

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

Contractor:
 Integrated Support Systems inc
 P.O. Box 2402
 Arlington, VA 22202-0402
www.integratedsupport.com
 703.892.6100

Contract Number: GS-35F-0111L

Period Covered By Contract: **Second Evergreen Option Period
 July 1, 2011 – November 29, 2015**

Clauses Include: **This schedule 70 Contract includes State and Local Government (including local Law enforcement), Universities, and Disaster Recovery Purchasing.**

**General Services Administration
 Federal Supply Service
 CONTRACT MODIFICATIONS**

Pricelist effective **November 30, 2011 thru November 29, 2012.**
2nd Option period, 11th Contract Year
Mod PO-0024 effective November 30, 2011

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

Keywords

Web: design, develop, content management, Section 508, web enable legacy Apps, personas; and deploy Forms technology;
Infrastructure: Info-Assurance (e.g., system & integrity reviews, threat response) per FISMA / NIST Standards and Special Pubs:

- Security Assessment reports conforming with NIST Special 800 Pubs of appropriate Revs such as: SP 800-60; SP 800-53; SP 800-37; SP 800-34; SP 800-30; SP 800-18 to generate a Security Test and Evaluation (ST&E) detailing status of security controls, tests of system vulnerabilities including penetration test of the LAN and website to comply with guidelines of a C&A for Certificate of Authority to Operate. Reports can include, but not limited to:
- Network Security Implementation Plan, Risk Assessment Report, System Security Plan, System Contingency Plan,
- Plan of Action & Milestones, Configuration Management Plan,
- Security Assessment Plan, A Security Assessment Report,
- Privacy Impact Assessment (PIA) (Re: OMB Memo 03-22)

Developers: Oracle; Java & SQL design/develop; conversion of data & Apps; EMC Documentum & Center Stage; Adobe BPM, integration; iManage/ Interwoven; SharePoint; Off-365;
IT Support: Facilities Management for Case Management support, web enablement of legacy applications, data conversion, transition to new solutions and training;
Network Administration: Install & configure sensors, firewalls, switches, routers; install, monitor & configure network;
Project Management: PMPs, EVM Certifiable Processes, RUP, SDLC, PMBOKs, ITIL Processes and use of RAD tools;
Server Administration: Unix, Linux, Windows, HP, backup and UPS solutions.
SMEs Consultation: Case/Matter Management needs assessment, COTS evaluation and IV&V;

Special Item Numbers (SIN) Products/Services

132-51 Information Technology Professional Services

SIN 132-51 Information Technology Professional Services

- FPDS Code D301 IT Facility Operation and Maintenance
- FPDS Code D302 IT Systems Development Services
- FPDS Code D304 ADP Telecommunications and Transmission Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D307 Automated Information Systems Design and Integration Services
- FPDS Code D308 Programming Services
- FPDS Code D310 IT Backup and Security Services
- FPDS Code D311 IT Data Conversion Services
- FPDS Code D316 IT Network Management Services
- FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
- 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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**AUTHORIZED FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE
TERMS AND CONDITIONS**

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

**SPECIAL NOTICE TO AGENCIES
Small Business Participation**

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

For orders exceeding the micro-purchase 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.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage! and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

a. ORDERING ADDRESS.

By Mail: Integrated Support Systems inc
Attn: GSA Orders
P.O. Box 2402
Arlington, VA 22202-0402

By E-Mail:

GSA-Order@integratedsupport.com

By Facsimile:

(703) 891-9054

b. PAYMENT ADDRESS.

Integrated Support Systems inc
ATTN: GSA Remittance
P.O. Box 2402
Arlington, VA 22202-0402

c. GOVERNMENT CREDIT CARDS. Contractor (ISSi) accepts the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments are arranged at time of order via ISSi of ordering agency forms.

d. TECHNICAL AND/OR ORDERING ASSISTANCE. The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

Technical Assistance(703) 892-6100
Ordering Assistance(800) 249-4774

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:**

a. Information for Field Buying Offices to Complete Standard Form 279, Federal Procurement Data System (FPDS) Individual Contract Action Report. CAGE Code: 0RJC3

- Block 9: G (Order/Modification Under Federal Schedule).
- Block 16: Data Universal Numbering System (DUNS) number is 78-2561534.
- Block 30: Type of Contractor is B. Small Disadvantaged Business (Hispanic, Vietnam Veteran and SDV Owned Small Business).
- Block 31: Woman-Owned Small Business - No.
- Block 37: Contractor's Taxpayer Identification Number (TIN): 11-2691973.

b. Contractor has registered with the Central Contractor Registration Database, ORCA and VETS100.

5. FOB DESTINATION:

FOB terms:

State/Region	Point
CONUS	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	* Days

* As negotiated between the Contractor and the ordering activity.

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:

- a) PROMPT PAYMENT: 0%, 30 days from receipt of invoice or date of acceptance, whichever is later.
- b) QUANTITY: None.
- c) DOLLAR VOLUME: See page 80
- d) GOVERNMENT EDUCATIONAL INSTITUTIONS: None.
- e) OTHER: [Discounts defined in Pricing Tables](#)

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:

Not available within the scope of this contract.

10. SMALL REQUIREMENTS:

The minimum dollar value of an order for delivery to one destination is \$100.00.

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

a) **SPECIAL ITEM 132-51 – INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES.** The maximum dollar value per order for all professional services will be \$500,000.

(Note: "SPOT Discounts" may be applied for orders exceeding Maximum Amount, for BPAs, etc. – see Pricing Tables)

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS:

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

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

13. FEDERAL INFORMATION TECHNOLOGY/ TELECOMMUNICATION STANDARDS REQUIREMENTS:

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

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

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

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):

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

National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975-2833.

14. CONTRACTOR TASKS/SPECIAL REQUIREMENTS:

- (a) **Security Clearances:** The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) **Travel:** The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) **Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated

funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

- (k) **Overtime:** For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

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

16. GSA ADVANTAGE!

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

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

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (for example, Internet Explorer, Firefox, NetScape). The Internet address is <http://www.gsaadvantage.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. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS:

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
 - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES:

Not available under the scope of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs):

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

21. CONTRACTOR TEAM ARRANGEMENTS:

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

22. INSTALLATION, DE-INSTALLATION, REINSTALLATION:

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

alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

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

23. SECTION 508 COMPLIANCE:

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes
 No

www.integratedsupport.com (ISSi is a provider of 508 services)

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES:

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

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

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

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

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

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

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

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

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

26. SOFTWARE INTEROPERABILITY:

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

27. ADVANCE PAYMENTS:

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

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY PROFESSIONAL SERVICES (SPECIAL ITEM 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 Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000):

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

3. ORDER:

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

4. PERFORMANCE OF SERVICES:

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

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Professional Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

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

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

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

6. INSPECTION OF SERVICES:

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –

COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR:

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY:

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

9. INDEPENDENT CONTRACTOR:

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST:

- a. Definitions.

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

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

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

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES:

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

12. PAYMENTS:

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time and materials orders, the Payments under Time and Materials and Labor Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) 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 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES:

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

14. INCIDENTAL SUPPORT COSTS:

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

15. APPROVAL OF SUBCONTRACTS:

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING:

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Number 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

SUGGESTED FORMATS FOR BLANKET PURCHASE AGREEMENTS

BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE (Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

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

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

Signatures

Ordering Activity _____ Date _____

Contractor _____ Date _____

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/PART NUMBER _____ *SPECIAL BPA DISCOUNT/PRICE _____

(2) Delivery: _____

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

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

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

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

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

BASIC GUIDELINES FOR USING "CONTRACTOR TEAM ARRANGEMENTS"

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

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

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

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

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

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -

- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Integrated Support Systems inc provides commercial products and services to ordering activities. As a small disadvantaged business ourselves, 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, 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:

Point of Contact / Administrator:

Frank Duron

Phone: 800.249.4774

fduron@integratedsupport.com

www.integratedsupport.com

Fax: 703.891.9054

ISSi SIN 132-51
*LABOR CATEGORY DESCRIPTIONS***01-MANAGEMENT (PROJECT / TASK MANAGEMENT) LABOR CATEGORY DESCRIPTIONS****132-51-0001 Project/Task Manager I \$112.46**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As defined in TABLE-01 following these 5 management labor categories. Client needs may dictate revisions mutually agreed with the client.

Basic Qualifications

A Bachelor's degree in management, information technology (IT) or other related field; or equivalent experience including a combination of an Associate degree or professional certification such as PMP or industry licensure and a minimum of five (5) years of specific work experience that can include:

1. Four (4) years of increasingly responsible management, IT or related work experience.
2. Two (2) years of experience as a lead project manager and/or supervisor in support of a multifunctional, integrated information environment with multiple applications, or a client wide solution.

In addition to those qualifications in TABLE-02 subject to revisions as mutually agreed with client.

132-51-0002 Project/Task Manager II \$124.40[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As defined in TABLE-01 following these 5 management labor categories. Client needs may dictate revisions mutually agreed with the client.

Basic Qualifications

A Bachelors degree in management, information technology (IT) or other related field; or equivalent experience including a combination of an Associate degree and professional certification such as PMP or industry licensure and a minimum of seven (7) years of specific work experience that can include:

1. Six (6) years of increasingly responsible management, IT or related work experience.
2. Four (4) years of experience as a lead project manager and/or supervisor in support of a multifunctional, integrated information environment with multiple applications, or a client wide solution.

In addition to those qualifications in TABLE-02 subject to revisions as mutually agreed with client.

132-51-0003 Project/Task Manager III \$132.00[back to rate table](#) • [back to labor category list](#)**Responsibilities**

A Project/Task Manager (III) is an experienced management professional with a background in complex project management involving multiple aspects of information technology in support of disparate related fields. The Project/Task Manager is responsible for leading one or more Teams to accomplish client-defined and assigned Tasks and achieve client-defined goals, within a specific timeframe and allocated budget and interfacing with other Contractors and Agencies.

Responsibilities may include assisting the client in defining the Tasks and recommending the skill-sets and level of support that may be required as well as begin further detailed in TABLE-01 and TABLE-03, following these position descriptions, defining the greater responsibilities of Program/Task Manager III and an experienced Junior Program Manager.

Basic Qualifications

Specialized skills of Project/Task Managers with additional experience for multi-tasking and/or high volume projects:

1. Professional Certifications & Licensure of the Industry: e.g.; PMP; Business Management; Engineer; Legal, Paralegal; Medical; Economics based on nature of the Projects/Tasks being managed.
2. Advanced degree: e.g.; P.E.; LL.M.; Ph.D.; Ed.D; Eng.D; MBA and/or certifications and professional certificates and related experience.
3. IT training/certification: database design and development; Internet/Intranet/Extranet support; PC/Network hardware; operating systems; programming languages; case tools; litigation support;
4. Work experience must include expertise from each of the following:
 - Management: e.g.; CxO, operations/facilities, human resources, strategic planning; financial planning;
 - Litigation Support: experienced attorney or paralegal, familiar with case filings, discovery production, matter and case management, legal procedures and public relations;
5. Information Technology: Internet/Intranet/Extranet adaptation to client needs and administration, LAN/WAN/Mobile, office automation, management systems, litigation support, PC and network support, database operation, project/task management, system design/implementation/integration, hardware and software analysis; Nine (9) years of increasingly responsible management, IT or related work experience.

6. Seven (7) years of experience as a lead project manager and/or supervisor in support of a multifunctional, integrated information environment with multiple applications, or a client wide solution.

With additional qualifications detailed in TABLE-02 subject to revision with the mutual agreement between Contractor and client.

132-51-0004 Project/Task Manager (IV)

\$146.11

[back to rate table](#) • [back to labor category list](#)

Responsibilities

A Senior Project/ Program Manager (IV) is an experienced management professional with a background in complex project management involving multiple aspects of information technology in support of disparate related fields. The Project/ Task Manager is responsible for leading one or more Teams to accomplish client-defined and assigned Tasks and achieve client-defined goals, within a specific timeframe and allocated budget and interfacing with other Contractors and Agencies.

Responsibilities may include assisting the client in defining the Tasks and recommending the skill-sets and level of support that may be required as well as begin further detailed in TABLE-01 and TABLE-03, following these position descriptions, defining the greater responsibilities of Program/Task Manager IV and an experienced Junior Program Manager.

Basic Qualifications

Specialized skills of Project/Task Managers with additional experience for multi-tasking and/or high volume projects:

1. Professional Certifications & Licensure of the Industry: e.g.; PMP; Business Management; Engineer; Legal, Paralegal; Medical; Economics based on nature of the Projects/Tasks being managed.
2. Advanced degree: e.g.; P.E.; LL.M.; Ph.D.; Ed.D; Eng.D; MBA and/or certifications and professional certificates and related experience.
3. IT training/certification: database design and development; Internet/Intranet/Extranet support; PC/Network hardware; operating systems; programming languages; case tools; litigation support;
4. Work experience must include expertise from each of the following:
 - a. Management: e.g.; CxO, operations/facilities, human resources, strategic planning; financial planning;
 - b. Litigation Support: experienced attorney or paralegal, familiar with case filings, discovery production, matter and case management, legal procedures and public relations;
5. Information Technology: Internet/Intranet/Extranet adaptation to client needs and administration, LAN/WAN/Mobile, office automation, management systems, litigation support, PC and network support, database operation, project/task management, system design/implementation/integration, hardware and software analysis; Nine (9) years of increasingly responsible management, IT or related work experience.
6. Seven (7) years of experience as a lead project manager and/or supervisor in support of a multifunctional, integrated information environment with multiple applications, or a client wide solution.

With additional qualifications detailed in TABLE-02 subject to negotiation with the client.

02-ADVISING IT CONSULTANT & SUBJECT MATTER EXPERTS LABOR CATEGORY DESCRIPTIONS

132-51-0005 Advising IT Consultant (Mgmt& Apps) I

\$137.24[back to rate table](#) • [back to labor category list](#)**Responsibilities:**

As defined in Overview Table-01-A “Management & Application Consultant (an Overview & Responsibilities)” for this Skill Group of highly skilled positions.

Basic Qualifications

The qualifications, as stated in the Group-Set introduction above, are to be directly related to unique needs of our clients that are NOT covered by the traditional labor-categories of this Schedule. These special needs could cover a vast array of services, or require a traditional service that come at higher rates due to a level of expertise view as “subject matter expert” or includes a unique mix of skills needed by our client to resolve a specific client.

In addition, given the two decades of ISSi services and solution deployment in the litigation support arena, in addition to the new imaging labor categories, these levels allow ISSi to provide legal and other market specific professionals commanding higher rates. These “catch all” categories provide a rate spread adequate for negotiating on a task-by-task basis with a client. Also note that ISSi has eliminated the 14-level rate discount spread used for each Item in the previous 10-years of this Schedule making this set of ten Items an important factor for “reasonably” addressing all of our client needs.

Previous experience with government contracts is not required, but a desired plus, while experience with a clients’ environment is a valued plus. The requirements are detailed in Table-02 – “Client requirements might include most any area of consulting.

132-51-0006 Advising IT Consultant (Mgmt & Apps) II

\$151.68[back to rate table](#) • [back to labor category list](#)**Responsibilities:**

As defined in Overview Table-01-A “Management & Application Consultant (an Overview & Responsibilities)” for this Skill Group of highly skilled positions.

Basic Qualifications

The qualifications, as stated in the Group-Set introduction above, are to be directly related to unique needs of our clients that are NOT covered by the traditional labor-categories of this Schedule. These special needs could cover a vast array of services, or require a traditional service that come at higher rates due to a level of expertise view as “subject matter expert” or includes a unique mix of skills needed by our client to resolve a specific client.

In addition, given the two decades of ISSi services and solution deployment in the litigation support arena, in addition to the new imaging labor categories, these levels allow ISSi to provide legal and other market specific professionals commanding higher rates. These “catch all” categories provide a rate spread adequate for negotiating on a task-by-task basis with a client. Also note that ISSi has eliminated the 14-level rate discount spread used for each Item in the previous 10-years of this Schedule making this set of ten Items an important factor for “reasonably” addressing all of our client needs.

Previous experience with government contracts is not required, but a desired plus, while experience with a clients’ environment is a valued plus. The requirements are detailed in Table-02 – “Client requirements might include most any area of consulting.

132-51-0007 Advising IT Consultant (Mgmt & Apps) III

\$180.57[back to rate table](#) • [back to labor category list](#)**Responsibilities:**

As defined in Overview Table-01-A “Management & Application Consultant (an Overview & Responsibilities)” for this Skill Group of highly skilled positions.

Basic Qualifications

The qualifications, as stated in the Group-Set introduction above, are to be directly related to unique needs of our clients that are NOT covered by the traditional labor-categories of this Schedule. These special needs could cover a vast array of services, or require a traditional service that come at higher rates due to a level of expertise view as “subject matter expert” or includes a unique mix of skills needed by our client to resolve a specific client.

In addition, given the two decades of ISSi services and solution deployment in the litigation support arena, in addition to the new imaging labor categories, these levels allow ISSi to provide legal and other market specific professionals commanding higher rates. These “catch all” categories provide a rate spread adequate for negotiating on a task-by-task basis with a client. Also note that ISSi has eliminated the 14-level rate discount spread used for each Item in the previous 10-years of this Schedule making this set of ten Items an important factor for “reasonably” addressing all of our client needs.

Previous experience with government contracts is not required, but a desired plus, while experience with a clients’ environment is a valued plus. The requirements are detailed in Table-02 – “Client requirements might include most any area of consulting. The following Tables provide common or repetitive aspects of the following ten labor categories allowing the labor descriptions to be shortened; however, more matter the need or cost the candidate must possess qualifications & experience needed to address the client needs.

132-51-0008 Advising IT Consultant (Mgmt & Apps) IV**\$209.44**[back to rate table](#) • [back to labor category list](#)**Responsibilities:**

As defined in Overview Table-01 "Management Consultant (an Overview & Responsibilities)" for this Skill Group of highly skilled positions.

Basic Qualifications

The qualifications, as stated in the Group-Set introduction above, are to be directly related to unique needs of our clients that are NOT covered by the traditional labor-categories of this Schedule. These special needs could cover a vast array of services, or require a traditional service that come at higher rates due to a level of expertise view as "subject matter expert" or includes a unique mix of skills needed by our client to resolve a specific client.

In addition, given the two decades of ISSi services and solution deployment in the litigation support arena, in addition to the new imaging labor categories, these levels allow ISSi to provide legal and other market specific professionals commanding higher rates. These "catch all" categories provide a rate spread adequate for negotiating on a task-by-task basis with a client. Also note that ISSi has eliminated the 14-level rate discount spread used for each Item in the previous 10-years of this Schedule making this set of ten Items an important factor for "reasonably" addressing all of our client needs.

Previous experience with government contracts is not required, but a desired plus, while experience with a clients' environment is a valued plus. The requirements are detailed in Table-02 – "Client requirements might include most any area of consulting.

132-51-0009 Advising IT Consultant (Mgmt & Apps) V**\$241.86**[back to rate table](#) • [back to labor category list](#)**Responsibilities:**

As defined in Overview Table-01 "Management Consultant (an Overview & Responsibilities)" for this Skill Group of highly skilled positions.

Basic Qualifications

The qualifications, as stated in the Group-Set introduction above, are to be directly related to unique needs of our clients that are NOT covered by the traditional labor-categories of this Schedule. These special needs could cover a vast array of services, or require a traditional service that come at higher rates due to a level of expertise view as "subject matter expert" or includes a unique mix of skills needed by our client to resolve a specific client.

In addition, given the two decades of ISSi services and solution deployment in the litigation support arena, in addition to the new imaging labor categories, these levels allow ISSi to provide legal and other market specific professionals commanding higher rates. These "catch all" categories provide a rate spread adequate for negotiating on a task-by-task basis with a client. Also note that ISSi has eliminated the 14-level rate spread used for each Item in the previous 10-years of this Schedule making this set of ten Items an important factor for "reasonably" addressing all of our client needs.

Previous experience with government contracts is not required, but a desired plus, while experience with a clients' environment is a valued plus. The requirements are detailed in Table-02 – "Client requirements" might include most any area of consulting.

REFERENCED TABLES MANAGEMENT CONSULTANTS

The following tables provide common or repetitive aspects of the above five categories allowing the labor descriptions to be shortened; however, more important to the need for meeting cost requirements is that the candidate should possess qualifications & experience needed to address the client needs.

TABLE-01 MANAGEMENT CONSULTANT**Overview & Responsibilities****Overview**

IT professionals possessing skills in one or more IT technology areas defined in this Schedule that are exceptional or unique skills in areas of analytical assessment, with specific products, related products, technologies, professional disciplines, IT environments or associated systems where mission critical needs include, but are not limited to:

- Able to provide support and/or advice required in a specific IT technology, or product having: (1) High-visibility, (2) Major impact, or (3) Involving implementation of emerging technologies;
- Expert advice required in a discipline such as (but not limited to):
- Information Technology (IT) enterprise implementation strategy,
- Web and web related technologies including content management,
- Telecommunications and related [voice, and voice related technologies],
- Management,
- Application design, development and implementation,
- QA including testing, usability and navigational assessment and resolution,
- Imaging and imaging related [scanning, OCR, document management],
- Micro based client and server networks employing UNIX, Windows, Netware and other platforms
- Mainframe platforms, products and connectivity,
- Other IT technology areas, or other industry areas,

- Support for specific commercial and/or custom products.

Responsibilities

Possessing outstanding and/or unique skills and analytic abilities with respect to operations, nuances and problem solving proving extensions to existing Labor Categories of this Schedule (i.e., specific application software, operating systems, or technology skills) when advice and support are required in the following areas:

1. Defining system architectural requirements and recommendations for technical solutions and to establish the methodologies for meeting those requirements;
2. Working closely with client management, or senior level consultants through all phases of application software development, maintenance, documentation, quality assurance and user support as may be needed;
3. Working closely with a data processing teams providing technical advice and guidance in implementing recommended solutions, or in the resolution of specific algorithms, or functional requirements;
4. Evaluate new technologies in terms of efficiency, effectiveness, quality, inter-operability, and fit with client systems and solutions;
5. Evaluate and develop system software and/or hardware requirements, including where applicable, integration of solution components which may, or may not include telecommunications and/or web requirements;
6. Translate advanced concepts into practical and effective solutions using client approved structured techniques to define requirements and or to design appropriate algorithms;
7. Work with IT teams to define and develop feasible alternatives to client defined business needs, and then to evaluate the options and implement a selected option or alternative.
8. Introduce and integrate new concepts and technology strategies into practical and effective solutions within the client environment;
9. Develop feasible alternatives and estimate costs of implementation that include the tasks of conversion;
10. Present findings, recommendations, and specifications in formal reports and oral/multimedia presentations to a variety of audiences, including lay-personnel.

TABLE-02 MANAGEMENT CONSULTANT

Sample Consulting Areas

1. Certification in a product or products of a specific vendor, set of vendors or be recognized in the industry, market space of readily available in the region as knowledgeable in the area, product or technology of proposed expertise;
2. Any of the areas of item "1" above with specific knowledge of the client's needs and environment the needs are associated with;
3. Possess specific degrees, certifications or related research with/in a college, university or institute of higher learning that relates to a client problem(s);
4. Recognized experience in applying their area of expertise in an appreciable number of years of practice in their technology area as desired and defined by the client, where that expertise can be in any field of interest to the client;
5. This Schedule-70 having a focus in IT services it might be expected candidates have a client specified minimum years of experience in analysis, design, and implementation of solutions of their interest including related knowledge and experience with:
 - Systems development life cycle and data modeling techniques;
 - Troubleshooting and quickly resolving problems with their areas of product expertise;
 - Connecting or integrating with related technologies sought by the client; and
 - Knowledge of structured analytic methods, industry standards and documentation of standards and procedures is preferred.
6. However, a client need may well involve needs other than information technology (IT) such as the following sample set of expertise ISSi has provided with this Schedule:
 - Bio-sensor research or application in detecting undesired elements in an environment;
 - Expertise in assessing a problem that may include identifying and even negotiating a solution with a vendor or other experts;
 - Knowledge and expertise of deploying GIS for adaptation in client needs;
 - Knowledge and experience in deploying various optical technologies as may be needed by a client, or
 - Specific experience and expertise in understanding metadata definition and structuring to address unique strategies for indexing, integration, workflow or bringing together disparate environments.

The following 5 line-items provide a mechanism for our clients to have access to industry expertise for skill-sets required, for a finite time period, to address complex or time sensitive problems. The scope of these skill-areas are noted by example in TABLE-01 - A sampling of consulting areas.

132-51-0010 Subject Matter Expert / Industry Consultant I

\$260.00

[back to rate table](#) • [back to labor category list](#)

Responsibilities & Examples of areas of Consultation

As defined in Overview Table-01 "A sampling of consulting areas" for this Skill Group of highly skilled positions.

Basic Qualifications

The qualifications, as stated in the Group-Set introduction above, are to be directly related to unique needs of our clients that are NOT covered by the traditional labor-categories of this Schedule. These special needs could cover a vast array of services, or require a traditional service that come at higher rates due to a level of expertise view as “subject matter expert” or includes a unique mix of skills needed by our client to resolve a specific client.

In addition, given the two decades of ISSi services and solution deployment in the litigation support arena, in addition to the new imaging labor categories, these levels allow ISSi to provide legal and other market specific professionals commanding higher rates. These “catch all” categories provide a rate spread adequate for negotiating on a task-by-task basis with a client. Also note that ISSi has eliminated the 14-level rate discount spread used for each Item in the previous 10-years of this Schedule making this set of ten Items an important factor for “reasonably” addressing all of our client needs.

Previous experience with government contracts is not required, but a desired plus, while experience with a clients’ environment is a valued plus. The requirements are detailed in Table-02. Client requirements might include most any area of consulting.

132-51-0011 Subject Matter Expert / Industry Consultant II**\$310.00**[back to rate table](#) • [back to labor category list](#)**Responsibilities & Examples of Areas of Consultation**

As defined in Overview Table-01 “A sampling of consulting areas” for this Skill Group of highly skilled positions.

Basic Qualifications

The qualifications, as stated in the Group-Set introduction above, are to be directly related to unique needs of our clients that are NOT covered by the traditional labor-categories of this Schedule. These special needs could cover a vast array of services, or require a traditional service that come at higher rates due to a level of expertise view as “subject matter expert” or includes a unique mix of skills needed by our client to resolve a specific client.

In addition, given the two decades of ISSi services and solution deployment in the litigation support arena, in addition to the new imaging labor categories, these levels allow ISSi to provide legal and other market specific professionals commanding higher rates. These “catch all” categories provide a rate spread adequate for negotiating on a task-by-task basis with a client. Also note that ISSi has eliminated the 14-level rate discount spread used for each Item in the previous 10-years of this Schedule making this set of ten Items an important factor for “reasonably” addressing all of our client needs.

Previous experience with government contracts is not required, but a desired plus, while experience with a clients’ environment is a valued plus. The requirements are detailed in Table-02 – “Client requirements might include most any area of consulting.

132-51-0012 Subject Matter Expert / Industry Consultant III**\$360.00**[back to rate table](#) • [back to labor category list](#)**Responsibilities & Examples of Areas of Consultation**

As defined in Overview Table-01 “A sampling of consulting areas” for this Skill Group of highly skilled positions.

Basic Qualifications

The qualifications, as stated in the Group-Set introduction above, are to be directly related to unique needs of our clients that are NOT covered by the traditional labor-categories of this Schedule. These special needs could cover a vast array of services, or require a traditional service that come at higher rates due to a level of expertise view as “subject matter expert” or includes a unique mix of skills needed by our client to resolve a specific client.

In addition, given the two decades of ISSi services and solution deployment in the litigation support arena, in addition to the new imaging labor categories, these levels allow ISSi to provide legal and other market specific professionals commanding higher rates. These “catch all” categories provide a rate spread adequate for negotiating on a task-by-task basis with a client. Also note that ISSi has eliminated the 14-level rate discount spread used for each Item in the previous 10-years of this Schedule making this set of ten Items an important factor for “reasonably” addressing all of our client needs.

Previous experience with government contracts is not required, but a desired plus, while experience with a clients’ environment is a valued plus. The requirements are detailed in Table-02 – “Client requirements might include most any area of consulting.

132-51-0013 Subject Matter Expert / Industry Consultant IV**\$410.00**[back to rate table](#) • [back to labor category list](#)**Responsibilities & Examples of Areas of Consultation**

As defined in Overview Table-01 “A sampling of consulting areas” for this Skill Group of highly skilled positions.

Basic Qualifications

The qualifications, as stated in the Group-Set introduction above, are to be directly related to unique needs of our clients that are NOT covered by the traditional labor-categories of this Schedule. These special needs could cover a vast array of services, or require a traditional service that come at higher rates due to a level of expertise view as “subject matter expert” or includes a unique mix of skills needed by our client to resolve a specific client.

In addition, given the two decades of ISSi services and solution deployment in the litigation support arena, in addition to the new imaging labor categories, these levels allow ISSi to provide legal and other market specific professionals commanding higher rates. These “catch all” categories provide a rate spread

adequate for negotiating on a task-by-task basis with a client. Also note that ISSi has eliminated the 14-level rate discount spread used for each Item in the previous 10-years of this Schedule making this set of ten Items an important factor for “reasonably” addressing all of our client needs.

Previous experience with government contracts is not required, but a desired plus, while experience with a clients’ environment is a valued plus. The requirements are detailed in Table-02 – “Client requirements might include most any area of consulting.

132-51-0014 Subject Matter Expert / Industry Consultant V

\$460.00[back to rate table](#) • [back to labor category list](#)

Responsibilities & Examples of Areas of Consultation

As defined in Overview Table-01 – “A sampling of consulting areas” for this Skill Group of highly skilled positions.

Basic Qualifications

The qualifications, as stated in the Group-Set introduction above, are to be directly related to unique needs of our clients that are NOT covered by the traditional labor-categories of this Schedule. These special needs could cover a vast array of services, or require a traditional service that come at higher rates due to a level of expertise view as “subject matter expert” or includes a unique mix of skills needed by our client to resolve a specific client.

In addition, given the two decades of ISSi services and solution deployment in the litigation support arena, in addition to the new imaging labor categories, these levels allow ISSi to provide legal and other market specific professionals commanding higher rates. These “catch all” categories provide a rate spread adequate for negotiating on a task-by-task basis with a client. Also note that ISSi has eliminated the 14-level rate discount spread used for each Item in the previous 10-years of this Schedule making this set of ten Items an important factor for “reasonably” addressing all of our client needs.

Previous experience with government contracts is not required, but a desired plus, while experience with a clients’ environment is a valued plus. The requirements are detailed in Table-02 – “Client requirements might include most any area of consulting.

REFERENCED TABLES SUBJECT MATTER EXPERT / INDUSTRY CONSULTANT

The following tables provide common or repetitive aspects of the above five categories allowing the labor descriptions to be shortened; however, more important to the need for meeting cost requirements is that the candidate should possess qualifications & experience needed to address the client needs.

Overview: This section defines highly skilled, SME, unique or simply more costly candidates and “refers” to their having the education, certifications, product, tools and process expertise and familiarity with appropriate publications and standards related to their industry.

TABLE-01 SUBJECT MATTER EXPERT / INDUSTRY CONSULTANT
A sampling of consulting areas

Responsibilities

Subject matter experts (“SME”) in a vast array of disciplines, including those covered by the SIN 132-51 line-items of this Schedule; however, in addition to, but not limited, to those in the following sample-set:

Legal - research, evaluation & assessment of facts law, discovery, pre-trial, trial & appellate procedure; financial modeling, trend analysis, review & evaluation, data assessment, funds tracking; discovery advisement, pre-trial & trial preparation, expert witness and Information Technology.

