

# HMRTECH®, LLC

**Federal Supply Service Authorized Federal Supply Schedule Price List** Contract No. GS-23F-0080V

**Professional Services Schedule (PSS) FSC Group 00CORP** SINS 520-1, 520-11, 520-12, 520-13, 520-21



1235 S Clark St, Suite 607 Arlington, VA 22202

**Business Size: Service Disabled Veteran Owned Small Business (SDVOSB)** www.hmrtech.com

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Contract Period: August 6, 2009 – August 5, 2019 Modification # <u>A653</u>, effective <u>07/03/2018</u>

Prices shown herein are Net (Discount deducted)

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://fss.gsa.gov. On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA** *Advantage!*, a menu-driven database system. The INTERNET address for GSA Advantage! is: http://www.GSAAdvantage.gov.

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# **Company Overview**

HMRTECH®, founded in 1999, with corporate headquarters in Arlington, VA and field offices in Madison, AL; Fairborn, OH; and California, MD is a Service Disabled Veteran-Owned Small Business (SDVOSB). HMRTECH® offers a broad range of program management-related services to bring comprehensive and productive solutions to our customers. We blend our strengths with those of our customers to form solid working partnerships to address today's increasingly complex business environment. Using the concepts of Service, Quality, Commitment, and Performance, HMRTECH® creates integrated enterprise management solutions – the dynamics of connecting people and technology. Our Solutions – Oriented Technical Services include: Financial Management, Information Technology solutions; Program Management; Management Services; Contract Management; Enterprise & Knowledge Engineering Support; and Engineering & Logistics services.

The HMRTECH® delivery strategy offers a robust capability based on a unique combination of strengths, expertise, and experience in program and acquisition management, technical management, and administrative support services. Our processes, registered to ISO 9001 Standards, ensure that all support activities are performed within the context of a Quality Assurance Program (QAP), developed in compliance with HMRTECH®'s ISO 9001:2008 Certified Quality Management System (QMS). In addition to our ISO 9001:2008 certification, HMRTECH® is currently achieving compliance/certification in ISO 20000 (IT Service Management) and ISO 27001 (Security Management) to promote the adoption of an integrated process approach to effectively deliver managed services to meet business and customer IT requirements.

HMRTECH® has the financial strength, large-scale capability, and geographical span to provide complete customer satisfaction, and our expertise and experience gained through on-going contracts provide us with the ability to respond promptly and decisively to customer requirements.

HMRTECH® provides a contract support capability that includes outstanding personnel, facilities and proven, effective management practices. HMRTECH® offers a sound, low-risk approach to requirements. HMRTECH® personnel have provided benchmark professional services and management support to a valued and varied customer set. Our priority is to function effectively as a member of the customer team, blending our strengths with those of our customers to form solid working partnerships, to place emphasis on customer satisfaction, continuous process improvement and the integration of people and processes to meet the evolving challenges of our clients. HMRTECH® is committed to a mutually rewarding partnership with clients as we work together to provide PSS support services.

# **CUSTOMER INFORMATION**

1a. Awarded Special Item Numbers (SINs):

SIN#	DESCRIPTION
520-1,	
520-1RC	Program Financial Advisory Services
520-11,	
520-11RC	Accounting
520-12,	
520-12RC	Budgeting
520-13,	
520-13RC	Complementary Financial Management Services
520-21,	
520-21RC	Program Management Services
00CORP-500,	
00CORP-500RC	Order-Level Materials (OLMs)

# 1b. Awarded Pricing – Option Period 1 – 5 Year Period

SIN	Labor Category	8/6/2014- 8/5/2015	8/6/2015- 8/5/2016	8/6/2016- 8/5/2017	8/6/2017- 8/5/2018	8/6/2018- 8/5/2019
	Senior Financial Management	\$102.35	\$103.78	\$105.24	\$106.71	\$108.20
	Journeyman Financial Management	\$66.55	\$67.48	\$68.43	\$69.38	\$70.36
520-1 520-11 520-12	Junior Financial Management	\$56.69	\$57.48	\$58.29	\$59.10	\$59.93
520-12 520-13 520-21	Administrative Support 2	\$45.29	\$45.92	\$46.57	\$47.22	\$47.88
320 21	Administrative Support 1	\$30.27	\$30.69	\$31.12	\$31.56	\$32.00
	Financial Management Subject Matter Expert	\$124.26	\$126.00	\$127.76	\$129.55	\$131.37
520-21	Program Manager	\$104.15	\$105.61	\$107.09	\$108.59	\$110.11

