
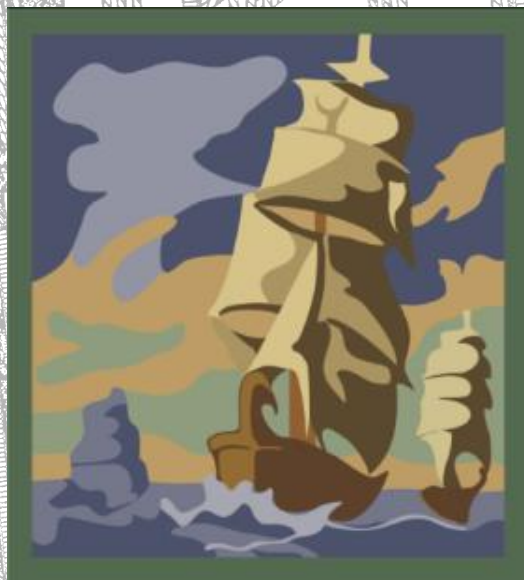


General Services Administration	
Federal Supply Service	
Authorized Federal Supply Schedule Price List	
FSC Group: 7010	
Contract Number: GS-35F-285CA	
Period Covered by Contract: 4/9/2015 – 4/8/2025	
Price List Current Through Modification #PO 0018 and MAS Refresh 17	
Service-Disabled, Veteran Owned Small Business	

**Information Technology Professional Services (IT-70)  
SIN 132-51 – Information Technology Professional Services**



**Sterling Heritage Corporation**

**P.O. Box 1407**

**9912B Georgetown Pike, Suite 205**

**Great Falls, Virginia 22066**

**Northern Virginia: 703.831.1131**

**Toll Free: 877.278.6259**

**[www.sterlingheritage.com](http://www.sterlingheritage.com)**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: [GSAAdvantage.gov](http://GSAAdvantage.gov)

## Customer Information

INFORMATION FOR ORDERING ACTIVITIES: (For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at: <http://www.fss.gsa.gov>)

Schedule Title: Information Technology (IT) Professional Services

- 1a. Special Item Numbers: 132-51 Information Technology (IT) Professional Services
- 1b. Lowest price: \$100
- 1c. A description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services is provided in the Labor Category descriptions found on page 6 of this price list.
2. Maximum order: \$500,000
3. Minimum order: \$100
4. Geographic coverage (delivery area): Worldwide
5. Point(s) of production (city, county, and State or foreign country): Great Falls, Virginia
6. Prices attached are "Net".
7. Prices attached are "Net".
8. Prompt payment terms: Net 30 days.
- 9a. Government purchase cards are accepted below the micropurchase threshold
- 9b. Government purchase cards are accepted above the micropurchase threshold
10. Foreign items: None
- 11a. Time of delivery: 30 days after receipt of order.
- 11b. Expedited Delivery. No items are available for expedited delivery.
- 11c. Overnight and 2-day delivery. Overnight and 2-day delivery are not available.
- 11d. Urgent Requirements. In accordance with the "Urgent Requirements" clause of the contract, agencies may contact the Contractor's representative to effect a faster delivery:
12. F.O.B. point(s): Destination
- 13a. Ordering address(es):  
Sterling Heritage Consulting  
Attn: Louis Gaudio  
P.O. Box 1407  
Great Falls, Virginia 22066  
  
Northern Virginia: 703.831.1131 Ext. 7000  
Toll Free: 877.278.6259  
Fax: 703.406.1533  
E-Mail: [lgaudio@sterlingheritage.com](mailto:lgaudio@sterlingheritage.com)  
Website: [www.sterlingheritage.com](http://www.sterlingheritage.com)
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3. For supplies and services, the ordering procedures, and information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3
14. Payment address(es): Same as ordering address