1. **Expert advice is required in an industry specific area, or product having:**

- High-visibility
- Major impact due time sensitive matter or mission critical factor, or
- Involves implementation of new and emerging technologies.

2. **Expert advice is required in a field, profession or discipline such as (but not limited to):**

- | | | |
|---|------------------|-------------|
| • Information Technology (IT) | • Science | • Law |
| • Engineering and Design Defense | • Agriculture | • Education |
| • Medicine (including health & human services) | • Environment | • Energy |
| • Library & Media Services (including research) | • Transportation | |
| • Finance (including Accounting & Economics) | • Management | |

Examples of areas where an IP/PS may provide consultation:

1. Evaluate new technology in terms of efficiency, effectiveness, quality and inter-operability with client systems, and justify use or exclusion from projects;
2. Review legal, financial, management and/or other impact(s) on client situation or strategic direction in attaining goals;
3. Evaluate a client environment and/or client strategy to assist in Identifying goals;
 - Establishing a strategic plan to meet goals;
 - Recommending solutions and presenting available options based upon evaluated and proven technologies or strategies;
4. Provide professional advice and guidance to client Project Team using products, technologies and/or industry knowledge in the area of expertise;
5. Evaluate and/or develop strategic requirements and generate short and long range plans that include integrated solutions that encompass previous and/or potential client defined goals and requirements for any of the industry expertise required;
6. Introduce and integrate new and emerging concepts and industry direction into practical and effective solutions within the client environment;
7. Develop feasible alternatives and estimate costs of implementation and conversion (where necessary);
8. Present findings, recommendations, and specifications in formal reports and oral/multi-media presentations to a variety of audiences, including lay-personnel.

TABLE-02 SUBJECT MATTER EXPERT / INDUSTRY CONSULTANT**Client requirements might include most any area of consulting**

1. Certification in a product or products of a specific vendor, set of vendors or be recognized in the industry, market space of readily available in the region as knowledgeable in the area, product or technology of proposed expertise;
2. Any of the areas of item "1" above with specific knowledge of the client's needs and environment the needs are associated with;
3. Possess specific degrees, certifications or related research with/in a college, university or institute of higher learning that relates to a client problem(s);
4. Recognized experience in applying their area of expertise in an appreciable number of years of practice in their technology area as desired and defined by the client, where that expertise can be in any field of interest to the client;
5. This Schedule-70 having a focus in IT services it might be expected candidates have a client specified minimum years of experience in analysis, design, and implementation of solutions of their interest including related knowledge and experience with:
 - Systems development life cycle and data modeling techniques;
 - Troubleshooting and quickly resolving problems with their areas of product expertise;
 - Connecting or integrating with related technologies sought by the client; and
 - Knowledge of structured analytic methods, industry standards and documentation of standards and procedures is preferred.
6. However, a client need may well involve needs other than information technology (IT) such as the following sample set of expertise ISSi has provided with this Schedule:
 - Bio-sensor research or application in detecting undesired elements in an environment;
 - Expertise in assessing a problem that may include identifying and even negotiating a solution with a vendor or other experts;
 - Knowledge and expertise of deploying GIS for adaptation in client needs;
 - Knowledge and experience in deploying various optical technologies as may be needed by a client, or
 - Specific experience and expertise in understanding metadata definition and structuring to address unique strategies for indexing, integration, workflow or bringing together disparate environments.

03-FACILITY MANAGEMENT GROUP (DOCUMENT, DATA AND RECORDS MANAGEMENT) LABOR CATEGORY DESCRIPTIONS

The Data-Records Analyst descriptions are structured to include addressing skill sets and experience to address client needs for the following specific skill areas allowing them to be used as follows e.g., as examples only and address a clients specific requirements and qualifications:

Clerical workers	Records Managers	Case analysts	Librarians
Office and legal clerks	Paralegals	Data analysts	Data architects

132-51-0015 Data/Records Analyst I (General Clerk) \$26.46[back to rate table](#) • [back to labor category list](#)**Responsibilities**

The Records Managers of this level shall be responsible for maintenance of files, assist individuals in locating and obtaining materials, respond to requests for information from or about the record holdings, and maintain and update databases/inventories of documents. A Records Manager I, working under supervision, can fill this position as Legal Clerk, Junior Librarian, and Clerical Support positions to achieve the goals of a client.

Basic Qualifications

The Records Managers of this level shall have a minimum of one year or more of demonstrated relevant experience in the support of records management, litigation support, or library holding projects of a similar scope and complexity as detailed in the statement of work. The Records Manager shall have Bachelor s degree or 2 years of relevant work experience.

132-51-0016 Data/Records Analyst II (General & Legal Clerk or Admin) \$40.66[back to rate table](#) • [back to labor category list](#)**Responsibilities**

The Records Managers of this level shall be responsible for maintenance of files, assist individuals in locating and obtaining materials, respond to requests for information from or about the record holdings, and maintain and update databases/inventories of documents. A Records Manager II, working under supervision, can fill this position as Legal Clerk, Junior Librarian, and Clerical Support positions to achieve the goals of a client.

Basic Qualifications

The Records Managers of this level shall have a minimum of two years or more of demonstrated relevant experience in the support of records management, litigation support, or library holding projects of a similar scope and complexity as detailed in the statement of work. The Records Manager shall have Bachelor s degree or 3 years of relevant work experience.

132-51-0017 Data/Records Analyst III (Paralegal, Librarian, Legal Clerk) \$50.98[back to rate table](#) • [back to labor category list](#)**Responsibilities**

The Records Managers of this level shall be responsible for maintenance of files, assist individuals in locating and obtaining materials, respond to requests for information from or about the record holdings, and maintain and update databases/inventories of documents. A Records Manager III, working under supervision, or as a Supervisor, can fill this position as a *Legal Support Assistant, Librarian, Paralegal or Clerical Support* position to achieve the goals of a client.

Basic Qualifications

The Records Managers of this level shall have a minimum of three years or more of demonstrated relevant experience in the support of records management, litigation support, or library holding projects of a similar scope and complexity as detailed in the statement of work. The Records Manager shall have Bachelor s degree or 5 years of relevant work experience.

Additional Qualifications

The Records Managers of this level might also possess membership and/or certification(s) through professional organizations such as national records management, library science, paralegal and other related industry specific organizations.

132-51-0018 Data/Records Analyst IV (Paralegal, Librarian, Legal Clerk) \$62.95[back to rate table](#) • [back to labor category list](#)**Responsibilities**

A Records Manager of this level shall be responsible for all activities related to the management and maintenance of documents and records, to ensure that records are:

- organized and classified in the applicable file structures,
- develop indexing for administrative records,
- assist individuals in locating and obtaining materials,
- respond to requests for information from or about the record holdings,
- maintain and update databases/inventories of documents,

- review documents intended for distribution by whatever means to be appropriate, for non-sensitive to the client and/or matter,
- to prepare documents for Archival, or to retrieve from Archive and prepare for use by Attorney Teams, Congressional Hearings, GAO reviews, or as deemed necessary by client.
- A Records Manager of this level may be expected to participate, or manage Teams that could include *Legal Support Assistants, Librarians, and Clerical Support* positions.

Basic Qualifications

A Records Manager of this level shall have a minimum of four or more years of demonstrated relevant experience in the support of records management, support of litigation efforts, library holding projects of a similar scope and complexity as detailed in the statement of work. The Senior Records Manager I shall have either a Master's Degree in Computer Science, Library Science, or a Bachelor's Degree in Computer Science, Library Science, or be a Paralegal or Professional in a related field or possess a combination of a Bachelors degree with 2 or more years relevant work experience and have attained industry specific recognition and/or certification(s).

Additional Qualifications

A Records Manager of this level should be active in professional organizations such as national records management, library science, Bar Association paralegal and other related industry specific organizations. Publications of industry specific writings, White Papers, including Thesis, would be considered a strong plus.

132-51-0019 Senior Data/Records Analyst I (Paralegal, Librarian, Legal Clerk)**\$74.85**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

A Senior Records Manager at this level shall be responsible for all activities related to the management and maintenance of documents and records, to ensure that records are:

- organized and classified in the applicable file structures,
- develop indexing for administrative records,
- assist individuals in locating and obtaining materials,
- respond to requests for information from or about the record holdings,
- maintain and update databases/inventories of documents,
- review documents intended for distribution by whatever means to be appropriate, for non-sensitive to the client and/or matter,
- to prepare documents for Archival, or to retrieve from Archive and prepare for use by Attorney Teams, Congressional Hearings, GAO reviews, or as deemed necessary by client.

A Senior Records Manager at this level may be expected to participate, or manage Teams that could include Legal Support Assistants, Librarians, Paralegal and Clerical Support positions.

Basic Qualifications

A Senior Records Manager at this level shall have a minimum of five or more years of demonstrated relevant experience in the support of records management, support of litigation efforts, library holding projects of a similar scope and complexity as detailed in the statement of work. The Senior Records Manager II shall have either a Master's Degree in Computer Science, Library Science, JD or a Bachelor's Degree in Computer Science, Library Science, or be a Paralegal or Professional in a related field or possess a combination of a Bachelors degree with 3 or more years relevant work experience and have attained industry specific recognition and/or certification(s).

Additional Qualifications

A Senior Records Manager at this level should be active in professional organizations such as national records management, library science, Bar Association paralegal and other related industry specific organizations. Publications of industry specific White Papers, including Thesis, would be considered a strong plus.

132-51-0020 Senior Data/Records Analyst II (Paralegal, Librarian)**\$92.20**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

A Senior Records Manager at this level shall be responsible for all activities related to the management and maintenance of documents and records, to ensure that records are:

- organized and classified in the applicable file structures,
- develop indexing for administrative records,
- assist individuals in locating and obtaining materials,
- respond to requests for information from or about the record holdings,
- maintain and update databases/inventories of documents,
- review documents intended for distribution by whatever means to be appropriate, for non-sensitive to the client and/or matter,
- to prepare documents for Archival, or to retrieve from Archive and prepare for use by Attorney Teams, Congressional Hearings, GAO reviews, or as deemed necessary by client.

A Senior Records Manager at this level will be expected to manage Teams that can, and may well include Legal Support Assistants, Librarians, Paralegal and Clerical Support positions to achieve the goals of a client.

Basic Qualifications

A Senior Records Manager at this level shall have a minimum of six or more years of demonstrated relevant experience in the support of records management, support of litigation efforts, library holding projects of a similar scope and complexity as detailed in the statement of work. The Senior Records Manager III shall have either a Master's Degree in Computer Science, Library Science, JD or a Bachelor's Degree in Computer Science, Library Science, or be a Paralegal or Professional in a related field or possess a combination of a Bachelors degree with 5 or more years relevant work experience and have attained industry specific recognition and/or certification(s).

Additional Qualifications

A Senior Records Manager at this level is expected to be active in professional organizations such as national records management, library science, Bar Association paralegal and other related industry specific organizations. Publications of industry specific White Papers, including Thesis, would be considered a strong plus.

132-51-0021 Senior Data/Records Analyst III (Paralegal, Librarian, Legal Clerk)**\$111.73**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

A Records Manager of this level shall be responsible for all activities related to the management and maintenance of documents and records, to ensure that records are:

- organized and classified in the applicable file structures,
- develop indexing for administrative records,
- assist individuals in locating and obtaining materials,
- respond to requests for information from or about the record holdings,
- maintain and update databases/inventories of documents,
- review documents intended for distribution by whatever means to be appropriate, for non-sensitive to the client and/or matter,
- to prepare documents for Archival, or to retrieve from Archive and prepare for use by Attorney Teams, Congressional Hearings, GAO reviews, or as deemed necessary by client.

A Records Manager of this level may be expected to participate, or manage Teams that could include *Legal Support Assistants, Librarians, and Clerical Support* positions.

Basic Qualifications

At this level whereby a Records Manager will be involved directly with the client and/or SME's to define the strategy and fundamental guidelines the possession of higher degrees would be viewed most favorable with all of the "or equivalent" criteria at the introduction of this skill section appropriate. At a minimum the Sr. Records Manager IV must have 7 or more years of demonstrated relevant experience as a Team Lead in support of records management, support of litigation efforts, library holding projects of a similar scope and complexity and tools as detailed in the clients' statement of work. Senior Records Manager IV having a Master's Degree in Computer Science, Library Science, JD, or a Bachelor's Degree in Computer Science, Library Science, English or be a Paralegal or Professional in a related field or possess a combination of a Bachelors degree with work experience viewed appropriate by the client and have attained industry specific recognition and/or certification(s) would be viewed a plus.

Additional Qualifications

A Records Manager of this level should be active in professional organizations such as national records management, library science, Bar Association paralegal and other related industry specific organizations. Publications of industry specific writings, White Papers, including Thesis, would be considered a strong plus.

132-51-0022 Senior Data/Records Analyst IV (Paralegal, Librarian, Legal Clerk)**\$129.00**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Records Manager at this level shall be expected to work with the client as a knowledgeable and experienced Records Management leader typically responsible for a Team of Data and Records Management staff and all their activities ensuring that the Team adheres to designated strategies and guidelines whether NARA or client. With specific oversight attention to:

- respond to requests for information from or about the record holdings,
- review documents intended for distribution by whatever means to be appropriate, for non-sensitive to the client and/or matter,
- decisions and strategy for documents to be Archived, or deemed appropriate for destruction and when that might include the images as well.

Basic Qualifications

At this level whereby a Records Manager will be involved directly with the client and/or SME's to define the strategy and fundamental guidelines the possession of higher degrees would be viewed most favorable with all of the "or equivalent" criteria at the introduction of this skill section appropriate. At a minimum the Sr. Records Manager IV must have 8 or more years of demonstrated relevant experience as a Team Lead in support of records management, support of litigation efforts, library holding projects of a similar scope and complexity and tools as detailed in the clients' statement of work. Senior Records Manager IV having a Master's Degree in Computer Science, Library Science, JD, or a Bachelor's Degree in Computer Science, Library Science, English or be a Paralegal or Professional in a related field or possess a combination of a Bachelors degree with work experience viewed appropriate by the client and have attained industry specific recognition and/or certification(s) would be viewed a plus.

Additional Qualifications

A Records Manager of this level should be active in professional organizations such as national records management, library science, Bar Association paralegal and other related industry specific organizations. Publications of industry specific writings, White Papers, including Thesis, would be considered a strong plus.

132-51-0023 Imaging Project Manager I**\$89.65**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Primary responsibility for all contractor support provided to a particular project. Serves as the Governments primary point of contact for all support provided to the project, and as such will have frequent contact with the cognizant Government manager(s) and client agency staff. Responsible for planning and managing all support for the project, including monitoring workflow, progress reporting to the Government identifying and assigning staff, budget development and tracking, coordinating technical/data processing support, and obtaining other required resources. Ensures that proper security is maintained overall project materials in accordance with required security procedures. Performs an active quality assurance role to ensure high quality work delivered on time and in accordance with contractual specifications. Coordinates with other internal corporate components and resources to deliver project support.

Basic Qualifications

At minimum a Bachelors degree is preferred. Three years experience in office, imaging, and document solutions related work, 1 year of which with progressively more responsible supervisory & management experience. Demonstrated ability to manage numerous complex and time-critical activities simultaneously, including technical related activities. Requires expert knowledge of the functional area addressed by the project; general knowledge of Government imaging and document management environments, standards, and procedures; and specific knowledge and experience in the client s imaging and document management environment. Excellent oral and written communications skills and an ability to work and effectively communicate with technical and managerial personnel are required.

132-51-0024 Imaging Project Manager II**\$108.75**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Primary responsibility for all contractor support provided to a particular project. Serves as the Governments primary point of contact for all support provided to the project, and as such will have frequent contact with the cognizant Government manager(s) and client agency staff. Responsible for planning and managing all support for the project, including monitoring workflow, progress reporting to the Government identifying and assigning staff, budget development and tracking, coordinating technical/data processing support, and obtaining other required resources. Ensures that proper security is maintained overall project materials in accordance with required security procedures. Performs an active quality assurance role to ensure high quality work delivered on time and in accordance with contractual specifications. Coordinates with other internal corporate components and resources to deliver project support.

Basic Qualifications

At minimum a Bachelors degree is preferred. Five years experience in office, imaging, and document solutions related work, 3 years of which with progressively more responsible supervisory & management experience. Demonstrated ability to manage complex and time-critical activities simultaneously, that includes technical related activities. Requires expert knowledge of the functional area addressed by the project; general knowledge of Government imaging and document management environments, standards, and procedures; and specific knowledge and experience in the client s imaging and document management environment. Excellent oral and written communications skills, ability to work and communicate effectively with technical and managerial personnel are required.

132-51-0025 Data Entry Specialist I**\$33.75**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Operates a variety of data entry equipment to transform, transcribe and verify source material to computer-readable media; enters into database and retrieves data from computer terminal according to established guidelines. Verifies accuracy, validity and completion of transcribed data by computer verification, proofreading computer display or printout, or other applicable methods; makes corrections as necessary. This position works under close supervision and follows specific procedures or detailed instructions. Works from various standard source documents that have been coded and require little or no selecting, coding or interpreting of data. Problems such as erroneous items and codes or missing information are resolved at the supervisory level.

Basic Qualifications

High School diploma (see Table-B for equivalent) with technical school or specialized training viewed as a plus. One year of general clerical experience to include experience operating an alphanumeric keyboard. Requires ability to operate a variety of office automation equipment and personal computers. Attention to detail and ability to work independently while following prescribed procedures required.

132-51-0026 Data Entry Specialist II**\$38.68**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Works with data and/or enters data on-line to a variety of computer systems. Enters data in prescribed format for subsequent processing. May also extract bibliographic or subjective information from documents, invoices, or other source material and directly input the extracted information onto a data entry screen. Reviews error messages and makes corrections during data entry. Maintains operating records, logs and controls documents, conducts first level quality control checks.

Basic Qualifications

High school diploma High School diploma (see Table-B for equivalent) with technical school or specialized training viewed as a plus. Two years of data entry experience to include experience operating an alphanumeric keyboard. Experience in information technology or automated office environment and in the functional area applicable to specific task orders preferred. Attention to detail and ability to work independently while following prescribed procedures required.

132-51-0027 Data Entry Supervisor**\$49.96**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Responsible for ensuring required resources are available. Supervising equipment configuration as well as document receiving and shipping, document preparation, document number labeling, document photocopying, and document processing tracking & productivity reporting, except those performed within a Document Center. Responsible for conducting the liaison and coordination activities between document preparation/processing activities and document imaging. Supervises all of these tasks for scope of work, schedule, budget, and adherence to accuracy and quality standards.

Basic Qualifications

High School diploma (see Table-B for equivalent) with technical school or specialized training viewed as a plus. Four years experience in coordinating job assignments and workflow. Provides staff support. Monitors staff productivity, attendance, quality and ensures tasks are completed in a timely and accurate manner. Provides feed back to designated manager on status of tasks, accomplishments, problems, staff needs, concerns and maintain production logs for manager.

132-51-0028 Document Coder I**\$34.76**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Using experience and judgment identify data from various source documents by searching, interpreting and selecting key bibliographic and/or subjective information from documents, invoices, phone records or other source material for use in coding documents for entry onto a DCF or directly into a data entry screen.

Basic Qualifications

High School diploma (see Table-B for equivalent) with technical school or specialized training viewed as a plus. Must have demonstrated ability to analyze documents to extract appropriate level of information. Must have strong typing skills and familiarity with office automation systems, especially data entry programs and computer database software. Must have excellent attention to detail and accuracy; and must understand oral and written instructions, and follow instructions explicitly and consistently.

132-51-0029 Document Coder II**\$39.00**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

With at least 2+ years experience and judgment identifying data from various documents by searching, interpreting and selecting key bibliographic and/or subjective information from documents, invoices, phone records or other source material for use in coding documents for entry onto a DCF or directly into a data entry screen. Must also be experienced in training entry level staff.

Basic Qualifications

High School diploma (see Table-B for equivalent) with technical school or specialized training viewed as a plus. At least 2-years demonstrated ability to analyze documents to extract appropriate level of information. Must have strong typing skills and familiarity with office automation systems, especially data entry programs and computer database software. Must have excellent attention to detail and accuracy; and must understand oral and written instructions, and follow instructions explicitly and consistently.

132-51-0030 Image Services Supervisor**\$62.47**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Supervises critical project operational areas, including staff recruitment, hiring, development, and evaluation; performance monitoring; project reporting; and development and implementation of project policies and procedures. Supervises the development and execution of project plans and completion of project deliverables.

Basic Qualifications

Bachelors degree is preferred (see Table-A for allowance of equivalent work experience). Four years of experience in office, imaging, and document-related work, including two years of progressively more responsible supervisory experience. Demonstrated ability to supervise numerous complex and time-critical activities simultaneously.

132-51-0031 Scanner Operator I – GFE**\$35.68**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Under direct supervision, operates digital image scanning equipment to capture images and generate associated OCR text. Follows established scanning and quality control procedures in producing digital files in specified format for further processing. May be required to prepare documents for scanning by disassembling prior to scanning and reassembling afterward. May be required to record file level information and physical attachment information during the scanning process. Performs routine maintenance on equipment. Maintains production logs and equipment maintenance logs.

Basic Qualifications

High School diploma (or see Table-B for equivalent). One year experience working with image scanning and conversion equipment, including hands-on experience with specific equipment to be used. Must be able to set up, operate and perform routine maintenance on machines. Attention to detail extremely important; ability to produce high quality work under adverse conditions and time pressures extremely important. Previous litigation support experience very helpful. Good oral and written communication skills very important.

132-51-0032 Scanner Operator I – CFE**\$44.60**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Under direct supervision, operates digital image scanning equipment to perform efficient conversion and storage for retrieval of records, documents, drawings, photos. Follows established scanning and quality control procedures to produce digital files in specified format for further processing. Determine appropriate scanner and scanner settings based on document type, planned processing and document characteristics. Helps to set up indexes and print services and maintains accurate catalogs of materials. Prepare materials for filming: organize; pull staples, paper clips, etc. Film and edit all information. Retrieve information as requested. May be required to prepare documents for scanning by disassembling prior to scanning and reassembling afterward. May be required to record file level information and physical attachment information during the scanning process. Performs routine maintenance on equipment. Maintains production logs and equipment maintenance logs.

Basic Qualifications

High School diploma (or see Table-B for equivalent). One year experience working with image scanning and conversion equipment, including hands-on experience with the specific equipment being used. Must be able to set up, operate and perform routine maintenance on these machines. Attention to detail extremely important; ability to produce high quality work under adverse conditions and time pressures extremely important. Previous litigation support experience very helpful. Good oral and written communication skills very important.

132-51-0033 Scanner Operator II – GFE**\$39.00**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Working independently, operates digital image scanning equipment to capture images and generate associated OCR text. Follows established scanning and quality control procedures in producing digital files in specified format for further processing. Provides suggested improvements to scanning and quality control procedures. May be required to record file level information and physical attachment information during the scanning process. Performs routine maintenance on equipment. Maintains production logs and equipment maintenance logs.

Basic Qualifications

High School diploma (see Table-B for equivalent) with an undergraduate degree viewed as a plus. Three or more years experience working with image scanning and conversion equipment, including hands-on experience with the specific equipment being used. Must be able to set up, operate and perform routine maintenance on these machines. Attention to detail extremely important; ability to produce high quality work under adverse conditions and time pressures extremely important. Previous litigation support experience very helpful. Good oral and written communication skills very important.

132-51-0034 Scanner Operator II – CFE**\$48.83**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Working independently, operates digital image scanning equipment to capture images and generate associated OCR text. Follows established scanning and quality control procedures in producing digital files in specified format for further processing. Provides suggested improvements to scanning and quality control procedures. May be required to record file level information and physical attachment information during the scanning process. Performs routine maintenance on equipment. Maintains production logs and equipment maintenance logs.

Basic Qualifications

High School diploma (see Table-B for equivalent) with an undergraduate degree viewed as a plus. Three or more years experience working with image scanning and conversion equipment, including hands-on experience with the specific equipment being used. Must be able to set up, operate and perform routine maintenance on these machines. Attention to detail extremely important; ability to produce high quality work under adverse conditions and time pressures extremely important. Previous litigation support experience very helpful. Good oral and written communication skills very important.

04-IT SUPPORT SKILL-SETS LABOR CATEGORY DESCRIPTIONS

132-51-0035 User Support Analyst I

\$53.42[back to rate table](#) • [back to labor category list](#)

Responsibilities

As stated in TABLE-01 (IT User Support Analyst)

Basic Qualifications

- A four year Bachelors of Science or engineering degree or related field is preferred or equivalent as defined in the introduction section of this item.
- Six years of general data processing experience.
- Two years experience in assisting word-processing users with support involving advanced word processing functions, utilities, and supervisory functions.
- Two years experience assisting and supporting PC end-users in the solution of daily operating problems.
- Two years experience supporting users in advanced features within the client's specific environment.
- Effective oral and written communication skills, including preparation and presentation of user documentation and training materials where requested.
- Demonstrated strong interpersonal relations skills preferred.
- Six months or more demonstrated experience in each of at least six of the following facilities and functions in TABLE-02 (IT User Support Analyst).

132-51-0036 User Support Analyst II

\$70.61[back to rate table](#) • [back to labor category list](#)

Responsibilities

As stated in TABLE-01 (IT User Support Analyst)

Basic Qualifications

- A four year Bachelors of Science or engineering degree or related field is preferred or equivalent as defined in the introduction section of this item.
- Six years of general data processing experience.
- Four years experience in assisting word-processing users with support involving advanced word processing functions, utilities, and supervisory functions.
- Four years experience assisting and supporting PC end-users in the solution of daily operating problems.
- Four years experience supporting users in advanced features within the client's specific environment.
- Demonstrated effective oral and written communication skills, including preparation and presentation of user documentation and training materials.
- Demonstrated strong interpersonal relations skills.
- Nine to twelve months (or more) demonstrated experience in each of at least eight of the following areas: and functions in TABLE-02 (IT User Support Analyst):

132-51-0037 User Support Analyst III

\$81.24[back to rate table](#) • [back to labor category list](#)

Responsibilities

- Leads team or independently acquires hands-on experience and expertise with new or existing client standard hardware and software.
- Performs general support duties such as uploading and downloading files, changing printer cartridges, routine cleaning of computer equipment, preparing equipment for shipment to remote trial sites, etc., as assigned.
- Provide periodic written and oral status reports as required and circumstances indicate.
- As well as those requirements stated in TABLE-01 (IT User Support Analyst)

Basic Qualifications

- A 4-year degree from an accredited college would be viewed favorably; however, a combination of 2-3 years post high school education plus 4 years increasingly more responsible IT/IS work experience as applied to the requirements listed below could be substituted for a degree with client approval.
- Four years experience in assisting word-processing users with support involving advanced word processing functions, utilities, and supervisory functions.
- Four years experience assisting and supporting PC end-users in the solution of daily operating problems.
- Four years experience supporting users in advanced features within the client's specific environment.
- Demonstrated oral and written communication skills, including preparation and presentation of user documentation and training materials where requested. Client may require samples of written materials.
- Demonstrated strong interpersonal relations skills.
- One year or more demonstrated experience in at least eight of the following areas: and functions in TABLE-02 (IT User Support Analyst).

132-51-0038 User Support Analyst IV**\$103.06**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As those requirements stated in TABLE-01 (IT User Support Analyst).

Basic Qualifications

- A 4-year degree from an accredited college.
- Five years experience in assisting word-processing users with support involving advanced word processing functions, utilities, and supervisory functions.
- Five years experience assisting and supporting PC end-users in the solution of daily operating problems.
- Five years experience supporting users in advanced features within the client's specific environment.
- Demonstrated oral and written communication skills, including preparation and presentation of user documentation and training materials where requested. Client may require samples of written materials.
- Demonstrated strong interpersonal relations skills.
- Two to three years demonstrated experience in most all of the following areas:
 - Providing end-user support in a Local Area Network environment.
 - Maintaining and supporting user PC software configurations via Control Panel and with software applications.
 - Developing application macros for Windows applications such as Word, Excel, E-Mail, Access, MS PowerPoint, MS Visio, PageMaker, FrameMaker, etc. or with products used by the client.
- Familiarity using third party Apps (e.g., Adobe, Corel, Lotus, etc.) and tools such as Chkdsk and other such scans in conjunction with a client environment.
- Configuring, installing, and troubleshooting computers in a LAN.
- Supporting users in advanced features within the client's specific network environment.
- Configuring, installing, and using communications software and associated peripherals.
- Using data conversion functions between various PC-based applications.
- Using various file transfer tools.
- Provide support for client Users during a transition from one platform to another and familiarity with programming various data conversion tools and data sanitation approaches to relocate or reformat data.
- Experienced applying various graphics tools.
- Working with search engine tools.
- Familiarity with website editing tools.
- Conducting advanced IT training classes for users.

132-51-0039 Systems/Business Analyst I**\$85.70**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As stated in TABLE-01 (Systems/Business Analyst)

Basic Qualifications

- A four year Bachelors of Science or engineering degree or related field is preferred or equivalent as defined in the introduction section of this item.
- Five years of general data processing experience;
- One year of task leadership, and quality assurance experience;
- Experience as noted below in the analysis, design, implementation or support of application systems using the appropriate disciplines. Experience with these systems is to be allocated as follows:

General Systems Development Tools

- Two years of application development/ maintenance experience employing the facilities and functions in TABLE-02 (Systems/Business Analyst).

Additional level of experience for System/Business Analyst can include Experience in TABLE-03 (Systems/Business Analyst).

Other Qualifications

- One or more years experience with DBMS products and tools used by the client (e.g., SQL-Server, Oracle, iManage, Documentum, Access, etc.).
- One or more years of application experience with Web technologies, tools, utilities and related products such as Adobe products and tools, Forms management, etc.), content management and generally those tools deployed in the client environment, or being evaluated.;
- Three years of relational data base design experience with experience deploying OO solutions a major plus.

132-51-0040 Systems/Business Analyst II**\$102.28**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As stated in TABLE-01 (Systems/Business Analyst)

Basic Qualifications

- A four year Bachelors of Science or engineering degree or related field is preferred or equivalent as defined in the introduction section of this item.
- Six years of general data processing experience;
- Two years of task leadership, and quality assurance experience;
- Experience as noted below in the analysis, design, implementation or support of application systems using the appropriate disciplines. Experience with these systems is to be allocated as follows:

General Systems Development Tools

- Four years of application development/ maintenance experience employing the facilities and functions in TABLE-02 (Systems/Business Analyst).

Additional level of experience for System/Business Analyst can include Experience in TABLE-03 (Systems/Business Analyst).

Other Qualifications

- Two or more years experience with DBMS products and tools used by the client (e.g., SQL-Server, Oracle, iManage, Documentum, Access, etc.).
- Two or more years of application experience with Web technologies, tools, utilities and related products such as Adobe products and tools, Forms management, etc.), content management and generally those tools deployed in the client environment, or being evaluated.;
- Four years of relational data base design experience with experience deploying OO solutions a major plus.

132-51-0041 Systems/Business Analyst III**\$112.40**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As stated in TABLE-01 (Systems/Business Analyst)

Basic Qualifications

- A four year Bachelors of Science or engineering degree or related field is preferred or equivalent as defined in the introduction section of this item.
- Seven years of general data processing experience;
- Three year of task leadership, and quality assurance experience;
- Experience as noted below in the analysis, design, implementation or support of application systems using the appropriate disciplines. Experience with these systems is to be allocated as follows:

General Systems Development Tools

- Two years of application development/ maintenance experience employing the facilities and functions in TABLE-02 (Systems/Business Analyst).

