

**General Services Administration Federal Supply Service
Authorized Federal Supply Schedule Price List**

GSA Schedule 70

**Contract No. GS-35F-0207N
December 31, 2002 through December 30, 2007**



A Perot Systems Company

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

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Service
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D317	Automated News Services, data Services or Other Information Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

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: Offerors 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.

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Contract Number: **GS-35F-0207N**
Period Covered by Contract: **December 31, 2002 through December 30, 2007**

General Services Administration
Federal Supply Service

Pricelist current through Modification # **PO00007**, dated **May 26, 2006**

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

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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 Supply Schedules Program. 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 Supply 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:

The geographic scope of contract is the 48 contiguous states and the District of Columbia

2. Contractor's Ordering Address and Payment Information:

**QSS GROUP, INC.
4500 FORBES BLVD., SUITE 200
LANHAM, MD. 20706**

Contractors are required to accept the 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:

(301) 429-0335

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: 84-001-5911
- Block 30: Type of Contractor – C. Large Business
- Block 31: Woman-Owned Small Business - No

Block 36: Contractor's Taxpayer Identification Number (TIN): 52-1647536

a. CAGE Code: **02WP4**

b. 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

As Negotiated with the Ordering Agencies

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: **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: Offered the same discounts as all other Government customers.

e. Other = **None**

8. Trade Agreements Act of 1979, 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 1979, as amended.

9. Statement Concerning Availability of Export Packing: None

10. Small Requirements: The minimum dollar value of orders to be issued is \$2,500.

11. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.)

The Maximum Order value for the following Special Item Number (SIN) is \$500,000:

Special Item Number 132-51 - Information Technology (IT) Professional Services

12. Use Of Federal Supply Service Information Technology Schedule Contracts. In accordance with FAR 8.404:

[NOTE: Special ordering procedures have been established for Special Item Numbers (SINs) 132-51 IT Professional Services and 132-52 EC Services; refer to the terms and conditions for those SINs.]



Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering activities need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activities has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity's needs.

- a. Orders placed at or below the micro-purchase threshold. Ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.
- b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity's needs. In selecting the supply or service representing the best value, the ordering activity may consider--
 - (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
 - (2) Trade-in considerations;
 - (3) Probable life of the item selected as compared with that of a comparable item;
 - (4) Warranty considerations;
 - (5) Maintenance availability;
 - (6) Past performance; and
 - (7) Environmental and energy efficiency considerations.
- c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering activity to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering activities shall--

Review additional Schedule Contractors'

- (1) catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering activity determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or

(3 Decline the order (orders must be returned in accordance with FAR 52.216-19).

- d. Blanket purchase agreements (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering activities may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.
- e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order.
- f. Small business. For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- G Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the ordering activity's needs.

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 Supply 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 2001)

- (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. 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.

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 activities convenience, and (m) Termination for Cause (See C.1.)

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.

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:

Outside scope of this contract; available at additional cost to the ordering activity.

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable order 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)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

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, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, 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 receive 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.

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:

http://qssgroupinc.com/f_g_gsa.html



A Perot Systems Company

****NOTE:** Contractor should insert the contractor's website or other location where full details can be found.**

The EIT standard can be found at: 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 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

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.

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

1. Scope

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT 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 based statement of work, 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. 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. Ordering Procedures For Services (Requiring A Statement Of Work)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

When ordering services over \$100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence.

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering services, ordering activities shall—

- (1) Prepare a Request (Request for Quote or other communication tool):
 - (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
 - (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the

extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

- (iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
- (iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses.

(2) Transmit the Request to Contractors:

Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the ordering activity's needs are available, if the order is estimated to exceed the micro-purchase threshold.

- (i) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.
- (ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.
- (iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.
- (iv) Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

- (b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—



- (1) Inform contractors in the request (based on the ordering activity's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
 - (i) SINGLE BPA: Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)
 - (ii) MULTIPLE BPAs: When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.
- (2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)
- (c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.
- (d) When the ordering activity's requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)
- (e) The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

4. 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 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.

5. Performance Of Services

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering office.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering office.
- c. The Agency 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.

6. Inspection Of Services

The Inspection of Services–Fixed Price (AUG 1996) 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) 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.

8. Responsibilities Of The Ordering Activities

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 activitycontract, 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 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.



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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 I (APR 1984) 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 (DEC 2002) applies to labor-hour orders placed under this contract.

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 SERVICES: (Page 19)

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

QSS Group, 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:

QSS Group, Inc. POINT OF CONTACT: Julie Smith

Phone: (301) 429-0355

Email: jsmith@qssgroupinc.com

Fax: (301) 918-4822

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor 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;



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- (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 an ordering activity’s 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 customer’s 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/FSS IT PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS

Labor Category	Duties	Education	Years of Experience
Administrative Specialist I	Performs routine office or clerical duties such as filing, posting, and completing forms. The position does not typically require typing although duties may include posting or updating records via computer keyboard. May operate simple office equipment, including copiers, printers, scanners, and fax machines. Requires language skills sufficient to interact effectively with both internal and external clients and customers. Works under close supervision. Requires HS diploma (or equivalent), and 1 year or less of related experience. This is an entry-level position.		0
Administrative Specialist II	Performs a variety of clerical tasks including: scheduling appointments, giving information to callers, and otherwise relieves others of clerical work and minor administrative and business detail. Requires typing skills and use of computer tools to meet production and quality standards. Requires language skills sufficient to interact effectively with both internal and external clients and customers. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor or manager.	HS	2
Analyst I	Reviews, analyzes, and modifies business, operating and programming systems including related documentation, code, testing, installation and maintenance which support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision of an experienced analyst. Primary job functions do not typically require exercising independent judgment. This is an entry level position.	Bachelors/ Equivalent	0
Analyst II	Reviews, analyzes, and modifies business, operating and programming systems including related documentation, code, testing, installation and maintenance which support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. Researches literature to assess Best Practices and to identify opportunities for innovation. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform	Bachelors/ Equivalent	2



Labor Category	Duties	Education	Years of Experience
	the functions of the job. Primary job functions require the exercise of minimal independent judgment. Typically reports to Project Leader or Manager.		
Analyst III	Reviews, analyzes, and modifies business, operating and programming systems including related documentation, code, testing, installation and maintenance which support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. Researches literature to assess Best Practices and to identify opportunities for innovation. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manuals for users to describe installation and operating procedures. Familiar with relational databases and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a Project Leader or Manager. A certain degree of creativity and independent judgment is required.	Bachelors/ Equivalent	4
Analyst IV	Reviews, analyzes, and modifies business, operating and programming systems including related documentation, code, testing, installation and maintenance which support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manuals for users to describe installation and operating procedures. Must have a working knowledge the functional area of the system and such technologies as relational databases and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Independently performs a variety of complicated tasks. May lead and direct small to mid-size projects and the work of others. Typically reports to a Project Leader or Manager. A wide degree of creativity and independent judgment is expected.	Bachelors/ Equivalent	6
Business Support Specialist I	Performs a variety of professional/administrative support functions such as human resource management, contract administration, accounting/finance, purchasing and related project/company support. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. This is an entry level position	Bachelors/ Equivalent	0



Labor Category	Duties	Education	Years of Experience
Business Support Specialist II	Performs a variety of professional/administrative support functions such as human resource management, contract administration, accounting/finance, purchasing and related project/company support. May be required to complete an apprenticeship and/or undertake formal training in area of specialty. Has knowledge of commonly-used concepts, practices, and procedures within specific business fields. Typically works under immediate supervision. Familiar with standard concepts, practices, and procedures within a particular field. Some creativity and independent judgment is required.	Bachelors/ Equivalent	2
Computer Operator I	Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tape drives and printers for operating runs. Observes peripheral equipment and error messages displayed on monitor or terminal to detect faulty output or machine stoppage. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under close supervision; typically reports to a Project Leader or Manager. This is an entry level position.	HS	4
Computer Operator II	Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tape drives and printers for operating runs. Observes peripheral equipment and error messages displayed on monitor or terminal to detect faulty output or machine stoppage. Some prior experience as a computer operator. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision; typically reports to a Project Leader or Manager.	HS	6
Computer Operator III	Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals. Loads peripheral equipment such as tape drives and printers for operating runs. Observes peripheral equipment and error messages displayed on monitor or terminal to detect faulty output or machine stoppage. Familiar with standard concepts, practices, and procedures within a particular field. Works under general supervision; typically reports to a Project Leader or Manager. A certain degree of creativity and independent judgment is required.	Bachelors/ Equivalen	4
Computer Operator IV	Responsible for operation of organization or project computer equipment. Capable of performing all tasks associated with maintaining computer equipment and their peripherals. Schedules and supervises loading of peripheral equipment such as tape drives and printers	Bachelors/ Equivalent	6



Labor Category	Duties	Education	Years of Experience
	for operating runs. Monitors peripheral equipment and error messages displayed on monitor or terminal to detect faulty output or machine stoppage. Familiar with standard concepts, practices, and procedures within a particular field. Relies on prior experience as a computer operator to plan and accomplish goals and to report progress. Performs a variety of tasks. Typically reports to a Project Leader or Manager or can assume shift manager duties. A certain degree of creativity and independent judgment is required		
Consultant I	Works with technical staff or end user groups to evaluate and solve technical problems. Has specialized knowledge of an application program, operating system, organization's practices or procedures, or a required functional discipline. Provides background information, operational knowledge and related support to develop and evaluate existing systems and/or user needs to analyze, design, recommend, and implement system changes. Familiar with a variety of the concepts, practices, and procedures within a given specialty area. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Exercises some degree of creativity and independent judgment in providing required support. May report to a technical lead or a manager	Bachelors/ Equivalent	4
Consultant II	Works with technical staff or end user groups to evaluate and solve technical problems. Has specialized knowledge of large and complex application programs, operating systems, organization's practices or procedures, or a required functional discipline. Uses specialized expertise to provide background information, operational knowledge and related support to develop and evaluate existing systems and/or user needs to analyze, design, recommend, and implement system changes. Familiar with a variety of the concepts, practices, and procedures within a given specialty area. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A moderate degree of creativity and independent judgment is expected in accomplishing goals. May report to a technical lead or a manager	Bachelors/ Equivalent	6
Consultant III	Works with technical staff or end user groups to evaluate and solve technical problems. Has specialized knowledge of large and complex application programs, operating systems, organization's practices or procedures, or a required functional discipline. Uses specialized expertise to provide background information, operational knowledge and related support to develop and evaluate existing systems and/or user needs to analyze, design, recommend, and implement system changes. Familiar with a variety of the concepts, practices, and procedures within a given	Bachelors/ Equivalent	8