15. Warranty provision: None
16. Export packing charges, if applicable: N/A
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Visa and MasterCard are accepted. No discounts apply.
18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A
19. Terms and conditions of installation (if applicable): N/A
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A
- 20a Terms and conditions for any other services (if applicable): N/A
21. List of service and distribution points (if applicable): N/A
22. List of participating dealers (if applicable): N/A
23. Preventive maintenance (if applicable): N/A
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/): N/A
25. Data Universal Number System (DUNS) number: 139076744
26. Sterling Heritage Consulting is registered in the System for Award Management (SAM) database CAGE Code: 1R4C8

## Contents

Customer Information .....	1
Terms and Conditions Applicable to Information Technology (IT) Professional Services (Special Item Number 132-51) .....	3
Company Profile .....	7
Information Technology Professional Services (SIN 132-51) .....	10
Labor Category Descriptions .....	11
Labor Category Rates .....	15

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

### **1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT 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 Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either- (1) Cancel the stop-work order; or (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

## **6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS-COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I - OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

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

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

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

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

## **9. INDEPENDENT CONTRACTOR**

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

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

a. Definitions. “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract. “Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor. An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

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

## **11. INVOICES**

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

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the

Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.2124 (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. SUBSTITUTIONS**

See descriptions for educational equivalency requirements.

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

See Labor Category descriptions included herein.

## Company Profile

Sterling Heritage is a Service-Disabled Veteran-Owned Small Business (SDVOSB) located in Great Falls, Virginia that was incorporated in 2000 for the purposes of providing our public sector clients with tools and techniques to develop business strategies, improve business processes, implement laws, optimize resources, and develop innovative and effective education programs for their personnel. Since our incorporation in 2000, Sterling Heritage has assisted Federal agencies with a multitude of mission critical information technology (IT) services. Our team of experts provides a full-spectrum of technical and systems support services. Our life-cycle systems capabilities include strategic planning, systems design, engineering, software development, independent verification and validation, maintenance, and logistics support. We support engineers, technical managers and system professionals in overseeing their requirements as they grow from concept through system deployment.

Sterling Heritage currently employs more than sixty (60) professionals who work on a diverse set of projects from our corporate facilities in the National Capital Region (NCR) and client facilities throughout the Continental United States (CONUS). Each Sterling Heritage employee possesses the necessary skillset and experience needed to deliver outstanding services to our clients. Forty-three percent of our employees hold a master's degree or higher and ninety-five percent of our employees hold bachelor's degrees. Most of our employees belong to professional organizations such as the Project Management Institute (PMI), the American Production and Inventory Control Society (APICS), and the Council of Supply Chain Management Professionals (CSCMP).

**Organizational and Accounting Controls:** Our corporate office located in Great Falls, Virginia is responsible for the daily operations of the company. We use QuickBooks accounting software to manage and control our accounting functions. We use this system to record all project-related financial activity, subcontracts, accounts receivable, and accounts payable. Our accounting functions are performed by Matthew Osborn, Director of Business Operations, who enters the necessary project account information into our system. He is supervised by Robert Bucu, a certified public accountant and tax attorney. Our payroll is processed by Intuit Payroll Services and our time collection reporting system is through the Dovico timesheet. Our employees record time expended on project work daily. Project managers are responsible for assigning charge codes to the staff members assigned to their projects. These individuals also are responsible for the day-to-day management of project budgets and deliverables. The accounting system facilitates project management by providing timely project budget reporting, which accurately reflects project budget data by proposed labor category.

### ***Our Ability to Acquire Resources/Personnel:***

Our Human Resources and Staffing Project Management Office (PMO) engages in a continuous effort to recruit and retain professionals, to monitor and track staffing performance benchmarks and to ensure project performance and compliance. The staffing team is a cohesive group that is constantly anticipating new positions which may require staffing. This ability to anticipate staffing requirements results in a pool of qualified candidates with diverse backgrounds who are able to begin employment immediately upon contract award. Our Human Resources and Staffing PMO's proven staffing process continuously results in optimal staffing for successful contract performance.