Additional level of experience for System/Business Analyst can include Experience in TABLE-03 (Systems/Business Analyst).

Other Qualifications

- Three or more years experience with DBMS products and tools used by the client (e.g., SQL-Server, Oracle, iManage, Documentum, Access, etc.).
- Three or more years of application experience with Web technologies, tools, utilities and related products such as Adobe products and tools, Forms management, etc., content management and generally those tools deployed in the client environment or being evaluated.;
- Six years of relational data base design experience with experience deploying OO solutions a major plus.

132-51-0042 Systems/Business Analyst IV**\$134.61**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Plans, formats and assigns, or develops end user and technical documentation and training for all systems developed. Provides technical training in the use of system development tools such as ORACLE, SQL, JAVA, Visual Tools and various Web Technologies supporting backend DBMS Apps as well as those stated in TABLE-01 (Systems/Business Analyst)

Basic Qualifications

- A Masters Degree in Science or engineering degree or related field is preferred or equivalent as defined in the introduction section of this item.
- Eight or more years of general data processing experience;
- Four or more years of task leadership, and quality assurance experience;
- Experience as noted below in the analysis, design, implementation or support of application systems using the appropriate disciplines. Experience with these systems is to be allocated as follows:

General Systems Development Tools

- Two years of application development/ maintenance experience employing the facilities and functions in TABLE-02 (Systems/Business Analyst).

Additional level of experience for System/Business Analyst can include Experience in TABLE-03 (Systems/Business Analyst).

Other Qualifications

- Four or more years experience with DBMS products and tools used by the client (e.g., SQL-Server, Oracle, iManage, Documentum, Access, etc.).
- Four or more years of application experience with Web technologies, tools, utilities and related products such as Adobe products and tools, Forms management, etc.), content management and generally those tools deployed in the client environment, or being evaluated.;
- Seven or eight years of relational data base design experience with experience deploying OO solutions a major plus.

REFERENCED TABLES (Systems/Business Analyst):

TABLE 01 SYSTEMS/BUSINESS ANALYST Responsibilities
<ul style="list-style-type: none"> • Reports to, and receives task assignments from, the Contractor's Project Manager for the design and development of litigation support, imaging, web and web applications, management, workflow, or economic analysis systems; • Defines system requirements using standard systems analysis techniques in conjunction with client systems analysts, senior technical managers, economists and other end users; • Develops specifications for system design, data base structures, data capture forms, data conversion procedures, data validation/correction steps, and data base query and reporting procedures; • Implements information systems through the use of data base management systems, statistical packages, high level programming languages, standard utilities and job control languages. Builds logical and physical data base structures. Develops programs for the entry, modification, validation, conversion and loading of data. Develops programs and procedures to facilitate query and reporting from data bases. Develops programs and procedures for maintenance and back-up of data base files; • Provides oral and written status reports to the Contractor's on-site Project Manager; • Recommends and implements enhancements to client system development procedures, software and application systems; • Provides effective technical direction and supervision to analysts and programmers assigned to work on application development tasks; • Provides end user and technical documentation and training for all systems developed. Provides technical training in the use of system development tools selected by the client to develop their Apps (Exp: ORACLE, SQL, JAVA, Visual Tools, associated Web technologies DBMS backend DBMS tools) but strictly as dependent on client App environment(s).

TABLE 02 SYSTEMS/BUSINESS ANALYST Basic Qualifications
<ul style="list-style-type: none"> • Structured systems analysis techniques and structured software design, development and maintenance (SDLC procedures); • Data structure and access method design, development and maintenance -- relational, network, inverted, B-tree, hashed, etc.; • Programming language to implement interactive, menu driven data entry applications; • Programming language to perform file manipulation/maintenance using a variety of files indexed structures; • Programming language or 4th generation (RAD tools) report writers for developing ad hoc reports; • Free form language processing algorithms -- decision tables, infix/postfix conversions, Boolean and relational operator processing as well as Adobe products and DBMS interfaces; • Quality assurance testing and proving techniques.

TABLE 03 SYSTEMS/BUSINESS ANALYST Qualifications
<ul style="list-style-type: none"> • Experience with Desktops, Laptops, Notebooks, Tablets and servers under client O/S (Windows, Apple, Linux, etc.) with extensive knowledge of file management functions, the Command Prompt language, memory management, object linking and embedding (OLE), and disk, telecomm and print management; • Experience and understanding of tools being used by the client (i.e., 3GL, Visual and scripting tools as well as 4GLs and RAD development & prototyping tools and well JAVA and various web and related portal development tools such as ASP, .NET, etc.) with one year of experience using an Assembly language viewed as a plus; • Demonstrated effective oral and written communication skills, including the ability to (a) communicate effectively with management and end users at all levels, and (b) provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with organizational standards.

132-51-0043 Technical Writer I**\$63.10**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As stated in TABLE-01 (Technical Writer)

Basic Qualifications

- Has a B.S. or B.A. degree, or equivalent experience as noted in the introduction to this item.
- One to two years experience and demonstrated skills using WordPerfect and Word including advanced features.
- Three years experience editing or writing material on information technology, office automation, and related subjects and demonstrating an understanding of new or complex technological concepts.
- One or more years demonstrated experience and skill in each of at least four of the areas in TABLE-02 (Technical Writer)

132-51-0044 Technical Writer II**\$71.40**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As stated in TABLE-01 (Technical Writer)

Basic Qualifications

Has a B.S. or B.A. degree, or equivalent experience as noted in the introduction to this item.

- Two years experience and demonstrated skills using WordPerfect and Word including advanced features.
- Four years experience editing or writing material on information technology, office automation, and related subjects and demonstrating an understanding of new or complex technological concepts.
- Two or more years demonstrated experience and skill in each of at least five of the areas in TABLE-02 (Technical Writer)

132-51-0045 Technical Writer III**\$83.01**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As stated in TABLE-01 (Technical Writer)

Basic Qualifications

- Has a B.S. or B.A. degree.
- Three or more years experience and demonstrated skills using WordPerfect and Word including advanced features.
- Six years experience editing or writing material on information technology, office automation, and related subjects and demonstrating an understanding of new or complex technological concepts.
- Three or more years demonstrated experience and skill in each of at least six of the areas in TABLE-02 (Senior Technical Writer)

132-51-0046 Senior Technical Writer I**\$92.37**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As stated in TABLE-03 (Senior Technical Writer)

Basic Qualifications

- Has a B.S. or B.A. degree.
- Four years experience and demonstrated skills using WordPerfect and Word including advanced features.
- Eight years experience editing or writing material on information technology, office automation, and related subjects and demonstrating an understanding of new or complex technological concepts.
- Three or more years demonstrated experience and skill in each of at least six of the areas in TABLE-04 (Senior Technical Writer)

132-51-0047 Senior Technical Writer II**\$104.62**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As stated in TABLE-03 (Senior Technical Writer)

Basic Qualifications

- Has a B.S. or B.A. degree.
- Five years experience and demonstrated skills using WordPerfect and Word including advanced features.
- Nine years experience editing or writing material on information technology, office automation, and related subjects and demonstrating an understanding of new or complex technological concepts.
- Four or more years demonstrated experience and skill in each of at least seven of the areas in TABLE-04 (Senior Technical Writer)

132-51-0048 Senior Technical Writer III

\$121.00

[back to rate table](#) • [back to labor category list](#)

Responsibilities

Senior Technical Writers can work directly with a client while providing status to a Contractors' on-site management, and also assigning tasks to and directing other client allocated Technical Writers in the following tasks as needs dictate – and as stated in TABLE-03 SENIOR TECHNICAL WRITERS.

Basic Qualifications

- A Ph.D. will be viewed as highly favorably; however, a Masters, B.S. or B.A. degree with appropriate years of relevant work experience and the following depth in the industry would be acceptable at the approval of the client:
- Seven years experience and demonstrated skills using FrameMaker (for DoD and Commercial documentation) WordPerfect and/or Word that includes advanced features of tools used by the client or to be introduced to the client if appropriate.
- Documented excellence in writing skills and ability to understand and communicate complex information technology subject matter.
- Documented experience in organizing and developing material for presentation in a clear, logical, and meaningful approach to disparate audiences – end user, technical staff, section management, professionals and executive level.
- Ten or more years experience developing material on all aspects of information technology and related subjects with demonstrated understanding of new and/or complex technological concepts and experience seeking guidance from product publishers.
- Six or more years demonstrated experience and skill in each of at least eight, but preferable all of the areas in TABLE-04 (Senior Technical Writer)

REFERENCED TABLES (Technical Writers):

<p>TABLE 01 TECHNICAL WRITERS Responsibilities</p> <ul style="list-style-type: none"> • Prepares brochures, operating instructions, training materials and reports of a technical nature working under general direction and subject to deadlines and heavy workload. • Edits documents on complex information systems hardware, software, and systems subjects that have been prepared by technical specialists, to ensure that organization, vocabulary, and development is clear, logical, and meaningful to those with less subject matter knowledge than the authors. • Combines reports and papers from several authors, determining the relationships of each component part to the whole to produce final products that are clear, logically organized, and presented in a uniform style. • Reviews complex and lengthy technical material and prepares written or oral summaries that are easily understood by non-technical audiences
<p>TABLE 02 TECHNICAL WRITERS Basic Qualifications</p> <ul style="list-style-type: none"> • Researching, organizing, and writing ADP policies, procedures and short/long term plans. • Use of desktop publisher applications. • Writing and editing of newsletters on office automation and data processing topics. • Use of spreadsheet applications. • Use of graphic features of various application software. • The Federal procurement process and work requiring familiarity with or use of various Federal ADP regulation publications. • Writing and editing in a legal environment. • Demonstrated excellent technical writing skills. The ability to understand and communicate complex information technology subject matter. • Demonstrated experience with and ability to organize and develop material that is clear, logical, and meaningful to different targeted audiences - technical staff, management, and users, not oriented to technology.
<p>TABLE 03 SENIOR TECHNICAL WRITER Responsibilities</p> <ul style="list-style-type: none"> • Under direction of Contractors' management, works directly with the client end users to identify material required and assist in defining the strategy for proceeding, and goals to be attained. • Prepares brochures, operating instructions, training materials and reports of a technical nature working under general direction and subject to deadlines and heavy workload. • Edits documents on complex information systems hardware, software, and systems subjects that have been prepared by technical specialists, to ensure that organization, vocabulary, and development is clear, logical, and meaningful to those with less subject matter knowledge than the authors. • Combines reports and papers from several authors, determining the relationships of each component part to the whole to produce final products that are clear, logically organized, and presented in a uniform style. • Reviews complex and lengthy technical material and prepares written or oral summaries that are easily understood by non-technical audiences. • Expected to work under Contractor Project manager to lead Technical Writer Team and monitor progress as defined by the client.

TABLE 04 SENIOR TECHNICAL WRITER**Basic Qualifications**

- Researching, organizing, and writing ADP policies, procedures and short/long term plans.
- Use of desktop publisher application software.
- Writing and editing of newsletters on office automation and data processing topics.
- Use of spreadsheet applications.
- Use of graphic features of various applications.
- The Federal procurement process and work requiring familiarity with or use of various Federal ADP regulation publications.
- Writing and editing in a legal environment.
- Writing ADP user documentation, guidance manuals, or training materials. Writing ADP system documentation.
- Preparing and posting completed product to web environments.
- Demonstrated excellent technical writing skills and ability to understand and communicate complex information technology subject matter.
- Demonstrated experience with and ability to organize and develop material that is clear, logical, and meaningful to different targeted audiences - technical staff, management, and users, not oriented to technology.

132-51-0049 Instructor I**\$65.27**[back to rate table](#) • [back to labor category list](#)**Responsibilities:**

As stated in TABLE-01 (Instructor)

Basic Qualifications:

- A B.S. or B.A. degree preferred or see table on equivalent work experience in the introduction to this item.
- Two years of full-time OA or ADP training or teaching experience.
- Three years general word processing experience.
- Two years of experience using an integrated information or word processing system, including advanced word processing functions.
- Two or more years experience as an instructor providing training for users in basic and advanced features of PC application software such as spreadsheets, word processing, and project management software.

And as noted in TABLE-02 following these job descriptions.

132-51-0050 Instructor II**\$79.09**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As stated in TABLE-01 (Instructor)

Basic Qualifications

- Has a B.S. or B.A. degree.
- Three years of full-time training or teaching experience in the areas of interest to the client.
- Four years of general experience with MS or Corel Office products for generating materials.
- Three years of experience using an integrated information or word processing system, including advanced word processing functions.
- Three or more years experience as an instructor providing training of users on traditional office products and application tools and software of interest to the client.

And as noted in TABLE-02 following these job descriptions

132-51-0051 Instructor III**\$89.03**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As stated in TABLE-01 (Instructor)

Basic Qualifications

- Has a Masters, B.S. or B.A. degree.
- Four years of full-time training or teaching experience in the areas of interest to the client.
- Five years of general experience with MS or Corel Office products for generating materials.
- Four years of experience using an integrated information or word processing system, including advanced word processing functions.
- Four or more years experience as an instructor providing training of users on traditional office products and application tools and software of interest to the client.

And as noted in TABLE-03 following these job descriptions.

132-51-0052 Instructor IV

\$108.00

[back to rate table](#) • [back to labor category list](#)

Responsibilities

As stated in TABLE-01 (Instructor)

Basic Qualifications

- Has a Masters, B.S. or B.A. degree, with a Ph.D. viewed as most favorable.
- Six years of full-time training or teaching experience in the areas of interest to the client.
- Seven years of general experience with MS or Corel Office products for generating materials.
- Six years of experience using an integrated information or word processing system, including advanced word processing functions.
- Six or more years experience as an instructor providing training of users on traditional office products and application tools and software of interest to the client.

And as noted in TABLE-03 following these job descriptions.

REFERENCED TABLES INSTRUCTOR

TABLE 01 INSTRUCTOR

Responsibilities

- Provides basic and advanced word processing training to the client's word processing operators and professional staff.
- Provides basic and advanced training for office automation related software, which is acquired or developed by the client.
- Develops office automation curricula, lesson plans, and instructional materials for all programs of instruction.
- Assists system users in identifying new or existing office tasks or functions, which could be performed better through automation as an office automation or data processing application.
- Assists in the design and development of self-teaching tutorials.
- Assists in preparing training room equipment for classes, ensuring that appropriate software is loaded, IDs, established, etc.
- Provides oral and written status reports to the Contractor's Project Manager and, in the absence of the Project Manager, provides such status reports to the COTR.

TABLE 02 INSTRUCTOR

Basic Qualifications

- Demonstrated experience in the development of technical classroom or self-teaching materials.
- Demonstrated subject matter expertise in area(s) in which person is assigned to teach.
- Demonstrated effective oral and written communications skills.

TABLE 03 INSTRUCTOR

Qualifications

- Demonstrated experience in the development of technical classroom or self-teaching materials.
- Demonstrated subject matter expertise in area(s) in which person is assigned to teach.
- Demonstrated effective oral and written communications skills.
- Samples of publications would be viewed as a favorable plus

05-SOFTWARE/APPLICATION DEVELOPERS LABOR CATEGORY DESCRIPTIONS

132-51-0053 Systems Programmer I

\$75.12[back to rate table](#) • [back to labor category list](#)

Responsibilities

Refer to TABLE-01 for duties in addition to those assigned by the client.

Basic Qualifications

- A 4 year Bachelor of Science would be viewed as most favored; however, a combination of 3 years of post high school education and increasingly more responsible IT/IS work experience as applied to the requirements listed below would be accepted as a substitute for a degree.
- Two years experience programming in 2nd, 3rd generation languages, RAD tools and a command of scripting languages use by the client.
- Two years experience supporting systems having multiple servers.
- Two years experience developing and coding device drivers will be viewed as a very strong plus.
- Demonstrated experience with and expertise understanding the concepts of interfacing hardware and software.
- Demonstrated experience with and expertise understanding interrupts, I/O addressing, memory mapping and data configurations.
- Demonstrated experience with and expertise in utilizing data structures (e.g., queues, lists, and binary trees) within developed applications.
- Demonstrated experience coding I/O routines by accessing keyed index files.
- Two or more years experience and demonstrated skill in three or more of the skills in TABLE-02:
- Effective oral and written communication skills and experience to communicate effectively with client User personnel at all levels, and ability to provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with client standards.

132-51-0054 Systems Programmer II

\$91.46[back to rate table](#) • [back to labor category list](#)

Responsibilities

Refer to TABLE-01 for duties in addition to those assigned by the client.

Basic Qualifications

- A 4 year Bachelor of Science degree or related field is preferred, or a combination of 5 years of post high school education and increasingly more responsible IT/IS work experience as applied to the requirements listed below would be substituted for a degree with client approval.
- Three to four years experience programming in 2nd, 3rd generation languages, RAD tools and a command of scripting languages used by the client.
- Three years experience supporting systems having multiple servers deployed for separation of operational functions.
- Three years experience developing and coding device drivers viewed as a strong plus.
- Demonstrated experience with and expertise understanding of interfacing of hardware and software.
- Demonstrated experience with and expertise understanding interrupts, I/O addressing, memory mapping and data configurations.
- Demonstrated experience with and expertise in utilizing data structures (e.g., queues, lists, and binary trees) within developed applications.
- Demonstrated experience coding I/O routines by accessing keyed index files.
- Three or more years experience and demonstrated skill in four or more of the skills in TABLE-02:
- Demonstrated effectiveness with oral and written communication skills and experience to communicate effectively with client User personnel at all levels, and to ability to provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with client standards.

132-51-0055 Systems Programmer III

\$101.27[back to rate table](#) • [back to labor category list](#)

Responsibilities

Refer to TABLE-01 for duties in addition to those assigned by the client

Basic Qualifications

- A 4 year Bachelor of Science degree is preferred. A combination of 6 years of post high school education and increasingly greater responsible IT/IS work experience as applied to the requirements listed below could be substituted for the degree with approval by the client.
- Four to five years experience programming in 2nd, 3rd generation languages, RAD tools and a command of scripting languages used by the client.
- Four years experience supporting systems having use of multiple servers to address separation of operational functionality.
- Three years experience developing and coding device drivers viewed as a strong plus, some experience preferred.
- Demonstrated experience with and expertise understanding of interfacing of hardware and software.
- Demonstrated experience with and expertise understanding interrupts, I/O addressing, memory mapping and data configurations.
- Demonstrated experience with and expertise in utilizing data structures (e.g., queues, lists, and binary trees) within developed applications.
- Demonstrated experience coding I/O routines by accessing keyed index files.
- Four or more years experience and demonstrated skill in five or more of the skills in TABLE-02:
- Demonstrated oral and written communication skills to communicate effectively with management and other user personnel at all levels, and to provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with client standards.

132-51-0056 Systems Programmer IV

\$107.00

[back to rate table](#) • [back to labor category list](#)

Responsibilities

Direct or lead Team at client direction, or independently in addition to those referred to TABLE-01 for duties in addition to those assigned by the client.

Basic Qualifications

- A 4 year Bachelor of Science degree, with a combination of 4 years post graduate and increasingly responsible experience as applied to the requirements listed below viewed as a favorable asset. A client could waive the degree after a vetting process.
- Four to five years experience programming with 2nd, 3rd and 4th generation languages (i.e., RAD tools) and a command of scripting languages used by the client.
- Five years experience supporting environments with of multiple servers deployed to address separation of operational functionality including development and testing scenarios.
- Two or three years experience developing and coding device drivers.
- Documented experience in understanding and employing the interfacing of hardware and software.
- Documented experience and expertise understanding interrupts, I/O addressing, memory mapping and data configurations.
- Documented experience and expertise in utilizing data structures (e.g., queues, lists, and binary trees) within developed applications.
- Documented experience coding I/O routines by accessing keyed index files.
- Five or more years experience and demonstrated skills in most if not all of the skills in TABLE-02:
- Strong oral and written communication skills in communicating with management and personnel at all levels, and ability to provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with client standards. Samples of written materials may be require by the client.

REFERENCED TABLES FOR SYSTEMS PROGRAMMER

TABLE 01 SYSTEMS PROGRAMMER

Responsibilities

- Perform requirements analysis.
- Develop application specifications.
- Develop and code device drivers.
- Develop PC integration applications.
- Develop standalone desktop applications and utilities on PC-based architecture.
- Develop network-based applications within the client's specific environment.
- Develop system management utilities for administering the LAN.
- Prepare or assist in preparing acquisition documents.
- Prepare written and oral status reports on assigned tasks and projects.

TABLE 02 SYSTEMS PROGRAMMER

Experience Using...

- Using GUI development kits (SDKs), scripting languages and various interfacing and conversion tools.
- Developing scripts and interfaces designed to support server based applications and utilities.
- Programming in and scripting tools appropriate for the client.
- Configuring, maintaining scripting E-Mail APIs for use in micro-systems and LANs.
- Configuring, maintaining and scripting micro and LAN-based APIs for document management.
- Integrating diverse E-Mail environments and awareness of email management tools and products.
- Coding image processing applications (bar-code sheets, scanner doc separation and copying, etc.).

132-51-0057 Software Developer I

\$81.00

[back to rate table](#) • [back to labor category list](#)

Responsibilities

In addition to duties in TABLE-01 and those assigned by the client are the following:

- Provide services as required to assist Senior team members or the client in preparation of statements of work for procurement of hardware, software and services. Assist in search for and compilation of market surveys, budget reviews, technology assessments and assist in preparation of organizing data for strategic and tactical plans;
- Provides written status reports to the Contractor's Project Manager or senior team members as designated;
- Through observation recommends improvements to client development procedures, and as directed prepares approach for implementing software and application systems;
- Provides assistance to analysts and programmers assigned to work on application development tasks as assigned by supervision;
- Provide the 1st Tier of end user technical documentation and training for new systems developed. Provide technical training in the use of system development tools where appropriate, various languages and other development tools as directed.

Basic Qualifications

- Four to five or more years general data processing experience.
- One to two years of consultation experience;
- Experience as noted below in the analysis, design, and implementation of application systems. Experience with these systems to be allocated as follows:
- Two to three years application development and maintenance experience employing the facilities and functions in TABLE-02-A:

Added qualifications for Software Engineer General Systems include the skills and experience with three years experience with one or more of the items in TABLE-02B.

Other Qualifications

- Supporting client/server applications linking Office/clerical App front-end tools to R-DBMS backend with a focus in DBMS driven web APP environment a strong plus;
- Experience with micro-based DBMS packages (e.g., Corel, Sun, Oracle and MS SQL-Server, etc.);
- One year of relational data base design experience using clients' products with OO and RAD experience a strong plus.

132-51-0058 Software Developer II**\$104.13**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

In addition to duties in TABLE-01 and those assigned by the client are the following:

- Provides consultation services to client to assist in the preparation of statements of work for procurement of hardware, software and services. Conduct market surveys, budget reviews, technology assessments and prepares strategic and tactical plans;
- Provides oral and written status reports to the Contractor's Project Manager;
- Recommends and implements enhancements to client system development procedures, software and application systems;
- Provides effective technical direction and supervision to analysts and programmers assigned to work on application development tasks;
- Provides end user and technical documentation and training for all systems developed. Provide technical training in the use of system development tools, various languages and other development tools as needed.

Basic Qualifications

- Seven or more years general data processing experience.
- Two years of task leadership, and consultation experience;
- Experience as noted below in the analysis, design, and implementation of application systems. Experience with these systems to be allocated as follows:
- Four years of application development and maintenance experience employing the facilities and functions in TABLE-02-A:

Added qualifications for Software Engineer General Systems include the following skills and experience with five years experience with one or more of the items in TABLE-02-B;

Other Qualifications

- One year supporting client/server applications linking Clerical App front-end tools to R-DBMS backend with a focus in a DBMS driven web APP environment a strong plus;
- One year of experience with micro-based DBMS packages (e.g., Corel, Sun, Oracle and MS SQL-Server, etc.);
- Two years of relational data base design experience using clients' products with OO and RAD experience a strong plus.

132-51-0059 Software Developer III**\$120.44**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

In addition to duties in TABLE-01 and those assigned by the client are the following:

- Provides consultation services to client. Assists in the preparation of statements of work for procurement of hardware, software and services. Conducts market surveys, budget reviews, technology assessments and prepares strategic and tactical plans;
- Provides oral and written status reports to the Contractor's Project Manager;
- Recommends and implements enhancements to client system development procedures, software and application systems;
- Provides effective technical direction and supervision to analysts and programmers assigned to work on application development tasks;
- Provides end user and technical documentation and training for all systems developed. Provides technical training in the use of system development tools, various languages and other development tools as supported and/or needed by the client.

Basic Qualifications

- Eight of more years of general data processing experience.
- Three years of task leadership and consultation experience;
- Experience as noted below in the analysis, design, and implementation of application systems. Experience with these systems to be allocated as follows:
- Six years of application development and maintenance experience employing the facilities and functions in TABLE-02-A:

Added qualifications for a Software Engineer General Systems II include the following skills and experience with six years experience with at least one or preferably two or more of the items in TABLE-02-B.

Other Qualifications

- Two years supporting client/server applications linking Clerical App front-end tools to R-DBMS backend with a focus in a DBMS driven web APP environment a strong plus;
- Two years of experience with micro-based DBMS packages (e.g., Corel, Sun, Oracle and MS SQL-Server);
- Four years of relational data base design experience using clients’ products with OO and RAD experience a strong plus.

132-51-0060 Software Developer IV

\$129.08

[back to rate table](#) • [back to labor category list](#)

Responsibilities

In addition to duties in TABLE-01 and those assigned by the client are the following:

- Provides consultation services to client. Assists in the preparation of statements of work for procurement of hardware, software and services. Conducts market surveys, budget reviews, technology assessments and prepares strategic and tactical plans;
- Provides oral and written status reports to the Contractor's Project Manager;
- Recommends and implements enhancements to client system development procedures, software and application systems;
- Provides effective technical direction and supervision to analysts and programmers assigned to work on application development tasks;
- Provides end user and technical documentation and training for all systems developed. Provides technical training in the use of system development tools, various languages and other development tools as needed.

Basic Qualifications

- Ten of more years of general data processing experience.
- Four years of task leadership, and consultation experience;
- Experience as noted below in the analysis, design, and implementation of application systems. Experience with these systems to be allocated as follows:
- Eight years of application development and maintenance experience employing the facilities and functions in TABLE-02-A:

Added qualifications include six years experience with at least one or preferably two or more of the items in TABLE-02-B - as appropriate for the client.

Other Qualifications

- Three years supporting client/server applications linking Clerical App front-end tools to R-DBMS backend with a focus in a DBMS driven web APP environment a strong plus;
- Three years of experience with micro-based DBMS packages (e.g., Corel, Sun, Oracle and MS SQL-Server, etc.);
- Six years of relational data base design experience using products used by the client with OO and RAD experience a strong plus.

REFERENCED TABLES (for Software Developer):

TABLE 01 SOFTWARE DEVELOPER
<p>Responsibilities</p> <ul style="list-style-type: none"> • Reports to, and receives task assignments from, the Contractor's Project Manager for the design and development of supporting software or modules for imaging, web and web applications, workflow, management, economic analysis, generalized data base management, and data communications systems; • To perform initial system requirements studies using standard systems analysis techniques in conjunction with client approach for interviews of systems analysts, senior technical managers, economists and other end users; • To develop initial design specification for network or relational data base structures, data dictionaries, data base query and reporting procedures, algorithms for such functions as access methods and free form language parsing, quality control testing and proving procedures, data communications networks; • Implements information systems through the use of database management systems, statistical packages, high level programming languages, standard utilities and 3rd generation or RAD languages and tools to: (a) Build logical and physical data base structures, (b) Develop "Maintenance" utilities for entry, modification, validation, conversion and loading of data, (c) Develop programs and procedures to facilitate ad hoc query and reporting for testing a database implemented, and (d) Develop programs and procedures for maintenance and back-up of data base files;

TABLE 02-A SOFTWARE DEVELOPER**Basic Qualifications**

- Structured systems analysis techniques and structured software design, development and maintenance;
- Data structure and access method design, development and maintenance of relational and networked applications including indexing schema;
- Programming language to implement interactive, menu driven data entry applications;
- Programming language to perform file manipulation and maintenance on various microprocessor based file indexing schemas;
- Programming using 3GLs and/or 4th generation and RAD tools and products to implement ad hoc reports;
- Free form language processing algorithms -- decision tables, infix/postfix conversions, Boolean and relational operator processing;
- Quality control testing techniques.

TABLE 02-B SOFTWARE DEVELOPER**Added Qualifications**

All languages, processes and adaptation of functions and tools as needed by the client with the following providing a sample-set that is not restricted to this list:

- mainframe operating system, and strong knowledge of OS access methods and associated Network Appliance NFS servers on appropriate backup methodologies;
- UNIX operating system or a client supported version (i.e., Linux, UX, RedHat, etc.) with extensive knowledge of appropriate disk and file management utilities, script language, compilers, linkers and debuggers with UNIX of client supported versions;
- Intel & AMD compatible and other personal computers running Windows of client supported base (i.e., Apple, etc.) with extensive knowledge of file management functions, the Command Prompt batch tools, memory management, object linking and embedding (OLE), and disk and print management;
- Experienced in programming concepts using client approved languages such as C, C++, JAVA, Visual/Scripting tools, APS, .NET with experience using Assembly language a major plus;
- Software Engineers must have or need to quickly build excellent oral and written communication skills.

132-51-0061 DBMS Designer-Developer I**\$99.04**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As designated in TABLE-01 following this set of DBMS job definitions in addition to tasks assigned by the client.

Basic Qualifications

- Six years of general data processing experience.
- Two years of task leadership, and consultation experience;
- Experience as noted below in the analysis, design, and implementation of application systems. Experience with these systems to be allocated as follows:
- Four years of application development and maintenance experience using database management system products such as those listed below running on the client's specific platforms to perform the following functions:

Experience Using

Legacy DBMS products client languages and Apps and the conversion and re-hosting (modernization) appropriate with client strategies or as evaluated and recommended by Contractor's Project Manager working with the client to introduce new Tools, Languages and Report Writers; and have a familiarity with all of the functions in TABLE 2.

Qualifications include the following skills and four years of experience with, as appropriate for a client:

- As listed in TABLE-03 following this set of DBMS qualifications.

Other Qualifications

- One year supporting client/server applications that link MS Windows front-end tools to R-DBMS backend or via TCP/IP to UNIX based R-DBMS backend. Experience in a DBMS backend driven web environment a strong plus;
- One year of experience with PC based DBMS packages like MS ACCESS or SQL for Windows;
- Two years of relational data base design experience using products such as Oracle, SQL, or related R-DBMS tools.

132-51-0062 DBMS Designer-Developer II**\$122.42**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As designated in TABLE-01 following this set of DBMS job definitions in addition to tasks assigned by the client.

Basic Qualifications

- Eight years of general data processing experience.
- Three years of task leadership, and consultation experience;

- Experience as noted below in the analysis, design, and implementation of application systems. Experience with these systems to be allocated as follows:
- Six years of application development and maintenance experience using database management system products such as those used by the client or related experience as well various Windows, Adobe, Corel, etc. platforms to perform the following functions:

Experience Using

Legacy DBMS products client languages and Apps and the conversion and re-hosting (modernization) appropriate with client strategies or as evaluated and recommended by Contractor's Project Manager working with the client to introduce new Tools, Languages and Report Writers; and having a familiarity with all of the functions in TABLE 2.