Labor Category	Duties	Education	Years of Experience
	<p>specialty area. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A considerable degree of creativity and independent judgment is expected. May report to a technical lead or a manager.</p>		
Consultant IV	<p>Provides expert consultation in one or more areas for the design, development and implementation of technical products and systems. Recognized as technical leader and high level expert resource. Recommends alterations and enhancements to improve quality of products and/or procedures. Provides background information, operational knowledge and related support to develop and evaluate existing systems and/or user needs to analyze, design, recommend, and implement system changes. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be a major contributor/specialist. A considerable degree of creativity and independent judgment is expected. May report to an executive or a manager.</p>	Bachelors/ Equivalent	10
Database Administrator I	<p>Reviews, evaluates, designs, implements and maintains project/company databases. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents data management processes. Writes codes for database access, modifications, and constructions including stored procedures. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a Project Leader or Manager. This is an entry level position.</p>	Bachelors/ Equivalent	0
Database Administrator II	<p>Reviews, evaluates, designs, implements and maintains project/company databases. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents data management processes. Writes codes for database access, modifications, and constructions including stored procedures. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a Project Leader or Manager. A certain degree of creativity and independent judgment is required.</p>	Bachelors/ Equivalent	2



Labor Category	Duties	Education	Years of Experience
Database Administrator III	Reviews, evaluates, designs, implements and maintains project/company databases. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents data management processes. Writes codes for database access, modifications, and constructions including stored procedures. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a Project Leader or Manager. A wide degree of creativity and independent judgment is expected.	Bachelors/ Equivalent	4
Database Administrator IV	Reviews, evaluates, designs, implements and maintains project/company databases. Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents data management processes. Writes codes for database access, modifications, and constructions including stored procedures. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and independent judgment is expected. Typically reports to a Manager or Head of a project/department.	Bachelors/ Equivalent	6
Engineer I	Assists in the design, development, implementation, and analysis of technical products and systems. Performs engineering design evaluations. May develop a range of products. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision and guidance. This is an entry level position	Bachelors/ Equivalent	0
Engineer II	Responsible for design, development, implementation, and analysis of technical products and systems. Performs engineering design evaluations. May develop a range of products. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision and guidance. May be required to provide technical guidance/supervision to other engineers/technicians.	Bachelors/ Equivalent	2
Engineer III	Responsible for design, development, implementation, and analysis of technical products and systems. Performs engineering design evaluations. May develop a range of products. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and independent judgment is	Bachelors/ Equivalent	4



Labor Category	Duties	Education	Years of Experience
	expected. May be required to lead and/or provide guidance to other engineers/technician.		
Engineer IV	Provides expert judgment and analysis for the design, development and implementation of technical products and systems. Resolves highly complex technical issues, conducts advanced research, and identifies product/service innovations. Specific licenses and certifications may be required. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and independent judgment is expected.	Bachelors/ Equivalent	6
Network Administrator I	Provides technical support in the installation and maintenance of Local Area Networks (LANs). Assists in the evaluation of hardware and software, including peripherals and telecommunications equipment. Installs network hardware and software, including network operating systems. Monitors data communications to ensure that network resources are available to all users. Troubleshoots and resolves routine problems. Generally responsible for supporting a simple network or for a section of a larger network. This is an entry level position	Bachelors/ Equivalent	0
Network Administrator II	Installs, maintains, and coordinates the use of Local Area or Wide Area Networks (LANs/WANs). Evaluates hardware and software, including peripherals and telecommunications equipment. Enforces security procedures, installs network software, and manages network performance. Troubleshoots and resolves complex problems. Implements and coordinates network policies, procedures, and standards. Trains users. Generally responsible for supporting a moderately complex network or a significant portion of a large network. Reports to a more senior Network Administrator	Bachelors/ Equivalent	2
Network Administrator III	Installs, maintains, and coordinates the use of Local Area or Wide Area Networks (LANs/WANs). Evaluates hardware and software, including peripherals and telecommunications equipment. Enforces security procedures, installs network software, and manages network performance. Troubleshoots and resolves complex problems. Implements and coordinates network policies, procedures, and standards. Trains users. Generally responsible for supporting moderately complex or large networks. May require specific certifications as a network engineer.	Bachelors/ Equivalent	4
Network Administrator IV	Installs, maintains, and coordinates the use of Local Area or Wide Area Networks (LANs/WANs). Evaluates hardware and software, including peripherals and telecommunications equipment. Develops and enforces security procedures, installs network software,	Bachelors/ Equivalent	6



