operates keypunch, key verification, key-to-tape or key-to-disk keyboard equipment in preparing data for computer input from a variety of source documents.</li> <li>• Prepares formats for key to disc systems or drum cards fro keypunch equipment.</li> <li>• Applies experience and judgment to select procedures to be followed in searching fork interpreting, selecting or coding items to be entered from a variety of codes.</li> <li>• Assists in the scheduling of data entry functions.</li> <li>• Maintains logs and records.</li> <li>• Operates console equipment in the absence of supervisor</li> <li>• Responsible for directing and checking the work of other data entry operators.</li> <li>• Performs other related duties as assigned.</li> </ul>
<b>DATABASE SPECIALIST I</b>	Bachelors Degree in an associated discipline and a minimum of six months related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.	<p><b>Summary:</b> Under supervision, responsible for activities related to the administration, planning and development of activities pertaining to the development of software applications utilizing commercial relational databases management systems. Responsibilities shall include user administration, data gathering, data retrieval and manipulations, and data modeling.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary.</li> <li>• Migrates data.</li> <li>• Consults with programmers and users to develop test data to exercise the database and user applications software.</li> <li>• Responsible for the database design and configuration management.</li> <li>• Maintains, refines/enhances the database and modifies logical relationships as necessary.</li> <li>• Provide back-up and recovery of automated systems.</li> <li>• Monitors database performance statistics.</li> <li>• Monitors systems. Performs HW/SW upgrade.</li> </ul>

GSA Labor Category	Education / Experience	Description
<b>DATABASE SPECIALIST II</b>	<p>Bachelors Degree in an associated discipline and a minimum of three (3)years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.</p> <p><b>Additional Experience:</b> Minimum of two (2) years of experience in client server or one (1) year of distributed architecture environment in the area of MIS or web-based applications development</p>	<p><b>Summary:</b> Under minimum supervision, responsible for all activities related to the administration, planning and development of activities pertaining to the development of software applications utilizing commercial relational database management systems. Additional responsibilities include data modeling and design of client server and n-tier architecture systems, data base performance tuning, configuration management, telecommunication requirements, analysis and implementation of commercial RDBMS packages and application servers, implementation of policies and procedures pertaining to database management, security maintenance and utilization. Exercises independent judgment, consults with and advises database users relative to procedures, technical problems, priorities and methodologies.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Implement procedures for operations of the database and database management system and ensures compliance.</li> <li>• Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary.</li> <li>• Migrates data.</li> <li>• Consults with programmers and users to develop test data to exercise the database and user applications software.</li> <li>• Responsible for the logical and physical database design, data modeling and configuration management.</li> <li>• Develops and maintains control programs for accessing databases including stored procedures and triggers.</li> <li>• Maintains, refines/enhances the database and modifies logical relationships as necessary.</li> <li>• Monitors database performance statistics. Recommends improvements and performance tuning.</li> <li>• Monitors systems. Performs HW/SW upgrade.</li> <li>• Installs, configures, maintains and troubleshoots application servers or related services including Netscape, Oracle Webservers, mail servers.</li> </ul>

GSA Labor Category	Education / Experience	Description
<b>DATABASE SPECIALIST III</b>	<p>Bachelors Degree in an associated discipline and a minimum of five (5) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.</p> <p><b>Additional Experience:</b> Minimum of four (4) years of experience in client server or two (2) years of distributed architecture environment in the area of MIS or web-based applications development.</p>	<p><b>Summary:</b> Under minimum supervision, responsible for all activities related to the administration, planning and development of computerized databases. Responsibilities include data modeling and design of client server and n-tier architecture systems, data base performance tuning, configuration management, telecommunication requirements, analysis and implementation of commercial RDBMS packages and application servers, implementation of policies and procedures pertaining to database management, security maintenance and utilization. Exercises independent judgment, consults with and advises database users relative to procedures, technical problems, priorities and methodologies.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Establishes procedures for operations of the database and database management system and ensures compliance with ADP security policies of the company as well as the clients.</li> <li>• Supervises the collection of data elements and prepares database specifications. Develops, maintains and controls the data dictionary.</li> <li>• Supervises data migration and conversion.</li> <li>• Responsible for the logical and physical database design and configuration management.</li> <li>• Develops and maintains control programs for accessing databases, data base security and user access.</li> <li>• Maintains, refines/enhances the database and modifies logical relationships, as necessary.</li> <li>• Develops standards and implements procedures for testing the back-up and recovery procedures of automated systems and security and privacy of automated systems.</li> <li>• Monitors database performance statistics and provide performance tuning.</li> <li>• Monitors systems. Performs HW/SW upgrade as applicable.</li> <li>• Provide telecommunication requirements and analysis and evaluation of telecommunications and RDBMS.</li> </ul>