# **1c.** Labor Category Descriptions:

See Attachment A

## 2. Maximum Order:

\$1,000,000

# 3. Minimum Order:

\$100.00

# 4. Geographic Coverage (delivery area):

	All domestic locations
5.	Point(s) of Production:
	Not applicable
6.	Discount from List Prices or Statement of Net Price:
	Not applicable.
7.	Quantity Discounts:
	Not applicable.
8.	Prompt Payment Terms:
	Net 30
9a.	Notification that Government Purchase Cards Are Accepted at or Below the Micropurchase Threshold:
	Yes - Government purchase cards are accepted below the micro-purchase threshold
9b.	Notification Whether Government Purchase Cards Are Accepted at or Not Accepted Above the Micro-purchase Threshold:
	Yes - Government purchase cards are accepted above the micro-purchase threshold
10.	Foreign Items:
	Not applicable.
11a.	Time of Delivery:
	Specified on each Task Order
11b.	Expedited Delivery:
	Not applicable.
11c.	Overnight and 2-day Delivery:
	Not applicable.
11d.	Urgent Requirements:
	Not applicable

**12.** 

F.O.B. Point(s):

Destination

# 13a. Ordering Address(es):

By Mail:By Fax:ContractsContractsPSS SchedulePSS ScheduleHMR TECHHMR TECH1225 South Clark Street703-416-7798

**Suite 1450** 

Arlington, VA 22202

## 13b. Ordering Procedures:

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (<a href="https://www.fss.gsa.gov/schedules">www.fss.gsa.gov/schedules</a>).

#### 14. Payment Address:

Accounts Receivable
PSS Schedule
HMR TECH
1225 South Clark Street
Suite 1450
Arlington, VA 22202

#### 15. Warranty Provision:

Not applicable

# 16. Export Packing Charges:

Not applicable

# 17. Terms and Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level).

**Contact Contractor** 

# 18. Terms and Conditions of Rental Maintenance and Repair:

Not applicable

#### 19. Terms and Conditions of Installation:

Not applicable

## **20.** Terms and Conditions of Repair Parts:

Not applicable

# 20a. Terms and Conditions for Any Other Services:

Not applicable

#### 21. List of Service and Distribution Points:

Not applicable

# 22. List of Participating Dealers:

Not applicable

#### 23. Preventative Maintenance:

Not applicable

# 24a. Special Attributes Such as Environmental Attributes:

Not applicable

#### 24b. Section 508 Compliance:

HMRTECH® 508 Compliance information is available at <a href="www.hmrtech.com">www.hmrtech.com</a> . The EIT standards can be found at <a href="www.Section508.gov/">www.Section508.gov/</a>.

# 25. Data Universal Number System (DUNS) number:

05-819-3843

#### 26. Notification Regarding Registration in Central Contractor Registration (CCR) Database:

HMRTECH® is registered in the Central Contractor Registration (CCR) database. HMRTECH® registration is valid through 8/11/2010 and is updated annually.

#### **SCA Statement:**

The Service Contract Act (SCA) is applicable to this contract and as it applies to the entire 00CORP The Professional Services Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and/or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and applicable wage determination (WD) number. Failure to do so may result in cancellation of the contract.

## SPECIAL ITEM NUMBER (SIN) DESCRIPTIONS

**Special Item Number (SIN).** The following SINs are offered for the PSS Schedule to provide professional services for the full life cycle of a financial management project:

SIN 520-1	Program Financial Advisor
SIN 520-11	Accounting
SIN 520-12	Budgeting
SIN 520-13	Complementary Financial Management Services
SIN 520-21	Program Management Services

Delivery orders for outsourcing of financial and business services may be placed for any of the SINs, provided the work being outsourced is covered under the SIN definition. When delivery orders are placed, they must identify the SIN or SINs under which the task is being executed. A full description of each SIN definition and examples of the types of work covered by the SIN are provided below:

# SIN 520-1 - Program Financial Advisor

Program Financial Advisor services assist agencies on: cross-cutting issues, asset marketability, program development, trust or other monetary fund management/benefit administration, equity monitoring, organizational structure, and other considerations regarding the acquisition, management and/or resolution of an asset. Program Financial Advisor services include but are not limited to: providing advice on cost research, cost estimating, earned value management-implementation and analysis, and financial analysis on a wide variety of industrial and Government programs; assisting in the development of funding resolution plans and resolving funding resolution issues and development of corrective actions; implement a coherent approach to communications and interactions among policy, procurement, information systems, Government agencies, and industrial entities; estimating and reporting the effects of program budget formulation and execution plans; reviewing, designing, and disposition of financial strategic plans and business plans; preparing financial reports and analysis; developing schedules and financial projections for budgetary, performance management, and program planning; performing indepth feasibility studies and cost/benefit analysis to evaluate benefits to Government programs; providing advice/expertise on various types of specialized cost, schedule, and related technical, performance and program data research efforts to enhance the cost and schedule analysis and estimating capabilities of the customer being supported through this effort. These efforts may address such areas as: data collection/normalization and analysis; development of estimating relationships; development of, or calibration of, models including expert system applications; specialized computer applications; development of automated data storage and retrieval systems, cost and schedule growth factor analysis of weapons programs; development of handbooks and training courses (including computer based training). In addition, this service would include assessing aging or deteriorating assets and developing and analyzing scenarios to rehabilitate the assets; re-engineering financial structures to provide the most advantageous financing for the asset; and using various financial indicators to provide a detailed reporting package for funding actions with current financial status and associated performance.

# SIN 520-11 - Accounting

Accounting services include but are not limited to: performing transaction analysis, transaction processing, data analysis and summarization, technical assistance in devising new or revised accounting policies and procedures, classifying accounting transactions, and special studies to improve accounting operations. Accounting services also include: resolving accounting issues, resolving and/or implementing audit findings, assessing or enhancing accounting internal controls, improving the accounting function operating efficiency and effectiveness, financial operations, accounting and reporting, extensive record keeping, account processing, data-management and management reporting.

#### SIN 520-12 - Budgeting

Budgeting Services include but are not limited to: assessing and improving budget formulation and execution processes; conducting special reviews to resolve budget formulation or execution issues; providing technical assistance to improve budget preparation and execution processes. Budgeting services also include: reviewing budgetary controls; assisting management with implementing corrective actions; applying information technology to streamline and/or improve budget-related activities; integrating budget and management planning processes through work flow and organization analysis by examining activities and/or processes such as purchasing, acquisition, and financial reporting. In addition, services include comparing current processes with best practices to determine the most efficient and cost effective processes; developing organizational performance measurements and analyzing to ensure that recommendations are feasible and fit into the long-term strategy of the organization.

#### SIN 520-13 – Complementary Financial Management Services

Complementary Financial Management Services include but are not limited to: assessing and improving financial management systems; financial reporting and analysis, strategic financial planning, financial policy formulation and development. Devise and implement performance measures, conduct special cost studies, perform actuarial services, perform economic and regulatory analysis, assist with financial quality assurance efforts, and perform benchmarking. Services also include: conducting A-127 system compliance reviews; conducting other system assessments to improve operating efficiency, effectiveness, and controls; resolving audit recommendations/discrepancies and assisting with implementing corrective actions; documenting systems; identify systems requirements; assessing the integrity of financial systems and related data; providing technical assistance in meeting organizational financial management system requirements; developing new reporting formats and pro-forma financial reports; providing technical assistance in meeting organizational financial management reporting and analysis requirements; assisting in improving and streamlining reporting and analysis processes and related procedures; analyzing financial results; conducting cost-benefit or other special financial analyses; assisting in the analysis and enhancement of pricing and rate structures; providing technical assistance in complying with the requirements of the Government Performance & Results Act; assisting with operational financial planning; and assisting in reviewing and improving current processes and related procedures and systems.

#### SIN 520-21 – Program Management Services

Program Management Services encompass the management of Financial and Business Solutions programs and projects and includes but is not limited to program management, program oversight, project management and program integration of a limited duration. A variety of functions may be utilized to support program integration or project management tasks. Program management tasks include timely staffing of qualified personnel and subsequent availability to support the user requirements; providing top level oversight of tasking activities; serves as communication/coordination focal point between support personnel and user. Additional duties include front-end team organization, assistance in providing methodology and general project approach concepts, interim and final project reviews, overall management of cost, schedule, and performance of all delivery order tasks. Position requires the ability to manage and allocate resources for simultaneous work efforts. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks, leads and directs the work of others. A wide degree of creativity and latitude is expected.

