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GSA IT 70 SCHEDULE

Contract Number:
GS-35F-237AA

SIN 54151S
Information Technology
Professional Services

Period of Performance:
March 6, 2013 through
March 5, 2023

**General Purpose
Commercial Information
Technology Equipment,
Software and Services**

RightDirection Technology Solutions, LLC
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Baltimore, MD 21202
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"Understanding the Future of Technology"



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

RightDirection Technology Solutions, LLC is pleased to offer IT professionals specializing in software and application development; database development and administration; data analysis, modeling, conversion and migration; network and technical architecture support, help-desk services, and technical training and support.

Special Item No. 54151S Information Technology Professional Services

Note: 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.

SPECIAL ITEM NUMBER 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301 IT Facility Operation and Maintenance
FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D310 IT Backup and Security Services
FPDS Code D311 IT Data Conversion Services
FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316 IT Network Management Services
FPDS Code D317 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.

RightDirection Technology Solutions, LLC
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Baltimore, MD 21202
Phone: 410-814-7547 Fax: 410-817-5915
<http://www.rightdirectiontech.com>



Contract Number: GS-35F-237AA

Period Covered by Contract: November 30, 2012 through March 5, 2023

General Services Administration
Federal Acquisition Service

Pricelist current through Mod PO-0008, dated February 27, 2018.

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



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

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsadvantage.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

Ordering Address: RightDirection Technology Solutions, LLC
300 E Lombard Street, Suite 840, Baltimore, MD 21202

Payment Address: RightDirection Technology Solutions, LLC
300 E Lombard Street, Suite 840, Baltimore, MD 21202

Contractor must accept 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 will be shown on the invoice.

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



Phone: (410)814-7547 Fax: (410)817-5915

3. LIABILITY FOR INJURY OR DAMAGE

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

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

- Block 9: G. Order/Modification Under Federal Schedule Contract
- Block 16: Data Universal Numbering System (DUNS) Number: **824640812**
- Block 30: Type of Contractor: **8(a) Small Disadvantaged Business**
- Block 31: Woman-Owned Small Business - **NO**
- Block 37: Contractor's Taxpayer Identification Number (TIN): **26-1153735**
- Block 40: Veteran Owned Small Business (VOSB): **YES**

- 4a. CAGE Code: **51EH5**
- 4b. Contractor has registered with the System for Award Management (SAM) Database.

5. FOB DESTINATION

When deliveries are made to destinations outside the 48 contiguous States, i.e., Alaska, Hawaii, the Commonwealth of Puerto Rico, and such overseas locations as specified, and are not covered the following conditions will apply:

- (1) Delivery will be f.o.b. inland carrier, point of exportation (FAR 52.247-38), with the transportation charges to be paid by the Government from the point of exportation to destination in Alaska, Hawaii, the Commonwealth of Puerto Rico, and such overseas locations specified, as designated by the ordering office. The Contractor shall add the actual cost of transportation to destination from the point of exportation in the 48 contiguous States nearest to the designated destination. Such costs will, in all cases, be **based upon the lowest** regularly established rates on file with the Interstate Commerce Commission, the U.S. Maritime Commission (if shipped by water), or any State regulatory body, or those published by the U.S. Postal Service; and must be supported by paid freight or express receipt or by a statement of parcel post charges including weight of shipment.
- (2) The right is reserved to ordering agencies to furnish Government bills of lading.

Ordering offices will be required to pay differential between freight charges and express charges where express deliveries are desired by the Government.

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	30 Days

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall

reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS: Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: **0%** - **Net 30** days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: **None**
- c. Dollar Volume: **None**
- d. Other Special Discounts (i.e. Government Education Discounts, etc.): **None**

8. TRADE AGREEMENTS ACT OF 1979, as amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

Export packing is available at extra cost outside the scope of this contract.

10. SMALL REQUIREMENTS: The minimum dollar of orders to be issued is \$100.

11. MAXIMUM ORDER

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

- a. The Maximum Order for the following Special Item Numbers (SINs) is **\$500,000**:
Special Item Number 132-51 - Information Technology Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS

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

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable

"FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

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

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

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

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

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

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES

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

16. GSA ADVANTAGE!

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

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

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

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

19. OVERSEAS ACTIVITIES

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

NONE

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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



21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

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 X

No _____

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES

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

(a) 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 (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)**

1. SCOPE

a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT/IAM 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/IAM 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.

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/IAM Professional Services.

9. INDEPENDENT CONTRACTOR

All IT/IAM 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/IAM 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/IAM PROFESSIONAL SERVICES AND PRICING

Please see the following pages.

LABOR CATEGORY DESCRIPTIONS

1. Introduction

Additional years of experience in a relevant field may be used as a substitute for a degree requirement. These amounts are in addition to the minimum number of years of experience required for a labor category. The number of years of experience necessary to substitute for a degree is equivalent to the number of years typically taken to achieve the required degree. For example, a labor category requiring a Bachelor’s Degree would be substituted by the applicant having an additional 4 years of experience. In addition, a lower degree plus additional years of experience equivalent to the number of years typically taken to achieve a higher degree may be substituted. The years typically taken to achieve the lower degree are added to the years of additional experience and must equal the number of years needed to obtain the higher degree. For example, a labor category requiring a Bachelor’s Degree would be substituted by an applicant having an Associate’s Degree plus an additional 2 years of experience.

The table below outlines the typical number of years taken to achieve each type of degree. These numbers are equivalent to the number of years of additional experience necessary to substitute for a degree requirement.

Degree	Years of Experience to Substitute for Degree
Associate’s Degree	2
Apprenticeship Program	4
Bachelor’s Degree	4
Master’s Degree	6
PhD	9

2. PROGRAM MANAGEMENT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Program Manager*

JOB DESCRIPTION: The Program Manager provides technical management support for our customer’s complex computer hardware, software, maintenance and services support program. Program Manager’s at Tier II are responsible for the overall management of programs and technical support involving multiple tasks/projects and personnel at diverse locations. Responsibilities include the organization, coordination, directing, planning and execution of all necessary program/technical support activities. They are responsible for working with the client on issues, such as, problems or conflicts that either or both parties are encountering in the program during progression. Other responsibilities include that the program is running on schedule, performance levels are achieved and all deliverables are met as contractually required.

Education and Experience Requirements: 10 years minimum experience with a Bachelor’s degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline, 10 years of direct relevant experience may be substituted for a Bachelors with a combined total of 20 years for education & experience.

POSITION: *Project Manager*

JOB DESCRIPTION: Responsible for all security sub-disciplines support to the program offices. Serves as traditional Security Manager with emphasis on Information Assurance for Advanced Concept Technical Demonstrations and Special Projects to include security planning, certification and accreditation per DITSCAP, Technology Protection Planning, Security Classification Guides, information disclosure, IA training and COMSEC. Individual will be able to perform as IA Security Officer.

Education and Experience Requirements: 6-8 years of experience with a Bachelor's degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline, 10 years of direct relevant experience may be substituted for a Bachelor's degree

POSITION: *Program Manager – Level II*

JOB DESCRIPTION: Serve as the program manager typically responsible for organizing, directing, and managing all aspects of contract operational support functions involving multiple complex and inter-related project tasks that often require managing teams of Contractor personnel at multiple locations. Provide overall direction of program activities. Manage and maintain Contractor interface with the senior levels of the customer's organization. Consult with customer and Contractor personnel to formulate and review task plans and deliverables, ensuring conformance with program and project task schedules and costs and contractual obligations. Establish and maintain technical and financial reports to show progress of projects to management and customers, organize and assign responsibilities to subordinates, oversee the successful completion of all assigned tasks, and assume the initiative and provide support to marketing personnel in identifying and acquiring potential business.

Education and Experience Requirements: BA/BS in a related field and/or 6 years of relevant experience

POSITION: *Project Leader*

JOB DESCRIPTION: Consult in a specific functional area of project. Support the development of work plans to fulfill Government requirements. Support formulation of milestone schedules or other documented plans. Commensurate education and experience.

Education and Experience Requirements: BA/BS in a related field and/or 6 years of relevant experience

POSITION: *Project Manager – Level I*

JOB DESCRIPTION: Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.

Education and Experience Requirements: BA/BS in a related field or 4 years of relevant experience

POSITION: *Project Manager – Level II*

JOB DESCRIPTION: Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.