GSA Labor Category	Education / Experience	Description
<b>DATABASE SPECIALIST IV</b>	<p>Bachelors Degree in an associated discipline and a minimum of eight (8) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities. Minimum four (4) years of experience in client server or two (2) years of distributed architecture environment in the area of MIS or web-based applications development.</p> <p><b>Additional Experience:</b> Minimum four (4) years of experience in client server or two (2) years of distributed architecture environment in the area of MIS or web-based applications development.</p>	<p><b>Summary:</b> Under minimum supervision, responsible for all activities related to the administration, planning and development of computerized databases. Responsibilities include data modeling and design of client server and n-tier architecture systems, data base performance tuning, configuration management, telecommunication requirements, analysis and implementation of commercial RDBMS packages and application servers, implementation of policies and procedures pertaining to database management, security maintenance and utilization. Exercises independent judgment, consults with and advises database users relative to procedures, technical problems, priorities and methodologies.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Establishes procedures for operations of the database and database management system and ensures compliance with ADP security policies of the company as well as the clients.</li> <li>• Supervises the collection of data elements and prepares database specifications. Develops, maintains, and controls the data dictionary.</li> <li>• Supervises data migration and conversion.</li> <li>• Responsible for the logical and physical database design and configuration management.</li> <li>• Develops and maintains control programs for accessing databases, data base security and user access.</li> <li>• Maintains, refines/enhances the database and modifies logical relationships, as necessary.</li> <li>• Develops standards and implements procedures for testing the back-up and recovery procedures of automated systems and security and privacy of automated systems.</li> <li>• Monitors database performance statistics and provide performance tuning.</li> <li>• Monitors systems. Performs HW/SW upgrade as applicable.</li> <li>• Provide telecommunication requirements and analysis and evaluation of telecommunications and RDBMS.</li> </ul>
<b>HELPDESK ANALYST I</b>	<p>High School Diploma and two years of experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities</p>	<p><b>Summary:</b> Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. Normally works closely with clients.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Assists in solving problems within general guidelines and applies a wide range of techniques and resources to detect, identify and eliminate user problems.</li> <li>• Documents the established procedures used to perform repetitive but complex tasks.</li> <li>• Establishes and maintains comprehensive records of work performed.</li> <li>• Produces reports for a wide variety of purposes.</li> <li>• Operates computer terminals used for remote job entry and data set.</li> <li>• Provides technical assistance to the computer operations staff and user community</li> </ul>

GSA Labor Category	Education / Experience	Description
<b>HELPDESK ANALYST II</b>	High School Diploma and five years of experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities	<p><b>Summary:</b> Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. Normally works closely with clients.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Assists in solving problems within general guidelines and applies a wide range of techniques and resources to detect, identify and eliminate user problems.</li> <li>• Documents the established procedures used to perform repetitive but complex tasks.</li> <li>• Establishes and maintains comprehensive records of work performed.</li> <li>• Produces reports for a wide variety of purposes.</li> <li>• Operates computer terminals used for remote job entry and data set.</li> <li>• Provides technical assistance to the computer operations staff and user community.</li> </ul>
<b>HELPDESK ANALYST III</b>	High School Diploma and seven years of experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.	<p><b>Summary:</b> Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. Normally works closely with clients.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Assists in solving problems within general guidelines and applies a wide range of techniques and resources to detect, identify and eliminate user problems.</li> <li>• Documents the established procedures used to perform repetitive but complex tasks.</li> <li>• Establishes and maintains comprehensive records of work performed.</li> <li>• Produces reports for a wide variety of purposes.</li> <li>• Operates computer terminals used for remote job entry and data set.</li> <li>• Provides technical assistance to the computer operations staff and user community.</li> </ul>
<b>NETWORK ENGINEER I</b>	<p>Bachelors Degree in Computer Science/MIS, Electrical Engineering or related specialized training and a minimum of two (2)years of experience of which one year must be specialized in protocol analysis; knowledge of OSI model, protocols including TCP/IP. X.25, x.400, x.500.</p> <p><b>Additional Experience:</b> Experience with ATM, frame relay, other knowledge with bridges, routers, gateways, FDDI, experience with Novell NetWare, Windows NT or UNIX and Open VMS operating experience. Experience also includes the operation and maintenance of communication network systems including Internet/Intranet based applications. General experience includes all aspects of communication networks installation and support.</p>	<p><b>Summary:</b> Under supervision of senior network engineers, exercises independent judgment and creativity in solving technical problems, and in providing guidance and recommendations on telecommunication. Normally works closely with clients and project manager.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Analyzes user requirements, site inspection and planning.</li> <li>• Troubleshoots LAN/WAN and other network related problems.</li> <li>• Provide LAN/WAN administration support, back up and restore,</li> <li>• Implement network and engineering services.</li> <li>• Develops configuration management procedures tailored to individual software development projects.</li> <li>• Research into configuration, telecommunications and performance issues.</li> <li>• Installation, maintenance and replacement of telecommunication hardware and software.</li> <li>• Interface with vendors on equipment purchasing and installation.</li> <li>• Inventory control of telecommunications hardware and software.</li> </ul>