#### **ATTACHMENT A**

#### PSS LABOR CATEGORY DESCRIPTIONS

HMRTECH® has outlined the various education and experience requirements for each proposed PSS labor category within this attachment. The education and experience requirements identified within the body of each labor category are normally prescribed and anticipated to be used. However, it should be noted that occasionally it may be necessary to consider tradeoffs in areas of education and experience in certain circumstances in order to meet specific or unusual customer support requirements. Although this method is not preferred, nor anticipated for extensive use, there may be instances where it is necessary to use this approach. In all areas of proposed PSS support, HMRTECH® is committed to provide the highest quality of support and subscribes to the utmost integrity in the application of professional and specialized PSS labor skills. In tables D.1 and D.2 below, we have identified the method of how we will give consideration if/when these education and experience issues arise:

Higher levels of education can be substituted for experience, as shown in table D.1 below:

Table D.1

Degree in lieu of Years Experience	Years Equivalent
<b>Associates Degree</b>	Equivalent to 2 years of exp. above High School/GED
<b>Bachelors Degree</b>	Equivalent to 2 years of exp. above Associates Degree
Masters Degree	Equivalent to 2 years of exp. above Bachelors Degree
PhD/Doctorate	Equivalent to 2 years of exp. above Masters Degree

#### CONVERSLY,

Additional years of experience can be substituted for a Degree, as shown in table D.2 below:

Table D.2

In lieu of a Degree	Additional Years of Experience
<b>Associates Degree</b>	Requires 2 years of additional experience in the field
<b>Bachelors Degree</b>	Requires 4 years of additional experience in the field
Masters Degree	Requires 6 years of additional experience in the field

The specific labor category and skill level requirements shown below are indicative of the standards and requirements that <sup>HMR</sup>TECH has developed to support the needs of our proposed PSS customers. These labor category requirements are anticipated to be used unless unusual circumstance arise, in which case, the criteria from table D.1 or D.2 above may be applied.

# LABOR CATEGORY DESCRIPTION

SIN#	Labor	Labor Description
	Category	
The Financial Management SME labor category may be applied, when necessary, to SIN 520-1, 520-11, 520-12, 520-13, 520-21	Financial Management Subject Matter Expert (SME)	Basic Experience: Requires a M.A./M.S. Degree and 12 years progressive and specialized experience in the related field of financial management, accounting, cost estimating, business process improvement, accounting systems, information technology applications, economics, or statistics.  Financial Management Specialized Experience: Employs an extensive level of financial management related knowledge and experience to create conceptual business models and to identify relevant financial related issues and considerations in selecting various courses of action. Experience in new and related legacy technology directly related to financial systems. Assesses the financial management operations and functions of an organization and its organizational components, and provides the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Works closely with the project team, particularly senior and management staff, to identify the best financial solutions to various development, maintenance and implementation problems. Provides guidance and support in areas of technical analysis, cost studies, cost/benefit analysis, management analysis, reengineering, project management, and financial analysis. Provides extremely highlevel functional analysis and solutions for complex financial related projects. Incorporates the design, integration, documentation, analysis, and implementation on exceptionally complex financial issues that require extensive knowledge of the technical and financial subject matter.  Duties: Plans and directs all aspects of an organization's financial analysis projects and statistical studies. Evaluates organizational projects or plans to determine financial impact. Ensures projects or departments are working towards achievement of the organization's financial goals. Familiar with a variety of the field's concepts, practices, and procedures. Applies financial related subject matter expertise to technical, managerial and administrative direction for problem definition,

# LABOR CATEGORY DESCRIPTION

SIN#	Labor Category	Labor Description
Admin Support may be applied, when necessary, to SIN	Admin Support 2	Requires an A.A. Degree and 8 years of progressive related experience in the business administration or financial related clerical fields. Provides administrative expertise and solutions to the client. Prepares business reports, proposals, and presentations. Responds to customer inquiries. Proficient with standard concepts, practices, and procedures within a particular field. Possesses extensive knowledge of accounting, bookkeeping principles, practices and procedures, and knowledge and experience with computers and various programs. Provides direction in posting and balancing a wide variety of financial data, checks and verifies transactions to ensure consistency and accuracy of accounting documents. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is required. Typically reports to financial group leader or manager.
520-1, 520-11, 520-12, 520-13, 520-21	Admin Support 1	Requires a High School/GED Degree and 4 years of clerical accounting or related experience. Provides administrative assistance to the client and Financial Advisors. Prepares business reports, proposals, and presentations. Responds to customer inquiries. Familiar with standard concepts, practices, and procedures within a particular field. Possesses working knowledge of accounting, bookkeeping principles, practices and procedures, and knowledge and experience with computers and various programs. Assists in posting and balancing a wide variety of financial data, checks and verifies transactions to ensure consistency and accuracy of accounting documents. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to administrative supervisor/leader.
The Financial Management labor category may be applied, when necessary, to SIN 520-1, 520-11, 520-12, 520-13, 520-21	Senior Financial Mgmt.	Requires a B.A./B.S. Degree and 10 years of progressive Financial Management experience. Compiles and analyzes financial information for an organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs financial forecasting and reconciliation of internal accounts. Assesses and improves financial management systems, financial reporting and analysis, strategic financial planning, financial policy formulation and development. Devises and implements performance measures, conducts special cost studies, performs actuarial services, economic and regulatory analysis, and financial quality assurance efforts. Analyzes accounting records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Reviews operating budgets periodically in order to analyze trends affecting budget needs. Plans, organizes, and directs cost, budget, and/or schedule analysis and performs professional or technical work in cost, budget or schedule analysis and research. Assesses and improves the budget formulation and execution processes, conducting special reviews to resolve budget formulation or budget execution issues, providing technical assistance to improve budget preparation or execution processes. Prepares balance sheets, profit and loss statements, and other financial reports. Analyzes trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Devises new or revised accounting policies and procedures, classifying accounting transactions, and special

