

General Services Administration
Federal Supply Service
Authorized Information Technology Schedule Pricelist

Special Item Number: 132-51

Serco Inc.
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Large Business

Contract Number: 47QTCA19D0065
Period of Performance: March 5, 2019 – March 4, 2024

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!

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Customer Information:

- 1a. TABLE OF AWARDED SPECIAL ITEM NUMBER (SIN):
132-51 IT Professional Services
- 1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:
(Government net price + IFF based on a unit of one)
- 1c. HOURLY RATES: See Page 10
- 2. MAXIMUM ORDER: \$500,000
- 3. MINIMUM ORDER: \$100
- 4. GEOGRAPHIC COVERAGE: All Domestic Locations
- 5. POINT(S) OF PRODUCTION: US
- 6. DISCOUNT FROM LIST PRICES: Prices shown herein are Net (discounts deducted).
- 7. QUANTITY DISCOUNT: 1% for single task orders at or over \$2M
- 8. PROMPT PAYMENT TERMS: Net 30 Days
- 9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.
- 9.b Government Purchase Cards are accepted above the micro-purchase threshold.
- 10. FOREIGN ITEMS: None
- 11a. TIME OF DELIVERY: As Negotiated
- 11b. EXPEDITED DELIVERY: As Negotiated
- 11c. OVERNIGHT AND 2-DAY DELIVERY: As Negotiated
- 11d. URGENT REQUIRMENTS: As Negotiated
- 12. FOB POINT: Destination

13a. ORDERING ADDRESS:

Serco Inc.
David Cornell
Sr. Manager, Contracts
12930 Worldgate Drive, Suite 600
Herndon, VA 20170

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

14. PAYMENT ADDRESS:

Serco Inc.
David Cornell
Sr. Manager, Contracts
12930 Worldgate Drive, Suite 600
Herndon, VA 20170

15. WARRANTY PROVISION: Not Applicable

16. EXPORT PACKING CHARGES: Not Applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Not Applicable

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR: Not Applicable

19. TERMS AND CONDITIONS OF INSTALLATION: Not Applicable

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES: Not Applicable

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Not Applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS: Not Applicable

22. LIST OF PARTICIPATING DEALERS: Not Applicable

23. PREVENTIVE MAINTENANCE: Not Applicable

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES: Not Applicable

24b. SECTION 508 COMPLIANCE FOR EIT: Not Applicable

25. DUNS NUMBER: 928859149

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) REGISTRATION DATABASE: Serco Inc. is current in SAM.

**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 52.212-4 (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€(3), insert the following provision:

- a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

LABOR RATES

Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Systems Analyst 1	\$ 41.86	\$ 43.00	\$ 44.16	\$ 45.35	\$ 46.57
Systems Analyst 2	\$ 66.72	\$ 68.53	\$ 70.38	\$ 72.28	\$ 74.23
Systems Analyst 3	\$ 74.48	\$ 76.49	\$ 78.55	\$ 80.67	\$ 82.85
Systems Analyst 4	\$ 118.36	\$ 121.56	\$ 124.84	\$ 128.21	\$ 131.67
Subject Matter Expert 1	\$ 103.92	\$ 106.72	\$ 109.60	\$ 112.56	\$ 115.60
Subject Matter Expert 2	\$ 122.48	\$ 125.78	\$ 129.18	\$ 132.67	\$ 136.25
Subject Matter Expert 3	\$ 148.22	\$ 152.22	\$ 156.33	\$ 160.55	\$ 164.89
Subject Matter Expert 4	\$ 159.39	\$ 163.70	\$ 168.12	\$ 172.66	\$ 177.32
Network Engineer/Specialist 1	\$ 93.00	\$ 95.51	\$ 98.09	\$ 100.74	\$ 103.46
Network Engineer/Specialist 2	\$ 111.00	\$ 114.00	\$ 117.08	\$ 120.24	\$ 123.49
Network Engineer/Specialist 3	\$ 174.54	\$ 179.26	\$ 184.10	\$ 189.07	\$ 194.17
Systems Admin 1	\$ 60.39	\$ 62.02	\$ 63.69	\$ 65.41	\$ 67.18
Systems Admin 2	\$ 75.16	\$ 77.19	\$ 79.28	\$ 81.42	\$ 83.62
Systems Admin 3	\$ 103.46	\$ 106.26	\$ 109.13	\$ 112.07	\$ 115.10
Program Manager	\$ 159.89	\$ 164.20	\$ 168.64	\$ 173.19	\$ 177.87
Project Manager 1	\$ 98.17	\$ 100.82	\$ 103.54	\$ 106.34	\$ 109.21
Project Manager 2	\$ 127.53	\$ 130.98	\$ 134.51	\$ 138.14	\$ 141.87
Developer 1	\$ 75.25	\$ 77.28	\$ 79.37	\$ 81.51	\$ 83.71
Developer 2	\$ 86.84	\$ 89.19	\$ 91.59	\$ 94.07	\$ 96.61
Developer 3	\$ 109.64	\$ 112.60	\$ 115.64	\$ 118.77	\$ 121.97
Developer 4	\$ 130.49	\$ 134.01	\$ 137.63	\$ 141.34	\$ 145.16
Developer 5	\$ 148.24	\$ 152.24	\$ 156.35	\$ 160.57	\$ 164.91
Application Specialist 1	\$ 119.66	\$ 122.89	\$ 126.21	\$ 129.62	\$ 133.12
Application Specialist 2	\$ 148.03	\$ 152.03	\$ 156.13	\$ 160.35	\$ 164.68
Systems Engineer 1	\$ 62.91	\$ 64.61	\$ 66.35	\$ 68.14	\$ 69.98
Systems Engineer 2	\$ 85.30	\$ 87.60	\$ 89.97	\$ 92.40	\$ 94.89
Systems Engineer 3	\$ 111.08	\$ 114.08	\$ 117.16	\$ 120.32	\$ 123.57
Help Desk Specialist	\$ 60.90	\$ 62.54	\$ 64.23	\$ 65.96	\$ 67.74
Database Administrator 1	\$ 70.88	\$ 72.79	\$ 74.76	\$ 76.78	\$ 78.85
Database Administrator 2	\$ 86.59	\$ 88.93	\$ 91.33	\$ 93.79	\$ 96.33
Database Administrator 3	\$ 101.83	\$ 104.58	\$ 107.40	\$ 110.30	\$ 113.28
Database Administrator 4	\$ 145.74	\$ 149.68	\$ 153.72	\$ 157.87	\$ 162.13

IT PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS

General Substitution: Four (4) years' experience in an Information Technology related field that focused on the design, development, implementation, support or management of computer-based information systems—particularly software applications and computer hardware to collect, store, share and protect information is equivalent to a Bachelor's degree in Information Technology or a Bachelor's degree in Computer Sciences.

JOB TITLE: SYSTEMS ANALYST 1

Minimum/General Experience: One year of experience with multi-user and stand-alone computer systems in a variety of operating system environments. Must possess working knowledge of management information systems, multi-user and single-user operating systems, database management systems, and high order languages. Capable in the designing, planning, and troubleshooting of application software.

Functional Responsibilities: Follows assigned Schedule, coordinates and participates in reviews with other Jr. Systems Analysts, Systems Engineers, and Information Programmers. Meets with client agency functional representatives. Actively applies quality assurance measures to the performance of the contract tasking.

Minimum Education: Associate's degree in Information Technology or Computer Sciences or a technical discipline with emphasis in information management.

JOB TITLE: SYSTEMS ANALYST 2

Minimum/General Experience: Two years' experience with multi-user and stand-alone computer systems in a variety of operating system environments. Must possess working knowledge of management information systems, multi-user and single-user operating systems, database management systems, and high order languages. Capable in the designing, planning, and troubleshooting of application software.

Functional Responsibilities: Uses analytical and problem solving skills for system design, development, testing, and implementation. Analyzes user needs to determine functional and cross-functional requirements. Performs functional analysis to identify required tasks and their interrelationships. Provides technical direction for personnel performing systems development tasks.

Minimum Education: Bachelors of Arts or Science or higher degree in one of the following academic fields: Information Systems Management, Computer Systems Analysis, Computer Science, or an equivalent field or five years' experience with automated systems.

JOB TITLE: SYSTEMS ANALYST 3

Minimum/General Experience: Three years' experience with multi-user and stand-alone computer systems in a variety of operating system environments. Must possess working knowledge of management information systems, multi-user and single-user operating systems, database management systems, and high order languages. Capable in the designing, planning, and troubleshooting of application software.

Functional Responsibilities: Uses analytical and problem solving skills for system design, development, testing, and implementation. Analyzes user needs to determine functional and cross-functional requirements. Performs functional analysis to identify required tasks and their interrelationships. Provides technical direction for personnel performing systems development tasks.