GSA Labor Category	Education / Experience	Description
<b>NETWORK ENGINEER II</b>	<p>Bachelors Degree in Computer Science/MIS, Electrical Engineering or related field and a minimum of three (3) years of experience of which two (2) years must be specialized in protocol analysis: knowledge of OSI model, protocols including TCP/IP. X.25, x.400, x.500.</p> <p><b>Additional Experience:</b> Experience with ATM, frame relay, other knowledge with bridges, routers, gateways, FDDI, experience with Novell NetWare, Windows NT or UNIX and Open VMS operating experience. CNE or ECNE desirable. Specialized experience also includes supervising the operation and maintenance of communication network systems including Internet/Intranet based applications. General experience includes all aspects of communication networks installation and support.</p>	<p><b>Summary:</b> Under supervision of senior network engineers, exercises independent judgment and creativity I solving complex technical problems, and in providing guidance and recommendations on telecommunications. May provide technical direction to one or more professional and/or technical persons on an assigned project. Normally works closely with clients and project manager.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Analyzes user requirements, site inspection and planning.</li> <li>• Evaluates communication hardware and software including state-of-the art solutions, wireless connections and any new utilities/tools for proper network management.</li> <li>• Troubleshoots LAN/WAN and other network related problems.</li> <li>• Provide LAN/WAN administration support, back up and restore,</li> <li>• Implement redundancy as well as fault tolerance architecture to ensure full availability of network services.</li> <li>• Develops configuration management procedures tailored to individual software development projects.</li> <li>• Research into configuration, telecommunications and performance issues.</li> <li>• Installation, maintenance and replacement of telecommunication hardware and software.</li> <li>• Interface with vendors on equipment purchasing and installation.</li> <li>• Inventory control of telecommunications hardware and software.</li> </ul>
<b>NETWORK ENGINEER III</b>	<p>Bachelors Degree in Computer Science/MIS, Electrical Engineering or related field and a minimum of five (5) years of experience of which three (3) years must be specialized in protocol analysis: knowledge of OSI model, protocols including TCP/IP. X.25, x.400, x.500.</p> <p><b>Additional Experience:</b> Experience with ATM, frame relay, other knowledge with bridges, routers, gateways, FDDI, experience with Novell NetWare, Windows NT or UNIX and Open VMS operating experience. CNE or ECNE desirable. Specialized experience also includes supervising the operation and maintenance of communication network systems including Internet/Intranet based applications. General experience includes all aspects of communication networks installation and support.</p>	<p><b>Summary:</b> Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations on telecommunication. May provide technical direction to one or more professional and/or technical persons on an assigned project. Normally works closely with clients and project manager.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Analyzes user requirements.</li> <li>• Evaluates communication hardware and software including state-of-the art solutions, wireless connections and any new utilities/tools for proper network management.</li> <li>• Troubleshoots LAN/WAN and other network related problems.</li> <li>• Provide LAN/WAN administration support, back up and restore,</li> <li>• Implement redundancy as well as fault tolerance architecture to ensure full availability of network services.</li> <li>• Coordinates quality assurance activities at the corporate level to ensure network services meet the corporate and project standards</li> <li>• Develops configuration management procedures tailored to individual software development projects.</li> <li>• Observe and implement corporate approach and guideline to systems analysis, particularly in the area of CMM and SEI.</li> <li>• Research into configuration, telecommunications and performance issues.</li> </ul>

GSA Labor Category	Education / Experience	Description
<b>PRINCIPAL ENGINEER I</b>	<p>Bachelors Degree in an associated discipline and a minimum of three (3) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.</p> <p><b>Additional Experience:</b> equivalent combination of education and training that provides the required knowledge, skills and abilities. Ability to program in client/server applications and knowledge of database concepts and related tools, relational database management systems, various components of client/server systems implementation and data security. Minimum two (2) years of experience in client server or one (1) year of distributed architecture environment in the area of MIS or web-based applications development.</p>	<p><b>Summary:</b> Under limited supervision, analyzes, designs, codes and documents complex applications for computers and related equipment appropriate to scientific and commercial projects. Exercises independent judgment and creativity in solving highly complex, major technical problems and in providing advice and recommendations. May provide supervision for one or more professional/technical staff on an assigned project, and will participate at all levels in systems analysis and design definition. Will engage in frequent contact with customers, and will work with non-technical sources as necessary.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Performs technical work using both standard and non-standard analysis, design, and programming techniques.</li> <li>• Performs requirements analysis</li> <li>• Analyzes problems in terms of such factors as user requirements, input data and form, output data and form, available computer configuration, processing turn-around time requirements, input and output checking and overall problem-schedule requirements. Advises on computer requirements and limitations to help define automation needs. May provide advice on system design configurations, procedural and technical aspects of automated records, hardware acquisition and maintenance.</li> <li>• Develops and writes machine or other suitable source language instructions required for computer processing.</li> <li>• Produces comprehensive language and flow chart descriptions of proposed solutions to problems, based on systems analyses. Carries a project through the design, coding and checkout phases, as required.</li> <li>• Analyzes and recommends methods of improving the efficiency of existing programs. Determines system requirements. Performs data modeling and establishes databases. Develops pseudo codes, tables and narrative descriptions to implement t changes. Modifies internal program structure of files and records and determines sequence of action. Decodes, tests and documents programs.</li> <li>• Writes procedural guidance to be followed by users. Maintains files records and operational data and prepares periodic and/or special reports and various other documents pertaining to assignments.</li> <li>• Prepare program specification.</li> <li>• Provide configuration management in the development environment.</li> <li>• Performs other related duties as assigned.</li> </ul>