Education and Experience Requirements: BA/BS in a related field and/or 2 years of relevant experience

POSITION: *Operations Manager*

JOB DESCRIPTION: Manage computer operations. Ensure production schedules are met. Ensures computer system resources are used effectively. Coordinate the resolution of production-related problems. Ensure proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provide users with computer output. Supervise staff operations.

Education and Experience Requirements: BA/BS in a related field and/or 6 years of relevant experience

POSITION: *Procurement Product Specialist*

JOB DESCRIPTION: Provide analysis, design, development, testing, and implementation of computer software in support of a range of functional and technical requirements to provide support for procurement software development tasks. Provide expertise in procurement processing to develop automated systems.

Education and Experience Requirements: Associates Degree or certified equivalent experience and 4 years of relevant experience

POSITION: *Program Administration Specialist*

JOB DESCRIPTION: Assist in the preparation of management plans and reports. Coordinate schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations, and in-process review preparation. Perform analysis, development, and review of program administrative operating procedures.

Education and Experience Requirements: Associates Degree or certified equivalent experience and 4 years of relevant experience

POSITION: *Program Analyst*

JOB DESCRIPTION: Provide analytical consultative services required to administer programs throughout all phases of business requirements analysis, software design, system and performance testing, and implementation. Analyze and review budget, schedule, and other program resources. Identify resource shortfalls and make corrective recommendations. Participate in analysis sessions to provide program requirements. Review the business and system, software and system integration requirements to ensure the requirements meet the program needs. Consider alternatives and develop recommendations. Identify, communicate and resolve risks. Identify and resolve issues to eliminate or mitigate the occurrence of consequences that may impact the success of the project. Research and analyze resource material. Monitor system tests; reviews test results; identify project issues.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Project Control Specialist*

JOB DESCRIPTION: Oversees financial management and administrative activities, such as budgeting, manpower resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommended solutions. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems.

Education and Experience Requirements: 4 years minimum of experience with a Bachelor in Engineering, Computer Science, Systems, Business or related scientific /technical discipline, 4 years of direct relevant experience may be substituted for a Bachelors for a combined total of 8 years for education & experience.

3. SUBJECT MATTER EXPERTS

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Scientific Data Analyst*

JOB DESCRIPTION: Provide high level expertise in applicable public health disciplines to collect, abstract, code, analyze, or interpret scientific data contained within information systems and databases related to public health.

Education and Experience Requirements: BA/BS in a related field and/or 2 years of relevant experience

POSITION: *Subject Matter Expert – Level I*

JOB DESCRIPTION: Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

Education and Experience Requirements: MA/MS in a related field or 6 years of relevant experience

POSITION: *Subject Matter Expert – Level II*

JOB DESCRIPTION: Analyze user needs to determine functional requirements and define problems and develop plans and requirements in the subject matter area for moderately complex to complex systems related to information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. Possess requisite knowledge and expertise so recognized in the professional community that the Government is able to qualify the individual as an expert in the field for an actual task order. Demonstrate exceptional oral and written communication skills. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.

Education and Experience Requirements: MA/MS in a related field and 2 years of relevant experience

POSITION: *Subject Matter Expert – Level III*

JOB DESCRIPTION: Provide technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to

the required area of expertise.

Education and Experience Requirements: MA/MS in a related field and 4 years of relevant experience

POSITION: *Computer Scientist*

JOB DESCRIPTION: Act as a senior consultant in complex or mission critical client requirements. Develop, modify, and apply computer modeling and programming applications to analyze and solve mathematical and scientific problems affecting system and program performance. Participate in all phases of scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation.

Education and Experience Requirements: BA/BS in a related field and/or 8 years of relevant experience

POSITION: *Knowledge Management Specialist*

JOB DESCRIPTION: Assist in the design, development, and implementation of Knowledge Management (KM) strategies. Apply expertise in KM tools and deploy information management and content management strategies and experience. Comprehend and recognize key barriers to KM behavioral change and develop effective change management programs. Analyze business processes, interview stakeholders, and evaluate strategic and IT plans to develop KM programs. Develop KM governance structures and processes for implementing KM programs and systems and provide consulting thought leadership on current best practices in KM, portal design, and intellectual capital and content management.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Modeling and Simulation Specialist*

JOB DESCRIPTION: Specify, design, develop, implement, and support projects that focus on dynamic or static modeling and simulation. Provide expertise in the application of modeling and simulation to design, engineering analysis, and control applications.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Informatic Specialist/Bioinformatician*

JOB DESCRIPTION: Provide high level expertise in the application of technology to areas of interest to Government health organizations including Medical Informatics or Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission including SAS, Epi Info, etc.; applying sound quantitative data and methods to support deployment of resources for massive public health surveillance, prevention and intervention campaigns and related health activities. Provide expertise across a wide variety of IT areas as applied to public health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education.

Provide expertise in the integration of a variety of heterogeneous public health information systems and databases the sharing and dissemination of public health information; in the interaction of information security technology and the requirements for privacy and confidentiality of public health data; in the application of the HIPAA regulations to the use of information technology in public health; in new areas of interest to public health including the information available from managed care organizations; with national and/or international standards development activities such as HL7, X12, W3C; and in the application of advanced scientific visualization technology to public health science and practice.

Education and Experience Requirements: BA/BS in a related fiend and/or 4 years of relevant experience

4. SOFTWARE ENGINEERING

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Software Test Engineer*

JOB DESCRIPTION: Defines, documents, analyzes, performs, and interprets developmental tests for new and/or modified products or product components. Investigates and resolves operational problems in conjunction with other engineering and technical personnel. Provides technical support and advice to other engineering groups, guides and directs lower level personnel on the set-up and performance of tests. Individual acts as liaison with outside suppliers in establishing or modifying specifications for purchased items. Devises and applies testing procedures for parts or sub-assemblies received from outside vendors. Participates in the development, maintenance and refinement of internal quality control and reliability programs.

Education and Experience Requirements: 6 years minimum experience with a Bachelor's degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline, 10 years of direct relevant experience may be substituted for a Bachelor's degree, for a combined total of 16 years for education & experience.

POSITION: *Software Developer - Senior*

JOB DESCRIPTION: Analyzes and studies complex system requirements. Designs software tools and subsystems to support software and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, and other accepted design techniques and tools. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques while reducing costs. Supervises software configuration management. May provide technical direction to programmers to ensure program deadlines are met.

Education and Experience Requirements: 6 years minimum experience with a Bachelor's degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline, 10 years of direct relevant experience may be substituted for a Bachelor's degree, for a combined total of 16 years for education & experience.

POSITION: *Test Engineer*

JOB DESCRIPTION: Evaluate, recommend, and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for application products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Direct and/or participate in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

5. FUNCTIONAL ANALYST

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Functional Analyst*

JOB DESCRIPTION: Analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Technical expert for systems administration tasks and processes. Oversees assures proper configuration, operation maintenance of all technical systems. Configure and troubleshoot operating systems.

Education and Experience Requirements: 8 years minimum experience with a Bachelor's degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline, 10 years of direct relevant experience may be substituted for a Bachelors. For a combined total of 18 years for education & experience.

POSITION: *Functional Analyst - Junior*

JOB DESCRIPTION: Analyze user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Technical expert for systems administration tasks and processes. Oversees assures proper configuration, operation maintenance of all technical systems. Configure and troubleshoot operating systems.

Education and Experience Requirements: 2 years minimum experience with a Bachelor's degree in Engineering, Computer Science, Systems, Business or related scientific /technical discipline, 4 years of direct relevant experience may be substituted for a Bachelors.

POSITION: *Financial Analyst - IT*

JOB DESCRIPTION: Typically determine the feasibility of automating Government financial business practices. Support definition of Government financial business practices and incorporate processes into an automated solution. Assist in applying sound accounting and data processing principles. Integrate Government financial business practices. Identify potential problems and solutions through analysis and recommends solutions. Work with functional specialists, vendors, and customers to effectively automate requirements. Apply applications, while adhering to established accounting principles and practices.

EDUCATION AND EXPERIENCE REQUIREMENTS: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Functional Analyst – Level I*

JOB DESCRIPTION: Analyze user needs to determine functional and cross-functional requirements. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task.

EDUCATION AND EXPERIENCE REQUIREMENTS: BA/BS in a related field or 4 years of relevant experience

POSITION: *Functional Analyst – Level II*

JOB DESCRIPTION: Analyze user needs to determine functional and cross-functional requirements. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. Provide daily supervision and direction to support staff.

