

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

SIN 132-51 - 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	Automated News Services, Data Services, or Other Information Services
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.

Complete Professional Services, Inc.

1530 Wilson Blvd., Suite 250, Arlington, VA 22209

Telephone No. (703) 312-6401 / Fax No. (703) 312-6404 / www.cps-corp.com

Contract Number: GS-35F-0477S

Period Covered by Contract: 21 June 2006 – 20 June 2011

General Services Administration Federal Supply Service
Pricelist current through Modification # N/A, dated 21 June 2006

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

TABLE OF CONTENTS

Information for ordering activities3

Blanket Purchase Agreement9

Terms and Conditions Applicable to Information Technology (SIN 132-51)12

Description of IT Services16

Labor Categories and Descriptions18

GSA ADP Rate Table for On and Off-Site Rates45

USA Commitment to Promote Small Business Participation.....46

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 Supply Schedules Program. 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!TM on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!TM and the Federal Supply Service Home Page (www.fss.gsa.gov) 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:

Complete Professional Services
1530 Wilson Blvd., Suite 250
Arlington, VA 22209

Payment Address:

Complete Professional Services
1530 Wilson Blvd., Suite 250
Arlington, VA 22209

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will/will not be acceptable for payment above the micro-purchase threshold. 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 agencies to obtain technical and/or ordering assistance:

(703) 312-6401

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 ordering activity Completion of Standard Form 279:

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 121351428

Block 30: Type of Contractor – B. Other Small Business

Block 31: Woman-Owned Small Business - No

Block 36: Contractor's Taxpayer Identification Number (TIN) – 48-1275381

4a. CAGE Code: 3GS28

4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB: Destination

6. Delivery Schedule:

a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
<u>132-51</u>	Negotiable for each Order

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% - 0 days from receipt of invoice or date of acceptance, whichever is later.
 - b. Quantity – Discounts of this nature may be negotiated on a case-by-case basis.
 - c. Dollar Volume – Discounts of this nature may be negotiated on a case-by-case basis.
 - d. Ordering activity Educational Institutions – Government Educational Institutions are offered the same discounts as all other Government customers.
 - e. Other ordering activity – 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: N/A.

10. Small Requirements: The minimum dollar value of orders issued is \$1,500.00 per order.

11. Maximum Order: (Dollar amounts are exclusive of any discount for prompt payment.)

- g. Special Item 132-51 - Information Technology (IT) Professional Services

The Maximum Order value for SIN 132-51 is \$500,000.

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 Supply 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. a) Security Requirements:

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. The Industrial Funding Fee does NOT apply to travel and per diem charges.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

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.

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 52.2 12-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C. 1.)

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.fss.gsa.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. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

18. Contractor Commitments, Warranties And Representations

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional

characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. Overseas Activities

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:

N/A

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, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, 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 under SIN 132-8.

23. Section 508 Compliance.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

www.cps-corp.com

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 132-51) AND
ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM NUMBER 132-52)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC 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

- 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 in accordance with this clause.
- 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/EC 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

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour 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 (Deviation – May 2003) 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/EC Services.

9. INDEPENDENT CONTRACTOR

All IT/EC 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/EC 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

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/EC SERVICES AND PRICING

Complete Professional Services, Inc. (CPS) is a small business specializing in Information Technology and related services to Government and commercial customers. CPS's technical service capabilities span the entire spectrum of full lifecycle systems development and integration: from strategic planning; requirements and business analysis; designing, developing, integrating, installing, testing, and training; to operating and maintaining ADP systems. We offer specific business and technical expertise including business process reengineering; systems engineering; internet and intranet applications development; data engineering; network and telecommunications engineering; computer security, operations research, economic analysis and electronic data interchange support.

Our staff of educated and skilled employees are qualified to support a wide-range of functional areas that include personnel, finance, logistics, health, medical, acquisition, electronic commerce, and management. CPS delivers leading edge, high-quality, innovative solutions to complex technology challenges.

CPS's goal is to become a technology partner with its clients to provide robust, cost-effective systems that create business value and assist government managers in dealing with the challenges of increasing their organization's efficiency in the face of ever-shrinking budgets and manpower pools. We possess substantial technical expertise in all information technology areas applicable to both commercial and the government environments, and we employ top-notch professionals with a deep understanding and appreciation of how the government agencies operate.