Qualifications include the following skills and six years of experience with, as appropriate for a client:

- As listed in TABLE-03 following this set of DBMS qualifications.

Other Qualifications

- Two years supporting client/server applications that link traditional clerical App front-end tools to R-DBMS backend with a focus in RDBMS backend driven Apps. Experience in DBMS backend driven web environment a strong plus;
- Two years experience with micro-based DBMS packages (e.g., ACCESS, SQL-Server, Oracle and Adobe products, etc.);
- Four years of relational data base design experience using a clients' products (e.g., such as Oracle, SQL, or related R-DBMS tools) with experience using OO concepts and RAD tools a strong plus.

132-51-0063 DBMS Designer-Developer III**\$139.51**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As designated in TABLE-01 following this set of DBMS definitions in addition to tasks assigned by the client.

Basic Qualifications

- Ten years of general data processing experience.
- Four years of task leadership, and consultation experience;
- Experience as noted below in the analysis, design, and implementation of application systems. Experience with these systems to be allocated as follows:
- Eight years of application development and maintenance experience using database management system products such as those listed below running on Windows XP or 2000 platforms

Experience Using

Legacy DBMS products client languages and Apps and the conversion and re-hosting (modernization) appropriate with client strategies or as evaluated and recommended by Contractor's Project Manager working with the client to introduce new Tools, Languages and Report Writers; and having a familiarity with all of the functions in TABLE 2.

Qualifications include the following skills and eight years of experience with:

- As listed in TABLE-03 following this set of DBMS qualifications.

Other Qualifications

- Three years supporting client/server applications that link traditional clerical App front-end tools to R-DBMS backend with a focus in RDBMS backend driven Apps. Experience in DBMS backend driven web environment a strong plus;
- Three years experience with micro-based DBMS packages (e.g., ACCESS, SQL-Server, Oracle and Adobe products, etc.);
- Six years of relational data base design experience using a clients' products (e.g., such as Oracle, SQL, or related R-DBMS tools) with experience using OO concepts and RAD tools a strong plus.

132-51-0064 DBMS Designer-Developer IV**\$145.00**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

Evaluates system requirements studies provided by team members or performs them using standard systems analysis techniques in conjunction with client systems analysts, senior technical managers, economists and other end users;

And as designated in TABLE-01 following this set of DBMS definitions in addition to tasks assigned by the client.

Basic Qualifications

- Twelve years of general data processing experience.
- Five years of task leadership, and consultation experience;
- Experience as noted below in the analysis, design, and implementation of application systems. Experience with these systems to be allocated as follows:

- Nine years of application development and maintenance experience using database management system products such as those listed below running on Windows XP or 2000 platforms to perform the following functions:

Experience Using

Legacy DBMS products client languages and Apps and the conversion and re-hosting (modernization) appropriate with client strategies or as evaluated and recommended by Contractor's Project Manager working with the client to introduce new Tools, Languages and Report Writers; and having a familiarity with all of the functions in TABLE 2.

Qualifications include the following skills and eight years of experience with;

- As listed in TABLE-03 following this set of DBMS qualifications.

Other Qualifications

- Four years supporting client/server applications that link traditional clerical App front-end tools to R-DBMS backend with a focus in RDBMS backend driven Apps. Experience in DBMS backend driven web environment a strong plus;
- Four years experience with micro-based DBMS packages (e.g., ACCESS, SQL-Server, Oracle and Adobe products, etc.);
- Seven years of relational data base design experience using a clients' products (e.g., such as Oracle, SQL, or related R-DBMS tools) with experience using OO concepts and RAD tools a strong plus

REFERENCED TABLES FOR DBMS DESIGN-ARCHITECT IV**TABLE 01 DBMS DESIGN-ARCHITECT IV****Responsibilities**

- Reports to, and receives task assignments from, the Contractor's Project Manager for the design and development of litigation support, imaging, web and web applications, workflow, management, economic analysis, generalized data base management, and data communications systems;
- Performs system requirements studies using standard systems analysis techniques in conjunction with client systems analysts, senior technical managers, economists and other end users;
- Develops design specifications for complex network or relational data base structures, data dictionaries, data base query and reporting procedures, algorithms for such complex functions as access method processing and free form language parsing, quality assurance testing and proving procedures, data communications networks;
- Maintains data dictionaries, relational and network data base structures, and data base software libraries. Installs data base management software in accordance with client security procedures, and batch, interactive & internet communications requirements. Develops generalized utilities and data base management software for such functions as access method processing, data base navigation, inverted index maintenance using Assembler, C, C++, JAVA, ASP, .NET. Visual Tools, etc. or R-DBMS Product Tools. Develops and implements software testing and QA/QC plans and procedures. Prepares detailed logical and physical specifications for individual communications links, SNA networks, local area networks, and wide area networks associated with intranet applications;
- Implements information systems through the use of database management systems, statistical packages, high level programming languages, standard utilities and 3rd generation languages. Builds logical and physical data base structures. Develops programs for the entry, modification, validation, conversion and loading of data. Develops programs and procedures to facilitate query and reporting from databases. Develops programs and procedures for maintenance and back-up of data base files;
- Provides consultation services to client in all the subject areas of this section. Assists in the preparation of statements or work for procurement of hardware, software and services associated with the subject areas of this section. Conducts market surveys, budget reviews, technology assessments and prepares strategic and tactical plans;
- Provides oral and written status reports to the Contractor's Project Manager;
- Recommends and implements enhancements to client system development procedures, software and application systems;
- Provides effective technical direction and supervision to analysts and programmers assigned to work on application development tasks;
- Provides end user and technical documentation and training for all systems developed. Provides technical training in the system development tools, various Visual and scripting tools used for any development and others as needed for a web environment.

TABLE 02 DBMS DESIGN-ARCHITECT IV**Experience Using...**

- Data Base Design, Creation and Loading
- Table definition, structure alteration, indexing and clustering;
- Table insert and update;
- View creation, updating and querying;
- Data Entry/Modification Form Development
- Definition of multi-block and multi-page forms;
- Multi-form systems and standard reports tied together with forms menus;
- Data validation triggers at the field, block and form levels;
- Referential integrity enforcement;
- User exits written in various languages (i.e., Visual, Scripting & RAD) and products designated by the client.
- Standard Report Development
- Reports in columnar, master/detail, master detail/detail, form letter, and cross tab formats;
- Multiple break levels, subtotals and grand totals;
- Triggers at the field, row, break and report levels;
- Graphics and image integration;
- Retrieval based on joins, sub-queries and tree structures;
- Development of client applications using to various R-DBMS, Server tools and other appropriate facilities as designated by the client.

TABLE 03 DBMS DESIGN-ARCHITECT IV**Qualifications**

All languages, Processes and adaptation of functions and tools as needed by the client with the following providing a sample-set that is not restricted to this list:

- mainframe operating system, and extensive knowledge of OS access methods and associated Network Appliance NFS servers on appropriate backup methodologies;
- the UNIX, Linux, HP-UX, etc. with extensive knowledge of related disk and file management utilities, shell script languages, compilers, linkers and debuggers with equivalent RedHat or related O/S experience considered an added plus;
- Intel & AMD compatible personal computers with extensive knowledge of file management functions, Command Prompt batch language, memory management, object linking and embedding (OLE), disk, communications and print management;
- an in-depth understanding of programming concepts using languages such as C, C++, JAVA, Visual-tools and scripting (COBOL or PL/1 strong pluses for managing legacy makeovers) and one year of experience with an Assembly language a strong plus;
- All Software Engineers have excellent oral and written communication skills;

06-WEB DEVELOPERS & SUPPORT LABOR CATEGORY DESCRIPTIONS

The following 11 job descriptions are structured to include skill sets and experience to address a wide array of Web related job titles such as the following, but not limited to these and the generic titles that follow:

Web Designer	Graphics Specialist
Web Software Developer	Systems Usability Analyst
Web Content Administrator	Data Usability Analyst/DBA
Web Analyst	

Webmaster Tables of skills and experience referenced in the following job descriptions are provided immediately following the seven webmaster labor positions.

132-51-0065 Junior Webmaster I**\$85.57**[back to rate table](#) • [back to labor category list](#)**Overview**

Junior Webmasters are expected to be entry level from the perspective of design, but should have solid grasp of concepts and experience in many of the fundamental areas of web technology, as well as a desire for personal growth within the web skill-sets.

Responsibilities

- Reports to, and receives task assignments from, the Contractor's on-site Project Manager, or Webmaster where available, for the design and development of web and applications associated with litigation support, imaging, management, workflow, and/or economic analysis systems;
- Receive and understand system requirements for internet and intranet sites and related applications using standard systems analysis techniques in conjunction with client systems analysts, senior technical managers, economists and other end users;
- Works with Webmaster to develop the specifications for a system design, data base structure, prototype, data capture pages, HTML conversion procedures, data validation/correction steps associated with content load, and web site query and reporting procedures;

AND as defined in TABLE-01 (for Webmasters) in the Skills Reference Tables below.

Basic Qualifications

- A 4-year college degree is desired, preferably in computer science or related field, or working to acquire a degree. A combination of four years of post high school education and work experience in the fields of web systems analysis, design and development, or related supporting technologies beyond that applied to the requirements listed below may be substituted for a degree.
- Two years of general data processing experience that can include college time in Computer Science or Engineering discipline providing hands-on project experience with web Tools as well as Visual and Scripting languages;
- Task leadership and quality assurance experience a strong plus, but not required;
- Experience in the analysis, design, development, implementation and/or support of web technologies and web application systems utilizing the disciplines noted below in a networked microprocessor based environment. Junior Webmasters are expected to have knowledge of most of these technology areas, where their degree of actual hands on separates the Jr. Webmaster II from the level I. Web technology areas are as follows:
 - Sample-Set of Areas of Experience As defined in TABLE-02 (for Webmasters) above and the inserted sub-tables A thru E:

System Development Tools

- Refer to TABLE-02-A reflecting application development and maintenance experience using the sample-set of products and tools listed [and others based upon the needs of the client] to provide a specific set of tasks listed.
- Refer to TABLE-02-B reflecting Operating Systems that this position may be expected to have experience using to perform system administration and systems programming in two or more of the networked platforms, and two or more of desktop microprocessor based systems to do those tasks listed that follow O/S platforms.

- Refer to TABLE-02-C reflecting experience using file structures and the application development and maintenance tools of products such as those listed that this position may be expected to have to perform the functions of “Application Software.”
- Refer to TABLE-02-D reflecting experience using “telecommunications” products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.
- Refer to TABLE-02-E reflecting experience using “database and DBMS” products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.

132-51-0066 Junior Webmaster II**\$103.92**[back to rate table](#) • [back to labor category list](#)**Overview**

Junior Webmasters are expected to be entry level from the perspective of design, but have solid grasp of concepts and experience in many of the fundamental areas of web technology, as well as a desire for personal growth within the web industry.

Responsibilities

- Reports to, and receives task assignments from, the Contractor's on-site Project Manager, or Webmaster where available, for the design and development of web and applications associated with litigation support, imaging, management, workflow, and/or economic analysis systems;
- Receive and understand system requirements for internet and intranet sites and related applications using standard systems analysis techniques in conjunction with client systems analysts, senior technical managers, economists and other end users;
- Works with Webmaster to develop the specifications for a system design, data base structure, prototype, data capture pages, HTML conversion procedures, data validation/correction steps associated with content load, and web site query and reporting procedures;

AND as defined in TABLE-01 (for Webmasters) in the Skills Reference Tables below.

Basic Qualifications

Junior Webmasters are expected to have a 4-year college degree, preferably in computer science or related field, or working to acquire a degree. A combination of four years of post high school education and work experience in the fields of web systems analysis, design and development, or related supporting technologies beyond that applied to the requirements listed below may be substituted for a degree.

- Three years of general data processing experience that can include college time in Computer Science or Engineering discipline providing hands-on project experience with web Tools as well as Visual and Scripting languages;
- Task leadership and quality assurance experience a strong plus, but not required;
- Experience in the analysis, design, development, implementation and/or support of web technologies and web application systems utilizing the disciplines noted below in a networked microprocessor based environment. Junior Webmasters are expected to have knowledge of most of these technology areas, where their degree of actual hands on separates the Jr. Webmaster II from the level I. Web technology areas are as follows:
 - Sample-Set of Areas of Experience As defined in TABLE-02 (for Webmasters) above and the inserted sub-tables A thru E:

System Development Tools

- Refer to TABLE-02-A reflecting application development and maintenance experience using sample-set of products and tools listed [and others based upon the needs of the client] to provide a specific set of tasks listed.
- Refer to TABLE-02-B reflecting Operating Systems that this position is expected to have experience performing system administration and systems programming in two or more of the networked platforms, and two or more of desktop microprocessor based systems to do those tasks listed that follow O/S platforms.
- Refer to TABLE-02-C reflecting experience using file structures and the application development and maintenance tools of products such as those listed that this position may be expected to have to perform the functions of “Application Software.”
- Refer to TABLE-02-D reflecting experience using “telecommunications” products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.
- Refer to TABLE-02-E reflecting experience using “database and DBMS” products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.

132-51-0067 Webmaster I**\$120.52**[back to rate table](#) • [back to labor category list](#)**Overview**

Webmasters are primarily experienced developers with hands on experience in designing & developing web sites for internets, intranets, extranets, and backend web applications for intranets using not only tools available to their client, but also 3GLs as well as various higher level languages such as RAD tools rapid development, integration and interfaces with a clients' systems.

Responsibilities

- Reports to, and receives task assignments from, the Contractor's on-site Project Manager or Senior Webmaster for the design and development of web and web applications associated with litigation support, imaging, management, workflow, or economic analysis systems;
- Defines system requirements for internet and intranet sites and related applications using standard systems analysis techniques in conjunction with client systems analysts, senior technical managers, economists and other end users;

- Develops specifications for system design, data base structures, prototypes, data capture pages, HTML conversion procedures, data validation/correction steps associated with content load, and web site query and reporting procedures;

AND as defined in TABLE-01 (for Webmasters) in the Skills Reference Tables below.

Basic Qualifications

- A 4-year college degree in computer science, mathematics or an engineering field is expected. However a combination of two or more years of post high school education and four years of work experience in the fields of web systems analysis, design and development, or related supporting technologies beyond that applied to the requirements listed in the Skill-set Overview Tables may be substituted for a degree.
- Four years of general data processing experience that includes use of traditional 3GLs and 4GLs and languages such as Java, visual tools, including time in college for applicable course work to obtain a degree. This level is expected to have four years general data processing experience, but time involved working directly for the client (i.e., an incumbent staff), or on identical solutions may be valued at twice the actual number of years in accumulating general data processing experience;
- Task management and quality assurance experience a strong plus.
- Experience in the analysis, design, development, implementation and/or support of web technologies and web application systems utilizing the disciplines noted below in a networked microprocessor based environment. This level is expected to have hands on experience in most web technologies including detailed knowledge of how to use them and hands-on experience with many of them. Web technology areas are as follows:
 - Sample-Set of Areas of Experience As defined in TABLE-02 (for Webmasters) above and the inserted sub-tables A thru E:

System Development Tools

- Refer to TABLE-02-A reflecting application development and maintenance experience using the sample-set of products and tools listed [and others based upon the needs of the client] to provide a set of tasks such as those listed.
- Refer to TABLE-02-B reflecting Operating Systems that position may be expected to have experience with to perform system administration and systems programming in two or more of the networked platforms, and two or more of desktop microprocessor based systems to provide a set of tasks such as those listed using the O/S platforms and others.
- Refer to TABLE-02-C reflecting experience using file structures and the application development and maintenance tools of products such as those listed that this position may be expected to have to perform the functions of "Application Software."
- Refer to TABLE-02-D reflecting experience using "telecommunications" products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.
- Refer to TABLE-02-E reflecting experience using "database and DBMS" products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.

132-51-0068 Webmaster II

\$131.99

[back to rate table](#) • [back to labor category list](#)

Overview

Webmasters are primarily experienced developers with hands on experience in designing & developing web sites for internets, intranets, extranets, and backend web applications for intranets using not only tools available to their client, but also 3GLs as well as various higher level languages such as RAD tools rapid development, integration and interfaces with a clients' systems.

For convenience of our clients ISSi provides specific Information Usability ("IU") and Infosec labor categories; however, a client's SOW may call for Webmaster responsibilities and qualifications to include both interface usability and information assurance skills.

Responsibilities

- Reports to, and receives task assignments from, the Contractor's on-site Project Manager where one is assigned, otherwise reports directly to and received assignment from the Client s Project Manager for the design and development of web and web applications associated with litigation support, imaging, management, workflow, or economic analysis systems;
- Potentially could have the position of Project Developer Lead, responsible for assigning tasks to other developers, and report status to, in association with the Contractor Project Manager, the client Project Manager.
- Defines system requirements for internet and intranet sites and related applications using standard systems analysis techniques in conjunction with client systems analysts, senior technical managers, economists and other end users;
- Develops specifications for system design, data base structures, prototypes, data capture pages, HTML conversion procedures, data validation/correction steps associated with content load, and web site query and reporting procedures;

AND as defined in TABLE-01 (for Webmasters) in the Skills Reference Tables below.

Basic Qualifications

- A 4-year college degree in computer science, mathematics or an engineering field is expected. However, a combination of 2 or more years of post high school education and six years work experience in the fields of web systems analysis, design and development, or related supporting technologies beyond that applied to the requirements listed in the Skill-set Overview Tables may be substituted for a degree.
- Six years of general data processing experience that includes use of 3GLs as well as higher level languages like Java, visual languages, and can include time in college in applicable course work to obtain degree. This level is expected to have six years general data processing experience, but time

involved working directly for the client (i.e., an incumbent staff), or on identical solutions may be valued at twice the actual number of years in accumulating general data processing experience;

- One year or more task leadership, and quality assurance experience required.
- Experience in the analysis, design, development, implementation and/or support of web technologies and web application systems utilizing the disciplines noted below in a networked microprocessor based environment. This level is expected to have hands on experience in most web technologies including detailed knowledge of how to use them and hands-on experience with many of them. Web technology areas are as follows:
 - Sample-Set of Areas of Experience As defined in TABLE-02 (for Webmasters) above and the inserted sub-tables A thru E:

System Development Tools

- Refer to TABLE-02-A reflecting application development and maintenance experience using the sample-set of products and tools listed [or others based upon client needs] to address the set of client tasks required.
- Refer to TABLE-02-B reflecting Operating Systems this position may be expected to have experience with to perform system administration and systems programming in two or more of the networked platforms, and two or more of desktop microprocessor based systems to provide a set of tasks such as those listed using the O/S platforms and others.
- Refer to TABLE-02-C reflecting experience using file structures and the application development and maintenance tools of products such as those listed that this position may be expected to have to perform the functions of "Application Software."
- Refer to TABLE-02-D reflecting experience using "telecommunications" products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.
- Refer to TABLE-02-E reflecting experience using "database and DBMS" products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.

132-51-0069 Webmaster III

\$148.14

[back to rate table](#) • [back to labor category list](#)

Overview

Webmaster III is an experienced developer and manager with hands on experience in designing & developing web sites for internets, intranets, extranets, and web applications using not only tools available to their client, but also 3GLs as well as various higher level languages such as RAD (rapid application development) tools, integration and interfaces with a clients' systems. For convenience of our clients ISSi provides specific Information Usability ("IU") and Information Assurance labor categories; however, a clients' SOW may call for responsibilities and qualifications to include both interface usability and information assurance skills.

Responsibilities

- Reports to, and receives task assignments from, the Contractor's on-site Project Manager where one is assigned, otherwise reports directly to and received assignment from the Client's Project Manager for the design and development of web and web applications associated with litigation support, imaging, management, workflow, or economic analysis systems;
- Typically has a position of Project Lead developer responsible for assigning tasks to other developers and reporting status to, in association with the Contractor Project Manager is one is assigned, the client Project Manager.
- Defines system requirements for internet and intranet sites and related applications using standard systems analysis techniques in conjunction with client systems analysts, senior technical managers, economists and other end users;
- Develops specifications for system design, data base structures, prototypes, data capture pages, HTML conversion procedures, data validation/correction steps associated with content load, and web site query and reporting procedures;

AND as defined in TABLE-01 (for Webmasters) in the Skills Reference Tables below.

Basic Qualifications

- A 4-year college degree in computer science, mathematics or an engineering field is expected with a Masters Degree in engineering or management field is strong plus. A combination of two years of postgraduate education and four years of work experience in the fields of web systems analysis, design and development, or related supporting technologies beyond those provided in the requirements listed below may be, at the discretion of the client, be substituted for a Masters degree.
- Eight years of general data processing experience that includes use of 3GLs as well as higher level languages like Java, visual languages, and can include time in college in applicable course work to obtain degree. This level is expected to have eight years of general data processing experience, but time involved working directly for the client (i.e., as an incumbent), or on identical solutions and strategic directions may be valued at twice the actual number of years in accumulating general data processing experience.
- Two years or more task leadership, and quality assurance experience required.
- Experience in the analysis, design, development, implementation and/or support of web technologies and web application systems utilizing the disciplines noted below in a networked microprocessor based environment. This level is expected to have hands on experience in most web technology areas, but specifically including detailed knowledge of at least two of the following five areas and how to use the related tools, products and methodologies with hands-on experience. The five web technology areas are as follows:
- Sample-Set of Areas of Experience As defined in TABLE-02 (for Webmasters) above and the inserted sub-tables A thru E are for reference only as our client needs will and are considered dominant:

System Development Tools

- Refer to TABLE-02-A reflecting application development and maintenance experience using the sample-set of products and tools listed [or others based upon client needs] to address the set of client tasks required.
- Refer to TABLE-02-B reflecting Operating Systems experience this position may be expected to have to provide system administration and systems programming in most the networked platform approaches and desktop microprocessor based systems to provide a set of tasks such as those listed using the O/S platforms and others.
- Refer to TABLE-02-C reflecting experience using file structures and the application development and maintenance tools of products such as those listed that this position may be expected to have to perform the functions of "Application Software," and
 - Methodologies: COM (Component Object Model), DCOM, Business Process Analysis, Requirements Analysis, Object Oriented Design and Programming, Code and Unit Test, Capability Maturity Model (CMM), RRISC (Formal Software Package Evaluation Methodology).
- Refer to TABLE-02-D reflecting experience using "telecommunications" products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.
- Refer to TABLE-02-E reflecting experience using "database and DBMS" products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.

132-51-0070 Senior Webmaster I**\$164.06**[back to rate table](#) • [back to labor category list](#)**Overview**

Senior Webmasters are primarily recognized as experts in the overall field of Web Technology with hands on experience in designing as well as developing web sites and application tracking for internet, intranet and extranet sites. In addition to being expected to have experience in the internet/intranet industry overall, they will also be expected to have a vision/insight (with hands-on) into how existing tools are used in projects, and the management experience to bring large projects to completion. As experts in their field, a client can anticipated a Senior Webmaster to bring specific expertise to a Project employing the tools and systems used by a client. For the convenience of our clients ISSi adds Data Usability and Information Assurance labor categories to this Schedule; however, a senior webmaster will be expected to address specific responsibilities sought by the ISSi client which may include working with the client to define their path to success to meet their Mission.

Senior Webmasters are primarily recognized as experts in the overall field of Web Technology with hands on experience in designing as well as developing web sites (e.g., Internet, Intranet, Extranet sites). In addition to having experience in the internet/intranet industry overall, they will also be expected to have vision/insight (with hands-on) into how the existing tools of a specific client are best employed in projects, and the management experience to bring large projects to completion successfully. As experts, it is anticipated that Senior Webmasters bring a specific expertise sought by our client to a Project. For the convenience of our clients ISSi has, in addition to Data Usability and Information assurance labor categories, specific skill focus and qualifications will be as posted in the client SOW.

Responsibilities

In many cases Senior Webmasters will in fact be positioned to augment a client Webmaster, while in other cases the Senior Webmaster will be retained as an expert consultant to advise and assist in specific or overall aspects of a clients web strategy with the following responsibilities:

- Reports to, and receives task assignments from, the Contractor's on-site Project Manager, or directly from the client manager, where the Sr. Webmaster is the Contractor site manager, for the design and development of web and web applications associated with litigation support, imaging, management, workflow, or economic analysis systems;
- Defines system requirements for internet and intranet sites as well as client extranets, and related applications using standard systems analysis techniques in conjunction with client Systems Analysts, Senior Technical Managers, Economists and other end users. Where appropriate, the Senior Webmaster will assist the client in defining and establishing standard systems guidelines;
- Develops specifications for system design, data base structures, prototypes, data capture pages, HTML conversion procedures, data validation/correction steps associated with content load, and web site query and reporting procedures;

AND as defined in TABLE-01 (for Webmasters) in the Skills Reference Tables below.

Basic Qualifications

- A 4-year degree is expected, while a Masters degree or Ph.D. is highly preferred in the area of computer science or management field. A combination of four years of management, postgraduate education and work experience in the fields of web concepts, analysis and design or related technologies beyond that applied to the requirements listed below may be substituted for a Masters degree.
- Eight years of general data processing experience that includes at least two, preferably three or more years management of major web design & development efforts that used both; (a) visual tools and languages such as 3GL & 4GLs and Java, and (b) application database support. This time can include time and projects devoted to obtaining a Masters degree and/or completing and defending a Thesis. Senior Webmasters are expected to have eight or more years of general data processing experience and a robust background with Web technologies;
 - Senior Webmasters level I are expected to have at least four years of general task leadership, and quality assurance experience that includes two to three years managing development Teams;
 - Experience in the analysis, design, development, implementation and/or support of web and web application systems utilizing the disciplines noted below in a networked microprocessor based environment.
 - Senior Webmasters are expected to have knowledge of all of the areas of web technology and the advantages and disadvantages of each, plus an on-going familiarity with evolving technologies, as well as the ability to write evaluation/research White Papers on these technologies.

- However, they must have specific experience managing Tasks that adapt a client's existing products and tools or work with the client to suggest and evaluate change best fitting a client strategy. Sample set of web technology areas are in the following referenced tables:
 - Sample-Set of Areas of Experience as defined in TABLE-02 (for Webmasters) above and the inserted sub-tables A thru E:

System Development Tools

- Refer to TABLE-02-A reflecting application development and maintenance experience using the sample-set of products and tools listed [or others based upon client needs] to address the set of client tasks required
- Refer to TABLE-02-B reflecting Operating Systems experience this position may be expected to have to provide system administration and systems programming in most the networked platform approaches and desktop microprocessor based systems to provide a set of tasks such as those listed using the O/S platforms and others.
- Senior Webmasters are expected to have experience performing system administration and systems programming whatever networked or microprocessor platforms the client might have or plan to deploy using facilities listed with specific experience in deploying and managing Tasks that adapt a clients' existing products and tools or work with the client to suggest and evaluate change to best meet a client strategy:
- Refer to TABLE-02-C reflecting experience using file structures and the application development and maintenance tools of products such as those listed that this position may be expected to have to perform the functions of "Application Software," and . . .
- Methodologies: COM (Component Object Model), DCOM, Business Process Analysis, Requirements Analysis, Object Oriented Design and Programming, Code and Unit Test, Capability Maturity Model (CMM), RRISC (Formal Software Package Evaluation Methodology).
- Refer to TABLE-02-D reflecting experience using "telecommunications" products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.
- Refer to TABLE-02-E reflecting experience using "database and DBMS" products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.
- Senior Webmasters are expected to have application development and maintenance experience using data base management systems and Tools such as Oracle, SQL or specifically employing the listed tools, facilities and functions defined or planned for deployment by the client.

132-51-0071 Senior Webmaster II

\$180.21

[back to rate table](#) • [back to labor category list](#)

Overview

Senior Webmasters are primarily recognized as experts in the overall field of Web Technology with hands on experience in designing as well as developing web sites and application tracking for internet, intranet and extranet sites. In addition to being expected to have experience in the internet/intranet industry overall, they will also be expected to have a vision/insight (with hands-on) into how existing tools are used in projects, and the management experience to bring large projects to completion. As experts in their field, a client can anticipated a Senior Webmaster to bring specific expertise to a Project employing the tools and systems used by a client. For the convenience of our clients ISSi adds Data Usability and Information Assurance labor categories to this Schedule; however, a senior webmaster will be expected to address specific responsibilities sought by the ISSi client which may include working with the client to define their path to success to meet their Mission.

Senior Webmasters are primarily recognized as experts in the overall field of Web Technology with hands on experience in designing as well as developing web sites (e.g., Internet, Intranet, Extranet sites). In addition to having experience in the internet/intranet industry overall, they will also be expected to have vision/insight (with hands-on) into how the existing tools of a specific client are best employed in projects, and the management experience to bring large projects to completion successfully. As experts, it is anticipated that Senior Webmasters bring a specific expertise sought by our client to a Project. For the convenience of our clients ISSi has, in addition to Data Usability and Information assurance labor categories, specific skill focus and qualifications will be as posted in the client SOW.

Responsibilities

In many cases Senior Webmasters will in fact be positioned to augment a client Webmaster, while in other cases the Senior Webmaster will be retained as an expert consultant to advise and assist in specific or overall aspects of a clients' web project with the following responsibilities:

- Reports to, and receives task assignments from, the Contractor's on-site Project Manager, or directly from the client manager, where the Sr. Webmaster is the Contractor site manager, for the design and development of web and web applications associated with litigation support, imaging, management, workflow, or economic analysis systems;
- Defines system requirements for internet and intranet sites as well as client extranets, and related applications using standard systems analysis techniques in conjunction with client Systems Analysts, Senior Technical Managers, Economists and other end users. Where appropriate, the Senior Webmaster will assist the client in defining and establishing standard systems guidelines;
- Develops specifications for system design, data base structures, prototypes, data capture pages, HTML conversion procedures, data validation/correction steps associated with content load, and web site query and reporting procedures;

AND as defined in TABLE-01 (for Webmasters) in the Skills Reference Tables below.

Basic Qualifications

- A 4-year degree is expected, while a Masters degree or Ph.D. is highly preferred in the area of computer science or related fields. A combination of four years of management, education and work experience in the fields of web concepts, analysis and design or related technologies beyond that applied to the requirements listed below may be substituted for a Masters degree.
- Ten years of general data processing experience that includes at least one, preferably four or more years management of major web design & development efforts that used both; (a) visual tools and languages such as 3GLs and Java, and (b) application database support. This can include time

and projects devoted to obtaining a Masters degree and/or completing a Thesis. Sr. Webmaster II is expected to have ten or more years of general data processing experience.

- Senior Webmaster II is expected to have six years of general task leadership, and quality assurance experience that includes two to three years managing development Teams;
- Experience in the analysis, design, development, implementation and/or support of web and web application systems utilizing the disciplines noted below in a networked microprocessor based environment.
 - Senior Webmasters are expected to have knowledge of all of the areas of web technology and the advantages and disadvantages of each, plus an on-going familiarity with evolving technologies, as well as the ability to write evaluation/research White Papers on these technologies.
- However, they must have specific experience managing Tasks that adapt a client’s existing products and tools or work with the client to suggest and evaluate change best fitting a client strategy. Web technology areas are as follows:
 - Sample-Set of Areas of Experience as defined in TABLE-02 (for Webmasters) above and the inserted sub-tables A thru E.