Minimum Education: Bachelors of Arts from a four year institution or Bachelors of Science or higher degree in one of the following academic fields: Information Systems Management, Computer Systems Analysis, Computer Science, or an equivalent field or five years' experience with automated systems.

JOB TITLE: SYSTEMS ANALYST 4

Minimum/General Experience: Seven years' experience with multi-user and stand-alone computer systems in a variety of operating system environments. Must possess working knowledge of management information systems, multi-user and single-user operating systems, database management systems, and high order languages. Capable in the designing, planning, and troubleshooting of software applications.

Functional Responsibilities: Uses analytical, problem solving, and communication skills to coordinate the efforts of other system engineers in system design, development, testing, and implementation. Analyzes user needs to determine functional and cross-functional requirements. Performs functional analysis to identify required tasks and their interrelationships. Utilizes computer-aided software engineering (CASE) tools to model databases and entity relationships. Identifies resources required for each task. Provides technical and administrative direction for personnel performing systems 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. Coordinates with the Senior Applications Engineer to ensure problem solution and user satisfaction.

Minimum Education: Bachelors of Arts from a four year institution or Bachelors of Science or higher degree in one of the following academic fields: Information Systems Management, Computer Systems Analysis, Computer Science, or an equivalent field or seven years' experience with automated systems.

JOB TITLE: SUBJECT MATTER EXPERT 1

Minimum/General Experience: Two years in-depth experience in specified subject matter.

Functional Responsibilities: Shall have technical expertise or functional expertise in the specified subject matter. Must be able to implement the specific subject matter technology. Must be conversant in the strengths and weaknesses of the specific subject matter technology, and be able to recommend and implement appropriate technical solutions.

Minimum Education: Bachelor's degree in Information Technology or Computer Sciences, engineering, mathematics, business administration or related discipline.

JOB TITLE: SUBJECT MATTER EXPERT 2

Minimum/General Experience: Three years in-depth experience in specified subject matter.

Functional Responsibility: Technical expertise or functional expertise in the specified subject matter – including all skills of the subject matter consultant. Must be able to develop and execute project plans to implement the specific technology. Must be able to conduct trade-off and design assessment supporting specific subject matter technology. Must be able to troubleshoot the implemented specific subject matter technology environment.

Minimum Education: Bachelor's degree in Information Technology, Computer Science, engineering, mathematics, business administration or related discipline or an additional 4 years of relevant experience.

JOB TITLE: SUBJECT MATTER EXPERT 3

Minimum/General Experience: Four years in-depth experience in specified subject matter.

Functional Responsibility: Technical expertise or functional expertise in the specified subject matter – including all skills of the subject matter specialist. Must be able to advise clients on the feasibility, usability and successful implementation of the specific subject matter technology. Conducts seminars and is industry-recognized expert in the specific subject matter technology. Must be able to lead teams of specialists in the implementation and operations of the specific subject matter technology.

Minimum Education: Bachelor's degree in Information Technology, Computer Science, engineering, mathematics, business administration or related discipline or an additional 4 years of relevant experience.

JOB TITLE: SUBJECT MATTER EXPERT 4

Minimum/General Experience: Five years in-depth experience in specified subject matter.

Functional Responsibility: Technical expertise or functional expertise in the specified subject matter – including all skills of the subject matter specialist. Must be able to advise clients on the feasibility, usability and successful implementation of the specific subject matter technology. Conducts seminars and is industry-recognized expert in the specific subject matter technology. Must be able to lead teams of specialists in the implementation and operations of the specific subject matter technology.

Minimum Education: Bachelor's degree in Information Technology, Computer Science, engineering, mathematics, business administration or related discipline or an additional 4 years of relevant experience.

JOB TITLE: NETWORK ENGINEER/SPECIALIST 1

Minimum/General Experience: One years' experience with automated systems and two years' experience with management information systems, network operating systems, and database management systems.

Functional Responsibilities: Designs, implements, and administers IT systems. Performs general and advanced trouble shooting tasks. Installs operating systems and add-on products. Integrates and configures network components and protocols. Manages Internet and Internet services, firewalls, and network security. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as computer-aided software engineering (CASE) tools.

Minimum Education: Bachelors of Arts from a four year institution or Bachelors of Science or higher degree in one of the following academic fields: Information Systems Management, Computer Systems Analysis, Computer Science, or an equivalent field or five years' experience with automated systems.