GSA Labor Category	Education / Experience	Description
<b>PRINCIPAL ENGINEER II</b>	<p>Bachelors Degree in an associated discipline and a minimum of four (4) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.</p> <p><b>Additional Experience:</b>  Knowledge of design methodology case and analysis tool, ER diagram, data flow analysis, relational database design, documentation standards is required to provide object-oriented analysis, design and programming. Minimum of three (3) years of experience in client server or two (2) years of distributed architecture environment in the area of MIS or web-based applications development.</p>	<p><b>Summary:</b> Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. May provide technical direction to one or more professional and/or technical persons on an assigned project. Normally works closely with clients, and will also consult with non-technical people, as required.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Analyzes problems such as user requirements, input data and form, output data and form, available computer configuration, processing and turnaround time requirements.</li> <li>• Provides consulting services to management, professional staff and the client in the analysis and design of programming systems, problem oriented languages, management systems, scientific systems and related areas of computational projects.</li> <li>• Develops analytical and computational techniques for solving problems.</li> <li>• Assists in the formulation and design of a project. Provides technical guidance and assistance.</li> <li>• Participates in the planning and monitoring of the design, implementation, and test of systems. Provides technical direction in solving complex problems.</li> <li>• Produces comprehensive flowcharts, descriptions and/or solutions to problems pursuant to operations analysis. Carries a project through detailed design, implementation and test, as required.</li> <li>• Maintains a high level of proficiency in the use/development of TBD/Project related languages/applications.</li> <li>• Enforce configuration management in the development environment.</li> </ul>
<b>PRINCIPAL ENGINEER III</b>	<p>Bachelors Degree in an associated discipline and a minimum of six (6) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.</p> <p><b>Additional Experience:</b>  Knowledge of design methodology case and analysis tool, ER diagram, data flow analysis, relational database design, documentation standards is required to provide object-oriented analysis, design and programming. Minimum of five (5) years of experience in client server or three (3) years of distributed architecture environment in the area of MIS or web-based applications development.</p>	<p><b>Summary:</b> Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. May provide technical direction to one or more professional and/or technical persons on an assigned project. Normally works closely with clients and project manager.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Analyzes problems such as user requirements, input data and form, output data and form, available computer configuration, processing and turnaround time requirements.</li> <li>• Develops analytical and computational techniques for solving problems.</li> <li>• Plans conducts and directs systems projects of major importance and difficulty, necessitating the application of advance computer systems knowledge.</li> <li>• Leads corporate-wide initiatives to improve the software development process. Chairs meetings addressing software process improvement. Develops policies, procedures and standards governing the software development process.</li> <li>• Coordinates quality assurance activities at the corporate level. Provides support for quality assurance activities at the individual project level.</li> <li>• Develops configuration management procedures tailored to individual software development projects.</li> <li>• Observe and implement corporate approach and guideline to systems analysis, particularly in the area of CMM and SEI.</li> <li>• Research into systems analysis methodology and repository of such information in electronic format for re-use.</li> <li>• Evaluation, testing, configuration management and other software tools that support the software development process.</li> <li>• Maintains comprehensive knowledge in the development of client/server and internet applications that utilize a n-tier architecture and graphical user interface.</li> </ul>

GSA Labor Category	Education / Experience	Description
<b>PRINCIPAL ENGINEER IV</b>	<p>Bachelors Degree in Computer Science/MIS and a minimum of eight (8) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> <p><b>Additional Experience:</b>  Knowledge of design methodology, case and analysis tool, ER diagram, data flow analysis, relational database design, documentation standards is required to provide object-oriented analysis, design and programming.</p>	<p><b>Summary:</b> Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. May provide technical direction to one or more professional and/or technical persons on an assigned project. Normally works closely with clients and project manager.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Analyzes problems such as user requirements, input data and form, output data and form, available computer configuration, processing and turnaround time requirements.</li> <li>• Develops analytical and computational techniques for solving problems.</li> <li>• Plans, conducts and directs systems projects of major importance and difficulty, necessitating the application of advanced computer systems knowledge.</li> <li>• Leads corporate-wide initiatives to improve the software development process. Chairs meetings addressing software process improvement. Develops policies, procedures and standards governing the software development process.</li> <li>• Coordinates quality assurance activities at the corporate level. Provides support for quality assurance activities at the individual project level.</li> <li>• Develops configuration management procedures tailored to individual software development projects.</li> <li>• Observe and implement corporate approach and guideline to systems analysis, particularly in the area of CMM and SEI.</li> <li>• Research into systems analysis methodology and repository of such information in electronic format for re-use</li> <li>• Evaluation, testing, configuration management and other software tools that support the software development process.</li> <li>• Maintains comprehensive knowledge in the development of client/server and internet applications that utilize a n-tier architecture and graphical user interface.</li> </ul>