CPS' PROVEN INFORMATION TECHNOLOGY SERVICES

CPS' service offerings include:

- ❖ BUSINESS PROCESS REDESIGN
- ❖ CONTINGENCY/DISASTER PLANNING
- ❖ DATABASE DEVELOPMENT
- ❖ DATA MINING
- ❖ e-GOVERNMENT
- ❖ ELECTRONIC CONTENT MANAGEMENT
- ❖ ENTERPRISE APPLICATION INTEGRATION
- ❖ ENTERPRISE SYSTEM MANAGEMENT
- ❖ INDEPENDENT VERIFICATION & VALIDATION/TESTING
- ❖ INFORMATION ASSURANCE
- ❖ INTERNET/INTRANET SERVICES

- ❖ KNOWLEDGE MANAGEMENT
- ❖ NETWORK INTEGRATION/OPERATIONS
- ❖ PROGRAM MANAGEMENT
- ❖ REQUIREMENTS ANALYSIS
- ❖ SOFTWARE DEVELOPMENT
- ❖ SYSTEMS INTEGRATION
- ❖ TRAINING

BUSINESS PROCESS REDESIGN

Using the methodologies, tools, and techniques of business process redesign, CPS helps executives and managers systematically examine their business enterprises to identify and implement changes that can significantly improve performance, cost effectiveness, quality, and customer satisfaction. CPS specializes in redesign of legacy systems and processes into streamlined business operations supported by distributed open systems that provide improved workflow and performance.

Our professionals help to assess the existing business and its processes, identify value-adding and non-value-adding activities, evaluate improvements that streamline or eliminate activities, and design and implement enabling technology that is flexible and fully supportive of business operations. We provide our services within a methodological framework tailored to our client's needs. For example, we might conduct benchmarking and business case analysis to identify, document, and justify cost savings or investment cost, as well as other tangible benefits associated with prospective process redesigns. Then, using the techniques of change and change management, we help turn planned benefits into the reality of improved performance.

Our services include:

- Strategic planning
- Business process and data modeling
- Enterprise information technology assessment plans and risk management plans
- Dynamic business modeling (simulation)
- Data standardization
- Activity based costing and economic analysis
- Business case analysis
- Migration planning for technology upgrade
- Information technology capital planning and investment planning
- Benchmarking
- Performance measurement
- Change management

CONTINGENCY/DISASTER PLANNING

CPS helps government agencies and commercial clients prepare for, respond to, and recover from natural and technological disasters. We provide a full spectrum of solutions to events that could adversely affect operations - including planning, training, exercises, and automated support systems - to help our clients prepare for contingencies such as terrorist activities, natural disasters, national emergency situations, and "new world" threats such as cyberwarfare. In each case, we work closely with our clients, incorporating their business expertise to make sure our services and solutions meet their specific requirements.

DATABASE DEVELOPMENT

Stores of data and information can be the most important assets of an enterprise. We increase the value of large-scale databases through our expertise in data modeling, database and data warehouse design and implementation, and database administration. Our systematic approach to database design and selection of the best database management software and tools is well-suited to small, centralized database applications as well as large, distributed or replicated database applications.

CPS has designed, built, and implemented major database systems for both government and commercial clients. We have extensive experience in the design and implementation of large, transaction-intensive applications that must meet customer requirements for performance and integrity. We maintain alliances with premier database product vendors to support our customers and our database professionals. Our highly skilled professionals have extensive experience in system design and development using Oracle, Sybase, DB2, SQL Server, and other state-of-the-art database systems.

DATA MINING

Data mining is the process of discovering previously unknown relationships in collections of structured data using machine learning as well as statistical and mathematical techniques. The process complements standard statistical analysis to reveal patterns in data that translate into actionable information. While data warehousing brings together the raw material for analysis, it is data mining that sorts through the data and uncovers the critical information you need for strategic decision-making.

Creating a data mining solution is the practical application of data mining. The solution may combine database management and storage, text mining tools to structure the data, commercial off-the-shelf data mining software tools, data visualization technology, and advanced data analysis - all filtered through the lens of business and domain expertise. The best data mining solutions are defined by each client's unique organizational and technology environment.