Once Sterling Heritage is notified of an opening, we begin identifying candidates from our existing pipeline, many of whom have already gone through the formal interview process and are ready to be placed under any task given, pending client approval. If a candidate has not been screened and interviewed, our staffing team will conduct behavioral interviews determining interpersonal communication skills, personality type, and core competencies. If a



candidate is deemed to be qualified to fulfill the contract requirements, they will be subject to extensive background investigations, including: professional reference checks, education verification, employment verification, security clearance verification, and a comprehensive criminal background check. Sterling Heritage Program Managers have daily communications with all staff working remotely to ensure client satisfaction for productivity.

### ***Subcontractors:***

As a SDVOSB, Sterling Heritage has been a subcontractor, teamed with other subcontractors, and utilized subcontractors to accomplish project deliverables. We have developed the necessary corporate controls to ensure that our subcontracting partners meet our own high quality standards. Our subcontracting agreements are negotiated in advance and detail the business relationship, define project roles and responsibilities, specify project reporting and billing requirements and include fully developed project deliverable schedules. We achieve synergy by utilizing firms that have personnel whose strengths complement our own, thereby maximizing team productivity.

### **Quality Control**

Sterling Heritage takes pride in maintaining strict quality control on all projects. We use well-established procedures to ensure that we meet the highest industry standards. All tasks that we undertake must satisfy client-defined quality control standards as well as internal, Sterling Heritage-defined standards. These standards and requirements address quality, cost and schedule throughout all phases of a task. We incorporate internal quality standards into our policies. In addition, we inform and involve our clients continuously throughout all projects to ensure that we satisfy all of their procedures and requirements.

Our program managers, project leaders, and project teams use our quality principles and practices continuously in every task we undertake. These principles and practices, which we have refined during almost fifteen years of successfully providing support to our clients, are the heart of our quality program. Our Program Managers and Project Leaders have established quality goals and are committed to rigorously following our quality control procedures, allowing Sterling Heritage to successfully manage multiple projects and tasks for multiple clients simultaneously.

### **Our Internal Review Procedures:**

The following steps describe the procedures Sterling Heritage uses to produce high quality deliverables:

- After review of requirements documents and discussion with the customer, the Program Manager/Project Leader assigns a primary lead to the deliverable product and discusses the appropriate peer resources to be utilized on the task.
- The primary lead prepares the draft product and actively seeks Peer input and review, and Program Manager/Project Leader input and quality review during preparation.
- After the primary lead has completed the draft product, a copy is generated for Program Manager/Project Leader quality review.
- The Program Manager/Project Leaders discusses any required changes with the primary lead who then makes the corrections to the deliverable.
- The deliverable and associated documentation is edited for final content, grammar, and spelling.
- When editing is complete, edits are reviewed and incorporated by the primary lead.
- The Project Manager/Project Leader conducts a final review of the deliverable and signs the Delivery Letter. Once the Delivery Letter is signed, the product is ready for formal delivery to the Customer.

## **Our Quality Control Process:**

Our project leaders and teams continually apply quality control principles and practices to every task. Sterling Heritage adheres to the tenets of ISO 9001 through our quality management system (QMS). Our QMS is the foundation of our commitment to continuous quality improvement and increased client satisfaction. Our QMS formalizes the relationship between project deliverables and schedule, assigning roles and responsibilities in the project quality review process. Integral to our QMS is a customer satisfaction survey. We use this mechanism to survey our customers to obtain feedback that we use to improve our overall quality.

Upon receipt of any task, Sterling Heritage's contract manager enters the project deliverable(s) schedule and associated performance metrics into the QMS and schedules the quality reviews associated with the deliverable(s) such that there is ample time, post review, to make any necessary adjustments to the product. Reviewers are selected based on their backgrounds and expertise, and the nature of the review depends on the project deliverable. Reviewers are designed to ensure that deliverables are accurate, tailored to the audience, reflects current best practices and are polished, professional and free of errors.

The QMS automatically sends e-mails to the contract manager and the review team, to inform them of the scheduled review. In advance of a scheduled review, the contract manager provides the review team with copies of the statement of work and the product under review. With this preparation, the reviews are accomplished efficiently and without interfering with the day-to-day work schedule. Review results, satisfactory or otherwise, are entered into the QMS and appropriate actions are scheduled, recorded, and if needed, products are re-reviewed.