Labor Category	Duties	Education	Years of Experience
	and manages network performance. Troubleshoots and resolves complex problems. Implements and coordinates network policies, procedures, and standards. Develops and implements user training programs. Generally responsible for supporting large, complex networks. May require specific certifications as a network engineer.		
Program Manager I	Works under very broad supervision in providing management and technical direction to project personnel. Regularly exercises independent judgment as well as demonstrates analytical skill in solving technical, administrative and managerial problems. The individual will: (1) Be responsible for all aspects of project performance (i.e., technical, contractual, administrative, and financial). (2) Manage and supervise personnel involved in all aspects of project activity. (3) Organize and assign responsibilities to subordinates and oversee the successful completion of all assigned tasks. (4) Establish and maintain technical and financial reports in order to show progress to Corporate management and customers. (5) Maintain customer contacts to ensure conformity to all contractual obligations. (6) Assume the initiative and provide support to advanced programs personnel in identifying future requirements. (7) Ensure the development, maintenance, and implementation of a Program Management Plan, a document which guides the performance of all functional activities performed on the Program. Supervises groups of 1 – 10 subordinates.	Bachelors	6
Program Manager II	Works under very broad supervision in providing management and technical direction to project personnel. Regularly exercises independent judgment as well as demonstrates a significant level of analytical skill in solving complex technical, administrative and managerial problems. The individual will: (1) Be responsible for all aspects of project performance (i.e., technical, contractual, administrative, and financial). (2) Manage and supervise personnel involved in all aspects of project activity. (3) Organize and assign responsibilities to subordinates and oversee the successful completion of all assigned tasks. (4) Establish and maintain technical and financial reports in order to show progress to Corporate management and customers. (5) Maintain customer contacts to ensure conformity to all contractual obligations. (6) Assume the initiative and provide support to advanced programs personnel in identifying future requirements. (7) Ensure the development, maintenance, and implementation of a Program Management Plan, a document which guides the performance of all functional activities performed on the Program.	Bachelors/ Equivalent	8



Labor Category	Duties	Education	Years of Experience
	Supervises groups of up to 20 subordinates.		
Program Manager III	Works under very broad supervision in providing management and technical direction to project personnel. Regularly exercises independent judgment, as well as demonstrates a high level of analytical skill in solving complex and unusual technical, administrative and managerial problems. The functional activities of the program may range from moderately complex to complex. The individual will: (1) Be responsible for all aspects of project performance (i.e., technical, contractual, administrative, and financial). (2) Consult with the customer in ensuring conformity to all contractual obligations. (3) Establish and maintain technical and financial status reports in order to show progress to Corporate management and customers. (4) Organize and assign responsibilities to subordinates and oversee the successful completion of all assigned tasks. (5) Assume the initiative and provide support to advanced programs personnel in identifying future requirements; (6) Ensure the development, maintenance, and implementation of a Program Management Plan, a document which guides the performance of all functional activities performed on the Program. Supervises groups of up to 50 subordinates.	Bachelors/ Equivalent	10
Program Manager IV	Works under very broad supervision in providing management and technical direction to project personnel. Regularly exercises independent judgment, as well as demonstrates a high level of analytical skill in solving complex and unusual technical, administrative and managerial problems. Provides overall direction for all project-level activities and personnel. The functional activities of the program may range from moderately complex to complex. The individual will: (1) Be responsible for all aspects of project performance (i.e., technical, contractual, administrative, and financial). (2) Consult with the customer in ensuring conformity to all contractual obligations. (3) Establish and maintain technical and financial status reports in order to show progress to Corporate management and customers. (4) Organize and assign responsibilities to subordinates and oversee the successful completion of all assigned tasks. (5) Assume the initiative and provide support to advanced programs personnel in identifying future requirements; (6) Ensure the development, maintenance, and implementation of a Program Management Plan, a document which guides the performance of all functional activities performed on the Program. Supervised groups of up to 80 subordinates	Bachelors/ Equivalent	15



Labor Category	Duties	Education	Years of Experience
Programmer Analyst I	Performs routine assignments following project specifications and statement of problems and procedures to create or modify computer programs. May confer with end users to analyze specified methods and procedures, identify problems, and document specific input and output requirements. Requires knowledge of one or more programming languages such as C or C++. May use software tools to design detailed flowcharts and generate standardized code. This is an entry-level position.	Bachelors/ Equivalent	0
Programmer Analyst II	Plans, develops, tests, and documents mainframe-resident and client/server computer applications programs, generally working from source data provided by senior analyst programmers. May review system capabilities and scheduling limitations to determine if requested application or modification is possible within existing system. Applies standard programming procedures, including graphical user interface (GUI) development, and a detailed knowledge of the application being programmed. Prepares program documentation and materials for users. May provide work direction to entry-level analyst/programmers. Requires proficiency in a language such as C or C++.	Bachelors/ Equivalent	2
Programmer Analyst III	Designs, develops, implements, and maintains complex business, accounting, scientific, and management information systems in both centralized and networked environments. Typically works on complex assignments that require nonstandard programming techniques, and/or extensive knowledge of specific development tools such as Powerbuilder, SQL, and Visual C++. Evaluates user requests for new or modified programs to determine feasibility, cost, and time requirements, and compatibility with existing systems and capabilities. Determines programming specifications. Provides assistance to lower-level analyst/programmers. May be a senior programmer leading a unit devoted primarily to maintaining existing applications. If primary assignment is developing new applications, may be titled Software Engineer.	Bachelors/ Equivalent	4
Programmer Analyst IV	Works with users to identify current operating procedures and clarify program objectives. Outlines steps required for program development, including diagrams and charts. Writes program documentation and operations guidelines. Provides technical guidance to lower-level analyst/programmers. Requires comprehensive knowledge of programming techniques, networked and centralized operating systems, and the capabilities of enterprise database products and development suites. May team with external consultants in the development of unique applications that meet user requirements. Requires detailed and comprehensive knowledge of specific	Bachelors/ Equivalent	6