EDUCATION AND EXPERIENCE REQUIREMENTS: BA/BS in a related field and 2 years of relevant experience

6. SYSTEMS MANAGEMENT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Systems Analyst*

JOB DESCRIPTION: Responsible for support, performance functionality of system environment, end user support, upgrades, customization system integration. Coordinate integration activities, design, implementation of expanding network, needed security web maintenance

Education and Experience Requirements: 2-4 years experience with a Bachelor's in Engineering, Computer Science, Systems, Business or related scientific /technical discipline, 4 years of direct relevant experience may be substituted for a Bachelors for a combined total of 8 years for education & experience.

POSITION: *Computer Systems Analyst – Level I*

JOB DESCRIPTION: Analyze information requirements. Evaluate analytically and systematically problems of workflow, organization, and planning and assists Senior Computer Systems Analyst and Computer Systems Analyst develop appropriate corrective action. Help develop plans for automated information systems from project inception to conclusion. Define the problem, and develop system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the supervision of a Senior Computer Systems Analyst or a Computer Systems Analyst, coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions.

Education and Experience Requirements: BA/BS in a related field or 4 years of relative/equivalent experience

POSITION: *Computer Systems Analyst – Level II*

JOB DESCRIPTION: Analyze and develop computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develop plans for automated information systems from project inception to conclusion. Analyze user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, and analyze proposed system modifications, upgrades and new COTS. Analyze the problem and the information to be processed. Define the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests.

Coordinate closely with programmers to ensure proper implementation of program and system specifications. Develop, in conjunction with functional users, system alternative solutions.

Education and Experience Requirements: BA/BS in a related field and/or 2 years of relevant experience

POSITION: *Computer Systems Analyst – Level III*

JOB DESCRIPTION: Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinate with the Project and/or Program Manager to ensure problem solution and user satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provide daily supervision and direction to support staff.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *System Administrator – Level I*

JOB DESCRIPTION: Assist with the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Assist with the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education.

Education and Experience Requirements: BA/BS in a related field or 4 years of relevant experience

POSITION: *System Administrator – Level II*

JOB DESCRIPTION: Perform the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Perform the optimizing of system operation and resource utilization, and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education.

Education and Experience Requirements: BA/BS in a related field and/or 2 years of relevant experience

POSITION: *System Administrator – Level III*

JOB DESCRIPTION: Supervise and manage the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Plan and monitor the optimizing of system operation and resource utilization and perform systems capacity analysis and planning. Plan and monitor assistance to users in accessing and using business systems. Commensurate experience and education.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Systems Architect – Level I*

JOB DESCRIPTION: Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards – such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model – as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the Agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

Education and Experience Requirements: BA/BS in a related field or 4 years of relevant experience

POSITION: *Systems Architect – Level II*

JOB DESCRIPTION: Establish system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Design architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the standards for open systems architectures, the OSI and ISO reference models, and profiles of standards – such as IEEE OSE reference model – as they apply to the implementation and specification of information management solution of the application platform, across the API, and the external environment/software application. Ensure that the common operating environment is compliant with the

Agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

Education and Experience Requirements: BA/BS in a related field and/or 2 years of relevant experience

POSITION: *Systems Engineer – Level I*

JOB DESCRIPTION: Perform additions and changes to network hardware and operating systems, and attached devices; include investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems using knowledge of hardware and software installation and maintenance in a PC/LAN_WAN environment. Maintain network infrastructure standards including network communication protocols such as TCP Transport Control Protocol/Internet Protocol (TCP/IP).

Education and Experience Requirements: BA/BS in a related field or 4 years of relevant experience

POSITION: *Systems Engineer – Level II*

JOB DESCRIPTION: Coordinate and/or perform additions and changes to network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the Government.

Education and Experience Requirements: BA/BS in a related field and/or 2 years of relevant experience

POSITION: *Systems Engineer – Level III*

JOB DESCRIPTION: Supervise, coordinate and/or perform additions and changes to network hardware and operating systems, and attached devices; including investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Participate in planning design, technical review and implementation for new network infrastructure hardware and network operating systems for voice and data communication networks. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to IT staff as designated by the Government. Diagnose and resolve complex communication problems.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *System Programmer*

JOB DESCRIPTION: Create and/or maintain operating systems, communications software, data base

packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

7. QUALITY ASSURANCE

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Quality Assurance Specialist*

JOB DESCRIPTION: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides daily supervision and direction to support staff. Other Duties of a Quality Assurance Specialist include: comparing documents page-by-page to ensure consistency and conformance to the requirements, analyzing documents for optical storages and establishing compliance matrix to meet customer deliverables while ensuring that standard procedures are maintained.

Education and Experience Requirements: 6 years minimum experience with a Bachelor's in Engineering, Computer Science, Systems, Business or Master Degree and 4 years of relevant experience

POSITION: *Quality Assurance Specialist-Intermediate*

JOB DESCRIPTION: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project and Program Manager and/or Quality Assurance Specialist to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installation. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Responsible for the review of technical documentation for completeness and correctness. Helps with technical writing tasks like editing, grammar, and polishing presentations.

Education and Experience Requirements: 4 years minimum experience with a Bachelor's in Engineering, Computer Science, Systems, Business or Master Degree and 2 years of relevant experience

POSITION: *Quality Assurance Analyst*

JOB DESCRIPTION: Provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure Government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinate with the Project Manager and/or Quality Assurance Manager to ensure that problems are solved to the user's satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

Education and Experience Requirements: BA/BS in a related field and/or 2 years of relevant experience

POSITION: *Quality Assurance Manager*

JOB DESCRIPTION: Establish and maintain a process for evaluating software and associated documentation. Determine the resources required for quality control. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the development life cycle. Provide daily supervision and direction to support staff.

Education and Experience Requirements: BA/BS in a related field and/or 6 years of relevant experience

8. INFORMATION ASSURANCE

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Information Assurance Specialist II*

JOB DESCRIPTION: Experienced in the planning and implementation of complex technical application solutions such as Oracle, Windows NT, Microsoft, FoxPro, etc. This individual will assist in the evaluation and implementation of complex application programs and system migrations.

Education and Experience Requirements: 6 years minimum experience with a Bachelor's in Engineering, Computer Science, Systems, Business or related scientific /technical discipline, 10 years of direct relevant experience may be substituted for a Bachelor's.

9. BUSINESS SYSTEMS AND APPLICATION SUPPORT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Application Engineer – Level I*

JOB DESCRIPTION: Provide administrative support specifically dedicated to the requirements of the project team. Plan and produce correspondence, reports, proposals, memos, and other documentation using a personal computer. Operate spreadsheet software such as Excel to produce finished documents. Proofread completed documents. Provide copying and production support as needed. Commensurate experience and education.

Education and Experience Requirements: BA/BS in a related field or 4 years of relevant experience

POSITION: *Application Engineer – Level II*

JOB DESCRIPTION: Analyze and study complex system requirements. Design software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improving current techniques. Supervise software configuration management.

Education and Experience Requirements: BA/BS in a related field and 2 years of relevant experience or 6 years of relevant experience

POSITION: *Application Programmer – Level I*

JOB DESCRIPTION: Assist with the analysis of information requirements. Aid in the evaluation of problems with workflow, organization, and planning and help in the development of appropriate corrective action.

Education and Experience Requirements: BA/BS in a related field and 4 years of relevant experience or 8 years of relevant experience

POSITION: *Application Programmer – Level II*

JOB DESCRIPTION: Participate in the design of software tools and subsystems to support reuse and domain analysis. Assist Applications Engineer and Applications Programmer to interpret software requirements and design specifications to code and integrate and test software components.

Education and Experience Requirements: BA/BS in a related field and 6 years of relevant experience or 10 years of relevant experience

POSITION: *Application Programmer – Level III*

JOB DESCRIPTION: Analyze functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. Develop block diagrams and logic flow charts. Translate detailed design into computer software. Test, debug, and refine the computer software to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance software to reduce operating time or improve efficiency. Provide technical direction to programmers to ensure program deadlines are met. Experience in information system design, including application programming on large-scale DBMS and the development of complex software to satisfy design objectives.

Education and Experience Requirements: BA/BS in a related field and 8 years of relevant experience or 12 years of relevant experience

POSITION: *Application Systems Analyst*

JOB DESCRIPTION: Provide analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handle test scripts and service requirements; work closely with end users on project development and implementation. Analysts should have a working knowledge of relational database environments, structured analysis, data modeling, information engineering, mathematical model building, sampling, and cost accounting to plan the system. Specify the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepare cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible. Possess excellent verbal and written communications skills.