**Role of the Program Manager/Project Leader:** The Program Manager/Project Leader is responsible for:

- Monitoring deliverables to ensure the highest level of technical quality, compliance with customer direction, and conformance to the contract.
- Reviewing the status of activities completed to date, near-term objectives, and any critical risks or problems areas affecting deliverable quality.
- Ensuring that Peer reviews are conducted.
- Participating as active members in reviews and corrective action activities.
- Auditing work products to verify compliance with contractual requirements and deliverable development plans.

Setting and reordering immediate priorities to respond to urgent requirements established by our customers. **Subcontractors:** Sterling Heritage has developed the necessary corporate controls to ensure that our subcontracting partners meet our own high quality standards. Our subcontracting agreements are negotiated in advance. These documents detail aspects of the business relationship, define project roles and responsibilities including quality control requirements, specify project reporting and billing requirements, and include fully developed project deliverable schedules. Prior to delivery of products to our customers, the Sterling Heritage Program Manager/Project Leader is responsible for conducting a complete and thorough review of the product.

**Potential Problem Areas:** Sterling Heritage's risk management process includes identifying risks and minimizing their effects before these risks have disrupted program activities. Risk management consists of three activities that are applied repeatedly: risk identification and analysis, risk action planning, and risk tracking and control/minimization. We track, document, plan for mitigation, monitor and report on risks associated with the project. We will provide an assessment of current risks including mitigation factors in the monthly status report.

**Meeting Urgent Requirements:** Sterling Heritage addresses short-term, urgent requirements with resources from within the current staff and immediately initiates action to recruit and hire appropriately skilled staff to assign to a longer-term urgent requirement. We maintain a current inventory of profiles and resumes of qualified staff for the purpose of responding to longer-term requirements.

## Information Technology Professional Services (SIN 132-51)

**SIN 132-51 Information Technology Professional Services:** Sterling Heritage has been at the forefront of several mission critical information technology projects as our team successfully assisted senior Federal officials in implementing and managing ambitious IT projects for more than a decade. We have succeeded in delivering IT professional services to clients including the Department of Defense (DoD), the Department of the Army, the Department of State, the Department of Veterans Affairs (VA), and the Department of Health and Human Services. We assisted in the development of mission critical systems supporting the IT Backbone for the Pentagon Renovation, the State Department's Message Archive Retrieval and Tracking System (SMART) and systems at the Centers for Medicare and Medicaid Services required to implement and manage the Medicare drug benefits created under the Medicare Prescription Drug, Improvement, and Modernization Act of 2003. Today, our services include analyzing business needs for streamlining systems operations and processes; developing cost benefit analyses for system replacement and upgrade efforts; assessment of IT systems risk, development of risk mitigation strategies; and assistance in the deployment and implementation of major IT systems. In addition, we currently perform program management and most aspects of the Software Development Life Cycle (SDLC) for key DoD and VA IT initiatives.

FPDS Code D302 – IT Systems Development

FPDS Code D303 – Data Entry

FPDS Code D306 - IT Systems Analysis

FPDS Code D307 – IT Strategy and Architecture

FPDS Code D308 – Programming Services

FPDS Code D314 – IT Systems Acquisition Support

FPDS Code D318 - Integrated Hardware/Software/Services Solutions, Predominantly Services

FPDS Code D399 – Other Information Technology Services

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

Note 2: 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 performed by the publisher or manufacturer or one of their authorized agents.