JOB TITLE: NETWORK ENGINEER/SPECIALIST 2

Minimum/General Experience: Three years' experience with automated systems and three years' experience with management information systems, network operating systems, and database management systems.

Functional Responsibilities: Designs, implements, and administers IT systems. Performs general and advanced trouble shooting tasks. Installs operating systems and add-on products. Integrates and configures network components and protocols. Manages Internet and Internet services, firewalls, and network security. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as computer-aided software engineering (CASE) tools.

Minimum Education: Bachelors of Arts from a four year institution or Bachelors of Science or higher degree in one of the following academic fields: Information Systems Management, Computer Systems Analysis, Computer Science, or an equivalent field or five years' experience with automated systems.

JOB TITLE: NETWORK ENGINEER/SPECIALIST 3

Minimum/General Experience: Five years' experience with automated systems and three years' experience with management information systems, network operating systems, and database management systems.

Functional Responsibilities: Designs, implements, and administers IT systems. Performs general and advanced trouble shooting tasks. Installs operating systems and add-on products. Integrates and configures network components and protocols. Manages Internet and Internet services, firewalls, and network security. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as computer-aided software engineering (CASE) tools.

Minimum Education: Bachelors of Arts or Bachelors of Science or higher degree in one of the following academic fields: Information Systems Management, Computer Systems Analysis, Computer Science, or an equivalent field or five years' experience with automated systems.

JOB TITLE: SYSTEMS ADMINISTRATOR 1

Minimum/General Experience: One years' experience in multi-user environment. Requires experience performing system configuration tasks including configuring system peripherals, operating cluster nodes, startup and shutdown procedures, account management, queue management, and documentation of all system procedures.

Functional Responsibilities: Performs software installations, configurations, and upgrades, as well as developing and executing system security plans. Conducts effective system performance monitoring and adjusts system parameters. Manages backup and recovery procedures and troubleshoots system failures and malfunctions.

Minimum Education: Bachelors of Science Degree in Computer Science or a related field or four years additional experience in Systems Administration.

JOB TITLE: SYSTEMS ADMINISTRATOR 2

Minimum/General Experience: Two years' experience as a system administrator in multi-user system environment. Requires experience performing system configuration tasks including configuring system peripherals, managing cluster nodes, startup and shutdown procedures, account management, queue management, and documentation of all system procedures.

Functional Responsibilities: Coordinates and manages system staff responsible for performing software installations, configurations, and upgrades, as well as developing and executing system security plans. Conducts system performance monitoring and adjusts system parameters. Establishes and manages backup and recovery procedures and troubleshoots system failures and malfunctions. Resolves customer problems and interfaces with customers at various organizational levels.

Minimum Education: Bachelors of Science Degree in Computer Science or a related field or an additional 4 years of equivalent work experience in Systems Management.

JOB TITLE: SYSTEMS ADMINISTRATOR 3

Minimum/General Experience: Four years' experience as a system manager in multi-user system environment. Requires experience performing system configuration tasks including configuring system peripherals, managing cluster nodes, startup and shutdown procedures, account management, queue management, and documentation of all system procedures.

Functional Responsibilities: Coordinates and manages system staff responsible for performing software installations, configurations, and upgrades, as well as developing and executing system security plans. Conducts system performance monitoring and adjusts system parameters. Establishes and manages backup and recovery procedures and troubleshoots system failures and malfunctions. Resolves customer problems and interfaces with customers at various organizational levels.

Minimum Education: Bachelors of Science Degree in Computer Science or a related field or an additional four years of equivalent work experience in Systems Management.

JOB TITLE: PROGRAM MANAGER

Minimum/General Experience: Three years' experience with two years management experience including oversight of information technology projects.

Functional Responsibility: Responsible for overall performance of a number of projects or a program. Maintains and oversees schedules and costs. Reviews all products to ensure that they meet quality standards.

Minimum Education: Bachelor's Degree in Information Technology or Computer Sciences or four years of relevant experience.

JOB TITLE: PROJECT MANAGER 1

Minimum/General Experience: One years' experience with six months of management experience including information technology.

Functional Responsibility: Responsible for overall performance of a project. Maintains and oversees schedules and costs. Reviews all deliverables and work products to ensure that they meet quality standards.

Minimum Education: Bachelor's Degree or an Associate's Degree in Information Technology or Computer Sciences or an additional four years of relevant experience.

JOB TITLE: PROJECT MANAGER 2

Minimum/General Experience: Three years' experience with three years management experience including information technology.