Labor Category	Duties	Education	Years of Experience
	applications and systems. May be titled Senior Analyst/Programmer or Senior Software Engineer.		
Scientist I	Performs routine technical tasks using standard scientific methods and techniques. Provides support to analyze, design, code, and document computer applications used for scientific projects. Provides technical science and engineering support in the areas of data acquisition and reduction, equipment maintenance and repair, and information display for scientific analysis. Has knowledge of commonly-used concepts, practices, and procedures within a particular scientific field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports directly to a supervisor or manager.	Bachelors/ Equivalent	4
Scientist II	Performs scientific analysis/research in support of more senior level scientists. Analyzes, designs, codes, and documents computer applications used for scientific projects. Provides technical science and engineering support in the areas of data acquisition and reduction, equipment maintenance and repair, and information display for scientific analysis. Familiar with standard concepts, practices, and procedures within a particular scientific field. Relies on limited experience and judgment to plan and accomplish goals to perform a variety of tasks. Works under general supervision and typically reports directly to a supervisor or manager. A certain degree of creativity and independent judgment is required.	Bachelors/ Equivalent	6
Software Engineer I	Designs, modifies, develops, writes and implements software applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager. This is an entry level position.	Bachelors/ Equivalent	0
Software Engineer II	Designs, modifies, develops, writes and implements software applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Typically reports to a	Bachelors/ Equivalent	2



Labor Category	Duties	Education	Years of Experience
	manager. A certain degree of creativity and independent judgment is required.		
Software Engineer III	Designs, modifies, develops, writes and implements software applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to a project lead or manager. A wide degree of creativity and independent judgment is expected.	Bachelors/ Equivalent	4
Software Engineer IV	Designs, modifies, develops, writes and implements software applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Designs, plans, and coordinates the efforts of work teams. Familiar with a variety of the field's concepts, practices, and procedures. Generally manages a group of software developers/engineers. Relies on experience and judgment to plan and accomplish goals. Typically reports to a senior manager.	Bachelors/ Equivalent	6
Systems Administrator I	Maintains data files and control procedures for a simple system of networked workstations or for a group of desktop computers linked to host servers. Assigns passwords and monitors use of resources in accordance with SOPs. Backs up files as required. May produce periodic business reports, generate output such system usage, storage availability, or configuration data, and respond to frequent management requests for information. May require extensive knowledge of software such as Microsoft Office and similar suites of business applications. Works under immediate supervision of a Lead Administrator or manager. Primary job functions do not typically require exercising independent judgment. This is an entry level position.	Bachelors/ Equivalent	0
Systems Administrator II	Maintains data files and control procedures for a simple system of networked workstations or for a group of desktop computers linked to host servers. Responsible for system security, data integrity, passwords and monitoring the use of resources in accordance with SOPs. Backs up files and provides maintenance as required. May produce periodic systems and business reports, generate outputs such as system usage, storage availability, or configuration data, and respond to frequent management requests for information. May require extensive knowledge of software such as Microsoft Office, similar suites of business applications,	Bachelors/ Equivalent	2



Labor Category	Duties	Education	Years of Experience
	or other specialized applications. May be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise.		
Systems Administrator III	Maintains data files and control procedures for a complex system of networked computing platforms, typically including multiple groups of workstations and multiple servers or hosts. Manages procedures for system backups and recovery. Establishes and maintains standards for data files and monitors system configuration to ensure data integrity. Familiar with standard concepts, practices, and procedures within a particular field. Generally manages the operations and personnel supporting larger systems. Leads the operation of resident systems by planning and budgeting resources as necessary, reporting and documenting all aspects of the operation. Reports to a Manager and may be required to lead and/or provide guidance to other IT/technical personnel.	Bachelors/ Equivalent	4
Systems Administrator IV	Installs new software releases and system upgrades, evaluates and installs patches and resolves software related problems. Develops and manages procedures for system backups and recovery. Establishes and maintains standards for data files and monitors system configuration to ensure data integrity. Responsible for system security, data integrity, passwords and monitoring the use of resources in accordance with SOPs. May produce complex business processes and respond to frequent request for information and assistance. May require extensive knowledge of the employer's applications as well as expertise in commercial software programs and unique applications supplied by vendors and developed in-house. May be responsible for overall computer operations in organizations that do not have an information systems or data processing units or may be responsible for enterprise-wide computer operations that are implemented within an IT department.	Bachelors/ Equivalent	6
Systems Engineer I	Assists more senior engineers with the analysis, design, and development of information systems and associated software and hardware. This may include logic design, circuit design, I/O design, instrumentation design, firmware development, model formulation, manufacturing and development cost projections, computer architecture analysis and design, network structure design, and analog or binary systems engineering. Projects may include fabrication, modification, and evaluation of components or circuitry for use in electronic equipment. Entry-level position. This is an entry level position.	Bachelors/ Equivalent	0
Systems Engineer II	Performs standard engineering analysis, design, and development of information systems and associated	Bachelors/ Equivalent	2