CPS helps clients turn their data - including the vast quantity now generated by electronic business - into actionable information. We provide complete data mining solutions, combining the best data mining tools and technologies with market specialized consulting services to find hidden patterns, relationships, trends, and behaviors in the data residing across your enterprise. If

you are a government entity required to do "more with less" to achieve your mission, data mining can help you extract the intelligence from your data to make better decisions, manage your operation more effectively, and meet or exceed your goals.

e-GOVERNMENT

Electronic government (*e*Government) is more than just the automation of existing systems and practices. It involves developing long-term organizational and technological strategies aimed at providing better service to citizens and customers, reducing costs, ensuring privacy and security, and creating new ways of doing business. CPS is a leader in providing innovative services and solutions to help clients fundamentally change the way they work internally, interact with partners and suppliers, and deliver services to citizens and customers.

CPS's approach emphasizes the use of commercially proven products and practices, and reflects lessons learned and insights gained from previous client engagements. We offer clients technical services and customized solutions that address business goals while effectively leveraging existing information technology (IT) investments.

CPS provides federal government clients with the ability to interact effectively and accurately -- and at lower cost -- with their customers. We help clients automate all facets of communications, including e-mail, Web, chat, instant message and voice-over-Internet-Protocol (VoIP). Our high-performance communications and customer service solutions help government departments and agencies automate and manage communications workflow, response, and tracking.

We also furnish federal government clients with portal solutions that may allow them to reduce paperwork, take advantage of all of the resources on the Internet, and share information securely with their employees, contractors, and constituencies. CPS will deploy dynamic, personalized portal solutions for federal agencies, helping drive government initiatives to improve efficiency, develop more online content, and provide private sector levels of customer service.

ELECTRONIC CONTENT MANAGEMENT

Management of the entire lifecycle of both digital and physical content of a document requires the integration of document management, workflow management, records management, security management, and knowledge management. From creation, to use and reuse, to archive, information in published form in any media can be an enterprise's most important asset. CPS helps to increase the value of an organization's *e*Content, publishing and knowledge assets through expertise in electronic document and records management, multimedia processing, data and process modeling, database and data warehouse design and implementation, database administration, advanced search tools, and knowledge management solutions. Our systematic approach to Web, desktop, database, SGML, and XML publishing provides a controlled and consistent application of information workflow to ensure the maintenance of content integrity.

CPS has designed, built, and implemented content management systems for both government and commercial clients. We have extensive experience in the design and implementation of enterprise-wide architectures and applications that meet customer requirements for performance

and integrity. We maintain alliances with premier content, document, records, and knowledge management product vendors. Our skilled professionals have extensive experience in business analysis, system design, and development, with emphasis on Web-based technologies.

ENTERPRISE APPLICATION INTEGRATION

Enterprise application integration is the process whereby disparate tools, off-the-shelf applications, and legacy systems are combined to address a specific enterprise-wide need - perhaps a new business process, or the consequences of a reorganization or merger. Such events typically stress existing IT systems, as well as the IT systems staff involved in the process.

CPS's application integration practice deploys a team of developers and systems engineers skilled in the development of enterprise application solutions. We work with an organization's staff to implement a range of services that complement the IT resources of the client enterprise.

We have proven experience in complex systems engineering, network design, and performance tuning for organizations of all sizes. CPS engineers can help design or improve the enterprise's infrastructure for use by the solution, optimize the use of existing system resources, and establish a robust migration plan to keep up with evolving application integration needs.

We can install and configure infrastructure components to help ensure the quick and stable deployment of the solution in the enterprise. CPS's engineering staff has the expertise to set up and customize processing nodes, resource file servers, configuration files, and databases to deliver a fully operational solution. We will handle the complexities of configuring the enterprise's distributed computing environment with industry-leading middleware products.

CPS has experience in working with organizations to help automate manual business processes, and analyze and improve automated processes. We can help an organization select best-of-breed tools and applications to meet their business needs. We can also help identify candidate applications in the existing workflow and streamline organizational processes to improve the overall efficiency of an organization's business.

We can build templates for each of the existing business applications. Our systems integration experience helps ensure that commercial and niche applications are integrated effectively and can be easily upgraded without disturbing the overall process flow. We can also develop custom tasks to integrate legacy systems and data sources into an automated process flow.

We provide guidance and advice to the enterprise's IT staff in the integration of tools and applications. Our developers can recommend proven techniques for performing data translation and effectively implementing other common functions.