Functional Responsibility: Responsible for overall performance of a project. Maintains and oversees schedules and costs. Reviews all deliverables and work products to ensure that they meet quality standards.

Minimum Education: Bachelor's Degree or an Associate's Degree in Information Technology or Computer Sciences with an additional four years of relevant experience.

JOB TITLE: DEVELOPER 1

Minimum/General Experience: One-year experience in software development with some experience with standard development tools. Includes college experience with relevant, credit-earning software development projects. Requires knowledge of standard graphic user interfaces as well as dynamic data exchange and object linking and embedding.

Functional Responsibilities: Designs and develops information systems based on visual software architecture and components with the use of state-of-the-art visual programming tools. Produces pseudo-code, technical specifications, modeling definitions and data dictionaries to support the ongoing life cycle of the resultant applications.

Minimum Education: Bachelor's Degree from an accredited University or a degree in Software Design or Programmer Analyst or an additional four years of experience.

JOB TITLE: DEVELOPER 2

Minimum/General Experience: Two years' experience in software development with a minimum of two years with standard development tools. Requires knowledge of standard graphic user interfaces as well as dynamic data exchange and object linking and embedding.

Functional Responsibilities: Designs and develops information systems based on visual software architecture and components with the use of state-of-the-art visual programming tools. Produces pseudo-code, technical specifications, modeling definitions and data dictionaries to support the ongoing life cycle of the resultant applications.

Minimum Education: Bachelor's Degree from an accredited University or a degree in Software Design or Programmer Analyst or an additional three years of experience.

JOB TITLE: DEVELOPER 3

Minimum/General Experience: Four years' experience in software development with a minimum of four years with standard development tools. Requires knowledge of standard graphic user interfaces as well as dynamic data exchange and object linking and embedding.

Functional Responsibilities: Designs and develops information systems based on visual software architecture and components with the use of state-of-the-art visual programming tools. Produces pseudo-code, technical specifications, modeling definitions and data dictionaries to support the ongoing life cycle of the resultant applications.

Minimum Education: Bachelor's Degree from an accredited University or a degree in Software Design or Programmer Analyst or an additional three years of experience.

JOB TITLE: DEVELOPER 4

Minimum/General Experience: Six years' experience in software development with a minimum of five years with standard development tools. Requires knowledge of standard graphic user interfaces as well as dynamic data exchange and object linking and embedding.

Functional Responsibilities: Designs and develops information systems based on visual software architecture and components with the use of state-of-the-art visual programming tools. Produces pseudo-code, technical specifications, modeling definitions and data dictionaries to support the ongoing life cycle of the resultant applications.

Minimum Education: Bachelor's Degree from an accredited University or a degree in Software Design or Programmer Analyst or an additional four years of experience.

JOB TITLE: DEVELOPER 5

Minimum/General Experience: Eight years' experience in software development with a minimum of six years with standard development tools. Requires knowledge of standard graphic user interfaces as well as dynamic data exchange and object linking and embedding.

Functional Responsibilities: Designs and develops information systems based on visual software architecture and components with the use of state-of-the-art visual programming tools. Produces pseudo-code, technical specifications, modeling definitions and data dictionaries to support the ongoing life cycle of the resultant applications.

Minimum Education: Bachelor's Degree from an accredited University or a degree in Software Design or Programmer Analyst or an additional four years of experience.

JOB TITLE: APPLICATION SPECIALIST 1

Minimum/General Experience: One years' work experience working with Commercial off the Shelf (COTS) applications or application development.

Functional Responsibility: Works on fairly complex applications and assignments. Determines costs/quality choices as basis for measuring feasibility of various approaches. Communicates with internal and external sources to assure proper and timely project completion.

Minimum Education: Bachelor's degree or a Bachelor's degree in computer science or electrical engineering or 1-3 years of equivalent experience in a related field.

JOB TITLE: APPLICATION SPECIALIST 2

Minimum/General Experience: Three years' work experience working with Commercial off the Shelf (COTS) applications or application development.

Functional Responsibility: Uses judgment and initiative in developing analytical and computational techniques and methodology for solving problems of unusual technical difficulty or complexity on projects which may be technically unique to the industry.

Minimum Education: Bachelor's degree or a Bachelor's degree in computer science or electrical engineering or 3-5 years of equivalent experience in a related field.