## *Labor Category Descriptions*

The following labor categories apply to SIN 132-51, Information Technology Professional Services:

<b><i>Labor Category</i></b>	<b><i>Function/Position Description</i></b>	<b><i>Typical Position Qualification</i></b>
Senior Management	Oversees negotiation of contracts, agreements, tasks, and delivery orders and advises in the design phase of projects. Interfaces with top-level executives and ensures successful completion of projects on schedule.	Ability to lead multidisciplinary teams; ability to balance the interests of all stakeholders; recognized superior business, leadership skills and complex project management skills. Generally, an advanced academic degree and 20 years of significantly responsible experience or a bachelor's degree with 22 years of experience.
Program Director	Responsible for the administration of all contracts and stakeholder satisfaction. Interfaces with senior executives and ensures successful completion of projects on schedule.	Ability to lead multidisciplinary teams; ability to balance the interests of all stakeholders; recognized superior business, leadership skills and complex project management skills. Generally, an advanced academic degree and 18 years of significantly responsible experience or a bachelor's degree with 20 years of experience.
Program Manager I	Supervisory responsibility for multiple complex projects and principle liaison responsibilities with clients on business and technical matters.	Ability to lead multidisciplinary teams; ability to balance the interests of all stakeholders; superior business, leadership skills and complex project management skills. Generally, an advanced academic degree and 15 years of experience or a bachelor's degree and 17 years of significant experience.
Program Manager II	Supervisory responsibility for multiple complex projects and principle liaison responsibilities with clients on business and technical matters.	Ability to lead multidisciplinary teams; ability to balance the interests of all stakeholders; superior business, leadership skills and complex project management skills. Generally, an advanced academic degree and 14 years of experience or a bachelor's degree and 16 years of significant experience.
Sr. Technical Specialist II	Serves as senior analyst in the design, development, implementation, and administration of systems or systems processes.	Ability to effectively lead a multidisciplinary team; ability to balance the interests of all stakeholders and communicate effectively. Possess expertise and experience with technical activities and is able to provide technical supervision to the team. Generally an advanced academic degree and 13 years of experience or a bachelor's degree and 15 years of significant experience.
Project Leader I	Serves as a key analyst responsible for performing high-level analytical and operational implementation on large, complex projects and training systems.	Ability to lead multidisciplinary teams; ability to balance the interests of all stakeholders; superior business, leadership skills and complex project management skills. Generally, an advanced academic degree and 13 years of experience or a bachelor's degree and 15 years of significant experience.
Technical Lead I	Serves as a key analyst responsible for performing high-level analytical and operational implementation on large, complex projects and training systems.	Ability to lead multidisciplinary teams; ability to balance the interests of all stakeholders; superior business, leadership skills and complex project management skills. Generally, an advanced academic degree and 12 years of experience or a bachelor's degree and 13 years of significant experience.

Project Leader II	Serves as a key analyst responsible for performing high-level analytical and operational implementation on large, complex projects and training systems.	Ability to lead multidisciplinary teams; ability to balance the interests of all stakeholders; superior business, leadership skills and complex project management skills. Generally, an advanced academic degree and 11 years of experience or a bachelor's degree and 13 years of significant experience.
Sr. Technical Specialist III	Serves as senior analyst in the design, development, implementation, and administration of systems or systems processes.	Ability to effectively lead a multidisciplinary team; ability to balance the interests of all stakeholders and communicate effectively. Possess expertise and experience with technical activities and is able to provide technical supervision to the team. Generally an advanced academic degree and 11 years of experience or a bachelor's degree and 13 years of significant experience.
Technical Lead II	Serves as a key analyst responsible for performing high-level analytical and operational implementation on large, complex projects and training systems.	Ability to lead multidisciplinary teams; ability to balance the interests of all stakeholders; superior business, leadership skills and complex project management skills. Generally, an advanced academic degree and 10 years of experience or a bachelor's degree and 12 years of significant experience.
Senior Consultant I	Serves as a senior analyst responsible for performing high-level analytical, operational on large, complex projects and training systems.	Ability to participate effectively as a member of a multidisciplinary team. General business and project management skills. Generally, an advanced academic degree and 9 years of experience or a bachelor's degree and 11 years of significant experience.
Technical Specialist I	Serves as key analyst in the design, development, implementation, and administration of systems or systems processes.	Ability to participate effectively as a member of a multidisciplinary team. Possesses advanced technical skills. Generally, an advanced academic degree and 9 years of experience or a bachelor's degree and 11 years of significant experience.
Senior Technical Consultant I	Serves as a senior analyst responsible for performing high-level analytical, operational on large, complex projects and training systems.	Ability to participate effectively as a member of a multidisciplinary team. General business and project management skills. Generally, an advanced academic degree and 8 years of experience or a bachelor's degree and 10 years of significant experience.
Technical Specialist II	Serves as key analyst in the research, design, development, implementation, and administration of systems or systems processes.	Ability to participate effectively as a member of a multidisciplinary team. Possesses advanced technical skills. Generally, an advanced academic degree and 8 years of experience or a bachelor's degree and 10 years of significant experience.
Senior Consultant II	Serves as a senior analyst responsible for performing high-level analytical, operational on large, complex projects and training systems.	Ability to participate effectively as a member of a multidisciplinary team. General business and project management skills. Generally, an advanced academic degree and 7 years of experience or a bachelor's degree and 9 years of significant experience.
Technical Specialist III	Serves as key analyst in the design, development, implementation, and administration of systems or systems processes.	Ability to participate effectively as a member of a multidisciplinary team. Possesses advanced technical skills. Generally, an advanced academic degree and 7 years of experience or a bachelor's degree and 9 years of significant experience.
Analyst/Engineer I	Serves as a key analyst on the project implementation team. Performs analytical assessments including project testing, data collection, data modeling, and performance metrics.	Ability to participate effectively as a member of a multidisciplinary team. Strong analytical and technical skills. Generally, a bachelor's degree and 8 years of significant experience.