GSA Labor Category	Education / Experience	Description
PROJECT DIRECTOR	<p>Bachelors Degree in an associated discipline and a minimum of ten (10) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.</p> <p><b>Additional Experience:</b> Two (2) years of ADP project management experience required.</p>	<p><b>Summary:</b> Under limited supervision, directs and manages the operation of several program/projects. Responsible for planning, developing, implementing and evaluating overall program policies and directing subordinate managers/staff. Administration /management monitoring responsibilities include, but may not be limited to: establishment of goals, objectives, performance requirements, standards, and accountability; administration of program costs, budget, and management and operation of programs.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Implements company operating procedures, standars and guidelines to ensure product quality.</li> <li>• Responsible for financial/technical success of programs/projects.</li> <li>• Ensures that the operational planning and capabilities are continuously attuned to customer trends, market fluctuations and changes in technology.</li> <li>• Establishes, maintains and enforeces high standars of professional excellence.</li> <li>• Serves as advisor to project managmet in matters involving company policies, progograms and services.</li> <li>• Analyzes extremely complex technical/financial problems. Develops/renderes solutions.</li> <li>• Approves documentation standards, systems specifications, feasibility and justification reports, policy recommendations and major changes to production systems.</li> <li>• Oversees the analysis,m design and development of new systems and system enhancements.</li> <li>• Advises project management on technical concept and functional capabilities.</li> <li>• Approves procedures and methodologies for the systems review/development/ implementation processes and policy development.</li> <li>• Interact with other directors if necessary to ensure best utilization for resources withing the corporate structure.</li> </ul>
PROJECT MANAGER	<p>Bachelors Degree in an associated discipline and a minimum of eight (8) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.</p> <p><b>Additional Experience:</b> Must possess two (2) years of task leader experience managing a group of engineers and the full ADP life cycle in software engineering.</p>	<p><b>Summary:</b> Under broad supervision, provides management and technical direction to one or multiple projects. Regularly exercises independent judgment, as well as a high level of analytical skill, in solving complex and unusual technical, administrative and managerial problems. Provides overall direction of program activities.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Implement project policies and procedures in accordance with contract/project requirements.</li> <li>• Responsible for all aspects of project performance (i.e. technical, contractual, administrative, financial)</li> <li>• Responsible for preparation of annual operating budget input fro performance of requirements and other support/service operations.</li> <li>• Responsible for the analysis, design and development of assigned projects.</li> <li>• Creates and maintains technical and financial reports in order to demonstrate progress.</li> <li>• Organizes and assigns duties/responsibilities to subordinates and oversees the successful completion of assigned tasks.</li> <li>• Assumes the initiative and provides support to marketing personnel in identifying and acquiring potential business.</li> <li>• Participate in technical presentation, and bid and proposal responses.</li> <li>• Ensures the development, maintenance and implementation of a program management plan (MS project): a document which guides the performance of all functional activities performed.</li> <li>• Ensures the maximum service is obtained from all operations through efficient use of personnel, equipment, quality assurance and configuration management.</li> <li>• Consults with clients to ensure conformity with contractual obligations, to include provision of reporting as required.</li> </ul>

GSA Labor Category	Education / Experience	Description
SECURITY SPECIALIST II	<p>Bachelors Degree in Computer Science/MIS, Electrical Engineering or related field with a minimum of two (2) years of direct security experience and one (1) year of communications related security experience.</p> <p><b>Additional Experience:</b> Specialized experience with the state-of-the-art encryption mechanism and TCP/IP protocols such as HTTP, HTTPS, FTP, SMTP, SMTPv2, CMOT, NTP, IMAP, NNTP, POP3 and SSL is required. Experience in developing security rule base for state-of-the-art firewall systems.</p>	<p><b>Summary:</b> Under supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. May provide technical direction to one or more professional and/or technical persons on an assigned project. Normally works closely with clients and project manager.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Analyzes data security requirements.</li> <li>• Perform risk analysis, assessment and recommendation.</li> <li>• Integrate, develop and implement data security measures including the use of smart cards, Java Ring technology.</li> <li>• Research into state-of-the-art hardware and software relating to data security including firewalls, PKI, digital signaturek encryption and decryption.</li> <li>• Provide consultation of telecommunication protocol and data transmission over the Internet, Intranet and Extranet.</li> <li>• Define and implement data security measures within an MIS application.</li> <li>• Monitor network security including firewall, virus detection as well as remote access.</li> </ul>
SECURITY SPECIALIST III	<p>Bachelors Degree in Computer Science/MIS, Electrical Engineering or related field with a minimum of three (3) years of direct security experience and two (2) year of communications related security experience.</p> <p><b>Additional Experience:</b> Specialized experience with the state-of-the-art encryption mechanism and TCP/IP protocols such as HTTP, HTTPS, FTP, SMTP, SMTPv2, CMOT, NTP, IMAP, NNTP, POP3 and SSL is required. Experience in developing security rule base for state-of-the-art firewall systems.</p>	<p><b>Summary:</b> Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. May provide technical direction to one or more professional and/or technical persons on an assigned project. Normally works closely with clients and project manager.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Develop and implement security policies including e-Commerce.</li> <li>• Analyzes data security requirements.</li> <li>• Perform risk analysis, assessment and recommendation.</li> <li>• Integrate, develop and implement data security measures including the use of smart cards, Java Ring technology.</li> <li>• Research into state-of-the-art hardware and software relating to data security including firewalls, PKI, digital signaturek encryption and decryption.</li> <li>• Provide consultation of telecommunication protocol and data transmission over the Internet, Intranet and Extranet.</li> <li>• Define and implement data security measures within an MIS application.</li> <li>• Monitor network security including firewall, virus detection as well as remote access.</li> <li>• Observe and implement corporate approach and guideline to systems analysis, particularly in the area of CMM and SEI.</li> </ul>