Education and Experience Requirements: BA/BS in a related field and 8 years of relevant experience or 12 years of relevant experience

POSITION: *Business Analyst – Level I*

JOB DESCRIPTION: Provide expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Provide expertise in change management and training support. Provide organizational and strategic planning for a wide variety of technical and functional environments. Provide expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis.

Education and Experience Requirements: BA/BS in a related field or 4 years of relevant experience

POSITION: *Business Analyst – Level II*

JOB DESCRIPTION: Assist in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Support the development of functional area strategies for enhanced IT. Commensurate experience and education.

Education and Experience Requirements: BA/BS in a related field and 2 years of relevant experience or 6 years of relevant experience

POSITION: *Business Analyst – Level III*

JOB DESCRIPTION: Assist in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Typical areas addressed include Human Resources, Finance, Supply, and operations. Identify information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations coordinating the resolution of highly complex problems and tasks. Commensurate experience and education.

Education and Experience Requirements: BA/BS in a related field and 4 years of relevant experience or 8 years of relevant experience

POSITION: *Business Process Reengineering Specialist – Level I*

JOB DESCRIPTION: Apply process improvement, reengineering methodologies, and internet- related methodologies and principles to conduct process modernization projects. Assist senior staff with effective transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Commensurate education and experience.

Education and Experience Requirements: BA/BS in a related field or 4 years of relevant experience

POSITION: *Business Process Reengineering Specialist – Level II*

JOB DESCRIPTION: Apply process improvement, reengineering methodologies, and internet- related methodologies and principles to conduct process modernization projects. Responsible for transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. May provide daily supervision and direction to other Contractor business reengineering specialists and web architects. Commensurate education and experience.

Education and Experience Requirements: BA/BS in a related field and 2 years of relevant experience or 6 years of relevant experience

POSITION: *Business Process Reengineering Specialist – Level III*

JOB DESCRIPTION: Manage use of process improvement, reengineering methodologies, and internet- related methodologies and principles to conduct process modernization projects. Responsible for transitioning of existing organizations or project teams in accomplishing the organization's goals or project activities and objectives through improved use of internet and other automated processes. Support activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provide group facilitation, interviewing, training, and additional forms of knowledge transfer. Key coordinator between customers and multiple project teams to ensure enterprise-

wide integration of reengineering efforts and application of best practice including e- business practices. May provide daily supervision and direction to other Contractor business reengineering specialists and web architects. Commensurate education and experience.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Configuration Management Specialist*

JOB DESCRIPTION: Provide configuration management planning. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Enterprise Resource Planning (ERP) Specialist*

JOB DESCRIPTION: Adapt functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes include but are not limited to: knowledge management, investment analysis, data warehousing, ecommerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.

EDUCATION AND EXPERIENCE REQUIREMENTS: BA/BS in a related field and/or 6 years of relevant experience

POSITION: *IT Policy/Legislative Specialist*

JOB DESCRIPTION: Assist in interpreting and implementing IT public policy initiatives. Typical support includes assistance with long-term strategy development, tracking legislation, and making policy recommendations. Meet with client often on a daily basis to relay progress and establish priorities.

EDUCATION AND EXPERIENCE REQUIREMENTS: BA/BS in a related field and/or 6 years of relevant experience

POSITION: *IT Strategic/Capital Planner*

JOB DESCRIPTION: Provide strategic planning of large projects or a significant segment of a strategic planning portion of a large complex project. Provide the overall approach to clarify mission statements so they can be used as springboards in envisioning their desired future. Assist in developing mission and vision statements, subsequent goal delineation, provide guidance for building operational plans and specifying measurable outcomes to include capital outlay planning efforts in a consolidated strategic planning process and prioritizes those initiatives. Assist in preparation of key strategic planning documentation, including Office of Management and Budget (OMB) Form 300.

EDUCATION AND EXPERIENCE REQUIREMENTS: BA/BS in a related field and/or 8 years of relevant experience

10. COMPUTER AND INFORMATION SECURITY SUPPORT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Chief Information Security Officer*

JOB DESCRIPTION: Responsible for determining enterprise information security standards. Develop and implements information security standards and procedures. Provide tactical information security advice and examining the ramifications of new technologies. Ensure that all information systems are functional and secure.

Education and Experience Requirements: BA/BS in a related field and/or 10 years of relevant experience

POSITION: *Computer Security System Specialist – Level I*

JOB DESCRIPTION: Analyze and defines security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment.

Education and Experience Requirements: BA/BS in a related field or 4 years of relevant/equivalent experience

POSITION: *Computer Security System Specialist – Level II*

JOB DESCRIPTION: Analyze and defines security requirements for MLS issues. Design, develop, engineer, and implement solutions to MLS requirements. Guide effort to gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment. Develop security standards.

Education and Experience Requirements: BA/BS in a related field and/or 2 years of relevant experience

POSITION: *Computer Security System Specialist – Level III*

JOB DESCRIPTION: Design, develop, engineer, and implement solutions to MLS requirements. Perform complex risk analyses which also include risk assessment. Establish and satisfy information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Support customers at the highest levels in the development and implementation of doctrine and policies. Apply know-how to Government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Perform analysis, design, and development of security features for system architectures.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: Data Security Specialist

JOB DESCRIPTION: Provide support to plan, coordinate, and implement the organization's information security. Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of fire-wall and other related security issues on LANs/WANs. A working knowledge of several of the following areas is required: understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products (e.g., – Domain Name Systems, public-key encryption technology, Smartcard, Cyberguard, TimeStep), and current Internet and electronic commerce technology.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

11. DATABASE MANAGEMENT SUPPORT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Computer Data Librarian*

JOB DESCRIPTION: Maintain library of media (tapes, diskettes, CD-ROMs, videos, CDs, cassettes) used to store record information or provide back-up for automatic data processing applications. Classify, catalog, and store items in accordance with standardized system. Issues media for processing on request. Maintain record of items received, stored, issued, and returned. Examine returned media for damage or excessive wear to determine if they need replacing.

Education and Experience Requirements: Associates Degree or certified equivalency

POSITION: *Data Standardization Specialist*

JOB DESCRIPTION: Provide technical support in the evaluation of prime object names, data elements, and other objects. Evaluate proposed objects and their attributes. Ensure that proposed object definitions are clear, concise, technically correct, and that they represent singular concepts. Ensure that the values of object attributes and domains are accurate and correct. Ensure that the proposed objects are consistent with data and process models.

Education and Experience Requirements: BA/BS in a related field and/or 6 years of relevant experience

POSITION: *Database Administrator*

JOB DESCRIPTION: Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.

Education and Experience Requirements: BA/BS in a related field and/or 8 years of relevant experience

POSITION: *Database Management Specialist – Level I*

JOB DESCRIPTION: Provide administrative support specifically dedicated to the requirements of the project team. Perform data entry, queries data research and reports generation activities. Knowledge of relational database environment.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Database Management Specialist – Level II*

JOB DESCRIPTION: Provide highly technical expertise in the use of DBMS. Evaluate and recommend available DBMS products to support validated user requirements. Define file organization, indexing methods, and security procedures for specific user applications. Test and assist in the implementation of changes or new database designs. Monitor database usage and statistics. Knowledge of relational database environment.

Education and Experience Requirements: BA/BS in a related field and/or 6 years of relevant experience

POSITION: *Database Management Specialist – Level III*

JOB DESCRIPTION: Manage the development of data base projects. Plan and budget staff and data base resources. When necessary, reallocate resources to maximize benefits. Prepare and deliver presentations on

DBMS concepts. Provide daily supervision and direction to support staff. Extensive knowledge of relational database environment.

Education and Experience Requirements: BA/BS in a related field and/or 8 years of relevant experience

POSITION: *Database Specialist – Level I*

JOB DESCRIPTION: Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education.

Education and Experience Requirements: BA/BS in a related field or 4 years of relevant/equivalent experience

POSITION: *Database Specialist – Level II*

JOB DESCRIPTION: Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education.

Education and Experience Requirements: BA/BS in a related field and/or 2 years of relevant experience

POSITION: *Database Specialist – Level III*

JOB DESCRIPTION: Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application. Commensurate experience and education.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Data Warehousing Administrator*

JOB DESCRIPTION: Coordinate the data administration technical function for both data warehouse development and maintenance. Facilitate change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establish and enforce processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure.