Senior Technical Consultant II	Serves as a senior analyst responsible for performing high-level analytical, operational on large, complex projects and training systems.	Ability to participate effectively as a member of a multidisciplinary team. General business and project management skills. Generally, an advanced academic degree and 6 years of experience or a bachelor's degree and 8 years of significant experience.
Analysts/Engineer II	Serves as a key analyst on the project implementation team. Performs analytical assessments including project testing, data collection, data modeling, and performance metrics.	Ability to participate effectively as a member of a multidisciplinary team. Strong analytical and technical skills. Generally, a bachelor's degree and 6 years of significant experience.
Consultant I	Serves as a member of the implementation team performing analytical and operational assignments.	Ability to participate effectively as a member of a multidisciplinary team. Specific business skills with a functional or technical expertise. Generally, an advanced academic degree or bachelor's degree and more than 5 years of experience.
Technical Consultant I	Serves as a member of the implementation team performing and mid-level analytical assignments.	Ability to participate effectively as a member of a multidisciplinary team. Specific business skills with a functional or technical expertise. Generally, an advanced academic degree or bachelor's degree and more than 4 years of experience.
Consultant II	Serves as a member of the implementation team performing and mid-level analytical assignments.	Ability to participate effectively as a member of a multidisciplinary team. Specific business skills with a functional or technical expertise. Generally a bachelor's degree with 3 years of experience in a functional area or 10 years of significant experience.
Technical Consultant II	Serves as a member of the implementation team performing and mid-level analytical assignments	Ability to participate effectively as a member of a multidisciplinary team. Specific business skills with a functional or technical expertise. Generally, an advanced academic degree or bachelor's degree and more than 2 years of experience.
Research Assistant	Provides an assortment of technical services including, research, and facilitation, analysis, and document preparations. Evaluates processes to identify gaps and provides recommendations.	Generally a bachelor's degree with one to 2 years of experience in research, statistics, or related field.
Configuration Management Specialist II	Provides configuration management planning. Describes provisions for configuration identification, change control, configuration status accounting and configuration audits. Identifies and maintains the original configuration of requirements documentation, design documentation, and related documentation.	Generally an associate's degree or higher with 4 to 15 years specialized experience.
Consulting Assistant I	Provides assistance in carrying out operational work, serves as a fact-finder and performs entry level analytical assignments.	Generally a bachelor's degree with two years of experience, an associate's degree with 4 years of experience, or some college with significant technical background, including summer internships.
Consulting Assistant II	Provides assistance in carrying out operational work, serves as a fact-finder and performs entry level analytical assignments.	Generally a bachelor's degree with two years of experience, an associate's degree with 3 years of experience, or some college with significant