GSA Labor Category	Education / Experience	Description
SOFTWARE ENGINEER I	<p>Associate Degree in an associated discipline with related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> <p><b>Additional Experience:</b> Ability to perform in client/server applications and knowledge of database concepts and data security.</p>	<p><b>Summary:</b> Under supervision, performs systems programming work involving the maintenance and enhancement of computer systems. Provides programs/systems analysis problem solving associated with computer systems. Assignments require the use of evaluative thinking.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Observe corporate policy on software copyright policy, software installation and client ADP security policies.</li> <li>• Develop program under the supervision of senior Software Engineer based on program specifications.</li> <li>• Participates in testing and implementation of software changes.</li> <li>• Develops job control language programs, library and make files, and documentation related to systems.</li> <li>• Tracks system problems. Establishes problem determination procedures.</li> <li>• Maintains a detailed software inventory.</li> <li>• Performs other related duties as assigned.</li> <li>• Maintains a high level of proficiency in fourth generation language or project related languages.</li> <li>• Implement software development configuration management and adherence to CMM/SEI model. Provide up-to-date programming documentation.</li> </ul>
SOFTWARE ENGINEER II	<p>Bachelor Degree in an associated discipline with related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> <p><b>Additional Experience:</b> Ability to program in client/server applications and knowledge of database concepts and related tools, data base management systems and data security.</p>	<p><b>Summary:</b> Under supervision, performs systems programming work involving the maintenance and enhancement of computer systems. Provides programs/systems analysis problem solving associated with computer systems. Assignments require the use of evaluative thinking.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Observe corporate policy on software copyright policy, software installation and client ADP security policies.</li> <li>• Maintains and modifies software packages and creates special purpose software.</li> <li>• Develop program based on program specifications.</li> <li>• Participates in testing and implementation of software changes.</li> <li>• Supports system performance analysis and tuning.</li> <li>• Develops job control language programs, library and make files, and documentation related to systems.</li> <li>• Develops test plans and test data for systems.</li> <li>• Tracks system problems. Establishes problem determination procedures.</li> <li>• Maintains a detailed software inventory.</li> <li>• Prepares reports and recommendations as directed by supervision.</li> <li>• Performs other related duties as assigned.</li> <li>• Maintains a high level of proficiency in fourth generation language or project related languages.</li> <li>• Implement software development configuration management and adherence to CMM/SEI model. Provide up-to-date programming documentation.</li> </ul>

GSA Labor Category	Education / Experience	Description
SOFTWARE ENGINEER III	<p>Bachelor Degree in Computer Science/MIS and a minimum of two (2) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.</p> <p><b>Additional Experience:</b> Minimum one (1) year of experience in client server or exposure to distributed architecture environment in the area of MIS or web-based applications development.</p>	<p><b>Summary:</b> Under limited supervision, performs systems programming work involving the maintenance and enhancement of computer systems and software. Supports systems analysis and problem solving. Assignments require the use of evaluative thinking and are carried out in accordance with standard systems programming practices.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Maintains operating systems, communication software, database packages and utility programs.</li> <li>• Directs testing and implementation of software changes.</li> <li>• Perform unit and integration testing.</li> <li>• Prepare test plans and test scripts.</li> <li>• Analyzes system software integration problems.</li> <li>• Prepares program and test specifications.</li> <li>• Counsels users. Promotes the understanding of system software.</li> <li>• Participates in structured walk through.</li> <li>• Tracks system problems. Establishes problem determination procedures.</li> <li>• Develops and writes user manuals.</li> <li>• May train personnel.</li> <li>• May supervise Programmers.</li> <li>• May perform the work that he/she supervises.</li> <li>• Maintains a high level of proficiency in fourth generation language or project related languages/applications.</li> </ul>

GSA Labor Category	Education / Experience	Description
SOFTWARE ENGINEER IV	<p>Bachelor Degree in an associated discipline and a minimum of three (3) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and capabilities.</p> <p><b>Additional Experience:</b> Ability to program in client/server applications and knowledge of database concepts and related tools, relational data base management systems, various components of client/server systems implementation and data security. Minimum two (2) years of experience in client server or exposure to distributed architecture environment in the area of MIS or web-based applications development.</p>	<p><b>Summary:</b> Under limited supervision, analyzes, designs, codes and documents complex applications for computers and related equipment appropriate to scientific and commercial projects. Exercises independent judgment and creativity in solving highly complex, major technical problems and in providing proper advice and recommendations. May provide supervision for one or more professional/technical staff on an assigned project, and will participate at all levels in systems analysis and design definition. Will engage in frequent contact with customers, and will work with non-technical sources as necessary.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Performs technical work using both standard and non-standard analysis, design, and programming techniques.</li> <li>• Performs requirements analysis.</li> <li>• Analyzes problems in terms of such factors as user requirements, input data and form, output data and form, available computer configuration, processing turn-around time requirements, input and output checking, and overall problem-schedule requirements. Advises on computer requirements and limitations to help define automation needs. May provide advice on system design configurations, procedural and technical aspects of automated records, hardware acquisition and maintenance.</li> <li>• Develops and writes machine or other suitable source language instructions required for computer processing.</li> <li>• Produces comprehensive language and flow chart descriptions of proposed solutions to problems, based on systems analyses. Carries a project through the design, coding and checkout phases, as required.</li> <li>• Analyzes and recommends methods of improving the efficiency of existing programs. Determines systems requirements. Performs data modeling and establishes databases. Develops pseudo codes, tables and narrative descriptions to implement changes. Modifies internal program structure of files and records and determines sequence of action. Decodes, tests and documents programs.</li> <li>• Writes procedural guidance to be followed by users. Maintains files, records, and operational data and prepares periodic and/or special reports and various other documents pertaining to assignments.</li> <li>• Prepare program specification.</li> <li>• Prepare test plan, test cases and provide systems integration testing as well as acceptance testing.</li> <li>• Performs other related duties as assigned.</li> </ul>