Education and Experience Requirements: BA/BS in a related field and/or 6 years of relevant experience

POSITION: *Data Warehouse Analyst*

JOB DESCRIPTION: Design, implement and support data warehousing. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications.

Education and Experience Requirements: Associates Degree or certified equivalent education or 6 years of relevant/equivalent experience

POSITION: *Data Warehouse Programmer*

JOB DESCRIPTION: Provide product support and maintenance of the data warehouse. Perform data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse.

Education and Experience Requirements: BA/BS in a related field and/or 6 years of relevant experience

12. DISASTER RECOVERY SUPPORT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Disaster Recovery Specialist*

JOB DESCRIPTION: Previous experience in business recovery or disaster recovery planning required.

General knowledge of business processes, management structures, and technology programs/platforms are preferred. Strong verbal and written communications skills are desirable. Provide support in the development of a Government Agencies emergency management and business recovery plans; perform functions pertaining to the agencies business risk assessments; review and develop business recovery strategies; draft procedures for identifying failures and invoking contingency plans; create response procedures and identifying communications channels; communicate with various response teams during testing and actual execution of recovery procedures. Support the design, development, installation, implementation and administration of backup solutions. Make recommendations to the user community and the operations group on system enhancements.

Education and Experience Requirements: BA/BS in a related field and/or 6 years of relevant experience

13. COMMUNICATIONS SUPPORT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Communications Hardware Specialist*

JOB DESCRIPTION: Analyze network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Add, delete, and modify, as required, host, terminal, and network devices. Assist and coordinate with communications network specialists in the area of communication software. Analyze and implement communications standards and protocols according to site requirements.

Education and Experience Requirements: BA/BS in a related field and/or 8 years of relevant experience

POSITION: *Communications Network Manager*

JOB DESCRIPTION: Evaluate communication hardware and software, troubleshoot local-, metropolitan-, and wide- area networks (LAN/MAN/WAN) and other network related problems; provide technical expertise for performance and configuration of networks. Perform general LAN/MAN/WAN administration; provide technical leadership in the integration and test of complex large-scale computer integrated networks. Schedule conversions and cutovers. Oversee network control center. Supervise maintenance of systems. Coordinate with all responsible users and sites. Supervise staff.

Education and Experience Requirements: BA/BS in a related field and/or 8 years of relevant experience

POSITION: *Communications Software Specialist*

JOB DESCRIPTION: Analyze network and computer communications software characteristics and recommend software procurement, removals, and modifications. Add, delete, and modify as required, host, terminal, and network devices in light of discerned software needs/problems. Assist and coordinate with communications network specialists in the area of communications software.

Education and Experience Requirements: BA/BS in a related field and/or 6 years of relevant experience

POSITION: *Communications Specialist*

JOB DESCRIPTION: Analyze network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

14. TELECOMMUNICATIONS SUPPORT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: Telecommunications Engineer – Level I

JOB DESCRIPTION: Provide support in the translation of business requirements into telecommunications requirements, designs and orders. Provide in-depth engineering analysis of telecommunications alternatives for Government agencies in support of their strategic modernization efforts. Provide telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provide interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Support telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol / Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Lead design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyze network performance with tools such as Sniffers, Concord Network Health, or Network Informant; network management tools such as Hewlett Packard Openview or Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET products. Perform comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis).

EDUCATION AND EXPERIENCE REQUIREMENTS: BA/BS in a related field or 4 years of relevant experience

POSITION: Telecommunications Engineer – Level II

JOB DESCRIPTION: Manage the translation of business requirements into telecommunications requirements, designs and orders. Provide in-depth engineering analysis of telecommunications alternatives for Government agencies in support of their strategic modernization efforts. Provide telecommunications enhancement designs for medium and large-scale telecommunication infrastructures. Provide interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management. Support telecommunications infrastructure using technology, and telecommunications engineering best practices; Transport Control Protocol / Internet Protocol (TCP/IP), routing protocols, LAN switching, Internet and Intranet systems, and Simple Network Management Protocol (SNMP) based network management systems. Lead design efforts that require in-depth technical knowledge of both wide area and local area communications. Analyze network performance with tools such as Sniffers, Concord Network Health, or Network Informant; network management tools such as Hewlett Packard Openview or Tivoli; the conduct of capacity planning and performance engineering; modeling and simulation tools such as COMNET III, Netmaker Mainstation, NetRule, or OPNET products. Perform comparative analysis of systems and designs based on merit and cost (in terms of capital and ongoing operations); and/or engineering economics (engineering-related cost benefit analysis). May provide daily supervision and direction to support staff.

EDUCATION AND EXPERIENCE REQUIREMENTS: BA/BS in a related field and/or 2 years of relevant experience

POSITION: Telecommunications Specialist – Level I

JOB DESCRIPTION: Assist senior personnel in formulating and developing communications requirements and design standards. Perform complex studies to determine networking capacities and reliability, and make

recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education.

Education and Experience Requirements: BA/BS in a related field or 4 years of relevant experience

POSITION: Telecommunications Specialist – Level II

JOB DESCRIPTION: Formulate and develop communications requirements and design standards. Perform complex studies to determine networking capacities and reliability, and make recommendations to augment and/or enhance existing communications networks. Provide technical problem diagnoses and resolution support for all associated subsystems, including line monitoring, modem loop-back tests, LAN performance monitoring and terminal failure determination. Provide hardware and software installation and configuration support. Commensurate experience and education.

Education and Experience Requirements: BA/BS in a related field and/or 2 years of relevant experience

15. IT INFORMATION SUPPORT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Information Engineer – Level I*

JOB DESCRIPTION: Apply business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Apply, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develop and apply organization-wide information models for use in designing and building integrated, shared software and database management systems and data warehouses. Construct sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives.

Education and Experience Requirements: BA/BS in a related field or 4 years of relevant/equivalent experience

POSITION: *Information Engineer – Level II*

JOB DESCRIPTION: Apply an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develop analytical and computational techniques and methodology for problem solutions. Perform enterprise wide strategic systems planning, business information planning, business and analysis. Perform process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering tools. Apply reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Provide technical guidance in software engineering techniques and automated support tools. Provide daily supervision and direction to staff.

Education and Experience Requirements: BA/BS in a related field and/or 2 years of relevant/equivalent experience

POSITION: *Information Resource Management Analyst*

Education and Experience Requirements: Ensures problem resolution and customer satisfaction for individual task orders. Perform technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry-accepted standards, Federal Government legislative and

regulatory requirements and user standards specified in task orders. Develop requirements of IT product/service (including specifications, feasibility studies, requirement analysis, etc.) from inception to conclusion on simple to complex projects.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Information Systems Training Specialist*

JOB DESCRIPTION: Provide support for coordinating, developing, and delivering computer-related training to the user community. Provide second level support and coordinate training with help desks. Provide standards, services, and guidance on IT related training programs that are designed to enable Government agency personnel to use information technologies and systems more productively. Services include the development, delivery, and/or coordination of training courses and materials that address specific agency needs. Possess thorough knowledge of appropriate hardware and software (ex. – PCs, Microsoft (MS) Windows, MS Office, and applications such as from SAP and Peoplesoft). Understand computer functions and related technical terminology and how they are applied in everyday business situations. Possess exceptional interpersonal skills and superior oral and written communication skills.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

16. NETWORK SUPPORT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Network Administrator*

JOB DESCRIPTION: Support the installation, implementation, troubleshooting, and maintenance of agency wide-area networks (WANs) and local-area networks (LANs). Assist in designing and managing the WAN infrastructure and any processes related to the WAN. Provide Production Support of the Network, including: day-to-day operations, monitoring and problem resolution client Networks. Provide second level problem identification, diagnosis and resolution of problems. Support the dispatch of circuit and hardware vendors involved in the resolution process. Support the escalation and communication of status to agency management and internal customers. A working knowledge is desirable in various software systems and architectures, communications protocols: and network hardware devices.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Network Support Technician*

JOB DESCRIPTION: Provide support to monitor, install and perform maintenance on personal computers, laptop computers, software, and networks. Provide support in responding to system user requests for assistance. Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Provide support to: install and provide basic support for approved PC software; perform upgrades to all computer platforms, train office staff on computers, maintain logs and inventory of equipment repairs, assist in administering all computer platforms as directed and assist in resolving any operations problems. Support the agency LAN Administrator with server maintenance and administration. Require general knowledge of network products including, but not limited to, Novell, CISCO, and UNIX.