Labor Category	Duties	Education	Years of Experience
	<p>software and hardware. This may include logic design, circuit design, I/O design, instrumentation design, firmware development, model formulation, cost projection, computer architecture analysis and design, network structure design, and systems engineering. Projects may include fabrication, modification, and evaluation of components or circuitry for use in electronic equipment. May be assigned to interact with client engineers, respond to technical questions and requests from customers, and implement systems at customer sites. Generally supervised by senior engineers.</p>		
Systems Engineer III	<p>Performs non-standard engineering analysis, design, and development of information systems, which encompasses a wide range of hardware and software products. Requires considerable engineering skill, creative ability, and independent judgment. May provide technical supervision to lower level engineers and other technical staff. Projects may include fabrication, modification, and evaluation of components or circuitry for use in electronic equipment. May lead and direct the work of others. May report directly to a project lead or manager. A wide degree of creativity and independent judgment is expected.</p>	Bachelors/ Equivalent	4
Systems Engineer IV	<p>Develops technical designs and specifications for software and hardware products. Researches and integrates design strategies, product specifications, development schedules, and user expectations into product capabilities. Uses software development technologies and tools to build, test, and maintain product modules, components, and subsystems. Provides technical leadership to lower-level developers. May provide product demonstrations and participate in trade shows and seminars. May require interaction with customers, vendors and external development partners.</p>	Bachelors/ Equivalent	6
Technical Specialist I	<p>Performs a variety of specialized technical support functions encompassing a wide range of skills not directly related to the design, development and maintenance of information systems. Specialty areas include: Help Desk support, multi-media specialists, health and safety specialists, equipment and building maintenance, trainers and curriculum designers, writers/editors, security and quality assurance specialists. These personnel have knowledge of the commonly-used concepts, practices, and procedures within their respective fields. Relies on instructions and pre-established guidelines to perform the functions of the job. Typically works under immediate supervision. Primary job functions do not typically require exercising independent judgment. This is an entry level position.</p>	Bachelors/ Equivalent	0



Labor Category	Duties	Education	Years of Experience
Technical Specialist II	Performs a variety of specialized technical support functions encompassing a wide range of skills not directly related to the design, development and maintenance of information systems. Specialty areas include: Help Desk support, multi-media specialists, health and safety specialists, equipment and building maintenance, trainers and curriculum designers, writers/editors, security and quality assurance specialists. These personnel have knowledge of the commonly-used concepts, practices, and procedures within their respective fields. Relies on instructions and pre-established guidelines to perform the functions of the job. Relies on experience and judgment to plan and accomplish goals. A certain degree of creativity and independent judgment is required.	Bachelors/ Equivalent	2
Technical Specialist III	Performs a variety of specialized technical support functions encompassing a wide range of skills not directly related to the design, development and maintenance of information systems. Specialty areas include: Help Desk, multi-media specialists, health and safety specialists, equipment and building maintenance, trainers and curriculum designers, writers/editors, security and quality assurance specialists. These personnel have special working knowledge of large and complex operations involving multiple work sites, an extensive user base and sophisticated end-products. Familiar with a variety of the concepts, practices, technologies and procedures within a given specialty area. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A considerable degree of creativity and independent judgment is expected. May report to a technical lead or a manager.	Bachelors/ Equivalent	4
Technical Specialist IV	Provides senior level evaluation and consultation services such as : Help Desk, multi-media specialists, health and safety specialists, equipment and building maintenance, trainers and curriculum designers, writers/editors, security and quality assurance specialists. Develops strategies and programs for a project or organization. Evaluates performance to help develop and update goals and objectives. Recognized as a technical leader. Recommends alterations and enhancements to improve quality of products and/or services. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be a major contributor/specialist. A high degree of creativity and independent judgment is expected. May report to an executive or a manager.	Bachelors/ Equivalent	6



Labor Category	Duties	Education	Years of Experience
Technician I	Constructs, maintains, and tests electrical/mechanical systems and components. May be required to complete an apprenticeship and/or formal training in area of specialty. Has knowledge of commonly-used concepts, practices, and procedures within such fields as component repair and replacement, electrical circuits, equipment housing, facility layout, multi-media systems/equipment, and special purpose applications. Relies on instructions and pre-established guidelines to perform the functions of the job. Typically works under immediate supervision. Primary job functions do not typically require exercising independent judgment. This is an entry level position.	HS	0
Technician II	Constructs, maintains, and tests electrical/mechanical systems and components. May be required to complete an apprenticeship and/or formal training in area of specialty. Has knowledge of commonly-used concepts, practices, and procedures within such fields as component repair and replacement, electrical circuits, equipment housing, facility layout, multi-media systems/equipment, and special purpose applications. Relies on instructions and pre-established guidelines to perform the functions of the job. Typically works under immediate supervision. Must be familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and independent judgment is required.	HS	2
Technician III	Constructs, maintains, and tests electrical/mechanical systems and components. Has completed an apprenticeship and/or formal training in area of specialty. Has knowledge of commonly-used concepts, practices, and procedures within such fields as component repair and replacement, electrical circuits, equipment housing, facility layout, multi-media systems/equipment, and special purpose applications. Relies on instructions and pre-established guidelines to perform the functions of the job. Must be familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of moderately complex tasks. Typically reports to a supervisor or manager. A moderate degree of creativity and independent judgment is expected.	HS	4
Technician IV	Constructs, maintains, and tests electrical/mechanical systems and components. Has completed an apprenticeship and/or formal training in area of specialty. Has knowledge of commonly-used concepts, practices, and procedures within such fields as component repair and replacement, electrical circuits, equipment housing, facility layout, multi-media systems/equipment, and special purpose applications.	HS	6