GSA Labor Category	Education / Experience	Description
SUBJECT MATTER EXPERT I	Bachelors Degree in an associated discipline and a minimum of seven (7) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.	<p><b>Summary:</b> Is an expert in single or multiple technical or business disciplines. Under limited supervision, analyzes complex applications in the subject matter area. Exercises independent judgment and creativity in solving highly complex, major technical problems in the subject area and in providing proper advice and recommendations. May provide supervision for one or more professional/technical staff on an assigned project, and will participate at all levels in analysis and end product definition. Will engage in frequent contact with customers, and will work with non-technical sources as necessary.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Plans and performs research, design assessment and other assignments in a specific technical or business area.</li> <li>• Analyzes problems in the subject matter area using both standard and non-standard analysis, tools and techniques as appropriate to such factors as user requirements, inputs and outputs, processing and turn-around time requirements, and overall problem-schedule requirements. Advises on requirements and limitations to help define subject area needs. May provide advice on design configurations, procedural and technical aspects of the subject area, acquisition and maintenance of items appropriate to the subject area.</li> <li>• Develops and writes suitable instructions required for the subject matter area. Produces comprehensive language and flow chart descriptions of proposed solutions to problems, based on systems analyses. Carries a project through the concept formulation to implementation phases, as required.</li> </ul>
SUBJECT MATTER EXPERT II	Bachelors Degree in an associated discipline and a minimum of ten (10) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.	<p><b>Summary:</b> Is an expert in single or multiple technical or business disciplines. Under limited supervision, analyzes complex applications in the subject matter area. Exercises independent judgment and creativity in solving highly complex, major technical problems in the subject area and in providing proper advice and recommendations. May provide supervision for one or more professional/technical staff on an assigned project, and will participate at all levels in analysis and end product definition. Will engage in frequent contact with customers, and will work with non-technical sources as necessary.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Plans and performs research, design assessment and other assignments in a specific technical or business area.</li> <li>• Analyzes problems in the subject matter area using both standard and non-standard analysis, tools and techniques as appropriate to such factors as user requirements, inputs and outputs, processing and turn-around time requirements, and overall problem-schedule requirements. Advises on requirements and limitations to help define subject area needs. May provide advice on design configurations, procedural and technical aspects of the subject area, acquisition and maintenance of items appropriate to the subject area.</li> <li>• Develops and writes suitable instructions required for the subject matter area. Produces comprehensive language and flow chart descriptions of proposed solutions to problems, based on systems analyses. Carries a project through the concept formulation to implementation phases, as required.</li> </ul>

GSA Labor Category	Education / Experience	Description
<b>PRINCIPAL SUBJECT MATTER EXPERT III</b>	Bachelors Degree in an associated discipline and a minimum of 12 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.	<p><b>Summary:</b> Recognized for strong expertise in industry issues. Under limited supervision, analyzes complex applications in the subject matter area. Exercises independent judgment and creativity in solving highly complex, major technical problems in the subject area and in providing proper advice and recommendations. May provide supervision for one or more professional/technical staff on an assigned project, and will participate at all levels in analysis and end product definition. Will engage in frequent contact with customers, and will work with non-technical sources as necessary.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Plans and performs research, design assessment and other assignments in a specific technical or business area.</li> <li>• Analyzes problems in the subject matter area using both standard and non-standard analysis, tools and techniques as appropriate to such factors as user requirements, inputs and outputs, processing and turn-around time requirements, and overall problem-schedule requirements. Advises on requirements and limitations to help define subject area needs. May provide advice on design configurations, procedural and technical aspects of the subject area, acquisition and maintenance of items appropriate to the subject area.</li> <li>• Develops and writes suitable instructions required for the subject matter area. Produces comprehensive language and flow chart descriptions of proposed solutions to problems, based on systems analyses. Carries a project through the concept formulation to implementation phases, as required.</li> <li>• Participates in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.</li> </ul>
<b>PRINCIPAL SUBJECT MATTER EXPERT IV</b>	Bachelors Degree in an associated discipline and a minimum of 15 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.	<p><b>Summary:</b> Recognized for understanding and communicating common best practices for the industry. Under limited supervision, analyzes complex applications in the subject matter area. Exercises independent judgment and creativity in solving highly complex, major technical problems in the subject area and in providing proper advice and recommendations. May provide supervision for one or more professional/technical staff on an assigned project, and will participate at all levels in analysis and end product definition. Will engage in frequent contact with customers, and will work with non-technical sources as necessary.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Plans and performs research, design assessment and other assignments in a specific technical or business area.</li> <li>• Analyzes problems in the subject matter area using both standard and non-standard analysis, tools and techniques as appropriate to such factors as user requirements, inputs and outputs, processing and turn-around time requirements, and overall problem-schedule requirements. Advises on requirements and limitations to help define subject area needs. May provide advice on design configurations, procedural and technical aspects of the subject area, acquisition and maintenance of items appropriate to the subject area.</li> <li>• Develops and writes suitable instructions required for the subject matter area. Produces comprehensive language and flow chart descriptions of proposed solutions to problems, based on systems analyses. Carries a project through the concept formulation to implementation phases, as required.</li> <li>• Participates in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.</li> </ul>