System Development Tools

- Refer to TABLE-02-A reflecting application development and maintenance experience using the sample-set of products and tools listed [or others based upon client needs] to address the set of client tasks required
- Refer to TABLE-02-B reflecting Operating Systems experience this position may be expected to have to provide system administration and systems programming in most the networked platform approaches and desktop microprocessor based systems to provide a set of tasks such as those listed using the O/S platforms and others.
- Senior Webmasters are expected to have experience performing system administration and systems programming whatever networked or microprocessor platforms the client might have or plan to deploy using facilities listed with specific experience in deploying and managing Tasks that adapt a clients’ existing products and tools or work with the client to suggest and evaluate change to best meet a client strategy:
- Refer to TABLE-02-C reflecting experience using file structures and the application development and maintenance tools of products such as those listed that this position may be expected to have to perform the functions of “Application Software,” and . . .
- Methodologies: COM (Component Object Model), DCOM, Business Process Analysis, Requirements Analysis, Object Oriented Design and Programming, Code and Unit Test, Capability Maturity Model (CMM), RRISC (Formal Software Package Evaluation Methodology).
- Refer to TABLE-02-D reflecting experience using “telecommunications” products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.
- Refer to TABLE-02-E reflecting experience using “database and DBMS” products and tools that this position may be expected to possess to provide application development and maintenance to perform the functions in the sample-sets provided.
- Senior Webmasters are expected to have application development and maintenance experience using data base management systems and Tools such as Oracle, SQL or specifically employing the listed tools, facilities and functions defined or planned for deployment by the client

WEBMASTERS REFERENCED TABLES

The following Tables provide common or repetitive aspects of the 11 labor categories to be used as “references” to shorten labor descriptions; however, a candidate must possess the qualifications & product experience needed to provide the services a client seeks to round out a team to meet their needs.

TABLE-01 WEBMASTERS
Responsibilities

Implements web sites and related web applications under the guidance of a/the Webmaster using data base management systems, statistical packages, programming languages and standard utilities and web tools to:

- Build logical and physical data base structures
- Design and develop intranet applications.
- Define and develop firewalls
- Knowledge of tools and applications such as video conference, animation and multimedia content
- Develop programs for the entry, modification, validation, conversion and loading of web content pages
- Maintaining WWW/FTP/NFS/DNS/mail/news servers
- Knowledge of TCP/IP/SLIP/PPP/ISDN
- Develop programs and procedures to facilitate query of, and reporting from web content
- Knowledge of current web tools and applications
- Develop programs and procedures for maintenance and back-up of web site content;
- Provide oral and written status reports to the Contractor's on-site Project Manager or the Webmaster;
- Recommend and implement enhancements to client system development procedures, software and application systems;
- Provide end user and technical documentation and training for all solutions developed. Provide technical training in the use of system development tools, as well as various scripting tools and search tools.

TABLE-02 WEBMASTERS

Sample-Set of Areas of Experience

Candidates can hold a vast array of experience with a multitude of products and tools; however, the focus is on those tools and products the client has deployed, plans to deploy or seeks guidance in reviewing for evaluation and consideration. However, a sampling of viable experience can include, but certainly not be limited to this sample-set of products as they expand on a regular basis

TABLE-02A WEBMASTERS

Programming Languages and Web & GUI Tools

Programming Languages:

Assembly (2GL), 3GL, 4GLs & various Scripts; C; C++; CGI; Cobol; Fortran; Java; Pascal; Perl; PL/1; Unix Shell; VB; and other tools desired by a client. Other development tools: JAWS, ODBC, JDBC, HTTPD, Crystal Report Writer; PowerBuilder; Lotus Notes and various Software Development Kits ("SDKs") associated with various products;

Web & GUI Tools:

Candidates can hold a vast array of experience with such tools but the focus must be on those tools and products the client has deployed or plans to deploy, or seeks guidance in reviewing for consideration. However, sampling of viable experience can include: Active Server Pages (ASP); Access; FrontPage; IIS; Personal Web Server; Site Server; VBScript; Visual Interdev; Visual Basic; Visual J++; Visual C++; Windows SDK; .NET; Server side Active X components; plus Adobe Photoshop; Cold Fusion, Homesite; CGIScripts; CorelDraw; Dynamic HTML; ERWin; FreeHand; GESCAN; HTML; JavaScript; Fusion, Script Builder; Netscape (i.e., Enterprise Server, LiveWire, WebPage Builder); Oracle Web Application Server; PaintShop Pro; Symantec Visual Cafe, Visual J++, Visual C++, Visual Basic; Tcl-Tk; Verity; Web Publisher; Webtrend; X/Motif; XML (eXtensible Markup Language).

Webmasters are expected to have fundamental experience using the above products doing the following tasks:

- Structured systems analysis techniques and structured design, development and maintenance of web sites and web applications;
- Data structure and access method design to develop and maintain web sites and web applications using relational indexing schema (e.g., inverted, B-tree, hashed, etc.) as needed to search content;
- Programming languages to implement interactive data entry and tracking applications for web sites;
- Experience in defining and implementing graphics solutions to address user defined needs;
- Design and development of chat groups;
- Design and development of bulletin boards
- Programming languages to perform file manipulation and maintenance on various microprocessor based file indexing schemas that includes loading web sites;
- Programming languages (i.e. 3GL and 4th generation report writers) to implement ad hoc reports;
- Free form language processing algorithms -- decision tables, infix/postfix conversions, Boolean and relational operator processing;
- Quality assurance testing and proving techniques.

TABLE-02B WEBMASTERS

Operating Systems

Windows; SQL Server; Unix (AIX, HP-UX, Solaris, SunOS, SVR4, Ultrix, etc.); VMS; Mac/OS; and others.

Webmasters are expected to have fundamental experience performing system administration and systems programming in one or more of the above networked platforms, and one or more of the microprocessor desktop doing the following tasks:

- Shell script programming where appropriate;
- Assembly language programming;
- C and C++ language programming;
- Installation and updating of the operating systems software;
- Definition and support of volume groups and logical volumes using the logical volume manager;
- Use of O/S facilities to establish automated job execution procedures for standard tasks such as disk backup, routine application jobs, etc.;
- Establishment of interfaces to LANs using other O/S platforms via TCP/IP, IPX/SPX, or other appropriate TC facility, and installation and support of secure remote attached where needed;
- Definition and management of automated file backup and restoration schedules and procedures;
- Definition and management of individual and group level security, as well as firewalls using the platform;
- System performance optimization through placement and configuration of OS and application software, SWAP file sizing and placement, configuration of disk drives on SCSI controllers, etc.

TABLE-02C WEBMASTERS

Application Software

Candidates can hold a vast array of experience with such tools but the focus must be on those tools and products the client has deployed or plans to deploy, or seeks guidance in reviewing for consideration. However, sampling of viable experience can include: MS-Office (i.e., Access, Excel, Exchange, Explorer, Outlook, PowerPoint, Project, Word, etc.); OLE; Plus: 3D Studio; Abra; Adobe (Photoshop; PageMaker; FrameMaker, Photo Finish, etc.); Animation Pro; Apple Macintosh applications; ArcServe; AutoCAD; CASE Tools; Cheyenne BitFaax; CorelSuite (i.e., QuattroPro, WordPerfect, etc); Deltek; Director; FaxWorks; GEM/ Presentation Team; Harvard Graphics; Illustrator; Imager; Interleaf; LaTeX; Smartsuite; Macro Media; Mailer; MapInfo; Micrografix Designer; Netscape Navigator; Novell GroupWise; Organizer; Picture Publisher; Quark Xpress; Quicken; Scheduler Plus; Shockwave; Team Flow; Timeline – and many others.

Webmasters are expected to have experience using the file structures and the application development and maintenance tools of products such as those listed above to perform the following tasks:

- Analysis techniques and structured design to develop and maintain web applications using these products by interface, integrate, or macro link;
- Design, development and maintenance of automated means for loading the files generated by the above products to web sites as needed;
- Design, development and maintenance of automated means for defining descriptive meta data to address query options as defined by users;
- Installation, update and configuring of the products;
- Data structure and access methods to link these products

TABLE-02D WEBMASTERS**Telecommunications**

Candidates can hold a vast array of experience with such tools but the focus must be on those tools and products the client has deployed or plans to deploy, or seeks guidance in reviewing for consideration. However, sampling of viable experience can include: ATM; CSU/DSU; Ethernet (Gigabit, Fast Ethernet, etc.); Networks (i.e., LANs, MANs, WANs, Hubs, Modems, Routers, Switches, etc.); FDDI; FTP; NetBeui; NT RAS; ODBC; PC LAN Closeup & PCAnywhere; Remote Access Servers; SMTP; SNA; SNMP; TCP/IP; TELNET; WINSOCK; Wireless Communications; Telecommunications Design and Implementation.

Webmasters are to have application development and maintenance experience employing products like those listed above performing the following:

- Data communications requirements analysis and capacity planning to implementing web technology;
- Install, configure and debug linkages required for web servers to address internet, intranet and extranet solutions;
- Knowledge of TCP/IP/SLIP/PPP/ISDN & experience in maintaining WWW/FTP/NFS/DNS/mail/news servers and routers;
- Network planning as well as file connectivity and manipulation including:
 - Defining and maintaining firewalls;
 - File upload/download;
 - Graphics output;
 - Automated logon/logoff and application navigation;
- Specification, configuration and debug of transport hardware such as modems, hubs, routers, switches, digital service units and multiplexers;
- Local and Wide Area Network Design and Development:
 - Baseband and Broadband transmission;
 - Twisted pair, coax, and fiber optic media;
 - Star, Ring, Bus and Tree topologies;
 - Network control hardware and software.

TABLE-02E WEBMASTERS**Database and DBMS**

Various Tools and Function Libraries associated with Access; SQL-Server; Oracle; Sybase; SQL Language.

Webmasters are expected to have application development and maintenance experience using data base management systems and Tools such as above and others to provide the following services:

- Data Base Design, Creation and Loading:
 - Table definition, structure alteration, indexing and clustering;
 - Table insert and update;
 - View creation, updating and querying.
- Data Entry/Modification Form Development:
 - Definition of multi-block and multi-page forms;
 - Multi-form systems and standard reports tied together with forms menus;
 - Data validation triggers at the field, block and form levels;
 - Referential integrity enforcement;
 - User exits written in C, C++, Java, Perl, etc.
- Standard Report Development:
 - Reports in columnar, master/detail, master detail/detail, form letter, and cross tab formats;
 - Multiple break levels, subtotals and grand totals;
 - Triggers at the field, row, break and report levels;
 - Graphics and image integration;
 - Retrieval based on meta data joins, sub-queries and traditional tree structures.
- Development of client/server: applications using MS-NT client to an ORACLE NLM server or other large scale client/server tools.
- Demonstrated effective oral and written communication skills, including the ability to: (a) communicate effectively with management and end users at all levels, and (b) provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with government and Division standards.

132-51-0072 Systems Usability Analyst I**\$68.00**[back to rate table](#) • [back to labor category list](#)**Overview**

UI Analysts are experienced technical professionals with a background in legacy and web system usability review, testing, functional verification, user documentation, instructional design and development, and user training and support. They should be able to work in concert with the Webmasters with the level III and IV positions having the Web design/develop experience as well.

Responsibilities

The initial task of a junior Usability Analyst joining a new client is to quickly acquaint themselves with the business processes and Apps that have been developed for the client by their software team and with the COTS products they have acquired. Thus positions them to respond to direction from a Senior Usability Analyst, on-site Contractor PM or client PM. For User documentation development work as directed by the PM.

Usability Info Analysts I can be expected to be assigned Tasks such as those in TABLE-01 (for UI-Analyst) in the Skills Reference Tables below.

Basic Qualifications

UI Analyst I should have a four-year college degree in computer science, psychology, or English and 1-2 years work experience providing the tasks in TABLE-01. However, a combination of 2 or more years of post-high school education and 3 or more years of work experience in the areas of usability reviews and testing, accessibility, function verification testing, user documentation, instructional design and development, graphic design, and training (or related supporting technologies as applied to the requirements listed below) may be substituted for a degree with client approval.

UI Analyst I should have:

- Two years general documentation, usability testing and quality assurance, instructional design and development, and training experience with both web and client/server application systems using the disciplines noted in the Experience section of this labor description. Time involved working directly for the client (i.e., an incumbent) or on identical solutions may be valued at a higher value than the actual number of years in accumulating general experience.
- Two years of general documentation and systems experience can include time in college in applicable course work to obtain degree, time in training, or certification in the use of the tools involved.
- UI Analyst I is expected to have at least two years of hands-on experience and specific knowledge of at least two or more of the technology areas noted in the Experience section of this labor description, using the tools, products, and methodologies associated with the technology experience areas listed in the "reference TABLES."

Experience Areas Required

Usability and Accessibility Reviews

TOOLS: A UI Analyst is expected to be familiar with:

- Microsoft Windows guidelines for graphical user interface design, W3C and Section 508 accessibility guidelines, and usability testing methodologies
- Microsoft Manual of Style for Technical Publications, the Chicago Manual of Style, and the U.S. Government Printing Office Style Manual.
- Standard information development methodologies, such as Information Mapping.
- Standard instructional design methodologies

And to quickly acquaint themselves with accessibility testing tools available at the client (e.g., screen readers and screen magnifiers).

EXPERIENCE: And to have the experience below as detailed in TABLE-02 for UI-Analyst Skill-Group introduction above with at least 2 of the 5 Tables referenced by the five sections below:

Software Verification Testing

The UI-Analyst is expected to have minimum experience in this area – refer to TABLE-02-A (for UI-Analyst) for details.

User Documentation

The UI-Analyst is expected to have some experience in this area – refer to TABLE-02-B (for UI-Analyst) for details.

Instructional Design and Development

The UI-Analyst is expected to have some experience developing training manuals, instructor manuals, instructors guides, handouts, job aids, exercises, presentations, online tutorials, and computer-based training – refer to TABLE-02-C (for UI-Analyst) for details of tasks expected to be performed.

Training and Support

The UI-Analyst is expected to have a least a years experience conducting software training in both formal group training sessions and one-on-one coaching sessions and providing end user support via phone, e-mail, or site visits. This experience is expected to perform the tasks detailed in TABLE-02-D (for UI-Analyst):

Graphic Design

The UI-Analyst is expected to have at least a year experience developing and editing graphic images for documentation and training materials. This UI Analyst may be expected to perform the following tasks detailed in TABLE-02-D (for UI-Analyst).

132-51-0073 Systems Usability Analyst II

\$94.19

[back to rate table](#) • [back to labor category list](#)

Overview

UI Analysts are experienced technical professionals with a background in legacy and web system usability review, testing, functional verification, user documentation, instructional design and development, and user training and support. They should be able to work in concert with the Webmasters with the level III and IV positions having the Web design/develop experience as well.

Responsibilities

The Usability Analyst II should be able to quickly acquaint themselves with the business processes and Apps that have been developed for any new client they join by the client's software team and with COTS products the client has acquired. This positions them to respond quickly and accurately to directions from a

Senior Usability Analyst, on-site Contractor PM or a client PM. Refer to those tasks listed in TABLE-01 (for UI-Analyst) in the Intro section for this Skill-Group UI-Analysts II can be expected to provide.

Basic Qualifications

UI Analyst II is expected to have a four-year college degree in computer science, psychology or English as well as 2-3 years of work experience involved in addressing the tasks of "TABLE-01." Provided the client agrees, a combination of 2 or more years of post-high school education plus 4 or more years of work experience in the areas of usability reviews and testing, accessibility, function verification testing, user documentation, instructional design and development, graphic design, and training (or related supporting technologies beyond that applied to the requirements listed below) may be substituted for a degree.

UI Analyst II should have:

- Four years of general documentation, usability testing and quality assurance, instructional design and development and training experience with both web and client/server application systems using the disciplines noted in the Experience section of this labor description. Time involved working directly for the client (i.e., an incumbent being promoted) or on identical solutions with another client may be valued at a higher value the actual number of years in accumulating general experience.
- Four years of general documentation and systems experience can include time in college in applicable course work to obtain degree, time in training, or certification in the use of the tools involved, applying standards or Processes.
- At least four years of hands-on experience and specific knowledge with at least three of the technology areas noted in the Experience section of this labor description, using the tools, products, and methodologies associated with the technology experience areas listed below.
- Some quality control experience would be a strong plus.

Experience Areas Required

Usability and Accessibility Reviews

TOOLS: A UI Analyst is expected to be familiar with:

- Microsoft Windows guidelines for graphical user interface design, W3C and Section 508 accessibility guidelines, and usability testing methodologies
- Microsoft Manual of Style for Technical Publications, the Chicago Manual of Style, and the U.S. Government Printing Office Style Manual.
- Standard information development methodologies, such as Information Mapping.
- Standard instructional design methodologies

And to quickly acquaint themselves with accessibility testing tools available at the client (i.e., screen readers; and screen magnifiers).

EXPERIENCE: Possesses strong experience as detailed in TABLE-02 for the UI-Analyst Skill-Group introduction section above and in at least 3 of the 5 Tables referenced by the following sections below:

Software Verification Testing

The UI-Analyst is expected to have a minimum of 2 years experience in this area – refer to TABLE-02-A (for UI-Analyst) for details.

User Documentation

The UI-Analyst is expected to have a years experience in this area – refer to TABLE-02-B (for UI-Analyst) for details.

Instructional Design and Development

The UI-Analyst is expected to have some experience developing training manuals, instructor manuals, instructors guides, handouts, job aids, exercises, presentations, online tutorials, and computer-based training – refer to TABLE-02-C (for UI-Analyst) for details of tasks expected to be performed.

Training and Support

The UI-Analyst is expected to have a least two years experience conducting software training in formal group training sessions and one-on-one coaching sessions. In providing end user support via phone, e-mail, or site visits. This experience is detailed in TABLE-02-D (for UI-Analyst):

Graphic Design

The UI-Analyst is expected to have at least one year experience developing and editing graphic images for documentation and training materials. This UI Analyst may be expected to perform the tasks detailed in TABLE-02-D (for UI-Analyst).

132-51-0074 Systems Usability Analyst III

\$112.00

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Overview

UI Analysts are experienced technical professionals with a background in legacy and web system usability review, testing, functional verification, user documentation, instructional design and development, and user training and support. Usability Information Analyst III will be expected to work in concert with the Webmasters and to have Web design/develop experience themselves.

Responsibilities

The Usability Information Analyst III should be able to quickly acquaint themselves with the business processes and Apps that have been developed for any new client they join by the client's software team and with COTS products the client has acquired. This positions them to respond quickly and accurately to

directions from an on-site Contractor PM or the client PM as well as being able to suggest areas that could be improved. Refer to those tasks listed in TABLE-01 (for UI-Analyst) in the Intro section for Skill-Group UI-Analysts for responsibilities expected to be address.

Basic Qualifications

UI Analyst III is expected to have a four-year college degree in computer science, psychology or English as well as 4 or more years work experience involved in addressing the tasks of "TABLE-01." For an exceptional candidate a client may agree to wavier a degree for a combination of post-high school education, appropriate certifications, working under SDLC design/development Processes and 4 or more years work experience in the areas of usability reviews and testing, accessibility, function verification testing, user documentation, instructional design and development, graphic design, and training (or related supporting technologies beyond that applied to the requirements listed below).

UI Analyst III should have:

- Six or more years of general documentation, usability testing and quality assurance, instructional design and development and training experience with both web and client/server application systems using the disciplines noted in the Experience section of this labor description. Time involved working on identical solutions with another client may be valued at a higher value the actual number of years in accumulating general experience.
- Six or more years of general documentation and systems experience can include time in college in applicable course work to obtain degree, time in training, or certification in the use of the tools involved, applying standards or Processes.
- At least 5 to 6 years of hands-on experience and solid knowledge with at least four of the technology areas noted in the Experience section of this labor description, using the tools, products, and methodologies associated with the technology experience areas listed below.
- One to two years quality control experience providing project oversight.

Experience Areas Required

Usability and Accessibility Reviews

TOOLS: A UI Analyst is expected to be familiar with:

- Microsoft Windows guidelines for graphical user interface design, W3C and Section 508 accessibility guidelines, and usability testing methodologies
- Microsoft Manual of Style for Technical Publications, the Chicago Manual of Style, and the U.S. Government Printing Office Style Manual.
- Standard information development methodologies, such as Information Mapping.
- Standard instructional design methodologies

An ability to quickly acquaint themselves with testing tools used by the client, including suggesting appropriate improvements for expanding or adapting their use, or of current upgrades available.

EXPERIENCE: Possesses strong experience as detailed in TABLE-02 for the UI-Analyst Skill-Group introduction section above and in at least 4 of the 5 Tables referenced by the sections below.

Software Verification Testing

The UI-Analyst is expected to have a minimum of 3 years experience in this area – refer to TABLE-02-A (for UI-Analyst) for details.

User Documentation

The UI-Analyst is expected to have 2 or more years experience in this area – refer to TABLE-02-B (for UI-Analyst) for details.

Instructional Design and Development

The UI-Analyst is expected to have 2-3 years experience developing training manuals, instructor manuals, instructors guides, handouts, job aids, exercises, presentations, online tutorials, and computer-based training – refer to TABLE-02-C (for UI-Analyst) for details of tasks expected to be performed.

Training and Support

The UI-Analyst is expected to having 3-4 years experience conducting software training in formal group training sessions and one-on-one coaching sessions. In providing end user support via phone, e-mail, or site visits. This experience is detailed in TABLE-02-D (for UI-Analyst).

Graphic Design

The UI-Analyst is expected to have at least one year experience developing and editing graphic images for documentation and training materials. This UI Analyst may be expected to perform the tasks detailed in TABLE-02-D (for UI-Analyst).

132-51-0075 Systems Usability Analyst IV

\$129.45

[back to rate table](#) • [back to labor category list](#)

Overview

UI Analysts are experienced technical professionals with a background in legacy and web system usability review, testing, functional verification, user documentation, instructional design and development, and user training and support. Usability Information Analyst IV is expected to work in concert with the Webmasters and possess Web design/develop skills & experience themselves.

Responsibilities

The Usability Information Analyst IV should be able to quickly assimilate the business processes and Apps that have been developed by or for any new client they join, including COTS products the client uses. This positions them to interact quickly and accurately with a designated client PM in applying the experience possessed with the tasks defined in TABLE-01 (for UI-Analyst) in the Intro section for Skill-Group UI-Analysts for the responsibilities expected to be addressed.

Basic Qualifications

UI Analyst IV is expected to have a Masters degree in computer science, psychology, English, Fine Arts or related areas as well as 6 or more years work experience involved in addressing the tasks of "TABLE-01." Provided a client agrees, the degree may be waived for a combination of Bachelor in computer science, some post graduate efforts, appropriate certifications, working under SDLC design/ development Processes and 5-6 years work experience in the areas of usability reviews and testing, accessibility, function verification testing, user documentation, instructional design and development, graphic design, and training (or related supporting technologies beyond that applied to the requirements listed below).

UI Analyst IV should have:

- Eight or more years of general documentation, usability testing and quality assurance, instructional design and development and training experience with both web and client/server application systems using the disciplines noted in the Experience section of this labor description. Time involved working on identical solutions with another client may be valued at a higher value the actual number of years in accumulating general experience.
- Eight or more years of general documentation and systems experience can include time in college in applicable course work to obtain degree, time in training, or certification in the use of the tools involved, applying standards or Processes.
- At least 5-6 years of hands-on experience and solid knowledge with the five skill areas noted in the Experience section of this labor description, using the tools, products, and methodologies associated with the technology experience areas listed below.
- Four or more years of quality control experience providing project oversight.

Experience Areas Required**Usability and Accessibility Reviews**

TOOLS: A UI Analyst is expected to be familiar with:

- Microsoft Windows guidelines for graphical user interface design, W3C and Section 508 accessibility guidelines, and usability testing methodologies
- Microsoft Manual of Style for Technical Publications, the Chicago Manual of Style, and the U.S. Government Printing Office Style Manual.
- Standard information development methodologies, such as Information Mapping.
- Standard instructional design methodologies

An ability to quickly assimilate use of testing tools used by the client, including discussion with client to recommend improvements for expanding adaptation of their use, or of current upgrades available.

EXPERIENCE: Possesses strong experience as detailed in TABLE-02 for the UI-Analyst Skill-Group introduction section and in the 5 Tables referenced below.

Software Verification Testing

The UI-Analyst is expected to have 3-4 years experience in this area – refer to TABLE-02-A (for UI-Analyst) for details.

User Documentation

The UI-Analyst is expected to have 4 or more years experience in this area – refer to TABLE-02-B (for UI-Analyst) for details.

Instructional Design and Development

The UI-Analyst is expected to have 4-5 years experience developing training manuals, instructor manuals, instructors guides, handouts, job aids, exercises, presentations, online tutorials, and computer-based training – refer to TABLE-02-C (for UI-Analyst) for details of tasks expected to be performed.

Training and Support

The UI-Analyst is expected to having 5-6 years experience conducting software training in formal group training sessions and one-on-one coaching sessions. In providing end user support via phone, e-mail, or site visits. This experience is detailed in TABLE-02-D (for UI-Analyst):

Graphic Design

The UI-Analyst is expected to have considerable experience developing and editing graphic images for documentation and training materials. This UI Analyst may be expected to perform the following tasks detailed in TABLE-02-D (for UI-Analyst).

USABILITY ANALYST SKILLS REFERENCE TABLES

The following Tables provide common or repetitive aspects of the following 4 UI Analyst labor categories to be used as "references" to shorten labor descriptions; however, a candidate must possess the qualifications & product experience needed to provide the services a client seeks to round out a team to meet their needs:

TABLE-01 UI ANALYST**Responsibilities**

- Assignments: Reports to and receives task assignments from the contractors on-site project manager, where one is assigned; otherwise, reports to and receives assignments from the clients project managers for specific Tasks.
- Status: Provides oral and written status reports to the contractors on-site project manager, the clients project managers when asked, or both, as appropriate.
- GUI reviews and testing: Reviews user interfaces and prototypes to ensure that they conform to industry and client standards for GUI design, usability, and accessibility. Documents recommendations for changes in user interfaces, including screen design and screen flows, to comply with these standards and communicates recommendations to technical staff and project managers.
- Function verification testing: Tests new IT applications and new versions and releases of existing applications for both client/server and web-based platforms to ensure that functionality performs as designed and to identify operational or design errors in these applications. Documents and tracks all problems identified using client-approved tracking software and then communicates with developers to resolve problems identified. Retests applications to ensure that all identified problems have been addressed.
- User documentation development: Develops, edits, produces, distributes, and maintains hardcopy and online documentation for applications for both client/server and web platforms. Performs research and needs analyses and then “walks-through [tests] to ensure the documentation meets the needs of the clients Users and accurately reflects their business processes. Gathers data from developers, subject matter experts, and other technical professionals to ensure the accuracy of technical information presented. Test documentation for accuracy and compliance with organizational standards and styles.
- Hardcopy documentation includes User Guides, reference manuals, FAQs, installation guides, report guides, what s new documents, and quick reference cards. Online documentation includes online help as well as PDF and HTML versions of documentation.
- Instructional design and development: Develops, edits, produces, and maintains training programs and instructional materials on MIS applications for both client/server and web platforms. Performs research and needs analyses with end users and other trainers to ensure the training and materials meet the needs of the clients Users and accurately reflects their business processes. Gathers data from developers, subject matter experts, and other technical professionals to ensure the accuracy of technical information presented. Test training and materials for accuracy and compliance with organizational standards and styles.
- Instructional materials include training manuals, instructor manuals, instructor guides, handouts, job aids, exercises, presentations, online tutorials, and computer-based training.
- End user training and support: Conducts training sessions, as directed, for end users in applications developed for client/server and web platforms. Training sessions for junior Usability Analyst are generally one-on-one coaching with individual users at their workstations; however, can include formal classes for multiple students. Provides telephone and e-mail support for end users who have questions or problems with applications developed.
- Graphic design: Develops, and maintains illustrations, charts, and other graphic images for user documentation and training materials. Update icons for applications developed for client/server and web platforms.
- Technology recommendations: Identifies technologies and tools for usability testing, accessibility, function testing, user documentation, instructional design and development, and graphic design and notifies the client or contractors PM.

TABLE-02 UI ANALYST**Sample set of areas of experience**

Candidates may hold considerable experience with a multitude of products and tools; however, the focus is on those tools and products the client has deployed, plans to deploy or seeks guidance in reviewing for evaluation and consideration of deploying. However, a sampling of viable experience can include, but not be limited , to the following sample-set of products that expands regularly:

- Communicate with an application user base to understand the users business needs, and, more important the workflow and processes typical of the users daily operations.
- Work with the client/contractor development team to learn how to use new products and the screen flows and how data fields are processed.
- Review the screen flow and data field processing to verify operational usability, to determine whether the new system meets the needs of users and whether screen flows address the workflow that the user actually practices.
- Develop and conduct usability reviews and tests with actual or test users to identify usability and accessibility problems and get user input on possible solutions.
- Act as a liaison between end users and development staff to propose screen design and flow changes to adapt new, enhanced, or revised solutions to the users business needs and workflow.
- As directed to revise windows, menus, dialog boxes, data entry fields, and other controls as needed to assist development teams in meeting the operational needs of end users.
- During usability reviews, verify that all interfaces conform to client-defined standards, industry standards for GUIs, as appropriate, and all current Federal requirements such as Section 508 standards for accessibility for people with disabilities.
- Suggest redesign of new application interfaces where client compliance with client, industry, or Federal standards are not met.
- Participate in organized work groups, as allowed, of end users working with developers to ensure that solution interfaces meet operational requirements.

TABLE 02-A UI ANALYST**Software Verification & Testing**

TOOLS: Software problem tracking tools.

EXPERIENCE: UI-Analysts are expected to have experience, based upon their level (i.e., I - IV) with function verification testing of applications, including metadata concepts to understand how a clients' data can be processed, flow in applications and how the data relates to their end user operations. This UI-Analyst can be expected to perform the following tasks:

- Obtain and review application specifications and requirements in order to document and meet with development staff to identify functions to be tested.
- Learn how to use new applications/ products, with assistance from the development staff as needed.
- Conduct step-by-step reviews of new and updated functions, including validation of metadata to evaluate element screen flows, related error messages, interrelationships of data fields with the record/files they reside in, and the processing of each field using various data values to test data fields.
- Identify and document areas not adhering to a client's standards and guidelines using their software problem tracking tools, or recommend appropriate tools. Provide step-by-step details on scenarios in which problems did and did not occur.
- Upon request provide additional information to developers about software problems identified.
- Upon notification by the development staff, retest the application to ensure that software problems have been resolved appropriately.

TABLE 02B UI ANALYST**User Documentation**

TOOLS: Word processing; publishing software; HTML editors; help authoring tools; version control systems; Adobe Acrobat Professional but with a focus on tools used by the hiring client to provide services for task such as:

- Perform research and conduct meetings with designated client contacts and end users to ensure that the documentation meets their needs and reflects their business processes.
- Obtain and review application specifications and other requirements documents and meet with development staff to identify functions to be documented.
- Develop a documentation plan that includes recommendations for specific deliverables to meet users needs.
- Learn how to use the new application or product, with assistance from the development staff as needed.
- Conduct a task analysis to identify specific user tasks for online help and user guides.
- Design and maintain templates for various document deliverables to ensure consistency and usability.
- Design, write, and edit documentation deliverables, using templates and following client and industry standards for style, consistency, and accessibility.
- Develop appropriate devices for accessing information in documentation, such as tables of contents, indices, cross-references, headers and footers, and other devices, as appropriate.
- Perform comprehensive tests of documentation deliverables with the software to identify and resolve inaccuracies in the documentation.
- Conduct documentation reviews with development staff to ensure the accuracy of the documentation and incorporate their changes, as appropriate.
- Conduct documentation reviews with end users and designated client contacts to ensure that the documentation meets their needs. Incorporate changes, as appropriate.
- Convert documentation to appropriate formats (such as PDF and HTML) for distribution.
- For online help: coordinate with developers to ensure that context-sensitive help is linked correctly to hooks in the application.