Education and Experience Requirements: Associates Degree or certified education equivalent and 4 years of relevant experience

17. HELP DESK MANAGEMENT SUPPORT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Help Desk Manager*

JOB DESCRIPTION: Provide daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, computer operating systems, desktop applications for all types of computer systems, and applications developed or deployed under this contract. Serve as the first point of contact for troubleshooting hardware/software, all types of computer systems (PC and Mac), and printer problems.

EDUCATION AND EXPERIENCE REQUIREMENTS: Associates Degree or certified equivalent education and 6 years of relevant experience

POSITION: *Help Desk*

JOB DESCRIPTION: Experienced in providing maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk.

Education and Experience Requirements: Bachelor's Degree in Information Systems, Business, Communications or related field and 2 years of relevant technical experience

18. HARDWARE SUPPORT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Hardware Installation Technician – Level II*

JOB DESCRIPTION: Organize and direct hardware installations on site surveys. Assess and document current site network configuration and user requirements. Design and optimize network topologies. Analyze and develop new hardware requirements and prepare specifications for hardware acquisitions. Direct and lead preparation of engineering plans and site installation Technical Design Packages. Develop hardware installation schedules. Mobilize installation team. Direct and lead preparation of drawings documenting configuration changes at each site. Prepare site installation and test reports. Coordinate post installation operations and maintenance support.

Education and Experience Requirements: Associates Degree or certified equivalent education and 2 years of relevant experience

POSITION: *Hardware Specialist – Information Technology*

JOB DESCRIPTION: Review computer systems in terms of machine capabilities and man-machine interface. Prepare reports and studies concerning hardware. Prepare functional requirements and specifications for hardware acquisitions. Ensure that problems have been properly identified and solutions will satisfy the user's requirements.

Education and Experience Requirements: Associates Degree or certified equivalent education and 2 years of relevant experience

19. IT TRAINING SUPPORT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Training Manager*

JOB DESCRIPTION: Provide leadership and management for training tasks that are being performed by the Contractor. Prepare training documents and services that are required to support training requirements drawing input from the researchers, test engineers, systems analysts, training specialists, logisticians, and the

Government and applying customer training policies. Supervise the activity of the Training Specialist(s). Maintain contact with the customer to ensure that the training meets their needs.

Education and Experience Requirements: BA/BS in a related field and/or 6 years of relevant experience

POSITION: Training Specialist – Level I

JOB DESCRIPTION: Conduct the research necessary to develop and revise training courses. Develop and revise courses and prepare appropriate training catalogs. Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops and seminars. Prepare reports and monitor training tasks in support of the goals of the Contractor Program Manager and the Government sponsor(s) using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input to the Project Lead and the Contractor Program Manager on which decisions for training validation and or modifications of specified items or systems can be corrected. Commensurate education and experience.

Education and Experience Requirements: BA/BS in a related field or 4 years of relevant experience

POSITION: Training Specialist – Level II

JOB DESCRIPTION: Conduct the research necessary to develop and revise training courses. Develop and revise courses and prepare appropriate training catalogs. Prepare instructor materials (course outline, background material, and training aids). Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops and seminars. Prepare reports and monitor training tasks in support of the goals of the Contractor Program Manager and the Government sponsor(s) using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input to the Project Lead and the Contractor Program Manager on which decisions for training validation and or modifications of specified items or systems can be corrected. Commensurate education and experience.

Education and Experience Requirements: BA/BS in a related field and/or 2 years of relevant experience

20. WEBSITE MANAGEMENT

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Web Developer*

JOB DESCRIPTION: Experienced in the design of web sites and web pages. Creates and optimizes graphic images and logos, provides visual structure and incorporates interactive applications into web pages and collection designs.

Education and Experience Requirements: Bachelor's Degree plus 3-5 years of specialized experience in Virtual Reality Modeling Language, Java, and 3D renderings.

POSITION: *Web Designer*

JOB DESCRIPTION: Provide support in upgrading, maintaining and creating content for Agency web-site under the guidance of Web Project Manager. Provide day-to-day site design and creation. Experience in web design and development using HTML and Java is required. Provide on-the-job training for the development, maintenance, and updating of Web pages. Must have good communication skills and the ability to work with all levels of management and technical personnel. Must possess a working knowledge of browsers, editors, graphic design software (e.g., PhotoShop, Illustrator). Experience with animation software and image

optimization is desirable.

Education and Experience Requirements: BA/BS in a related field and/or 6 years of relevant experience

POSITION: *Web Project Manager*

JOB DESCRIPTION: Provide support in managing the development of agency Web sites. Lead team of Content Administrators, Software Developers and Designers. Preference for project management skills Web development skills. Provide leadership to a team to gather/analyze client requirements, write/edit web copy, work with internal/external resources on design, coordinate with IT Services on development, and work with Legal/Regulatory on content approvals; coordinate/document all aspects of the project; develop/manage client request/review process; track all requests/changes; and adhere to a project timeline.

Education and Experience Requirements: BA/BS in a related field and/or 8 years of relevant experience

POSITION: *Web Software Developer*

JOB DESCRIPTION: Provide support to develop Web based applications including on line customer service to transform Government agencies to be able to deliver their services on line. Provide support in developing the site concept, interface design, and architecture of the web-site. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages, JavaScript, Visual Basic, JavaScript, Access, HTML, DBMS's (ex. – Oracle, Sybase, etc.) and knowledge of SQL in SQL server.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Webmaster*

JOB DESCRIPTION: Gather requirements for Web sites using graphics software applications, techniques, and tools. Update Web sites using graphics software applications, techniques, and tools using knowledge of web-based technologies and of XML, HTML, Photoshop, Illustrator, and/or other design- related applications. Support design group efforts to enhance look and feel of organization online offerings. Upgrade Web site to support organization strategies and goals relative to external communications.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Web Content Administrator*

JOB DESCRIPTION: Provide support for developing and providing Agency Web-site content that will motivate and satisfy Government and civilian users' needs so that they will regularly access the site and utilize it as a major source for information, decision making and benefits delivery. Provide support for maintaining civil service handbook and policies/procedures on the agency Web; assisting in developing agency newsletter and civilian benefits communications; recommending new and innovative web uses as well as training and educating employees on the use and benefits of using the Web. Provide support in the location and pursuit of content and surveying internal customers to gather feedback for site improvement and enhancements. A working knowledge of several of the following are required: English (or Spanish), Journalism, graphic design or a related field, Web-site management, web servers, intranet site structures, and Web- related software (ex. – MS FrontPage, Dream Weaver, Access, Hyper Text Markup Language (HTML), and Web 2.0 software such as wikis, portals, and Microsoft SharePoint).

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

21. GRAPHICS

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: Graphical User Interface Designer

JOB DESCRIPTION: Provide specialized expertise in the design and layout of graphical user interfaces, particularly, screen layouts and functionality for client-server applications (e.g. Microsoft Windows presentation screens). Conduct studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: Graphics Specialist

JOB DESCRIPTION: Conceptualize, design, and develop a wide variety of information materials (technical, promotional, informational), such as forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids. Design other visuals such as logos, mastheads, and illustrations for articles in technical manuals, health journals, and other publications using advanced desktop publishing, page layout, and/or typesetting software to design and develop high quality textual and graphic compositions that communicate complex technical information. Develop systems for scheduling and tracking requests for graphics/artwork to insure timely and efficient completion of all work products.

Education and Experience Requirements: Associates Degree or certified equivalent education and 6 years of relevant experience

22. TECHNICAL WRITING and DOCUMENTATION

RIGHTDIRECTION TECHNOLOGY SOLUTIONS, LLC LABOR CATEGORY:

POSITION: *Technical Writer*

JOB DESCRIPTION: Assist in the development and preparation of draft/final copies of technical and administrative material including: statements of work; solicitation materials; requisitions; specifications; position papers; tasking statements; and evaluation criteria. Assist in the development of materials for briefings and presentations. Develop, write, and edit material of a technical nature. Prepare manuals, user guides, briefs, proposals, and instruction books. Organize material and complete writing assignments according to set standards. Review material and recommend changes in scope, format, content, and methods of reproduction. Research and interpret government regulations and standards. Provide guidance and assistance to all levels of technical and non-technical personnel.