		studies to improve accounting operations. Assists in directing analysis and research efforts of a group of specialists and/or advising on and performing professional or technical work in cost, budget or schedule. Possesses technical capability to independently plan, organize, complete, and present assessments of cost, budget and schedule implications of existing and projected technological advances as well as being able to evaluate the impact of new and innovative acquisition strategies. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager.
The Financial Management labor category may be applied, when necessary, to SIN 520-1, 520-11, 520-12, 520-13	Journeyman Financial Mgmt.	Requires a B.A./B.S. Degree and 7 years of progressive Financial Management experience in the field or in a related area. Compiles and analyzes financial information for an organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs financial forecasting and reconciliation of internal accounts. Assesses and improves financial management systems, financial reporting and analysis, strategic financial planning, financial policy formulation and development. Devises and implements performance measures, conducts special cost studies, performs actuarial services, economic and regulatory analysis, assists with financial quality assurance efforts, and performs benchmarking. Analyzes accounting records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Reviews operating budgets periodically in order to analyze trends affecting budget needs. Plans, organizes, and directs cost, budget, and/or schedule analysis and performs professional or technical work in cost, budget or schedule analysis and research. Assesses and improves the budget formulation or budget execution issues, and provides technical assistance to improve budget preparation or execution processes. Prepares balance sheets, profit and loss statements, and other financial reports. Analyzes trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. Provides technical assistance in devising new or revised accounting policies and procedures, classifying accounting transactions
	Junior Financial Mgmt.	Requires an A.A. Degree and 4 years Financial Management experience in the field or in a related area. Compiles and analyzes financial information for an organization. Develops integrated revenue/expense analyses, projections, reports, and presentations. Creates and analyzes monthly, quarterly, and annual reports and ensures financial information has been recorded accurately. Identifies trends and developments in competitive environments and presents findings to senior management. Performs financial forecasting and reconciliation of internal accounts. Assists senior financial management with financial reporting and analysis, strategic financial planning, financial policy formulation and development, conducting special cost studies,

		actuarial services, economic and regulatory analysis. Analyzes accounting records to determine financial resources required to implement programs and makes recommendations for budget allocations to ensure conformance to budgetary limits. Reviews operating budgets periodically in order to analyze trends affecting budget needs. Assists senior budget and scheduling efforts, gathers and analyzes data, tracks administrative data of contracts and assists in organizing findings of studies. Prepares balance sheets, profit and loss statements, and other financial reports. Analyzes trends, costs, revenues, financial commitments, and obligations incurred to predict future revenues and expenses. Reports organization's finances to management, and offers suggestions about resource utilization, tax strategies, and assumptions underlying budget forecasts. Performs technical and professional work in cost, budget and/or schedule. Gathers and interprets financial data in order to assist in corporate financial decisions. Assists in determining and negotiating financial aspects of mergers and acquisitions. Assess cost and schedule implications of existing and projected technological advances. Basic knowledge of statistical techniques, applied mathematics, and economics. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.
520-21	Program Manager	Requires a B.A./B.S. Degree and 10 years of project management experience. At least five of those years must have been in a management position involving finance related efforts. Manage overall contractor team, consisting of prime contractor and all subcontractors of the team. The Project Manager is responsible for the timely staffing of qualified contractor personnel and subsequent availability to support the task order Performance Work Statement (PWS). Responsible for top level oversight of task order project activities and communication/coordination between the appointed contractor task order project leaders/project teams. Assistance in providing methodology and general project approach concepts, interim and final project reviews, overall management of cost, schedule, and performance of all projects/task orders. Work requires the ability to manage and allocate/prioritize resources for simultaneous work efforts. Responsibilities also include aiding in the negotiation of contracts, contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time/within budget. Acts as advisor to program team regarding projects, tasks, and operations. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. A certain degree of creativity and latitude is required. Typically reports to a unit/department head.