		technical background, including summer internships.
Administrative Support I	Provides general research support to projects.	Associate Degree or High School Diploma with 3 years of experience, including summer internships
Program Specialist I	Integrates input from various sources. Preparing and reviewing reports, briefings and other materials and providing support to multidisciplinary teams.	Generally a bachelor's degree with 1 year of experience, an associate's degree with 3 years of experience, or some college with significant technical background, including summer interns.
Program Specialist II	Integrates input from various sources. Preparing and reviewing reports, briefings and other materials and providing support to multidisciplinary teams.	Generally a bachelor's degree with no experience, an associate's degree with 2 years of experience, or some college with significant technical background, including summer interns.
Program Specialist III	Integrates input from various sources. Preparing and reviewing reports, briefings and other materials and providing support to multidisciplinary teams.	Generally a bachelor's degree with no experience, an associate's degree with 2 years of experience, or some college with significant technical background, including summer interns.
Admin/Technical Specialist I	Prepares graphical & print/production-read materials, integrates material from various sources, and provides meeting support.	A bachelor's degree with no experience or 3 years of relevant experience in administrative support activities
Admin/Technical Specialist II	Prepares graphical & print/production-read materials, integrates material from various sources, and provides meeting support.	A bachelor's degree with no experience or 1 to 2 years of relevant experience in administrative support activities
Exchange/Information Specialist I	Develops information retrieval solutions to support client requirements for specified domain subjects, using information retrieval software languages and automated text analysis and extraction techniques.	Generally a High School diploma or GED certification and 1 to 4 years of experience.

Note: No special training, certifications, or clearances are specifically required for any labor category. However, specific tasks and positions may require an employee to hold professional certifications and/or a security clearance.

## Labor Category Rates

The following are Sterling Heritage's Government labor rates. These rates will be used for pricing Information Technology Professional Services Consultation Services under SIN 132-51.

<i>Labor Category</i>	<i>Sterling Heritage Facility</i>	<i>Client Site</i>
Senior Management	\$307.02	
Program Director	\$283.95	
Program Manager I	\$297.84	\$233.94
Program Manager II	\$240.45	\$213.99
Sr. Technical Specialist II	\$230.44	\$205.22
Project Leader I	\$222.65	\$198.16
Technical Lead I	\$214.68	\$190.36
Project Leader II	\$206.68	\$183.94
Sr. Technical Specialist III	\$204.28	\$181.81
Technical Lead II	\$194.57	\$173.18
Senior Consultant I	\$191.38	\$170.32
Technical Specialist I	\$189.15	\$168.35
Senior Technical Consultant I	\$175.45	\$156.14
Technical Specialist II	\$168.34	\$150.48
Senior Consultant II	\$162.45	\$144.59
Technical Specialist III	\$161.91	\$144.09
Analyst/Engineer I	\$151.47	\$134.80
Senior Technical Consultant II	\$150.15	\$133.64
Analyst/Engineer II	\$140.23	\$124.81
Consultant I	\$139.06	\$123.74
Technical Consultant I	\$130.08	\$115.77
Consultant II	\$120.44	\$107.21
Technical Consultant II	\$110.38	\$98.90
Research Assistant	\$106.86	\$95.22
Configuration Management Specialist II	\$103.22	\$92.99
Consulting Assistant I	\$102.19	\$90.95
Consulting Assistant II	\$94.42	\$83.57
Administrative Support	\$90.74	\$80.08
Program Specialist I	\$87.42	\$77.80
Program Specialist II	\$76.42	\$68.01
Program Specialist III	\$65.83	\$58.58
Admin/Technical Specialist I	\$50.28	\$44.17
Admin/Technical Specialist II	\$46.66	\$40.97
Exchange/Information Specialist I	\$43.61	\$39.27