Education and Experience Requirements: 6 years minimum experience with a Bachelor's degree in English, Engineering, Computer Science, Systems, Business Administration, or a related field with equivalent experience. 8 years of direct relevant experience may be substituted for a Bachelor's.

POSITION: *Technical Writer-Intermediate*

JOB DESCRIPTION: Responsible for developing, writing, and editing materials of a technical nature. Individual will prepare manuals, user guides, briefs, proposals, and instruction books. Organizes material and completes writing assignments according to set standards. Reviews material and recommends changes in scope, format, content, and methods of reproduction research and interpret government regulations and standards. Personnel supporting this position may also provide guidance and assistance to all levels of technical and non-technical personnel.

Education and Experience Requirements: 2 years minimum experience with an Associate or Bachelors in English, Engineering, Computer Science, Systems, Business Administration or related scientific /technical discipline, or High School diploma and 4 years of direct relevant experience.

POSITION: *Technical Writer/Editor – Level I*

JOB DESCRIPTION: Assist in writing and/or editing technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines,

special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.

Education and Experience Requirements: Associates Degree or certified equivalent experience or 4 years of relevant experience

POSITION: *Technical Writer/Editor – Level II*

JOB DESCRIPTION: Write and/or edit technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.

Education and Experience Requirements: Associates Degree or certified equivalent experience and 2 years of relevant experience

POSITION: *Technical Writer/Editor – Level III*

JOB DESCRIPTION: Write and/or edit technical documents, including business proposals, reports, user manuals, briefings and presentations, functional descriptions, system specifications, guidelines, special reports, and other project deliverables to meet contract requirements. Develop outlines and drafts for review and approval by technical specialists and project management ensuring that final documents meet applicable contract requirements and regulations. Research and gather technical and background information for inclusion in project documentation and deliverables. Consult relevant information sources, including library resources, technical and financial documents, and client and project personnel, to obtain background information, and verify pertinent guidelines and regulations governing project deliverables. Commensurate experience, education, and level of supervision and direction.

Education and Experience Requirements: BA/BS in a related field and/or 4 years of relevant experience

POSITION: *Document Support Specialist – Level I*

JOB DESCRIPTION: Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. Knowledge of the use of word processing software. Commensurate experience and education.

Education and Experience Requirements: Associates Degree or certified equivalent education and/or 0-1 years of relevant experience

POSITION: *Document Support Specialist – Level II*

JOB DESCRIPTION: Edit, type, and prepare memoranda of a technical and/or managerial nature. Maintain

logs relating to work in progress, meetings, etc. Prepare specialized communications, maintain logs on communications sent and received, arrange and log special shipments of records. Documentation will often involve flow diagrams, configuration drawings, functional systems flow diagrams, graphics, etc. Knowledge of the use of word processing software and the use of advanced software features such as style sheets and macros. Commensurate experience and education.

Education and Experience Requirements: Associates Degree or certified equivalent education and 2 years of relevant experience

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

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

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

Paula Sakun

Phone: (703) 896-6140 / Fax: (410) 817-5915

email: psakun@rightdirectiontech.com



**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
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BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s)_____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

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

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES

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



- (4) This BPA does not obligate any funds.
- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

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

OFFICE	POINT OF CONTACT
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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 an ordering activity requirements.

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

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

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

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

Here is a general outline on how it works:

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



GSA IT Schedule 70-Price List

SIN No.	GSA IT Schedule 70 Labor Category	3/6/2018 - 3/5/2019	3/6/2019 - 3/5/2020	3/6/2020 - 3/5/2021	3/6/2021 - 3/5/2022	3/6/2022 - 3/5/2023
		Year 1	Year 2	Year 3	Year 4	Year 5
54151S	Application Engineer – Level I	\$71.60	\$73.39	\$75.22	\$77.10	\$79.03
54151S	Application Engineer – Level II	\$102.32	\$104.88	\$107.50	\$110.19	\$112.95
54151S	Application Programmer – Level I	\$68.77	\$70.49	\$72.25	\$74.05	\$75.90
54151S	Application Programmer – Level II	\$95.10	\$97.48	\$99.92	\$102.42	\$104.98
54151S	Applications Programmer – Level III	\$114.51	\$117.38	\$120.31	\$123.32	\$126.40
54151S	Application Systems Analyst	\$90.64	\$92.91	\$95.23	\$97.61	\$100.06
54151S	Business Analyst – Level I	\$74.30	\$76.15	\$78.06	\$80.01	\$82.01
54151S	Business Analyst – Level II	\$97.24	\$99.68	\$102.17	\$104.72	\$107.34
54151S	Business Analyst – Level III	\$116.51	\$119.43	\$122.41	\$125.47	\$128.61
54151S	Business Process Reengineering Specialist – Level I	\$82.03	\$84.08	\$86.18	\$88.33	\$90.54
54151S	Business Process Reengineering Specialist – Level II	\$109.55	\$112.29	\$115.10	\$117.98	\$120.93
54151S	Business Process Reengineering Specialist – Level III	\$125.51	\$128.65	\$131.87	\$135.16	\$138.54
54151S	Chief Information Security Officer	\$174.90	\$179.27	\$183.75	\$188.35	\$193.06
54151S	Communications Hardware Specialist	\$83.88	\$85.97	\$88.12	\$90.32	\$92.58
54151S	Communications Network Manager	\$103.57	\$106.16	\$108.82	\$111.54	\$114.33
54151S	Communications Software Specialist	\$93.29	\$95.63	\$98.02	\$100.47	\$102.98
54151S	Communications Specialist	\$82.96	\$85.03	\$87.15	\$89.33	\$91.57
54151S	Computer Data Librarian	\$42.10	\$43.15	\$44.23	\$45.33	\$46.47
54151S	Computer Scientist	\$134.04	\$137.39	\$140.83	\$144.35	\$147.96
54151S	Computer Security System Specialist – Level I	\$73.19	\$75.02	\$76.89	\$78.81	\$80.78
132-51	Computer Security System Specialist – Level II	\$103.47	\$106.06	\$108.71	\$111.43	\$114.22
132-51	Computer Security System Specialist – Level III	\$124.48	\$127.60	\$130.78	\$134.05	\$137.41
132-51	Computer Systems Analyst – Level I	\$70.52	\$72.28	\$74.09	\$75.94	\$77.84
132-51	Computer Systems Analyst – Level II	\$91.72	\$94.02	\$96.37	\$98.78	\$101.25



54151S	Computer Systems Analyst – Level III	\$114.18	\$117.04	\$119.96	\$122.96	\$126.04
54151S	Configuration Management Specialist	\$85.55	\$87.68	\$89.88	\$92.12	\$94.43
54151S	Cost Analyst – Level I	\$57.85	\$59.29	\$60.78	\$62.29	\$63.85
54151S	Cost Analyst – Level II	\$75.23	\$77.11	\$79.03	\$81.01	\$83.04
54151S	Data Entry Clerk	\$29.77	\$30.51	\$31.28	\$32.06	\$32.86
54151S	Data Security Specialist	\$92.74	\$95.06	\$97.44	\$99.88	\$102.37
54151S	Data Standardization Specialist	\$59.85	\$61.34	\$62.88	\$64.45	\$66.06
54151S	Database Administrator	\$116.56	\$119.48	\$122.46	\$125.53	\$128.66
54151S	Database Management Specialist – Level I	\$82.24	\$84.29	\$86.40	\$88.56	\$90.77
54151S	Database Management Specialist – Level II	\$111.57	\$114.36	\$117.22	\$120.15	\$123.16
54151S	Database Management Specialist – Level III	\$129.96	\$133.21	\$136.54	\$139.96	\$143.45
54151S	Database Specialist – Level I	\$77.29	\$79.22	\$81.20	\$83.23	\$85.31
54151S	Database Specialist – Level II	\$107.38	\$110.07	\$112.82	\$115.64	\$118.53
54151S	Database Specialist – Level III	\$121.39	\$124.43	\$127.54	\$130.73	\$134.00
54151S	Data Warehousing Administrator	\$111.70	\$114.50	\$117.36	\$120.29	\$123.30
54151S	Data Warehouse Analyst	\$84.52	\$86.63	\$88.79	\$91.01	\$93.29
54151S	Data Warehouse Programmer	\$96.71	\$99.13	\$101.61	\$104.15	\$106.75
54151S	Disaster Recovery Specialist	\$100.85	\$103.38	\$105.96	\$108.61	\$111.32
54151S	Document Support Specialist – Level I	\$54.71	\$56.07	\$57.48	\$58.91	\$60.39
54151S	Document Support Specialist – Level II	\$69.96	\$71.70	\$73.50	\$75.34	\$77.22
54151S	Enterprise Resource Planning (ERP) Specialist	\$137.03	\$140.46	\$143.97	\$147.57	\$151.26
54151S	Financial Analyst – IT	\$74.84	\$76.71	\$78.62	\$80.59	\$82.60
54151S	Functional Analyst	\$142.41	\$145.97	\$149.62	\$153.36	\$157.19
54151S	Functional Analyst- Junior	\$94.95	\$97.32	\$99.76	\$102.25	\$104.81
54151S	Functional Analyst – Level I	\$85.17	\$87.29	\$89.48	\$91.71	\$94.01
54151S	Functional Analyst – Level II	\$113.57	\$116.41	\$119.32	\$122.31	\$125.36
54151S	Graphical User Interface Designer	\$83.91	\$86.00	\$88.15	\$90.36	\$92.62
54151S	Graphics Specialist	\$63.30	\$64.88	\$66.50	\$68.16	\$69.87
54151S	Hardware Installation Technician – Level II	\$72.13	\$73.93	\$75.78	\$77.67	\$79.61
54151S	Hardware Specialist – Information Technology	\$72.13	\$73.93	\$75.78	\$77.67	\$79.61
54151S	Help Desk Manager	\$94.81	\$97.19	\$99.61	\$102.11	\$104.66
54151S	Help Desk	\$59.40	\$60.89	\$62.41	\$63.97	\$65.57
54151S	Informatic Specialist/Bioinformatician	\$124.61	\$127.73	\$130.92	\$134.19	\$137.55
54151S	Information Assurance Specialist	\$133.53	\$136.87	\$140.29	\$143.80	\$147.39