GSA Labor Category	Education / Experience	Description
SYSTEM ADMINISTRATOR I	Bachelors Degree in Computer Science/MIS a minimum of three (3) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.	<p><b>Summary:</b> Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. May provide technical direction to one or more professional and/or technical persons on an assigned project. Normally works closely with clients and project manager.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Ensures system availability and functionality</li> <li>• Performs system backup for major systems in accordance with established procedures.</li> <li>• Performs adjustments on hardware and recommends software changes to maximize system throughput.</li> <li>• Performs scheduled testing and review of hardware and software. Documents all hardware and/or software adjustments and/or modifications as changes are effected.</li> <li>• Responsible for the preparation of reports and analysis of operations as required.</li> <li>• Develops configuration management procedures tailored to individual software development projects.</li> </ul>
SYSTEM ADMINISTRATOR II	Bachelors Degree in Computer Science/MIS a minimum of five (5) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.	<p><b>Summary:</b> Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. May provide technical direction to one or more professional and/or technical persons on an assigned project. Normally works closely with clients and project manager.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Ensures system availability and functionality</li> <li>• Performs system backup for major systems in accordance with established procedures.</li> <li>• Performs adjustments on hardware and recommends software changes to maximize system throughput.</li> <li>• Performs scheduled testing and review of hardware and software. Documents all hardware and/or software adjustments and/or modifications as changes are effected.</li> <li>• Responsible for the preparation of reports and analysis of operations as required.</li> <li>• Develops configuration management procedures tailored to individual software development projects.</li> </ul>
SYSTEM ADMINISTRATOR III	Bachelors Degree in Computer Science/MIS a minimum of six (6) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.	<p><b>Summary:</b> Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. May provide technical direction to one or more professional and/or technical persons on an assigned project. Normally works closely with clients and project manager.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Ensures system availability and functionality</li> <li>• Performs system backup for major systems in accordance with established procedures.</li> <li>• Supervises adjustments on hardware and recommends software changes to maximize system throughput.</li> <li>• Monitors and performs scheduled testing and review of hardware and software. Documents all hardware and/or software adjustments and/or modifications as changes are effected.</li> <li>• Prepares complex technical reports, proposals and manuals.</li> <li>• Directs and approves the preparation of reports and analysis of operations as required.</li> <li>• May also be required to train and assist junior personnel as required.</li> </ul>

GSA Labor Category	Education / Experience	Description
SYSTEM ADMINISTRATOR IV	Bachelors Degree in Computer Science/MIS and a minimum of eight (8) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities	<p><b>Summary:</b> Under limited supervision, exercises independent judgment and creativity on a regular basis in solving highly complex major technical problems, and in providing guidance and recommendations. May provide technical direction to one or more professional and/or technical persons on an assigned project. Normally works closely with clients and project manager.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Ensures system availability and functionality</li> <li>• Performs system backup for major systems in accordance with established procedures.</li> <li>• Supervises adjustments on hardware and recommends software changes to maximize system throughput.</li> <li>• Monitors and performs scheduled testing and review of hardware and software. Documents all hardware and/or software adjustments and/or modifications as changes are effected.</li> <li>• Prepares complex technical reports, proposals and manuals.</li> <li>• Directs and approves the preparation of reports and analysis of operations as required.</li> <li>• May also be required to train and assist junior personnel as required</li> </ul>
TECHNICAL INFORMATION SPECIALIST	Associates Degree and a minimum of three (3) to five (5) years of related experience or an equivalent combination of education and training that provides the required knowledge, skills and abilities.	<p><b>Summary:</b> Under general supervision, produces and prepares non-routine charts, graphs, profiles, schematics, two and three dimensional drawings for use in technical reports, houricals, brochures, instruction manuals, presentations, web sites, and display advertising using computer-aided technology.</p> <p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Develops client's requirements into a draft or final documents, using knowledge of all processes involved in the production of finished graphic/documentation work.</li> <li>• Designs, produces and maintains web sites, using mark-up programming, data input validation and processing techniques.</li> <li>• Reviews graphic/documentation requests to determine specific documentation required for reference.</li> <li>• Prepares drawings from blueprints and mockups. May operate scanners, printers, and CAD software.</li> <li>• Formats documentation to reflect corporate standards using corporate approved software.</li> <li>• Illustrates reference documents, user manuals, brochures and web sites.</li> <li>• Determines style, technique and medium best suited to produce desired effects and conform with reproduction requirements.</li> <li>• Maintains project files and supplies. Responsible for the safety and security of files.</li> <li>• Performs other duties as assigned</li> </ul>