TABLE 02-C UI ANALYST**Instructional Design and Development**

TOOLS: Presentation software; computer-based authoring software; demonstration software; plus all tools listed under user documentation used by the hiring client to provide services for task such as:

- Perform research and conduct meetings with designated client contacts, end users, and trainers to ensure that all training materials meet their needs and reflect their business processes.
- Obtain and review application specifications and other requirements documents and meet with development staff to identify functions to be documented.
- Develop an instructional design plan that includes recommendations for specific deliverables to meet user needs and trainer goals.
- Learn how to use the new application or product, with assistance from the development staff as needed.
- Conduct a task analysis to identify specific user tasks for training manuals exercises, tutorials, and computer-based training.
- Work with designated client contacts, development staff, and trainers to identify realistic scenarios for exercises, tutorials, and computer-based training.
- Maintain templates for various instructional materials to ensure consistency and usability.
- Draft and edit instructional materials, using templates and following client and industry standards for style and consistency.
- Perform comprehensive tests of instructional materials with the software to identify and resolve inaccuracies.
- Conduct reviews with development staff to ensure the accuracy of the instructional materials and incorporate their changes, as appropriate.
- Conduct reviews with end users and designated client contacts to ensure that the instructional materials meet their needs. Incorporate changes, as appropriate.
- Conduct reviews with trainers to ensure that training manuals, exercises, and instructors guides meet their needs.
- Convert instructional materials to appropriate formats (such as PDF and HTML) for distribution.

TABLE 02-D UI ANALYST**Training and Support**

EXPERIENCE: This UI-Analyst is expected to have a least one years experience conducting software training in both formal group training sessions and one-on-one coaching sessions and providing end user support via phone, e-mail, or site visits. This UI Analyst is expected to perform the following tasks:

- Work with lesson plans to improve them where appropriate for conducting software training, based on instructional materials, experience observing current trainers, and other information provided by trainers, designated client contacts, and development staff.
- If directed to coordinate scheduling of training facilities and availability of end user training materials. Coordinate with development staff and DBAs to ensure that the application software is installed on training servers and functions appropriately and that appropriate user IDs and database roles are created and function appropriately. Thoroughly test the application and exercises on training servers prior to conducting the training.
- Conduct training sessions in a formal group training setting if directed.
- Install application software on user workstations and set up desktop icons and shortcuts, as appropriate.
- Provide one-on-one training sessions at a users workstation, as requested, to introduce the user to new applications and new functions or to provide refresher or follow-up instruction.
- Serve as the initial contact for end users to report problems with the application. Provide troubleshooting assistance, as appropriate, by phone, by e-mail, or in person. Gather information and serve as a liaison between the end users, development staff, and DBAs to resolve problems with the software or related technologies.

TABLE 02-E UI ANALYST**Graphic Design**

TOOLS: Screen capture software, business graphics and diagramming software, image editing software, icon editors, vector-based graphic (drawing) software.

EXPERIENCE: This UI-Analyst is expected to have at least one year of experience developing and editing graphic images for documentation and training materials. This UI Analyst is expected to perform the following tasks:

- Capture screens and screen elements from MIS applications, edit the images, and insert them in documentation, presentations, and training materials. Update images in existing documentation, as appropriate.
- Create and edit diagrams, flowcharts, organization charts, and other appropriate diagrams for documentation, presentations, and training materials. Create and edit application icons for use within an application and as desktop shortcuts. Convert icons in ICO format for use with web-based applications.
- Creates and edits watermarks, iconic images, and other design elements to enhance the professional appearance and usability of documentation, presentations, and training. Incorporates these design images into templates to ensure consistency throughout documentation and training materials.

07-INFRASTRUCTURE SUPPORT (NETWORKS & SERVERS) LABOR CATEGORY DESCRIPTIONS**132-51-0076 Network Systems Engineer I****\$75.93**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

- Performs systems design.
- Researches, tests, and evaluates network products, documents results, and makes recommendations for suitability to realize specified goals and performance standards within a client's environment.
- Implements PC LAN expansion, integration and transition with knowledge of best practices and newest technologies.
- Designs and tests data communications networks best fitting a clients' infrastructure.
- Implements and maintains Network servers including supported hardware and software.
- Implements network applications appropriate with client needs and infrastructure and protocols.
- Establishes network addresses, system names and naming conventions, volumes names and convention, directory naming conventions, control system access parameters.
- Develops complete systems interconnection documentation.
- Troubleshoot networking problems.
- Prepares or assists in preparing acquisition documents.
- Prepares documentation and status reports on assigned tasks and projects.

Basic Qualifications

- A 4 year degree in engineering, computers, mathematics or related field would be viewed as favorable, or a combination of 3-4 years of post high school education and increasingly more responsible IT/IS-related work experience beyond that applied to the requirements listed below will be substituted for a degree.
- Two to three years experience working under a senior level mentor/supervisor within a network environment with responsibility for the following:
 - Designing and integrating systems;
 - Systematically researching, testing, evaluating, and recommending suitability of network products;
 - Designing and testing data communications networks applying technologies best fitting a clients' infrastructure (e.g., routers, bridges, concentrators, protocol converters, application gateways, modems, multiplexers, front-end processors, etc.).
 - Implementing various network applications appropriate with client needs and infrastructure and protocol (i.e., OSI, TCP/IP, X.25, X.400, IPX, UNIX, LINX or other protocol stacks in use by a client or planned for their future);
 - Storage management experience applying current technologies best fitting a clients' infrastructure and preference (i.e., NFS, Network Appliance based SANs, RAID, Disk Mirroring, LVM, JFS, off-the-shelf ERP software or more recent technologies.
 - Planning and implementing PC LAN expansions; Patch management and software update responsibilities;
 - Send mail design and DNS support for Internet domains including Apple.
 - Daily system software and hardware support on heterogeneous networks
 - Troubleshooting network problems; and
 - Implementing and maintaining Network servers including supported hardware and software within a network consisting of two or more interconnected servers.
- Demonstrated experience with and expertise in installing Networks
- Demonstrated experience with and expertise in understanding the intricacies of PC hardware and software including micro-channel bus and other architectures of various PC/LAN based devices.
- Demonstrated experience with and expert understanding of interrupts, I/O addressing, memory mapping and data configurations.
- Demonstrated capability and skill operating various test equipment including protocol analyzers, break-out boxes, digital volt meters, and analyzing communication problems to the packet level.
- Demonstrated effective oral and written communication skills and capabilities to communicate effectively with management and other user personnel at all levels, and to provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with organizational standards.

132-51-0077 Network Systems Engineer II**\$91.70**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

- Performs systems design as well as integrations.
- Researches, tests, and evaluates network products, documents results, and makes recommendations for suitability to realize specified goals and performance standards within a client's environment.
- Implements PC LAN expansion, integration and transition with knowledge of best practices and current technologies.
- Designs and tests data communications networks.
- Implements and maintains Network servers including supported hardware and software.
- Implements network applications appropriate with client needs and infrastructure and protocols.

- Establishes network addresses, system names and naming conventions, volumes names and convention, directory naming conventions, control system access parameters.
- Develops complete systems interconnection documentation.
- Troubleshoot networking problems.
- Prepares or assists in preparing acquisition documents.
- Prepares documentation and status reports on assigned tasks and projects.

Basic Qualifications

- A 4 year degree in engineering, computers, mathematics or related field would be preferred, but a combination of 5 years of post high school education and increasingly more responsible IT/IS-related work experience beyond that applied to the requirements listed below will be substituted for a degree.
- Three to four years experience working under a senior level mentor/supervisor within a network environment with responsibility for the following:
 - Designing and integrating systems;
 - Systematically researching, testing, evaluating, and recommending suitability of network products;
 - Designing and testing data communications networks applying tools and products of a clients' infrastructure (e.g., routers, bridges, concentrators, protocol converters, application gateways, modems, multiplexers, front-end processors, etc.) or work in collaboration with a client to suggest technology revisions that better fit the needs defined by the client.
 - Implementing various network applications appropriate with client needs and infrastructure and protocol (i.e., OSI, TCP/IP, X.25, X.400, IPX, UNIX, LINX or other protocol stacks in use by a client) or work in collaboration to assist the client in planning for their future;
 - Storage management experience applying current technologies best fitting a clients' infrastructure and preference (i.e., NFS, Network Appliance based SANs, RAID, Disk Mirroring, LVM, JFS, off-the-shelf ERP software or more recent technologies.
 - Planning and implementing PC LAN expansions; Patch management and software update;
 - Sendmail design and DNS support for Internet domains including apple.
 - Daily system software and hardware support on heterogeneous networks
 - Troubleshooting network problems; and
 - Implementing and maintaining Network servers including supported hardware and software within a network consisting of two or more interconnected servers.
- Demonstrated experience with and expertise in installing and monitoring Networks
- Demonstrated experience with and expertise in understanding the intricacies of PC hardware and software.
- Demonstrated experience with and expert understanding of interrupts, I/O addressing, memory mapping and data configurations.
- Demonstrated capability and skill operating various test equipment including protocol analyzers, break-out boxes, digital volt meters, and analyzing communication problems to the packet level.
- Demonstrated effective oral and written communication skills and capabilities to communicate effectively with management and other user personnel at all levels, and to provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with organizational standards.

132-51-0078 Network Systems Engineer III

\$100.88

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Responsibilities

- Performs systems design as well as integrations.
- Researches, tests, and evaluates network products, documents results, and makes recommendations for suitability to realize specified goals and performance standards within a client's environment.
- Implements PC LAN expansion, integration and transition.
- Designs and tests data communications networks.
- Implements and maintains Network servers including supported hardware and software.
- Implements network applications appropriate with client needs and infrastructure and protocols.
- Establishes network addresses, system names and naming conventions, volumes names and convention, directory naming conventions, control system access parameters.
- Develops complete systems interconnection documentation.
- Troubleshoot networking problems.
- Prepares or assists in preparing acquisition documents.
- Prepares documentation and status reports on assigned tasks and projects.

Basic Qualifications

- A 4 year degree in engineering, computers, mathematics or related field, or a combination of 7 years of post high school education and increasingly more responsible IT/IS-related work experience beyond that applied to the requirements listed below will be substituted for a degree.
- Five or more years experience working within a network environment with responsibility for the following:
 - Designing and integrating systems;
 - Systematically researching, testing, evaluating, and recommending suitability of network products;
 - Designing and testing data communications networks applying tools and products of a clients' infrastructure (e.g., routers, bridges, concentrators, protocol converters, application gateways, modems, multiplexers, front-end processors, etc.) in collaboration with the client suggest current/new technologies that best fitting the needs defined by the client;

- Implementing various network applications and protocols (i.e., OSI, TCP/IP, X.25, X.400, IPX, UNIX, LINX or other protocol stacks in use by a client) or work in collaboration with a client to review and consider technology revisions that better meet the needs defined by the client planned for their future;
- Storage management experience applying current technologies best fitting a clients' infrastructure and preference (i.e., NFS, Network Appliance based SANs, RAID, Disk Mirroring, LVM, JFS, off-the-shelf ERP software or more recent technologies.
- Planning and implementing PC LAN expansions; Patch management and software update;
- Sendmail design and DNS support for Internet domains including apple.
- Daily system software and hardware support on heterogeneous networks
- Troubleshooting network problems; and
- Implementing and maintaining Network servers including supported hardware and software within a network consisting of two or more interconnected servers.
- Demonstrated experience with and expertise in installing and monitoring Networks;
- Demonstrated experience with and expertise in understanding the intricacies of PC hardware and software including micro-channel bus and other architectures of various PC/LAN based devices;
- Demonstrated experience with and expert understanding of interrupts, I/O addressing, memory mapping and data configurations;
- Demonstrated capability and skill operating various test equipment including protocol analyzers, break-out boxes, digital volt meters, and analyzing communication problems to the packet level;
- Demonstrated effective oral and written communication skills and capabilities to communicate effectively with management and other user personnel at all levels, and to provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with organizational standards.

132-51-0079 Network Systems Engineer IV**\$119.00**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

- Team Lead to plan and provide hands-on management to perform systems design as well as integrations as required.
- Researches, tests, and evaluates network products, documents results, and makes recommendations for suitability to realize specified goals and performance standards within a client's environment.
- Implements PC LAN expansion, integration and transition.
- Designs and tests data communications networks.
- Provide guidance and suggestions to improve as well as implementing and maintaining Network servers including related hardware and software components to address backup, power and security protection and end User interface.
- Ability to take a lead or work independently to implement network applications.
- Establishes network addresses, system names and naming conventions, volumes names and convention, directory naming conventions, control system access parameters.
- Develops complete systems interconnection documentation.
- Troubleshoot networking problems.
- Prepares or assists in preparing acquisition documents.
- Prepares as well as provision of QC of documentation developed and provide status reports on assigned tasks and projects to appropriate Leads.

Basic Qualifications

- A MS degree would be viewed as a favorable asset, but 4 year degree in engineering, computer, math or related field, or a combination of 7 years of post high school education and increasingly responsible IT/IS-related work experience beyond that applied to the requirements listed below will be substituted for a degree.
- Seven or more years experience working within a network environment with responsibility for the following:
 - Designing and integrating systems;
 - Systematically researching, testing, evaluating, and recommending suitability of network products;
 - Designing and testing data communications networks applying tools and products of a clients' infrastructure (e.g., routers, bridges, concentrators, protocol converters, application gateways, modems, multiplexers, front-end processors, etc.) in collaboration with the client suggest current/new technologies that best fitting the needs defined by the client.
 - Implementing various network applications appropriate with client needs and infrastructure and protocol (i.e., OSI, TCP/IP, X.25, X.400, IPX, UNIX, LINX or other protocol stacks in use by a client) as well as collaboration with the client to plan for future needs to address client strategy.
 - Storage management experience applying current technologies best fitting a clients' infrastructure and preference (i.e., NFS, Network Appliance based SANs, RAID, Disk Mirroring, LVM, JFS, off-the-shelf ERP software or working in collaboration with a client to plan for future needs employing technology changes.
 - Planning and implementing PC LAN expansions; Patch management and software update;
 - Sendmail design and DNS support for Internet domains including apple.
 - Daily system software and hardware support on heterogeneous networks
 - Troubleshooting network problems; and
 - Implementing and maintaining Network servers including supported hardware and software within a network consisting of two or more interconnected servers.
- Demonstrated experience with and expertise in installing and monitoring Networks;

- Demonstrated experience with and expertise in understanding the intricacies of PC hardware and software including micro-channel bus and other architectures of various PC/LAN based devices;
- Demonstrated experience with and expert understanding of interrupts, I/O addressing, memory mapping and data configurations;
- Demonstrated capability and skill operating various test equipment including protocol analyzers, break-out boxes, digital volt meters, and analyzing communication problems to the packet level;
- Demonstrated effective oral and written communication skills and capabilities to communicate effectively with management and other user personnel at all levels, and to provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with organizational standards.

132-51-0080 Data-Communications Analyst I**\$91.11**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

- Reports to, and receives task assignments from, the Contractor's Project Manager for the design and development of litigation support, imaging, web and web applications, management, workflow, or economic analysis systems;
- Defines system requirements using standard systems analysis techniques in conjunction with client systems analysts, senior technical managers, economists and other end users;
- Develops specifications for system design, data base structures, data capture forms, data conversion procedures, data validation/correction steps, and data base query and reporting procedures;
- Implements information systems through the use of data base management systems, statistical packages, high level programming languages, standard utilities and job control languages. Builds logical and physical data base structures. Develops programs for the entry, modification, validation, conversion and loading of data. Develops programs and procedures to facilitate query and reporting from data bases. Develops programs and procedures for maintenance and back-up of data base files;
- Provides oral and written status reports to the Contractor's on-site Project Manager;
- Recommends and implements enhancements to client system development procedures, software and application systems;
- Provides effective technical direction and supervision to analysts and programmers assigned to work on application development tasks;
- Provides end user and technical documentation and training for all systems developed. Provides technical training in the use of system development tools such as ORACLE, SQL, JAVA, Visual Tools and various Web Portal Technologies to support data access and distribution.

Basic Qualifications

A four year Bachelors of Science or engineering degree or related field is preferred. Combination of one or two years of post high school education and three years of work experience in the fields of systems analysis or programming as applied to the requirements listed below could be substituted for a degree.

- Five years of general data processing experience;
- One year of task leadership, and quality assurance experience;
- Experience as noted below in the analysis, design, implementation or support of application systems using the appropriate disciplines. Experience with these systems is to be allocated as follows:

Data Communications

Two years of application development/ maintenance experience employing the following facilities and functions:

- Data communications requirements analysis and capacity planning that can include experience with a vast array of products but there must be a focus in the technology deployed or planned by the client involved. Brief examples:
 - Hardware: Cisco routers and firewalls, foundry, enterasys, CheckPoint firewalls, Servers and workstations (Sun, Dell, etc.) ultra1, 2, 5,10, laptops, notebooks, Laser printers, NIC cards, hard drives, CD ROMS, Ethernet, wireless, etc..
 - Operating/Network systems: Windows, Apple, Unix/Linux/UX, Banyan Vines, CISCO , etc..
 - Protocols: with a focus on those supported and deployed by the client involved.
- UNIX, Linux, UX, client and server based LAN and Remote Access Telecommuter WAN roll outs;
- Even bisynch and SDLC cluster controllers and cluster configuration;
- Protocol conversion for deploying devices of all types (e.g., graphics plotters, Field adaptations, etc.);
- Interface of various devices in networked environment to output spoolers as required;
- Debugging of controller and device errors.
- RJE Device configuration and debug
- PC, server, network and Mainframe connectivity
- File upload/download as well as export/import issues;
- Graphics output;
- Automated and single logon [logoff] and even intuitive application navigation;
- Most monitor [legacy especially] protocols familiarity, or ability to resolve.
- Specification, configuration and debug of transport hardware such as modems, digital service units and multiplexers;
- Implementation and configuration of web related internet access including server side, routers, fire walls, network visibility, as well as intranet hardware and software implementation and configuration.
- Local and Wide Area Network Design and Development
- Baseband, Broadband transmission via all media;
- Experience with managing various cable and media carrier classes (e.g., twisted pair, coax, Siamese, CAT-5, fiber optic and even wireless media) to be able to deal with adapting under ad hoc needs;

- Familiarity with various topologies (e.g., Star, Ring, Bus, Tree topologies, etc.);
- Network control hardware and software.

Additional level of experience for System Analyst - Data Communications I include:

- Experience with Intel, AMD and other micro-processor based PC's, Laptops, Notebooks and servers under Windows, Apple, Linux, etc., with extensive knowledge of file management functions, the Command Prompt language, memory management, object linking and embedding (OLE), and disk, telecomm and print management;
- Experience and understanding of 3GLs such as C, C++, Visual C++, Visual and scripting tools as well as 4GLs and RAD tools, JAVA and various web and related portal development tools (i.e., ASP, .NET, etc.) with one year of experience using an Assembly language a plus;
- Demonstrated effective oral and written communication skills, including the ability to (a) communicate effectively with management and end users at all levels, and (b) provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with client standards.

Other Qualifications

- One or more years experience with PC and LAN based DBMS packages such as SQL-Server, Oracle, MS ACCESS, etc.;
- One or more years of applications experience with Web technologies including in-depth knowledge of related tools and utilities (e.g., but not limited to: HTML, CSS, Homesite, Front Page, Pagemill, Hot Dog, Authorware, Dreamweaver, Illustrator, PhotoShop, CorelDraw, Paint Shop Pro, Harvard Graphics, SnagIt, MapEdit, Acrobat, etc.), access methods, and various application development/debugging tools for content development and management;
- Four years of familiarity with relational data base design concepts to support integration, conversion and tracking needs.

132-51-0081 Data-Communications Analyst II

\$107.14

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Responsibilities

- Reports to, and receives task assignments from, the Contractor's Project Manager for the design and development of litigation support, imaging, web and web applications, management, workflow, or economic analysis systems;
- Defines system requirements using standard systems analysis techniques in conjunction with client systems analysts, senior technical managers, economists and other end users;
- Develops specifications for system design, data base structures, data capture forms, data conversion procedures, data validation/correction steps, and data base query and reporting procedures;
- Implements information systems through the use of data base management systems, statistical packages, high level programming languages, standard utilities and job control languages. Builds logical and physical data base structures. Develops programs for the entry, modification, validation, conversion and loading of data. Develops programs and procedures to facilitate query and reporting from data bases. Develops programs and procedures for maintenance and back-up of data base files;
- Provides oral and written status reports to the Contractor's on-site Project Manager;
- Recommends and implements enhancements to client system development procedures, software and application systems;
- Provides effective technical direction and supervision to analysts and programmers assigned to work on application development tasks;
- Provides end user and technical documentation and training for all systems developed. Provides technical training in the use of system development tools such as ORACLE, SQL, JAVA, Visual Tools and various Web Portal Technologies to support data access and distribution.

Basic Qualifications

- A four year Bachelors of Science or engineering degree or related field is preferred. Combination of two years of post high school education and three to four years of work experience in the fields of systems analysis or programming as applied to the requirements listed below could be substituted for a degree.
- Six years of general data processing experience;
- Two years of task leadership, and quality assurance experience;
- Experience as noted below in the analysis, design, implementation or support of application systems using the appropriate disciplines. Experience with these systems is to be allocated as follows:

Data Communications

Three years of application development/ maintenance experience employing the following facilities and functions:

- Data communications requirements analysis and capacity planning that can include experience with a vast array of products but there must be a focus in the technology deployed or planned by the client involved. Brief examples:
 - Hardware: Cisco routers and firewalls, foundry, enterasys, CheckPoint firewalls, Servers and workstations (Sun, Dell, etc.) ultra1, 2, 5,10, laptops, notebooks, Laser printers, NIC cards, hard drives, CD ROMS, Ethernet, wireless, etc..
 - Operating/Network systems: Windows, Apple, Unix/Linux/UX, Banyan Vines, CISCO , etc.
 - Protocols: with a focus on those supported and deployed by the client involved.
- UNIX, Linux, UX, client and server based LAN and Remote Access Telecommuter WAN roll outs;
- Even bisynch and SDLC cluster controllers and cluster configuration;
- Protocol conversion for deploying devices of all types (e.g., graphics plotters, Field adaptations, etc.);
- Interface of various devices in networked environment to output spoolers as required;
- Debugging of controller and device errors.
- RJE Device configuration and debug

- PC, server, network and Mainframe connectivity
- File upload/download as well as export/import issues;
- Graphics output;
- Automated and single logon [logoff] and even intuitive application navigation;
- Most monitor [legacy especially] protocols familiarity, or ability to resolve.
- Specification, configuration and debug of transport hardware such as modems, digital service units and multiplexers;
- Implementation and configuration of web related internet access including server side, routers, fire walls, network visibility, as well as intranet hardware and software implementation and configuration.
- Local and Wide Area Network Design and Development
- Baseband, Broadband transmission via all media;
- Experience with managing various cable and media carrier classes (e.g., twisted pair, coax, Siamese, CAT-5, fiber optic and even wireless media) to be able to deal with adapting under ad hoc needs;
- Familiarity with various topologies (e.g., Star, Ring, Bus, Tree topologies, etc.);
- Network control hardware and software.

Additional level of experience for System Analyst - Data Communications I include:

- Experience with Intel, AMD and other micro-processor based PC's, Laptops, Notebooks and servers under Windows, Apple, Linux, etc., with extensive knowledge of file management functions, the Command Prompt language, memory management, object linking and embedding (OLE), and disk, telecomm and print management;
- Experience and understanding of 3GLs such as C, C++, Visual C++, Visual and scripting tools as well as 4GLs and RAD tools, JAVA and various web and related portal development tools (i.e., ASP, .NET, etc.) with one year of experience using an Assembly language a plus;
- Demonstrated effective oral and written communication skills, including the ability to (a) communicate effectively with management and end users at all levels, and (b) provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with client standards.

Other Qualifications

- Three or more years experience with PC and LAN based DBMS packages such as SQL-Server, Oracle, MS ACCESS, etc.;
- Three or more years of applications experience with Web technologies including in-depth knowledge of related tools and utilities (e.g., but not limited to: HTML, CSS, Homesite, Front Page, Pagemill, Hot Dog, Authorware, Dreamweaver, Illustrator, PhotoShop, CorelDraw, Paint Shop Pro, Harvard Graphics, Snagit, MapEdit, Acrobat, etc.), access methods, and various application development/debugging tools for content development and management;
- Six years of familiarity with relational data base design concepts to support integration, conversion and tracking needs

132-51-0082 Data-Communications Analyst III

\$116.60

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Responsibilities

- Reports to, and receives task assignments from, the Contractor's Project Manager for the design and development of litigation support, imaging, web and web applications, management, workflow, or economic analysis systems;
- Defines system requirements using standard systems analysis techniques in conjunction with client systems analysts, senior technical managers, economists and other end users;
- Develops specifications for system design, data base structures, data capture forms, data conversion procedures, data validation/correction steps, and data base query and reporting procedures;
- Implements information systems through the use of data base management systems, statistical packages, high level programming languages, standard utilities and job control languages. Builds logical and physical data base structures. Develops programs for the entry, modification, validation, conversion and loading of data. Develops programs and procedures to facilitate query and reporting from data bases. Develops programs and procedures for maintenance and back-up of data base files;
- Provides oral and written status reports to the Contractor's on-site Project Manager;
- Recommends and implements enhancements to client system development procedures, software and application systems;
- Provides effective technical direction and supervision to analysts and programmers assigned to work on application development tasks;
- Provides end user and technical documentation and training for all systems developed. Provides technical training in the use of system development tools such as ORACLE, SQL, JAVA, Visual Tools and various Web Portal Technologies to support data access and distribution.

Basic Qualifications

A four year Bachelors of Science or engineering degree or related field is preferred. Combination of two or more years of post high school education and four to five years of work experience in the fields of systems analysis or programming as applied to the requirements listed below could be substituted for a degree.

- Eight years of general data processing experience;
- Three years of task leadership, and quality assurance experience;
- Experience as noted below in the analysis, design, implementation or support of application systems using the appropriate disciplines. Experience with these systems is to be allocated as follows:

Data Communications

Four years of application development/ maintenance experience employing the following facilities and functions:

- Data communications requirements analysis and capacity planning that can include experience with a vast array of products but there must be a focus in the technology deployed or planned by the client involved. Brief examples:
 - Hardware: Cisco routers and firewalls, foundry, enterasys, CheckPoint firewalls, Servers and workstations (Sun, Dell, etc.) ultra1, 2, 5,10, laptops, notebooks, Laser printers, NIC cards, hard drives, CD ROMS, Ethernet, wireless, etc.
 - Operating/Network systems: Windows, Apple, Unix/Linux/UX, Banyan Vines, CISCO, etc.
 - Protocols: with a focus on those supported and deployed by the client involved.
- UNIX, Linux, UX, client and server based LAN and Remote Access Telecommuter WAN roll outs;
- Even bisynch and SDLC cluster controllers and cluster configuration;
- Protocol conversion for deploying devices of all types (e.g., graphics plotters, Field adaptations, etc.);
- Interface of various devices in networked environment to output spoolers as required;
- Debugging of controller and device errors.
- RJE Device configuration and debug
- PC, server, network and Mainframe connectivity
- File upload/download as well as export/import issues;
- Graphics output;
- Automated and single logon [logoff] and even intuitive application navigation;
- Most monitor [legacy especially] protocols familiarity, or ability to resolve.
- Specification, configuration and debug of transport hardware such as modems, digital service units and multiplexers;
- Implementation and configuration of web related internet access including server side, routers, fire walls, network visibility, as well as intranet hardware and software implementation and configuration.
- Local and Wide Area Network Design and Development
- Baseband, Broadband transmission via all media;
- Experience with managing various cable and media carrier classes (e.g., twisted pair, coax, Siamese, CAT-5, fiber optic and even wireless media) to be able to deal with adapting under ad hoc needs;
- Familiarity with various topologies (e.g., Star, Ring, Bus, Tree topologies, etc.);
- Network control hardware and software.

Additional level of experience for System Analyst - Data Communications I include:

- Experience with Intel, AMD and other micro-processor based PC's, Laptops, Notebooks and servers under Windows, Apple, Linux, etc., with extensive knowledge of file management functions, the Command Prompt language, memory management, object linking and embedding (OLE), and disk, telecomm and print management;
- Experience and understanding of 3GLs such as C, C++, Visual C++, Visual and scripting tools as well as 4GLs and RAD tools, JAVA and various web and related portal development tools (i.e., ASP, .NET, etc.) with one year of experience using an Assembly language a plus;
- Demonstrated effective oral and written communication skills, including the ability to (a) communicate effectively with management and end users at all levels, and (b) provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with client standards.

Other Qualifications

- Four or more years experience with PC and LAN based DBMS packages such as SQL-Server, Oracle, MS ACCESS, etc.;
- Four or more years of applications experience with Web technologies including in-depth knowledge of related tools and utilities (e.g., but not limited to: HTML, CSS, Homesite, Front Page, Pagemill, Hot Dog, Authorware, Dreamweaver, Illustrator, PhotoShop, CorelDraw, Paint Shop Pro, Harvard Graphics, SnagIt, MapEdit, Acrobat, etc.), access methods, and various application development/debugging tools for content development and management;
- Eight years of familiarity with relational data base design concepts to support integration, conversion and tracking needs.

132-51-0083 Data-Communications Analyst IV

\$133.00

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Responsibilities

- Reports to, and receives task assignments from, the Contractor's Project Manager for the design and development of litigation support, imaging, web and web applications, management, workflow, or economic analysis systems;
- Defines system requirements using standard systems analysis techniques in conjunction with client systems analysts, senior technical managers, economists and other end users;
- Develops specifications for system design, data base structures, data capture forms, data conversion procedures, data validation/correction steps, and data base query and reporting procedures;
- Implements information systems through the use of data base management systems, statistical packages, high level programming languages, standard utilities and job control languages. Builds logical and physical data base structures. Develops programs for the entry, modification, validation, conversion and loading of data. Develops programs and procedures to facilitate query and reporting from data bases. Develops programs and procedures for maintenance and back-up of data base files;
- Provides oral and written status reports to the Contractor's on-site Project Manager;
- Recommends and implements enhancements to client system development procedures, software and application systems;
- Provides effective technical direction and supervision to analysts and programmers assigned to work on application development tasks;

- Provides end user and technical documentation and training for all systems developed. Provides technical training in the use of system development tools such as ORACLE, SQL, JAVA, Visual Tools and various Web Portal Technologies to support data access and distribution.