Labor Category	Duties	Education	Years of Experience
	<p>Develops and employs standards, instructions and guidelines to perform the functions of the job. Must be familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of moderately complex tasks. Leads and directs the work of small groups of technical staff. Typically reports to a supervisor or manager. A wide degree of creativity and independent judgment is expected.</p>		
<p>Help Desk Coordinator</p>	<p>Under close supervision, provides first level problem resolution for computer facility users. Maintains terminal logs and "special" data processing requests. Monitors computer systems via remote terminal. Prepares discrepancy reports on downed equipment. Researches output media problems to assist in user problem resolution.</p>	<p>HS</p>	<p>2</p>
<p>Help Desk Coordinator, Senior</p>	<p>Interfaces with user personnel to serve as the first level capability for problem resolution. Maintains computer/terminal logs and "special" data processing requests. Monitors computer system/network status via a remote terminal. Prepares discrepancy report on malfunctioning equipment. May be required to research the literature to assist in user problem resolution.</p>	<p>Associate's Degree or HS</p>	<p>2-6</p>
<p>Microcomputer Specialist I</p>	<p>Assists in configuring new PC systems from unassembled major components as received from the vendor as part of pre-installation processing. Assists in installing expansion boards, disk drives, interface hardware, cable connectors, monitors, printers, and other microcomputer hardware components in accordance with standards and specifications; assists in installing commercial PC applications-software packages; and configures target PC systems, as necessary, to support effective use of the installed software. Package installation may include directory and file creation, AUTOEXEC.BAT adjustments, menu utilities and commands, and other required software modifications. Maintains records of PC installations, modifications, and hardware/software configurations in accordance with standards and requirements, and assists in required testing of installed hardware and software in preparation for delivery of new or modified PC configurations prior to delivery to the end user.</p>	<p>BA</p>	<p>2</p>
<p>Microcomputer Specialist III</p>	<p>Works virtually independent of direct supervision, directing and monitoring network performance, troubleshooting, service restoration, and communications optimization between network components. Interfaces with customers to identify and resolve network connectivity problems. Installs, maintains, and supports computer systems, including microcomputers, software, peripherals, and telecommunications equipment in a network</p>	<p>BA</p>	<p>5-9</p>



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Labor Category	Duties	Education	Years of Experience
	architecture. Analyzes service restoration of highly complex, recurring, and chronic problems; determines the impact of fixing the problem on network connectivity; reroutes communications traffic to prevent service interruption; and notifies appropriate internal groups of any problems degrading performance.		
Network Analyst I	Assists in configuring new LAN systems from unassembled major components as received from the vendor as part of pre-installation processing. Assists in installing expansion boards, disk drives, interface hardware, cable connectors, monitors, printers, and other microcomputer hardware components in accordance with standards and specifications; assists in installing commercial LAN applications-software packages; and configures target LAN systems, as necessary, to support effective use of the installed software. Package installation may include directory and file creation, AUTOEXEC.BAT adjustments, menu utilities and commands, and other required software modifications. Maintains records of LAN installations, modifications, and hardware/software configurations in accordance with standards and requirements, and assists in required testing of installed hardware and software in preparation for delivery of new or modified LAN configurations prior to delivery to the end user.	BA	2
Network Analyst II	Under minimum supervision, directs and monitors network performance and troubleshooting, restores service, and optimizes communication and operation issues between network components. Interfaces with customers to identify and resolve network connectivity problems; installs, maintains, and supports computer systems, including microcomputers, software, peripherals, and telecommunication equipment in a network architecture; analyzes service restoration of complex, recurring, and chronic problems; determines the impact of fixing the problem on network connectivity; reroutes communication traffic to prevent service interruption; and notifies appropriate internal groups, including local management of any problems degrading network performance. Maintains relevant documentation and trouble activity logs.	BA	3-6



Labor Category	Duties	Education	Years of Experience
Network Analyst III	Works virtually independent of direct supervision, directing and monitoring network performance, troubleshooting, service restoration, and communications optimization between network components. Interfaces with customers to identify and resolve network connectivity problems. Installs, maintains, and supports computer systems, including microcomputers, software, peripherals, and telecommunications equipment in a network architecture. Analyzes service restoration of highly complex, recurring, and chronic problems; determines the impact of fixing the problem on network connectivity; reroutes communications traffic to prevent service interruption; and notifies appropriate internal groups of any problems degrading performance.	BA	5-9
Network Engineer I	Monitors network hardware operations to ensure properly set configuration options. Performs cost/benefit studies of network configurations and recommends enhancements. Advises network users of hardware requirements, configurations and limitations. Coordinates installation activities by interfacing with hardware and software planners. Instructs operations personnel on use of new equipment. Coordinates repair of vendor-owned equipment. Maintains contact with vendors during problem restoration and advises customers and management of restoration status.	BA	4
Project Manager I	Under limited supervision, responsible for all aspects of project performance (i.e., technical, contractual, administrative, financial). Manages and supervises personnel involved in all aspects of project activity, organizes and assigns responsibilities to subordinates, and oversees the successful completion of all assigned tasks.	BA	6-13
Project Manager II	Under limited supervision, responsible for all aspects of performance (i.e., technical, contractual, administrative, financial). Consults with the customer to ensure conformity to contractual obligations, establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, and assumes the initiative and provides support to Marketing personnel in identifying and acquiring potential business.	BA	8-15
Project Manager III	Under general supervision, is responsible for assisting in all aspects of project performance (i.e., technical, contractual, administrative, financial). Supervises personnel involved in all aspects of project activity, organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, establishes and maintains technical and financial reports to show progress to Division management and	BA	10-20