	II					
54151S	Information Engineer – Level I	\$78.72	\$80.68	\$82.70	\$84.77	\$86.89
54151S	Information Engineer – Level II	\$103.06	\$105.64	\$108.28	\$110.99	\$113.76
54151S	Information Resource Management Analyst	\$69.36	\$71.09	\$72.87	\$74.69	\$76.56
54151S	Information Systems Training Specialist	\$88.65	\$90.86	\$93.13	\$95.46	\$97.85
54151S	IT Policy/Legislative Specialist	\$116.81	\$119.73	\$122.73	\$125.80	\$128.94
54151S	IT Strategic/Capital Planner	\$135.45	\$138.84	\$142.31	\$145.87	\$149.51
54151S	Knowledge Management Specialist	\$94.63	\$97.00	\$99.43	\$101.91	\$104.46
54151S	Modeling and Simulation Specialist	\$93.60	\$95.94	\$98.34	\$100.80	\$103.32
54151S	Network Administrator	\$77.47	\$79.40	\$81.39	\$83.42	\$85.51
54151S	Network Support Technician	\$60.45	\$61.96	\$63.51	\$65.09	\$66.72
54151S	Operations Manager	\$101.53	\$104.07	\$106.67	\$109.34	\$112.07
54151S	Procurement Product Specialist	\$53.27	\$54.60	\$55.96	\$57.36	\$58.80
54151S	Program Administration Specialist	\$68.05	\$69.75	\$71.49	\$73.28	\$75.11
54151S	Program Analyst	\$91.43	\$93.72	\$96.06	\$98.47	\$100.93
54151S	Program Manager	\$237.34	\$243.27	\$249.36	\$255.59	\$261.98
54151S	Program Manager - Level II	\$157.27	\$161.20	\$165.23	\$169.36	\$173.60
54151S	Project Control Specialist	\$75.95	\$77.85	\$79.79	\$81.79	\$83.83
54151S	Project Leader	\$143.92	\$147.52	\$151.21	\$154.99	\$158.86
54151S	Project Manager	\$165.19	\$169.32	\$173.55	\$177.89	\$182.34
54151S	Project Manager – Level I	\$108.89	\$111.62	\$114.41	\$117.27	\$120.20
54151S	Project Manager – Level II	\$144.02	\$147.62	\$151.31	\$155.10	\$158.97
54151S	Quality Assurance Analyst	\$75.06	\$76.93	\$78.86	\$80.83	\$82.85
54151S	Quality Assurance Manager	\$111.02	\$113.80	\$116.64	\$119.56	\$122.55
54151S	Quality Assurance Specialist	\$165.19	\$169.32	\$173.55	\$177.89	\$182.34
54151S	Quality Assurance Specialist-Intermediate	\$90.01	\$92.26	\$94.57	\$96.93	\$99.35
54151S	Scientific Data Analyst	\$94.18	\$96.54	\$98.95	\$101.43	\$103.96
54151S	Software Developer - Senior	\$146.53	\$150.19	\$153.95	\$157.80	\$161.74
54151S	Software Test Engineer	\$110.13	\$112.88	\$115.71	\$118.60	\$121.56
54151S	Subject Matter Expert – Level I	\$133.03	\$136.36	\$139.77	\$143.26	\$146.84
54151S	Subject Matter Expert – Level II	\$156.00	\$159.90	\$163.90	\$168.00	\$172.20
54151S	Subject Matter Expert – Level III	\$193.24	\$198.07	\$203.02	\$208.10	\$213.30
54151S	System Administrator – Level I	\$72.39	\$74.20	\$76.05	\$77.95	\$79.90
54151S	System Administrator – Level II	\$93.34	\$95.68	\$98.07	\$100.52	\$103.04
54151S	System Administrator – Level III	\$113.77	\$116.62	\$119.53	\$122.52	\$125.58
54151S	Systems Architect – Level I	\$113.95	\$116.80	\$119.72	\$122.72	\$125.78
54151S	Systems Architect – Level II	\$150.52	\$154.28	\$158.14	\$162.10	\$166.15
54151S	Systems Analyst	\$85.44	\$87.58	\$89.77	\$92.01	\$94.31
54151S	Systems Engineer – Level I	\$79.16	\$81.13	\$83.16	\$85.24	\$87.37



54151S	Systems Engineer – Level II	\$105.70	\$108.35	\$111.06	\$113.83	\$116.68
54151S	Systems Engineer – Level III	\$125.90	\$129.05	\$132.28	\$135.58	\$138.97
54151S	System Programmer	\$94.01	\$96.37	\$98.77	\$101.24	\$103.77
54151S	Technical Writer	\$98.74	\$101.21	\$103.74	\$106.33	\$108.99
54151S	Technical Writer- Intermediate	\$75.95	\$77.85	\$79.79	\$81.79	\$83.83
54151S	Technical Writer/Editor – Level I	\$55.99	\$57.39	\$58.82	\$60.29	\$61.80
54151S	Technical Writer/Editor – Level II	\$67.80	\$69.49	\$71.23	\$73.01	\$74.83
54151S	Technical Writer/Editor – Level III	\$83.19	\$85.26	\$87.40	\$89.58	\$91.82
54151S	Telecommunications Engineer – Level I	\$67.50	\$69.18	\$70.91	\$72.69	\$74.50
54151S	Telecommunications Engineer - Level II	\$88.54	\$90.75	\$93.02	\$95.34	\$97.73
54151S	Telecommunications Specialist – Level I	\$63.88	\$65.47	\$67.11	\$68.79	\$70.51
54151S	Telecommunications Specialist - Level II	\$88.69	\$90.90	\$93.17	\$95.50	\$97.89
54151S	Test Engineer	\$100.34	\$102.85	\$105.42	\$108.06	\$110.76
54151S	Training Manager	\$94.65	\$97.02	\$99.45	\$101.93	\$104.48
54151S	Training Specialist – Level I	\$64.26	\$65.86	\$67.51	\$69.20	\$70.93
54151S	Training Specialist – Level II	\$84.35	\$86.45	\$88.62	\$90.83	\$93.10
54151S	Web Content Administrator	\$79.38	\$81.36	\$83.39	\$85.48	\$87.62
54151S	Web Designer	\$96.19	\$98.60	\$101.06	\$103.59	\$106.18
54151S	Web Developer	\$79.80	\$81.80	\$83.84	\$85.94	\$88.08
54151S	Web Project Manager	\$121.10	\$124.13	\$127.23	\$130.41	\$133.68
54151S	Web Software Developer	\$90.24	\$92.50	\$94.81	\$97.18	\$99.61
54151S	Webmaster	\$92.29	\$94.60	\$96.97	\$99.39	\$101.88