Basic Qualifications

- A four year Bachelors of Science or engineering degree with a Master degree highly preferred. Combination of a year or more postgraduate studies and three to four years of work experience in the fields of systems analysis or programming as applied to the requirements listed below could be substituted for a Masters degree.
- Ten years of general data processing experience;
- Four years of task leadership, and quality assurance experience;
- Experience as noted below in the analysis, design, implementation or support of application systems using the appropriate disciplines. Experience with these systems is to be allocated as follows:

Data Communications

Six or more years of application development/ maintenance experience employing the following facilities and functions:

- Data communications requirements analysis and capacity planning that can include experience with a vast array of products but there must be a focus in the technology deployed or planned by the client involved. Brief examples:
 - Hardware: Cisco routers and firewalls, foundry, enterasys, CheckPoint firewalls, Servers and workstations (Sun, Dell, etc.) ultra1, 2, 5,10, laptops, notebooks, Laser printers, NIC cards, hard drives, CD ROMS, Ethernet, wireless, etc..
 - Operating/Network systems: Windows, Apple, Unix/Linux/UX, Banyan Vines, CISCO , etc..
 - Protocols: with a focus on those supported and deployed by the client involved.
- UNIX, Linux, UX, client and server based LAN and Remote Access Telecommuter WAN roll outs;
- Even bisynch and SDLC cluster controllers and cluster configuration;
- Protocol conversion for deploying devices of all types (e.g., graphics plotters, Field adaptations, etc.);
- Interface of various devices in networked environment to output spoolers as required;
- Debugging of controller and device errors.
- RJE Device configuration and debug
- PC, server, network and Mainframe connectivity
- File upload/download as well as export/import issues;
- Graphics output;
- Automated and single logon [logoff] and even intuitive application navigation;
- Most monitor [legacy especially] protocols familiarity, or ability to resolve.
- Specification, configuration and debug of transport hardware such as modems, digital service units and multiplexers;
- Implementation and configuration of web related internet access including server side, routers, fire walls, network visibility, as well as intranet hardware and software implementation and configuration.
- Local and Wide Area Network Design and Development
- Baseband, Broadband transmission via all media;
- Experience with managing various cable and media carrier classes (e.g., twisted pair, coax, Siamese, CAT-5, fiber optic and even wireless media) to be able to deal with adapting under ad hoc needs;
- Familiarity with various topologies (e.g., Star, Ring, Bus, Tree topologies, etc.);
- Network control hardware and software.

Additional level of experience for System Analyst - Data Communications IV include:

- Experience with Intel, AMD and other micro-processor based PC's, Laptops, Notebooks and servers under Windows, Apple, Linux, etc., with extensive knowledge of file management functions, the Command Prompt language, memory management, object linking and embedding (OLE), and disk, telecomm and print management;
- Experience and understanding of 3GLs such as C, C++, Visual C++, Visual and scripting tools as well as 4GLs and RAD tools, JAVA and various web and related portal development tools (i.e., ASP, .NET, etc.) with one year of experience using an Assembly language a plus;
- Demonstrated effective oral and written communication skills, including the ability to (a) communicate effectively with management and end users at all levels, and (b) provide clear, complete, accurate, and well-organized technical documentation and correspondence in conformance with client standards.

Other Qualifications

- Five or more years experience with PC and LAN based DBMS packages such as SQL-Server, Oracle, MS ACCESS, etc.;
- Five or more years of applications experience with Web technologies including in-depth knowledge of related tools and utilities (e.g., but not limited to: HTML, CSS, Homesite, Front Page, Pagemill, Hot Dog, Authorware, Dreamweaver, Illustrator, PhotoShop, CorelDraw, Paint Shop Pro, Harvard Graphics, Snagit, MapEdit, Acrobat, etc.), access methods, and various application development/debugging tools for content development and management;
- Ten years of familiarity with relational data base design concepts to support integration, conversion and tracking needs.

132-51-0084 Network Security Engineer I**\$92.50**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As defined in the Overview Table-02 of “Responsibilities for (Network Engineer - Information Security)” for this labor category of the Infosec Skill Group.

Basic Qualifications

A Bachelors degree in the fields of computer science, engineering or related fields is preferred; however, see “Education” below for option with approval of the client.

- Three to four years of general data processing experience;
- Introductory experience working with more experienced Engineers to apply quality assurance concepts and procedures;
- One year or more of experience performing network engineering and analysis, assessment, auditing or related support using the appropriate disciplines. Experience with these systems should to be allocated as follows:
 - Security assessments with related documentation, security upgrades of live networks, desktop systems, servers, and associated enterprise databases working closely with Infosec Auditors and Analyst leading to successful accreditation and certification of the network and related systems.
 - Experience with security requirements and vulnerabilities against FISMA, and NIST standards;
 - Experience developing specific policy and procedure for compliance with FISMA and FISCAM requirements;
 - Experience performing full security certification and accreditation functions as defined in the Overview Table-03 of “Network Engineer - Information Security (Perform full security C&A functions);”
 - Experience developing requirements for, evaluating, installing, documenting policies and procedures, executing and monitoring items of the Overview Table-04 of “Products, Tools & Processes” and with using and/or assessing as many of the network “products & tools” in this same table as a candidates skills allow time to assimilate and support.

Additional Qualifications

DOD INSTRUCTIONS and MIL STANDARDS may be required based upon the client involved: DoD 5000 series, NIST SP-800 series, DITSCAP, Rainbow series/Common Criteria, DoD & Federal Architecture Framework, DoD 5015.2, CJCSM 6231, 6510.01, CJCSI 3170.01d, MILSTD-S-901, 461, 498, DCID series, many others

Education

Bachelors degree in the fields of computer science, engineering or related fields is preferred; however a combination of 4 to 5 years of post high school education, an effort to obtain certification and relevant work experience in the fields of networks, servers, routers, sensors, security assessment and/or network design and application development as listed below may be substituted for a degree with approval of the client.

Certifications are widely recognized by government and commercial clients, even though their importance and value continue to be debated, yet this Schedule recommends those listed in the Overview Section Table-05 of “Sample Set of Certifications” as a strong sample-set of what a client may expect, but certainly not be limited.

Associations such as those listed in the Overview Section Table-06 of “Associations” are among the many viable considerations.

132-51-0085 Network Security Engineer II**\$113.90**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As defined in the Overview Table-02 of “Responsibilities for (Network Engineer - Information Security)” for this labor category of the Infosec Skill Group.

Basic Qualifications

A Bachelors degree in the fields of computer science, engineering or related fields is preferred; however, see “Education” below for option with approval of the client.

- Five years of general data processing experience;
- One year of experience working to apply quality assurance concepts and procedures;
- Two years or more experience performing network engineering and analysis, assessment, auditing or related support using the appropriate disciplines. Experience with these systems is to be allocated as follows:
 - Security assessments with related documentation, security upgrades of live networks, desktop systems, servers, and associated enterprise databases working closely with Infosec Auditors and Analyst leading to successful accreditation and certification of the network and related systems.
 - Experience with security requirements and vulnerabilities against FISMA, and NIST standards;
 - Experience developing specific policy and procedure for compliance with FISMA and FISCAM requirements;
 - Experience performing full security certification and accreditation functions as defined in the Overview Table-03 of “Network Engineer - Information Security (Perform full security C&A functions);”
 - Experience developing requirements for, evaluating, installing, documenting policies and procedures, executing and monitoring items of the Overview Table-04 of “Products, Tools & Processes” and with using and/or assessing as many of the network “products & tools” in this same table as a candidates skills allow time to assimilate and support.

Additional Qualifications

DOD INSTRUCTIONS and MIL STANDARDS may be required based upon the client involved: DoD 5000 series, NIST SP-800 series, DITSCAP, Rainbow series/Common Criteria, DoD & Federal Architecture Framework, DoD 5015.2, CJCSM 6231, 6510.01, CJCSI 3170.01d, MILSTD-S-901, 461, 498, DCID series, many others

Education

Bachelors degree in the fields of computer science, engineering or related fields is preferred; however a combination of 4 to 5 years of post high school education, an effort to obtain certification and relevant work experience in the fields of networks, servers, routers, sensors, security assessment and/or network design and application development as listed below may be substituted for a degree with approval of the client.

Certifications are widely recognized by government and commercial clients, even though their importance and value continue to be debated, yet this Schedule recommends those listed in the Overview Section Table-05 of "Sample Set of Certifications" as a strong sample-set of what a client may expect, but certainly not be limited.

Associations such as those listed in the Overview Section Table-06 of "Associations" are among the many viable considerations.

132-51-0086 Network Security Engineer III**\$129.08**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

As defined in the Overview Table-02 of "Responsibilities for (Network Engineer - Information Security)" for this labor category of the Infosec Skill Group.

Basic Qualifications

A Bachelors degree in the fields of computer science, engineering or related fields is preferred; however, see "Education" below for option with approval of the client.

- Six years of general data processing experience;
- Two years experience working to apply quality assurance concepts and procedures;
- Three years or more experience performing network engineering and analysis, assessment, auditing or related support using the appropriate disciplines. Experience with these systems is to be allocated as follows:
- Security assessments with related documentation, security upgrades of live networks, desktop systems, servers, and associated enterprise databases working closely with Infosec Auditors and Analyst leading to successful accreditation and certification of the network and related systems.
- Experience with security requirements and vulnerabilities against FISMA, and NIST standards;
- Experience developing specific policy and procedure for compliance with FISMA and FISCAM requirements;
- Experience performing full security certification and accreditation functions as defined in the Overview Table-03 of "Network Engineer - Information Security (Perform full security C&A functions);"
- Experience developing requirements for, evaluating, installing, documenting policies and procedures, executing and monitoring items of the Overview Table-04 of "Products, Tools & Processes" and with using and/or assessing as many of the network "products & tools" in this same table as a candidates skills allow time to assimilate and support.

Additional Qualifications

DOD INSTRUCTIONS and MIL STANDARDS may be required based upon the client involved: DoD 5000 series, NIST SP-800 series, DITSCAP, Rainbow series/Common Criteria, DoD & Federal Architecture Framework, DoD 5015.2, CJCSM 6231, 6510.01, CJCSI 3170.01d, MILSTD-S-901, 461, 498, DCID series, many others

Education

Bachelors degree in the fields of computer science, engineering or related fields is preferred; however a combination of 5 years of post high school education that includes efforts to obtain certifications and relevant work experience in the fields of networks, servers, routers, sensors, security assessment and/or network design and application development as listed below may be substituted for a degree with approval of the client.

Certifications are widely recognized by government and commercial clients, even though their importance and value continue to be debated, yet this Schedule recommends those listed in the Overview Section Table-5 of "Sample Set of Certifications" as a strong sample-set of what a client may expect, but certainly not be limited.

Associations such as those listed in the Overview Section Table-06 of "Associations" are among the many viable considerations.

132-51-0087 Network Security Engineer IV**\$145.36**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

In addition to the duties as defined in the Overview Table-02 of "Responsibilities for (Network Engineer - Information Security)" for this labor category of the Infosec Skill Group, a level IV Network Engineer - Information Security is an advisory Consultant to both government and commercial clients to assist in defining needs, projection milestones for achieving goals, and to identify the approach along with each phase and level of effort. Activities to include performing a full range of systems security accreditation and certification tasks, to engineering IDS, firewall, SIM, and vulnerability scan solutions, specific experience is required to address responsibilities in the following functional areas.

Basic Qualifications

A Bachelors degree in the fields of computer science, engineering or related fields is preferred; however, see “Education” below for option with approval of the client.

- Nine years of general data processing experience;
- Two or more years task/project leadership experience and four years working to apply quality assurance concepts and procedures;
- Five or more years experience performing network engineering and analysis, assessment, auditing or related support using the appropriate disciplines. Experience with these systems is to be allocated as follows:
- Security assessments with related documentation, security upgrades of live networks, desktop systems, servers, and associated enterprise databases working closely with Infosec Auditors and Analyst leading to successful accreditation and certification of the network and related systems.
- Experience with security requirements and vulnerabilities against FISMA, and NIST standards;
- Experience developing specific policy and procedure for compliance with FISMA and FISCAM requirements;
- Experience performing full security certification and accreditation functions as defined in the Overview Table-03 of “Network Engineer - Information Security (Perform security C&A functions);”
- Experience developing requirements for, evaluating, installing, documenting policies and procedures, executing and monitoring items of the Overview Table-04 of “Products, Tools & Processes” and with using and/or assessing as many of the network “products & tools” in this same table as a candidates skills allow time to assimilate and support.

Additional Qualifications

DOD INSTRUCTIONS and MIL STANDARDS may be required based upon the client involved: DoD 5000 series, NIST SP-800 series, DITSCAP, Rainbow series/Common Criteria, DoD & Federal Architecture Framework, DoD 5015.2, CJCSM 6231, 6510.01, CJCSI 3170.01d, MILSTD-S-901, 461, 498, DCID series, many others

Education

Bachelors degree in the fields of computer science, engineering or related fields is strongly preferred; however a combination of 6-7 years post high school education that includes efforts to obtain certifications and relevant work experience in the fields of networks, servers, routers, sensors, security assessment and/or network design and application development as listed below may possibly be substituted for a degree if approved by the client.

Certifications are widely recognized by government and commercial clients, even though their importance and value continue to be debated, yet this Schedule recommends those listed in the Overview Section Table-05 of “Sample Set of Certifications” as a strong sample-set of what a client may expect, but certainly not be limited.

Associations such as those listed in the Overview Section Table-06 of “Associations” are among the many viable considerations.

132-51-0088 Senior Network Security Engineer I

\$160.54

[back to rate table](#) • [back to labor category list](#)

Responsibilities

In addition to the duties as defined in the Overview Table-02 of “Responsibilities for (Network Engineer - Information Security)” for this labor category of the Infosec Skill Group, a level IV Network Engineer - Information Security is an advisory Consultant to both government and commercial clients to assist in defining needs, projection milestones for achieving goals, and to identify the approach along with each phase and level of effort. Activities to include performing a full range of systems security accreditation and certification tasks, to engineering IDS, firewall, SIM, and vulnerability scan solutions, specific experience is required to address responsibilities in the following functional areas.

Basic Qualifications

A Masters degree in Engineering, Information Systems, or in the fields of Security or Business is desired. However, see “education” for client approved options.

- Ten years of general data processing experience;
- Four or more years task/project leadership experience and four years working to apply quality assurance concepts and procedures;
- Six or more years experience performing network engineering and analysis, assessment, auditing or related support using the appropriate disciplines. Experience with these systems is to be allocated as follows:
 - Security assessments with related documentation, security upgrades of live networks, desktop systems, servers, and associated enterprise databases working closely with Infosec Auditors and Analyst leading to successful accreditation and certification of the network and related systems.
 - Experience with security requirements and vulnerabilities against FISMA, and NIST standards;
 - Experience developing specific policy and procedure for compliance with FISMA and FISCAM requirements;
 - Experience performing full security certification and accreditation functions as defined in the Overview Table-03 of “Network Engineer - Information Security (Perform full security C&A functions);”
 - Experience developing requirements for, evaluating, installing, documenting policies and procedures, executing and monitoring items of the Overview Table-04 of “Products, Tools & Processes” and with using and/or assessing as many of the network “products & tools” in this same table as a candidates skills allow time to assimilate and support.

Additional Qualifications

DOD INSTRUCTIONS and MIL STANDARDS may be required based upon the client involved: DoD 5000 series, NIST SP-800 series, DITSCAP, Rainbow series/Common Criteria, DoD & Federal Architecture Framework, DoD 5015.2, CJCSM 6231, 6510.01, CJCSI 3170.01d, MILSTD-S-901, 461, 498, DCID series, many others

Education

A Masters degree in Engineering, Information Systems, or in the fields of Security or Business is desired, in addition to some postgraduate study with an accredited institute, recipient of industry certifications appropriate for the client and an additional 11 or more years work experience in the fields of Information Security analysis and assessment that includes network and application development. A Ph.D. or related dual Masters Degrees would be viewed as most favorable.

Certifications are widely recognized by government and commercial clients, even though their importance and value continue to be debated, yet this Schedule recommends those listed in the Overview Section Table-05 of "Sample Set of Certifications" as a strong sample-set of what a client may expect, but certainly not be limited.

Associations such as those listed in the Overview Section Table-06 of "Associations" are among the many viable considerations.

132-51-0089 Senior Network Security Engineer II**\$177.89**[back to rate table](#) • [back to labor category list](#)**Responsibilities**

In addition to the duties as defined in the Overview Table-02 of "Responsibilities for (Network Engineer - Information Security)" for this labor category of the Infosec Skill Group, a level IV Network Engineer - Information Security is an advisory Consultant to both government and commercial clients to assist in defining needs, projection milestones for achieving goals, and to identify the approach along with each phase and level of effort. Activities to include performing a full range of systems security accreditation and certification tasks, to engineering IDS, firewall, SIM, and vulnerability scan solutions, specific experience is required to address responsibilities in the following functional areas.

Basic Qualifications

A Masters degree in Engineering, Information Systems, or in the fields of Security or Business is desired. However, see "education" for client approved options.

- Eleven years of general data processing experience;
- Five or more years task/project leadership experience and four years working to apply quality assurance concepts and procedures;
- Seven or more years experience performing network engineering and analysis, assessment, auditing or related support using the appropriate disciplines. Experience with these systems is to be allocated as follows:
 - Security assessments with related documentation, security upgrades of live networks, desktop systems, servers, and associated enterprise databases working closely with Infosec Auditors and Analyst leading to successful accreditation and certification of the network and related systems.
 - Experience with security requirements and vulnerabilities against FISMA, and NIST standards;
 - Experience developing specific policy and procedure for compliance with FISMA and FISCAM requirements;
 - Experience performing full security certification and accreditation functions as defined in the Overview Table-03 of "Network Engineer - Information Security (Perform full security C&A functions);"
 - Experience developing requirements for, evaluating, installing, documenting policies and procedures, executing and monitoring items of the Overview Table-04 of "Products, Tools & Processes" and with using and/or assessing as many of the network "products & tools" in this same table as a candidates skills allow time to assimilate and support.

Additional Qualifications

DOD INSTRUCTIONS and MIL STANDARDS may be required based upon the client involved: DoD 5000 series, NIST SP-800 series, DITSCAP, Rainbow series/Common Criteria, DoD & Federal Architecture Framework, DoD 5015.2, CJCSM 6231, 6510.01, CJCSI 3170.01d, MILSTD-S-901, 461, 498, DCID series, many others

Education

A Masters degree in Engineering, Information Systems, or in the fields of Security or Business is required. However, only with approval of the client will a Bachelors degree, two years of postgraduate study at an accredited institute, recipient of client desired industry certifications and an additional 10 or more years of relevant work experience in the fields of Information Security analysis and assessment that can include network and application development. A Ph.D. or related dual Masters Degrees would be viewed as most favorable.

Certifications are widely recognized by government and commercial clients, even though their importance and value continue to be debated, yet this Schedule recommends those listed in the Overview Section Table-05 of "Sample Set of Certifications" as a strong sample-set of what a client may expect, but certainly not be limited.

Associations such as those listed in the Overview Section Table-06 of "Associations" are among the many viable considerations.

INFOSEC REFERENCE TABLES

The following tables provide common or repetitive aspects of the following 12 labor categories to be used as “references” to shorten labor descriptions; however, a candidate must possess the qualifications & experience needed to provide the services a client seeks to round out a team to meet their needs.

**TABLE-01 INFORMATION SECURITY ANALYST/AUDITOR
Responsibilities**

1. Conduct assessment of MIS systems security requirements, evaluate current security posture and recommend priorities for remediation in preparation for IG audits.
 - review MIS infrastructure and application architecture
 - assess security requirements
 - review existing certification and accreditation (C&A) documentation
 - system policies, procedures and controls
 - security infrastructure (e.g., IDS, firewalls, vulnerability scan tools)
 - recommend specific areas for additional work in order by priority
 - develop policies and procedures based on best practices for addressing weaknesses identified.
2. Evaluate and strengthen standard MIS C&A Documentation:
 - Performing and documenting risk assessments, analyzing security vulnerabilities, and the metrics to measure the risks associated with those vulnerabilities;
 - Based on risk profile of an analyzed system, development and documentation of Contingency Plans for ameliorating the risks;
 - Design, development and documentation of comprehensive Systems Security Plan, covering at a high level the infrastructure, policies and procedures which define the systems security profile for the analyzed systems;
 - Development of Security Users Guides specific to selected networks, desktop computers, servers and data base systems;
 - Design, development, and validation of System Test and Evaluation (ST&E) reviews for new and/or legacy systems.
 - In summary, specific C&A documents to be reviewed and strengthened include:
 - Systems Security Plan
 - Security Features Users Guide
 - Risk Assessment
 - Contingency Plan
 - Incident Response Plan
 - System Test and Evaluation
3. Review, evaluate, document and enhance MIS system controls which would be the subject of a FISCAM style audit, covering such subject areas as those below. Where specific control programs need to be developed or strengthened, make use of industry and government best practice models to guide such development.
 - Access Controls - Physical and Logical
 - Application Software Development (SDLC) and Change Control
 - Systems Software Access and Change Control
 - Separation of Duties
 - Service Continuity
 - Systems Configuration Management
4. Review and evaluate NIST-based Self Assessments, identifying where weaknesses need to be addressed, development and documentation of remediation's based on industry best practices.

TABLE-02 NETWORK ENGINEER – INFORMATION SECURITY**Responsibilities**

To perform a full range of systems security accreditation and certification tasks, to engineer IDS, firewall, SIM, and vulnerability scan solutions, specific experience is required to address responsibilities in the following functional areas:

- Administer network security, network design and integration as needed;
- Assess network, server and data base security requirements and vulnerabilities against NIST standards;
- Baseline analysis and documentation of existing security infrastructure, policies and procedures;
- Performing and documenting risk assessments, analyzing security vulnerabilities, and the metrics to measure the risks associated with those vulnerabilities;
- Manage dedicated network infrastructures which link the backup and data transfer segments in each computer facility;
- Comprehensive support for application developer staff as may be needed;
- Based on the risk profile of the analyzed systems, development and documentation of Contingency Plans for ameliorating those risks;
- Design, development and documentation of comprehensive Systems Security Plans, covering at a high level the infrastructure, policies and procedures which define the systems security profile for the analyzed systems;
- Development of Security Features Users Guides specific to selected networks, desktop computers, servers & data base systems;
- Design, development, and validation of System Test and Evaluation (ST&E) reviews for new and/or legacy systems.
- Development of specific policies and procedures for compliance with FISMA and FISCAM requirements and best practices for systems security controls in such areas as system development life cycle, configuration management, change management, separation of duties, software architecture, software library management,

TABLE-03 NETWORK ENGINEER – INFORMATION SECURITY**Full security C&A functions**

Perform full security certification and accreditation functions including development of the basic deliverables:

- Systems Security Policies,
- Security Users Features Guide,
- Risk Assessments,
- Vulnerability Assessments,
- Configuration Management Policies,
- Change Management Policies,
- Systems Continuity / Disaster Recovery Plan,
- System Test and Evaluation, etc.

TABLE-04 PRODUCTS, TOOLS AND PROCESSES

These are near unlimited in their numbers, with more being introduced and others being developed regularly; however, among those of the most recent 5-8 years prevalent in the field are the following Hardware / Software a candidate may be expected to have qualifications and experience with:

1. Experience in the design and execution of unit, integration, regression, system, acceptance testing, quantitative techniques (particularly statistics), and statistical quality assurance.
2. Tools such as: RequisitePro, ClearCase, TestManager, ClearQuest, SPSS, and MapInfo.
3. DBMS such as: MS Access, ORACLE, SQL-Server, Sybase, etc.
4. Network Engineering - install, configure and support PIX, IDS, CISCO Works, Switch and Router technology;
5. Analysis, design, install, configure and support IDS Probe Hardware/Software (e.g., Cisco Sensors 4208, 4235, 4250, etc. Appliance Sensors, and others); IDS Master Console, Probe Attack Signature, Snort IDS config and install;
6. Intrusion Detection System - Operation and monitoring; IDS log analysis, IDS shunning implementation, IDS log data base development and reporting, and Staff training on the operation and monitoring of IDS hardware and software;
7. Firewalls - Assess network vulnerabilities and security requirements, and design, install and implement one or more Firewalls at points of interface between the Divisions network and external networks, to protect the former from unauthorized access through the latter (Cisco PIX firewall, Other Stateful and Proxy-based firewall software);
8. Vulnerability & Patch Scans - Configures, builds templates, and executes vulnerability and patch scan software. Analyses results and works closely with system administrators and DBAs to remediate vulnerabilities, or document the business requirements which make the acceptance of the risks associated with identified vulnerabilities acceptable. Using tools such as (provided as example only): eEye Digital Security Retina; Foundstone Server Scan Software; AppDetective Data Base Scan Software; HFNetChk Patch Scan Software; Lancope StealthWatch
9. Security Information Management (SIM) Software - Management and monitoring of SIM audit log data, development of policies and procedures for SIM operations, and development of queries, reports and executive dashboards for one or more products, such as: ArcSight; eSecurity; NetForensics; Network Intelligence, SkyBox, Symantec SIM;
10. System Configuration Detection and Assessment Software (e.g. Pedestal, Citadel, Symantec/Bindview, Shavlik, NGS);
11. Password Cracking Software (e.g. LC, Brutus, Jack).

TABLE-05 SAMPLE SET OF CERTIFICATIONS

Certifications are widely recognized by government and commercial clients even as their value continues to be debated, yet today Certified Information Systems Security Professional (CISSP); National Security Agency - Information Security Assessment Methodology (IAM); Certified Software Quality Engineer (CSQE); as well as the many others associated with network operations and application development including CMU's SEI-CMMI process are among those most called for, with the following providing a sample-set of what a client may expect, but certainly not be limited:

CISSP ISC ² Certified Information Systems Security Professional	CNE Novell Certified Netware Engineer
GSNA SANS GIAC Systems and Network Auditing	CCDA Cisco Certified Design Associate
GSEC SANS GIAC Security Essentials Certification	CCNA Cisco Certified Network Associate
GHSC SANS GIAC HIPAA Security Certification	PSE IBM Professional Server Expert
MCSE+I Microsoft Certified Systems Engineer + Internet	Etc., etc.

TABLE-06

Associations such as the following, and others are important for flow of industry directions for an informative posture:

- Information Assurance Technical Framework Forum (IATFF)
- The Institute of Electrical and Electronics Engineers (IEEE), Computer Society
- American Society for Quality (ASQ)
- American Society for Quality - Statistics Division

TABLE-07 KEY INFOSEC REFERENCE PUBS & STANDARDS

Information Assurance (i.e., "Infosec" in this Schedule) evolved from the Rainbow Series, or some say transitioned to DITSCAP, to DIACAP, to the NIST 800-37 Pubs and more recently to the 800-53 C&A guidelines (most going back to 2002) with new Pubs having been announced in 2010/2011 (this year):

- Special Publications, DCIDs, FIPS, FISCAM, OMB Circulars, IATF, IA-CMM and SEI/CMMI publications
- Subject-relevant materials of: ISO, MIL-STDs, DoD-STDs, NIST and IEEE Computer Society Standards Association as leveraged into product and process improvement
- Experience in the design and execution of unit, integration, regression, system, acceptance testing, quantitative techniques (particularly statistics), and statistical quality assurance
- Experience with regulatory C&A methodologies including NIST, DCID 6/3, DITSCAP & NIACAP as practitioner or IV&V engineer
- DOD INSTRUCTIONS and MIL STANDARDS may be required based on the client involved: DoD 5000 series, NIST SP-800 series, DITSCAP, Rainbow series/Common Criteria, DoD & Federal Architecture Framework, DoD 5015.2, CJCSM 6231, 6510.01, CJCSI 3170.01d, MILSTD-S-901, 461, 498, DCID series, many others

Where NIST has a vast array of test, pre-test and related reports that many of the following labor skill-set should have experience using them or certainly be aware of them:

- Network Security Implementation Plan
- Configuration Management Plan conforming to NIST SP 800-53
- System Security Plan (SSP) conforming to NIST SP 800-18 Rev.1 including:
- FIPS PUB 199 sys-classification & NIST SP 800-60 data type identification
- A Privacy Impact Assessment (PIA) conforming to OMB Memorandum 03-22
- A system Contingency Plan conforming to NIST SP 800-34
- Security Assessment conforming to NIST SP 800-53 including:
- A Security Assessment Plan (SAP)
- A Security Test & Evaluation (ST&E) of all identified security control, test system vulnerabilities including a penetration test of the LAN and website; conforming to NIST SP 800-37
- A Security Assessment Report (SAR) conforming to NIST SP 800-37
- A Risk Assessment Report (RAR) conforming to NIST SP 800-30
- A completed Plan of Action & Milestones (POA&M) report detailing action items to be taken after the C&A is submitted, conforming to NIST SP 800-37

08-INFORMATION SECURITY LABOR CATEGORY DESCRIPTIONS

The following 12 job descriptions are structured to include skill sets and experience to address a wide array of information assurance related job titles such as the following, but not limited to these and the generic titles that follow:

Information Systems Security Specialist	Cyber Security Specialist
Computer Security Systems Specialist	Systems Security Architect
Information Systems security Engineer	Data Security Specialist

Each of the job/task definitions of this “skill group” contains three sections, and each will reference the above Tables of this skill-group.

Responsibilities

This section defines the “traditional” job duties of the particular labor category (i.e., references Table of “Responsibilities” above).

Basic Qualifications

This section defines the education, skills, and experience required to perform these duties.

Education

Regardless of a “labor category level,” given that education forms the foundation upon which a candidates thought process and ability to communicate and interact professionally at many levels is based, a minimum of Bachelors degree is generally preferred. However, in today’s post-911market, and state of the economy, many positions of this Schedule will offer a client options to hire candidates with a robust depth of experience in an effort to retain incumbent skill depth with existing products and standards. This will be a decision for the client involved.

Specifically adherence and application of appropriate industry standards and guidelines as may or may not be specified by the client. Where technology application would be appropriate experience using existing and new products, tools and technology applications that may be used, planned or required by the client. This section will reference the Tables of this “Introductory Overview” where appropriate.

Additional Qualifications

This section defines other attributes that would be desired such as; product, tools and process certifications, familiar with appropriate publications and standards, etc., and member of Associations related to their industry and once again This section will also reference the various Overview Tables on the previous pages as appropriate.

132-51-0090 Information Assurance Analyst I

\$105.00[return to rate table](#) • [back to labor category list](#)

Responsibilities

As defined in the Overview Table-01 of “Responsibilities for (Information Security Analyst/Auditor)” for this labor category of the Infosec Skill Group.

Basic Qualifications

A Bachelors degree in Engineering, Information Systems, or in the fields of Security or Business is preferred, but two to three years of post high school study with an additional 3-4 years of relevant work experience in the fields of Information Security analysis and assessment and/or with network and application development as listed below.

- Four years of general data processing experience;
- Introductory work with systems quality assurance concepts and procedures;
- The experience noted as follows in the analysis, assessment, auditing or related support using the appropriate disciplines. Experience with those client required systems listed in the Overview Table-04 of “Products, Tools & Processes” to be allocated as follows:
 - One year plus of solid experience working with a senior Infosec Analyst to perform system security assessments (i.e., ST&E), documentation, and security upgrades for live networks, desktop systems, servers, and enterprise data bases preparing for accreditation and certification (i.e., C&A) of such systems. Experience in System Development Life Cycle (i.e., SDLC) components for security, engineering and financial applications using IV&V, IDEF, proof-of-concept structuring, prototyping, code development, requirements decomposition, and documentation reviews.
 - One year plus of solid experience working with a senior Infosec Analyst in the functional areas in use of and/or working familiarity with the systems and standards in the Overview Table-07 of “Key InfoSec Reference Pubs & Standards.”

Specific COTS Software Experience

One year plus of solid experience working with a senior Infosec Analyst developing requirements for, evaluating, installing, documenting policies and procedures, executing and monitoring items 8, 9, 10 & 11 of the Overview Table-04 of “Products, Tools & Processes.”

Additional Qualifications

Education

This is an introductory yet still costly, so given that education forms the foundation upon which a candidates’ thought process as well as their ability to communicate and interact professionally at many levels is based: a Bachelors degree in Engineering, Information Systems, or in the fields of Security or Business

is preferred, but two to three years of post high school study at an accredited institute, work to achieve appropriate certifications and an additional 3-4 years of relevant work experience in the fields of Information Security analysis and assessment or with network and application development may be accepted as decided by the client involved.