JOB TITLE: SYSTEMS ENGINEER 1

Minimum/General Experience: One year of experience in systems engineering

Functional Responsibilities: Assists more experienced systems architects in designing architectures that include software, hardware, and communications solutions to support IT requirements, as well as provide for present and future cross-functional requirements and interfaces. Assists in evaluating problems of workflow, organization, and planning and develops appropriate corrective action

Minimum Education: Bachelors of Arts or Sciences from an accredited institution in Information Technology or Computer Sciences or 3 years of equivalent experience in a related field.

JOB TITLE: SYSTEMS ENGINEER 2

Minimum/General Experience: Two years' experience in systems engineering

Functional Responsibilities: Designs systems and architectures that include software, hardware, and communications solutions to support IT requirements, as well as provide for present and future cross- functional requirements and interfaces. Ensures architectures are in compliance with open systems standards as they apply to the client's environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. May function as team leader for less experienced systems architects. (May include technical knowledge of workflow processes, document management systems, document imaging software, network requirements, and imaging hardware.)

Minimum Education: Bachelors of Arts or Sciences from an accredited institution in Information Technology or Computer Sciences or 3 years of equivalent experience in a related field.

JOB TITLE: SYSTEMS ENGINEER 3:

Minimum/General Experience: Three years of experience in system engineering.

Functional Responsibilities: Designs systems and architectures that include software, hardware, and communications solutions to support IT requirements, as well as provide for present and future cross- functional requirements and interfaces. Ensures architectures are in compliance with open systems standards as they apply to the client's environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action. May provide guidance and direction to less experienced systems architects. (May include technical knowledge of workflow processes, document management systems, document imaging software, network requirements, and imaging hardware.)

Minimum Education: Bachelors of Arts or Sciences from an accredited institution in Information Technology or Computer Sciences or 3 years of equivalent experience in a related field.

JOB TITLE: HELP DESK SPECIALIST

Minimum/General Experience: One year of experience

Functional Responsibilities: Provides support to IT users on issues of moderate complexity. Applies knowledge of state-of-the-art software, hardware, network infrastructure, and information technology to troubleshoot user/system problems. Provide installation services and define facilities requirements. Routes highly complex problems to more experienced technical specialists. May possess knowledge of structured cabling systems, document imaging, document management, and workflow COTS systems.

Minimum Education: Associate's degree in business or technical discipline with emphasis in information management.

JOB TITLE: DATABASE ADMINISTRATOR 1

Minimum/General Experience: One year of database administration experience. Includes college experience with relevant, credit-earning database projects.

Functional Responsibility: Assists the senior database administrator in the design and use of databases, the global view of databases, and access to the databases. Assures the safekeeping of the databases (from accidental or intentional damage or loss), monitors the usage of databases, and develops standards, procedures, and conventions for use. Designs databases and uses database management systems.

Minimum Education: Associate degree or undergraduate certificate from an accredited institution in Information Technology, Computer Sciences or related field.

JOB TITLE: DATABASE ADMINISTRATOR 2

Minimum/General Experience: Two years of database administration experience

Functional Responsibility: Assists the senior database administrator in the design and use of databases, the global view of databases, and access to the databases. Assures the safekeeping of the databases (from accidental or intentional damage or loss), monitors the usage of databases, and develops standards, procedures, and conventions for use. Designs databases and uses database management systems.

Minimum Education: Bachelor of Arts or Sciences from an accredited institution in an Information Technology, Computer Sciences or related field.

JOB TITLE: DATABASE ADMINISTRATOR 3

Minimum/General Experience: Four years of database administration experience

Functional Responsibility: Assists the senior database administrator in the design and use of databases, the global view of databases, and access to the databases. Assures the safekeeping of the databases (from accidental or intentional damage or loss), monitors the usage of databases, and develops standards, procedures, and conventions for use. Designs databases and uses database management systems.

Minimum Education: Bachelor of Arts or Sciences from an accredited institution or Bachelor of Science in an Information Technology, Computer Sciences or related field.

JOB TITLE: DATABASE ADMINISTRATOR 4

Minimum/General Experience: Six years of database experience

Functional Responsibility: Assists the senior database administrator in the design and use of databases, the global view of databases, and access to the databases. Assures the safekeeping of the databases (from accidental or intentional damage or loss), monitors the usage of databases, and develops standards, procedures, and conventions for use. Designs databases and uses database management systems.

Minimum Education: Bachelor of Arts or Sciences from an accredited institution or Bachelor of Science in an Information Technology, Computer Sciences or related field.