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Labor Category	Duties	Education	Years of Experience
	customers, and maintains customer contacts to ensure conformity to all contractual obligations.		
Systems Analyst II	Functional Responsibility: Performs technical tasks associated with a scientific or general data processing environment. May act as a point of contact for individual users with operations or routine technically related problems. Will coordinate tasks with other employees, and will train and assist less-experienced personnel.	Associate's Degree or HS	2-6
Systems Analyst III	Works under minimal supervision in the performance of technical tasks associated with a scientific or general data processing environment. Will act as a primary point of contact for individual users at the data processing facility. Will usually function as the lead systems analyst on an effort, and may train and assist less experienced personnel, as is required.	BA	3-7

INFORMATION TECHNOLOGY PROFESSIONAL SERVICES GSA PRICES

SPECIAL ITEM NUMBER 132-51

	LABOR CATEGORY	GSA On-Site/ Government Site Rates (w/IFF)	GSA Off-Site/ QSS Site Rates(w/IFF)
1	Administrative Specialist I	\$22.54	\$24.56
2	Administrative Specialist II	\$29.58	\$32.24
3	Analyst I	\$36.66	\$39.94
4	Analyst II	\$39.86	\$43.42
5	Analyst III	\$57.44	\$62.59
6	Analyst IV	\$84.08	\$91.62
7	Business Support Specialist I	\$32.07	\$34.95
8	Business Support Specialist II	\$47.00	\$51.21
9	Computer Operator I	\$24.69	\$26.91
10	Computer Operator II	\$27.40	\$29.85
11	Computer Operator III	\$28.95	\$31.55
12	Computer Operator IV	\$32.66	\$35.58
13	Consultant I	\$56.60	\$61.68
14	Consultant II	\$80.10	\$87.26
15	Consultant III	\$100.00	\$108.96
16	Consultant IV	\$116.47	\$126.90
17	Database Administrator I	\$43.57	\$47.47
18	Database Administrator II	\$54.16	\$59.03
19	Database Administrator III	\$62.69	\$68.29
20	Database Administrator IV	\$75.17	\$81.91
21	Engineer I	\$41.87	\$45.62
22	Engineer II	\$51.76	\$56.39
23	Engineer III	\$65.60	\$71.47
24	Engineer IV	\$76.91	\$83.81
25	Network Administrator I	\$37.46	\$40.81
26	Network Administrator II	\$47.30	\$51.53
27	Network Administrator III	\$57.97	\$63.17
28	Network Administrator IV	\$67.95	\$74.03
29	Program Manager I	\$62.24	\$67.81
30	Program Manager II	\$84.41	\$91.97
31	Program Manager III	\$94.18	\$102.62
32	Program Manager IV	\$110.91	\$120.84
33	Programmer Analyst I	\$30.56	\$33.31
34	Programmer Analyst II	\$37.03	\$40.35
35	Programmer Analyst III	\$44.39	\$48.38
36	Programmer Analyst IV	\$53.85	\$58.67
37	Scientist I	\$48.63	\$52.99
38	Scientist II	\$52.56	\$57.29
39	Software Engineer I	\$44.09	\$48.02



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	LABOR CATEGORY	GSA On-Site/ Government Site Rates (w/IFF)	GSA Off-Site/ QSS Site Rates(w/IFF)
40	Software Engineer II	\$57.61	\$62.76
41	Software Engineer III	\$66.91	\$72.91
42	Software Engineer IV	\$86.68	\$94.44
43	Systems Administrator I	\$36.73	\$40.02
44	Systems Administrator II	\$40.48	\$44.12
45	Systems Administrator III	\$44.60	\$48.61
46	Systems Administrator IV	\$76.11	\$82.92
47	Systems Engineer I	\$48.75	\$53.11
48	Systems Engineer II	\$59.28	\$64.60
49	Systems Engineer III	\$74.22	\$80.87
50	Systems Engineer IV	\$86.99	\$94.79
51	Technical Specialist I	\$33.39	\$36.38
52	Technical Specialist II	\$43.75	\$47.66
53	Technical Specialist III	\$48.86	\$53.24
54	Technical Specialist IV	\$62.43	\$68.04
55	Technician I	\$34.66	\$37.76
56	Technician II	\$41.65	\$45.39
57	Technician III	\$45.26	\$49.31
58	Technician IV	\$49.78	\$54.26
59	Help Desk Coordinator	\$30.61	N/A
60	Help Desk Coordinator-Senior	\$34.75	N/A
61	Microcomputer Specialist I	\$31.71	N/A
62	Microcomputer Specialist III	\$38.44	N/A
63	Network Analyst I	\$37.56	N/A
64	Network Analyst II	\$44.76	N/A
65	Network Analyst III	\$57.78	N/A
66	Network Engineer I	\$45.15	N/A
67	Project Manager I	\$60.64	N/A
68	Project Manager II	\$70.32	N/A
69	Project Manager III	\$82.57	N/A
70	Systems Analyst II	\$45.89	N/A
71	Systems Analyst III	\$64.88	N/A