Certifications are widely recognized by government and commercial clients, even though their importance and value continue to be debated, yet this Schedule recommends those listed in the Overview Section Table-05 of "Sample Set of Certifications" as a strong sample-set of what a client may expect, but certainly not be limited.

Associations such as those listed in the Overview Section Table-06 of "Associations," among the many viable considerations.

132-51-0091 Information Assurance Analyst II

\$129.08

[return to rate table](#) • [back to labor category list](#)

Responsibilities

As defined in the Overview Table-01 of "Responsibilities for (Information Security Analyst/Auditor)" for this labor category of the Infosec Skill Group.

Basic Qualifications

A Bachelors degree in Engineering, Information Systems, or in the fields of Security or Business is preferred. However a combination of 4 to 5 years of post high school education, effort to obtain certification and relevant work experience in the fields of Information Security analysis and assessment and/or network and application development as listed below may be substituted for a degree with approval of the client.

- Six years of general data processing experience;
- One year of experience working to apply quality assurance concepts and procedures;
- Experience noted as follows in the analysis, assessment, auditing or related support using the appropriate disciplines. Experience with those client required systems listed in the Overview Table-04 of "Products, Tools & Processes" to be allocated as follows:
 - Two years of experience performing systems security assessments, documentation, and security upgrades for live networks, desktop systems, servers, and enterprise data bases leading to successful accreditation and certification of such systems. Experience in System Development Life Cycle components for security, engineering and financial applications using IV&V, IDEF, proof-of-concept structuring, prototyping, code development, requirements decomposition, and documentation reviews.
 - Two years experience in the following functional areas in use of and/or working familiarity with the systems and standards in the Overview Table-07 of "Key InfoSec Reference Pubs & Standards."

Specific COTS Software Experience

Two years experience developing requirements for, evaluating, installing, documenting policies and procedures, executing and monitoring items 8, 9, 10 & 11 of the Overview Table-04 of "Products, Tools & Processes."

Additional Qualifications

Education

A Bachelors degree in Engineering, Information Systems, or in the fields of Security or Business is strongly desired with a Masters degree preferred. However, only with approval of the client, five to six years of post high school study at an accredited institute, work to achieve appropriate industry certifications and an additional 5-6 years of relevant work experience in the fields of Information Security analysis and assessment or with network and application development may be accepted in lieu of the degrees.

Certifications are widely recognized by government and commercial clients, even though their importance and value continue to be debated, yet this Schedule recommends those listed in the Overview Section Table-05 of "Sample Set of Certifications" as a strong sample-set of what a client may expect, but certainly not be limited.

Associations such as those listed in the Overview Section Table-06 of "Associations" are among the many viable considerations.

132-51-0092 Information Assurance Analyst III

\$146.43

[return to rate table](#) • [back to labor category list](#)

Responsibilities

As defined in the Overview Table-01 of "Responsibilities for (Information Security Analyst/Auditor)" for this labor category of the Infosec Skill Group.

Basic Qualifications

A Masters degree in Engineering, Information Systems, or in the fields of Security or Business is preferred. However, with approval of a client, one to two years of postgraduate study at an accredited institute, efforts to obtain appropriate industry certifications and an additional 6-7 years of relevant work experience in the fields of Information Security analysis and assessment or with network and application development may be accepted in lieu of the Masters degree.

- Seven years of general data processing experience;
- One or more years of task leadership experience, and two or more years experience working to apply quality assurance concepts and procedures;
- Experience noted as follows in the analysis, assessment, auditing or related support using the appropriate disciplines. Experience with those client required systems listed in the Overview Table-04 of "Products, Tools & Processes" to be allocated as follows:

- Three or more years of experience performing systems security assessments, documentation, and security upgrades for live networks, desktop systems, servers, and enterprise data bases leading to successful accreditation and certification (i.e., C&A) of such systems. Experience in System Development Life Cycle (i.e., SDLC) components for security, engineering and financial applications using IV&V, IDEF, proof-of-concept structuring, prototyping, code development, requirements decomposition, and documentation reviews.
- Three or more years experience in the following functional areas in use and familiarity with the systems and standards in the Overview Table-07 of “Key InfoSec Reference Pubs & Standards.”

Specific COTS Software Experience

Three years experience developing requirements for, evaluating, installing, documenting policies and procedures, executing and monitoring items 8, 9, 10 & 11 of the Overview Table-04 of “Products, Tools & Processes” and with using and/or assessing many if not all of the “products & tools” in that table.

Additional Qualifications**Education**

A Masters degree in Engineering, Information Systems, or in the fields of Security or Business is strongly preferred. However, only with approval of the client one to two years of postgraduate study at an accredited institute, efforts to obtain appropriate industry certifications and an additional 6-7 years of relevant work experience in the fields of Information Security analysis and assessment or with network and application development may be accepted in lieu of the Masters degree.

Certifications are widely recognized by government and commercial clients, even though their importance and value continue to be debated, yet this Schedule recommends those listed in the Overview Section Table-05 of “Sample Set of Certifications” as a strong sample-set of what a client may expect, but certainly not be limited.

Associations such as those listed in the Overview Section Table-06 of “Associations” are among the many viable considerations.

132-51-0093 Information Assurance Analyst IV**\$162.71**[return to rate table](#) • [back to labor category list](#)**Responsibilities**

In addition to the duties as defined in the Overview Table-01 of “Responsibilities for (Information Security Analyst/Auditor)” for this labor category of the Infosec Skill Group, a level-IV Information Security Analyst/Auditor is expected to lead Infosec Teams in intense efforts to prepare a client for formal C&A by preparing for and conducting Systems Test & Evaluation (ST&E) of all designated client systems and process.

Basic Qualifications

A Masters degree in Engineering, Information Systems, or in the fields of Security or Business is preferred. However, with approval of a client, one to two years of postgraduate study at an accredited institute, recipient of client desired industry certifications and an additional 8 or more years of relevant work experience in the fields of Information Security analysis and assessment or with network and application development may be accepted in lieu of the Masters degree.

- Eight years of general data processing experience;
- Two years of task/project leadership, and three years experience working to apply quality assurance concepts and procedures;
- Experience as noted below in the analysis, assessment, auditing or related support using the appropriate disciplines. Experience with these systems is to be allocated as follows:
 - Four years of experience performing systems security assessments, documentation, and security upgrades for live networks, desktop systems, servers, and enterprise data bases leading to successful accreditation and certification of such systems. Experience in System Development Life Cycle components for security, engineering and financial applications using IV&V, IDEF, proof-of-concept structuring, prototyping, code development, requirements decomposition, and documentation reviews.
 - Four years experience in the following functional areas in use of and/or working familiarity with the systems and standards in the Overview Table-07 of “Key InfoSec Reference Pubs & Standards.”

Specific COTS Software Experience

Four years experience developing requirements for, evaluating, installing, documenting policies and procedures, executing and monitoring items 8, 9, 10 & 11 of the Overview Table-04 of “Products, Tools & Processes” and with using and/or assessing many if not all of the “products & tools” in that table.

Additional Qualifications**Education**

A Masters degree in Engineering, Information Systems, or in the fields of Security or Business is strongly preferred. However, only with approval of the client a Bachelors degree, one to two years of postgraduate study at an accredited institute, recipient of client desired industry certifications and an additional 8 of more years of relevant work experience in the fields of Information Security analysis and assessment and with network and application development may be accepted in lieu of the Masters degree.

Certifications are widely recognized by government and commercial clients, even though their importance and value continue to be debated, yet this Schedule recommends those listed in the Overview Section Table-05 of “Sample Set of Certifications” as a strong sample-set of what a client may expect, but certainly not be limited.

Associations such as those listed in the Overview Section Table-06 of “Associations” are among the many viable considerations.

132-51-0094 Senior Information Assurance Analyst I

\$178.98[return to rate table](#) • [back to labor category list](#)

Responsibilities

In addition to the duties as defined in the Overview Table-01 of “Responsibilities for (Information Security Analyst/Auditor)”, a level-I Senior Information Security Analyst/Auditor is expected to approach a SBE level of skills in anticipation of leading Infosec Teams tasked with intense efforts to prepare a client for formal C&A by preparing for and conducting Systems Test & Evaluation (ST&E) of all designated client systems and process.

Basic Qualifications

A Masters degree in Engineering, Information Systems, or in the fields of Security or Business is preferred. However, with approval of a client, one to two years of postgraduate study at an accredited institute, recipient of client desired industry certifications and an additional 8 or more years relevant work experience in the fields of Information Security analysis and assessment or with network and application development may be accepted in lieu of the Masters degree.

- Nine to ten years of general data processing experience;
- Four or more years of task/project leadership, and 4 - 5 years experience working to apply quality control/assurance concepts and procedures;
- Experience as noted below in the analysis, assessment, auditing or related support using the appropriate disciplines. Experience with these systems is to be allocated as follows:
 - Five or more years of experience performing systems security assessments, documentation, and security upgrades for live networks, desktop systems, servers, and enterprise data bases leading to successful accreditation and certification of such systems. Experience in System Development Life Cycle components for security, engineering and financial applications using IV&V, IDEF, proof-of-concept structuring, prototyping, code development, requirements decomposition, and documentation reviews.
 - Five years experience in the following functional areas in use of and/or working familiarity with the systems and standards in the Overview Table-07 of “Key InfoSec Reference Pubs & Standards.”

Specific COTS Software Experience

Four years experience developing requirements for, evaluating, installing, documenting policies and procedures, executing and monitoring items 8, 9, 10 & 11 of the Overview Table-04 of “Products, Tools & Processes” and with using and/or assessing many if not all of the “products & tools” in that table.

Additional Qualifications

Education

A Masters degree in Engineering, Information Systems, or in the fields of Security or Business is required. However, only with approval of the client will a Bachelors degree, two years of postgraduate study at an accredited institute, recipient of client desired industry certifications and an additional 9 or more years of relevant work experience in the fields of Information Security analysis and assessment and with network and application development may be accepted in lieu of the Masters degree.

Certifications are widely recognized by government and commercial clients, even though their importance and value continue to be debated, yet this Schedule recommends those listed in the Overview Table-05 of “Sample Set of Certifications” as a strong sample-set of what a client may expect, but certainly not be limited.

Associations such as those listed in the Overview Section Table-06 of “Associations” are among the many viable considerations.

132-51-0095 Senior Information Assurance Analyst II

\$195.25[return to rate table](#) • [back to labor category list](#)

Responsibilities

In addition to the duties as defined in the Overview Table-01 of “Responsibilities for (Information Security Analyst/Auditor)”, a level-I Senior Information Security Analyst/Auditor is expected to Subject Matter Expert (“SME”) in anticipation of leading Infosec Teams tasked with intense efforts to prepare a client for formal C&A by preparing for and conducting Systems Test & Evaluation (ST&E) of all designated client systems and process. As well as working to assist the client in their defining cyber and network security strategy and Processes.

Basic Qualifications

A Masters degree in Engineering, Information Systems, or in the fields of Security or Business is desired, in addition to some postgraduate study with an accredited institute, recipient of industry certifications appropriate for the client and an additional 10 or more years work experience in the fields of Information Security analysis and assessment that can include network and application development. A Ph.D. or related dual Masters Degrees would be viewed as most favorable.

- Ten or more years of general data processing experience;
- Five or more years of task/project leadership, and 5 - 6 years experience working to apply quality control/assurance concepts and procedures;
- Experience as noted below in the analysis, assessment, auditing or related support using the appropriate disciplines. Experience with these systems is to be allocated as follows:
 - Six or more years of experience performing systems security assessments, documentation, and security upgrades for live networks, desktop systems, servers, and enterprise data bases leading to successful accreditation and certification of such systems. Experience in

- System Development Life Cycle components for security, engineering and financial applications using IV&V, IDEF, proof-of-concept structuring, prototyping, code development, requirements decomposition, and documentation reviews.
- Six or more years experience in the following functional areas in use of and/or working familiarity with the systems and standards in the Overview Table-07 of "Key InfoSec Reference Pubs & Standards."

Specific COTS Software Experience

Six or more years experience developing requirements for, evaluating, installing, documenting policies and procedures, executing and monitoring items 8, 9, 10 & 11 of the Overview Table-04 of "Products, Tools & Processes" and with using and/or assessing many if not all of the network "products & tools" in this same table.

Additional Qualifications**Education**

A Masters degree in Engineering, Information Systems, or in the fields of Security or Business is desired, in addition to some postgraduate study with an accredited institute, recipient of industry certifications appropriate for the client and an additional 10 or more years work experience in the fields of Information Security analysis and assessment that can include network and application development. A Ph.D. or related dual Masters Degrees would be viewed as most favorable.

Certifications are widely recognized by government and commercial clients, even though their importance and value continue to be debated, yet this Schedule recommends those listed in the Overview Section Table-05 of "Sample Set of Certifications" as a strong sample-set of what a client may expect, but certainly not be limited.

Associations such as those listed in the Overview Section Table-06 of "Associations" are among the many viable considerations.

ISSi SIN-132-51 LABOR RATES

LABOR CATEGORY GROUPS

01-MANAGEMENT (PROJECT / TASK MANAGEMENT) • [RATES](#) • [JOB DESCRIPTIONS](#)

02-ADVISING IT CONSULTANT & SUBJECT MATTER EXPERTS • [RATES](#) • [JOB DESCRIPTIONS](#)

03-FACILITY MANAGEMENT GROUP (DOCUMENT, DATA AND RECORDS MANAGEMENT) • [RATES](#) • [JOB DESCRIPTIONS](#)

04-IT SUPPORT SKILL-SETS • [RATES](#) • [JOB DESCRIPTIONS](#)

05-SOFTWARE/APPLICATION DEVELOPERS • [RATES](#) • [JOB DESCRIPTIONS](#)

06-WEB DEVELOPERS & SUPPORT • [RATES](#) • [JOB DESCRIPTIONS](#)

07-INFRASTRUCTURE SUPPORT (NETWORKS & SERVERS) • [RATES](#) • [JOB DESCRIPTIONS](#)

08-INFORMATION SECURITY • [RATES](#) • [JOB DESCRIPTIONS](#)

DISCOUNT OPTIONS

Base Price for 95 SIN-132-51 Labor Categories may be discounted based on positions filled and contract longevity. Line-items can be spot-discounted during negotiations along the following guidelines or as mutually agreed with the client:

Labor Category (Line-Item-No.):

TWO year assignment - 1% discount

THREE year assignment - 2% discount

FOUR year assignment - 3% discount

FIVE year assignment - 4% discount

01-MANAGEMENT (PROJECT / TASK MANAGEMENT) RATE TABLE

[back to labor category list](#)

This skill-Group provides four (4) categories of project and task managers to support the other skill-sets of this Schedule-70. In addition this Group is further supported/augmented by Group-02 that includes Advising IT Consultants (Management & Applications) and Subject Matter Experts (“SME”) in support of all of the skill-sets of this Schedule-70 including program managers, product engineers [e.g., manufacturers and publisher designer and engineers], as well as senior level persons familiar with the interfacing and integrating of disparate products and data. These SME categories have been used, and are expected to continue to be needed from time-to-time to address specific and unique requirements of our clients or to provide consultation in the discussion of strategic shifts or in the introduction of new concepts.

GSA 132-51 Part-No.	Labor Category (click category name to view description)	FY'12 Rate
0001	Project/Task Manager I	\$112.46
0002	Project/Task Manager II	\$124.40
0003	Project/Task Manager III	\$132.00
0004	Project/Task Manager IV	\$146.11

02-ADVISING IT CONSULTANT & SUBJECT MATTER EXPERTS RATE TABLE[back to labor category list](#)**INTRODUCTION - How to use this section**

The federal government's growing requirement for complex IT projects often require the use of highly-skilled experts at various critical points throughout the design, development, deployment and operational life-cycle. These experts are typically very expensive and are used to deliver a specific service or solve a particular problem, often unpredicted and unexpected, at a precise point of the process. It is not cost-effective or resource-efficient to acquire these scarce resources on a continuing or stand-by basis when they may be needed only for discreet purposes. The two skill-groups in this section are designed to fill this important gap in an efficient, practical manner by providing access to a broad range of highly-specialized experts on an as-needed basis.

The two categories, Management & Application Consultants and Subject Matter Experts, described in this section apply as an extension to all of the other skill set groups that are offered in this Schedule. No specific technical skills or certifications are required; instead, the skills, education and experience levels increase on a step basis and reflect the higher level of expertise that justify higher hourly rates. Agency users should use the labor categories in this section to acquire a higher level of professional service expert than is described in any of the other sections.

Advising IT Consultants (Management & Applications)

The following line items provide an extension to the SIN 132-51 line items in this Schedule to meet requirements for higher skilled or greater hands-on experience that traditionally cost more but provide the short term guidance that a client may need to jump-start a Task or Project or assistance with a specific product.

GSA 132-51 Part-No.	Labor Category (click category to view description)	FY'12 Rate
0005	Advising IT Consultant (Mgmt& Apps) I	\$137.24
0006	Advising IT Consultant (Mgmt& Apps) II	\$151.68
0007	Advising IT Consultant (Mgmt& Apps) III	\$180.57
0008	Advising IT Consultant (Mgmt& Apps) IV	\$209.44
0009	Advising IT Consultant (Mgmt& Apps) V	\$241.86
0010	Subject Matter Expert / Industry Consultant I	\$260.00
0011	Subject Matter Expert / Industry Consultant II	\$310.00
0012	Subject Matter Expert / Industry Consultant III	\$360.00
0013	Subject Matter Expert / Industry Consultant IV	\$410.00
0014	Subject Matter Expert / Industry Consultant V	\$460.00

03-FACILITY MANAGEMENT GROUP (DOCUMENT, DATA AND RECORDS MANAGEMENT) RATE TABLE

[back to labor category list](#)

This Schedule 70 addresses Records/Data Management as a composite of eight skill-sets that share a common purpose of managing records (for example, classify, file, retrieve, archive/retention, purge) in methods compliant with client/agency standards and guidelines or via NARA regulatory statutes. The common skill sets are listed in eight (8) labor experience levels—from Interns and Clerks to Managers and the most experienced level SMEs—with a general focus on organizing records following functional responsibilities and including such duties as:

- Mail receipt, classification, distribution with tracking of workflow through the process and tracking what, who, when, where, etc.;
- Classification by client or NARA coding standards, research, retrieval and archiving of documents and other related materials;
- Preparation of the documents, data or records for:
 - F.O.I.A. response;
 - Discovery production;
 - Archival of materials; and
 - With proper label and audit standards for timely and accurate tracking for retrieval, reporting, retention and destruction.
- Retrieval from archive for review, to prepare for GAO or Congressional presentations or other purposes; and
- Retention and disposal accurately tracked as to the various dates [state of longevity] at each state of an item with adherence and compliance with NARA Regulatory guidelines or the guidelines of the specific client.

The eight achievement levels—reflecting education, years experience, etc.—of this Group may be staffed by any of the following labor categories, all subject to adherence of “record guidelines” whether NARA or client-defined guidelines are used, for example, law firms, libraries, corporate records department, mail rooms:

- Clerical workers
- Office and legal clerks
- Records Managers
- Paralegals
- Librarians
- Case analysts
- Data analysts
- Data architects
- Data Collection Manager
- Data Analysts Manager

All eight skill areas have the common goal in mission purpose; however, each has among their common data organizational skills unique Industry skills and education required to properly understand the date, documents, and records they are hired to manage and process. This breakdown addresses the special characteristics of the eight skill levels as appropriate.

Where Schedule labor categories state as an option “or equivalent” for educational requirements and equivalent is not defined, the following table defines that equivalency.

Education Requirement	Academic Education + Relevant Work Experience Equivalency
High School Diploma	GED or 3+ years experience in same job
Associate’s Degree	High School Diploma + 2 years
Bachelor’s Degree	High School Diploma + 4 years or Associate’s Degree + 2 years

These are the global responsibilities of all labor categories described below:

- Adherence and application of appropriate industry standards and guidelines as may be specified by the client
- Where technology application would be appropriate, experience using existing and new products, tools and technology applications that may be used, planned or required by the client
- Previous experience with government contracts is not required but is a desired plus, while experience with a client's environment is a valued plus

GSA 132-51 Part-No.	Labor Category (click category to view description)	FY'12 Rate
0015	Data/Records Analyst I	\$26.46
0016	Data/Records Analyst II	\$40.66
0017	Data/Records Analyst III	\$50.98
0018	Data/Records Analyst IV	\$62.95
0019	Senior Data/Records Analyst I	\$74.85
0020	Senior Data/Records Analyst II	\$92.20
0021	Senior Data/Records Analyst III	\$111.73
0022	Senior Data/Records Analyst IV	\$129.00
0023	Imaging Project Manager I	\$89.65
0024	Imaging Project Manager II	\$108.75
0025	Data Entry Specialist I	\$33.75
0026	Data Entry Specialist II	\$38.68
0027	Data Entry Supervisor	\$49.96
0028	Documenter Coder I	\$34.76
0029	Documenter Coder II	\$39.00
0030	Image Services Supervisor	\$62.47
0031	Scanner Operator I – GFE	\$35.68
0032	Scanner Operator I – CFE	\$44.60
0033	Scanner Operator II – GFE	\$39.00
0034	Scanner Operator II – CFE	\$48.83

04-IT SUPPORT SKILL-SETS RATE TABLE[back to labor category list](#)

These skill-sets embrace “Second tier” support to work closely with Help Desk staff in assisting users with PC configuration, report generation, training in use of new products and system tools, and documentation as needed for both users and developers. Works closely with Developers, Webmasters and Infrastructure teams to assist them with editing or even development of documentation as needed.

GSA 132-51 Part-No.	Labor Category (click category to view description)	FY'12 Rate
0035	User Support Analyst I	\$53.42
0036	User Support Analyst II	\$70.61
0037	User Support Analyst III	\$81.24
0038	User Support Analyst IV	\$103.06
0039	Systems/Business Analyst I	\$85.70
0040	Systems/Business Analyst II	\$102.28
0041	Systems/Business Analyst III	\$112.40
0042	Systems/Business Analyst IV	\$134.61
0043	Technical Writer I	\$63.10
0044	Technical Writer II	\$71.40
0045	Technical Writer III	\$83.01
0046	Senior Technical Writer I	\$92.37
0047	Senior Technical Writer II	\$104.62
0048	Senior Technical Writer III	\$121.00
0049	Instructor I	\$65.27
0050	Instructor II	\$79.09
0051	Instructor III	\$89.03
0052	Instructor IV	\$108.00

05-SOFTWARE/APPLICATION DEVELOPERS RATE TABLE[back to labor category list](#)

Business analysis and needs assessment for and with all level of Users. Involved in systems and reports design, development, testing, QA and configuration for tuning optimization. Grasp of database structures, metadata definitions and data flow as well as SDLC concepts and various development standards and Processes. Works closely with infrastructure and security skill Groups.

GSA 132-51 Part-No.	Labor Category (click category to view description)	FY'12 Rate
0053	Systems Programmer I	\$75.12
0054	Systems Programmer II	\$91.46
0055	Systems Programmer III	\$101.27
0056	Systems Programmer IV	\$107.00
0057	Software Developer I	\$81.00
0058	Software Developer II	\$104.13
0059	Software Developer III	\$120.44
0060	Software Developer IV	\$129.08
0061	DBMS Designer-Developer I	\$99.04
0062	DBMS Designer-Developer II	\$122.42
0063	DBMS Designer-Developer III	\$139.51
0064	DBMS Designer-Developer IV	\$145.00

06-WEB DEVELOPERS & SUPPORT RATE TABLE

[back to labor category list](#)

Business analysis, needs assessment, web page design and development to include graphics and navigation approach. Web Content review, prep for posting (e.g., conversion, assess for sensitivity, QA ensure 508 compliance and final configuration) to address client standards for posting. Prepare reports, evaluate new products and innovative ideas, work with Infrastructure and security staff to protect client materials. Assess User needs and address usability matters [User Interface] and intuitiveness of client solutions.

GSA 132-51 Part-No.	Labor Category (click category to view description)	FY'12 Rate
0065	Junior Webmaster I	\$85.57
0066	Junior Webmaster II	\$103.92
0067	Webmaster I	\$120.52
0068	Webmaster II	\$131.99
0069	Webmaster III	\$148.14
0070	Senior Webmaster I	\$164.06
0071	Senior Webmaster II	\$180.21
0072	Systems Usability Analyst I	\$68.00
0073	Systems Usability Analyst II	\$94.19
0074	Systems Usability Analyst III	\$112.00
0075	Systems Usability Analyst IV	\$129.45

07-INFRASTRUCTURE SUPPORT (NETWORKS & SERVERS) RATE TABLE[back to labor category list](#)

Server administration, network configuration and administration including install and monitoring of security components and monitor industry for documented problems, solutions and innovative approaches. Addressing matters such as COOP, computer room issues of cooling, power and UPS units, backup solutions, product patches, up-grades and evaluation of new technologies all while working closely with both User and Development Teams for any special needs in managing development tools and apps Servers such as load balancing, fault tolerance, and clustering; handling documents, matters, workspaces, e-mail, and other content; security and user management; securing all objects via Access Control List security model; encrypted communication between clients and server; ADS and LDAP integration; caching and proxying technologies; tuning performance for fields offices; addressing document repositories; rich metadata based and full-text searching.

GSA 132-51 Part-No.	Labor Category (click category to view description)	FY'12 Rate
0076	Network Systems Engineer I	\$75.93
0077	Network Systems Engineer II	\$91.70
0078	Network Systems Engineer III	\$100.88
0079	Network Systems Engineer IV	\$119.00
0080	Data-Communication Analyst I	\$91.11
0081	Data-Communication Analyst II	\$107.14
0082	Data-Communication Analyst III	\$116.60
0083	Data-Communication Analyst IV	\$133.00
0084	Network Security Engineer I	\$92.50
0085	Network Security Engineer II	\$113.90
0086	Network Security Engineer III	\$129.08
0087	Network Security Engineer IV	\$145.36
0088	Sr. Network Security Engineer I	\$160.54
0089	Sr. Network Security Engineer II	\$177.89

08-INFORMATION SECURITY RATE TABLE

[back to labor category list](#)

Work closely with designated client representatives and all IT Support Teams to understand systems architecture and vulnerabilities with a view toward compliance with Special Pubs and Infosec standards and guidelines (e.g., HIPAA, OMB A-130, FISMA- 2004, NIST 800-34 & 47, FIPS 140-2, Privacy Policy P3P) as required by the client. Monitor needs and vulnerabilities in preparation for and in actual conducting of System Test & Evaluation (“ST&E”) in preparation for Certification & Authentication (“C&A”) as well as documentation as prescribed by SP 800 series. These efforts should include System Design Diagram, Security Requirements, Security Self Assessment (SSA), System Security Plan (SSP), Security Guide (SSG) including the Enterprise Information Technology Rules of Behavior.

GSA 132-51 Part-No.	Labor Category (click category to view description)	FY'12 Rate
0090	Information Assurance Analyst I	\$105.00
0091	Information Assurance Analyst II	\$129.08
0092	Information Assurance Analyst III	\$146.43
0093	Information Assurance Analyst IV	\$162.71
0094	Senior Information Assurance Analyst I	\$178.98
0095	Senior Information Assurance Analyst II	\$195.25

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Part No.	Labor Category	Rate	Page
132-51-0001	Project/Task Manager I	\$112.46	11
132-51-0002	Project/Task Manager II	\$124.40	11
132-51-0003	Project/Task Manager III	\$132.00	11
132-51-0004	Project/Task Manager (IV)	\$146.11	12
132-51-0005	Advising IT Consultant (Mgmt& Apps) I	\$137.24	13
132-51-0006	Advising IT Consultant (Mgmt & Apps) II	\$151.68	13
132-51-0007	Advising IT Consultant (Mgmt & Apps) III	\$180.57	13
132-51-0008	Advising IT Consultant (Mgmt & Apps) IV	\$209.44	14
132-51-0009	Advising IT Consultant (Mgmt & Apps) V	\$241.86	14
132-51-0010	Subject Matter Expert / Industry Consultant I	\$260.00	15
132-51-0011	Subject Matter Expert / Industry Consultant II	\$310.00	16
132-51-0012	Subject Matter Expert / Industry Consultant III	\$360.00	16
132-51-0013	Subject Matter Expert / Industry Consultant IV	\$410.00	16
132-51-0014	Subject Matter Expert / Industry Consultant V	\$460.00	17
132-51-0015	Data/Records Analyst I (General Clerk)	\$26.46	20
132-51-0016	Data/Records Analyst II (General & Legal Clerk or Admin)	\$40.66	20
132-51-0017	Data/Records Analyst III (Paralegal, Librarian, Legal Clerk)	\$50.98	20
132-51-0018	Data/Records Analyst IV (Paralegal, Librarian, Legal Clerk)	\$62.95	20
132-51-0019	Senior Data/Records Analyst I (Paralegal, Librarian, Legal Clerk)	\$74.85	21
132-51-0020	Senior Data/Records Analyst II (Paralegal, Librarian)	\$92.20	21
132-51-0021	Senior Data/Records Analyst III (Paralegal, Librarian, Legal Clerk)	\$111.73	22
132-51-0022	Senior Data/Records Analyst IV (Paralegal, Librarian, Legal Clerk)	\$129.00	22
132-51-0023	Imaging Project Manager I	\$89.65	23
132-51-0024	Imaging Project Manager II	\$108.75	23
132-51-0025	Data Entry Specialist I	\$33.75	23
132-51-0026	Data Entry Specialist II	\$38.68	23
132-51-0027	Data Entry Supervisor	\$49.96	24
132-51-0028	Document Coder I	\$34.76	24
132-51-0029	Document Coder II	\$39.00	24
132-51-0030	Image Services Supervisor	\$62.47	24
132-51-0031	Scanner Operator I – GFE	\$35.68	25
132-51-0032	Scanner Operator I – CFE	\$44.60	25
132-51-0033	Scanner Operator II – GFE	\$39.00	25
132-51-0034	Scanner Operator II – CFE	\$48.83	25
132-51-0035	User Support Analyst I	\$53.42	26
132-51-0036	User Support Analyst II	\$70.61	26
132-51-0037	User Support Analyst III	\$81.24	26
132-51-0038	User Support Analyst IV	\$103.06	27
132-51-0039	Systems/Business Analyst I	\$85.70	27
132-51-0040	Systems/Business Analyst II	\$102.28	27

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132-51-0043.....	Technical Writer I.....	\$63.10.....	30
132-51-0044.....	Technical Writer II.....	\$71.40.....	30
132-51-0045.....	Technical Writer III.....	\$83.01.....	30
132-51-0046.....	Senior Technical Writer I.....	\$92.37.....	30
132-51-0047.....	Senior Technical Writer II.....	\$104.62.....	30
132-51-0048.....	Senior Technical Writer III.....	\$121.00.....	31
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132-51-0058.....	Software Developer II.....	\$104.13.....	36
132-51-0059.....	Software Developer III.....	\$120.44.....	36
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132-51-0085.....	Network Security Engineer II	\$113.90.....	67
132-51-0086.....	Network Security Engineer III	\$129.08.....	68
132-51-0087.....	Network Security Engineer IV	\$145.36.....	68
132-51-0088.....	Senior Network Security Engineer I	\$160.54.....	69
132-51-0089.....	Senior Network Security Engineer II	\$177.89.....	70
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GSA Schedule 70

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