ENTERPRISE SYSTEM MANAGEMENT

CPS helps clients successfully reduce the cost and complexity of managing distributed computer environments across geographically dispersed locations. We have experience with most of the major commercial enterprise systems management tools. Our services include requirements

definition, in which we look at a client's organizational dynamics to determine how best to introduce new solutions into the client environment; design and architecture development; process and procedure development; configuration management; performance measurement; network management; and call center support. CPS enterprise systems management solutions are tailored to help our clients improve service to citizens, make better decisions, and enhance operational efficiency.

INDEPENDENT VERIFICATION & VALIDATION/TESTING

CPS offers a proven methodology for conducting independent verification and validation (IV&V) that helps ensure systems deliver desired business benefits within budget and on schedule. CPS IV&V capabilities include suitability analysis of functional requirements and validation of design objectives and constraints; in-depth code reviews to uncover latent defects not revealed through conventional black-box testing techniques; verification of test results; and validation of processes.

The CPS approach to IV&V is independent of underlying development efforts, yet attains operational benefits through tight integration into all phases of the lifecycle, including continuous process improvement initiatives. Our approach runs in parallel with the systems development lifecycle, allowing for early detection of missteps and course corrections with minimal turbulence and at the lowest possible cost. IV&V is a key element in mature development and integration processes. It is a valuable tool for revalidating results and ensuring due diligence and is a rigorous, disciplined process encompassing far more than formal testing or traditional quality assurance.

INFORMATION ASSURANCE

Information Assurance (IA) is more than locking down data. It's a well-defined plan of comprehensive solutions that ensure your agency's continued operations. It's protecting systems, networks, and applications. IA is a thoughtful, organization-wide strategy to ensure that any information entrusted to you is secure. And it's also effective and efficient implementation of your strategy.

CPS offers proven methodologies and professional expertise that support designing, developing, implementing, and coordinating continuous management of your IA solutions.

Disaster Recovery

- Vulnerability and Threat Analysis
- Business Impact Analysis
- Contingency Planning
- Continuity of Operations
- Business Continuity Planning
- Training and Exercises

Risk Assessment

- Certification and Accreditation

- Technical Vulnerability Assessments
- Penetration Testing

Security Policies and Procedures

- Policy Development
- Policy Implementation
- Accountability Reports

Computer Security Incident Response

- Network Monitoring
- Forensics
- Deterrent Strategies

Enterprise Security Engineering and Architecture

- Intrusion Detection
- Perimeter Security (Firewalls)
- Virtual Private Network (VPN)
- Secure Communications
- Public Key Infrastructure (PKI)
- Access Controls - Biometrics, SmartCards

INTERNET/INTRANET SERVICES

CPS uses World Wide Web technology to help our clients improve the way they do business. We have extensive experience developing Web-based applications for enhancing business operations, including:

- Collaboration tools
- Customized text search and retrieval systems
- Decision support systems
- Executive information systems
- Data warehousing and data mining systems
- Data collection systems
- Web site hosting and operations support

We offer a highly trained and professional staff with diverse technical backgrounds that encompass the skill sets required for a typical Web development effort, including Web site design and layout, graphics and page design, data and database analysis and design, systems design, relational database management system implementation and administration, software engineering, human factors engineering, and Web application development.

KNOWLEDGE MANAGEMENT

Data and text mining technologies help organizations create value by bringing coherency to fragmented and often undiscovered information. In this activity, called knowledge management

(KM), enterprises want to get full benefit from their expertise and internal data repositories while avoiding the problem of "infoglut" from electronic information now available on line. CPS has developed technologies that allow clients to fuse, index, manage, categorize, summarize, navigate, analyze, and visualize digital information for effective knowledge sharing and collaboration. From large systems integration, to process analysis and subsequent system design and development, to portal development and data/text mining solutions, the CPS team aids government clients by providing solutions to KM challenges.

NETWORK INTEGRATION/OPERATIONS

Communications infrastructure plays a critical role in an organization's ability to get the right information to the right people in a timely manner and at a reasonable cost. CPS provides a full array of local-area network and wide-area network (LAN/WAN) design, implementation, and management services. Our network administration and support services help ensure our customers have robust, reliable, and cost-efficient communication systems. We have expertise in leading network protocols and other telecommunications technologies that can support high-quality voice, video, digital imagery, and data communications. CPS's engineering specialties include network design and migration, communications security, network and systems management, and video teleconferencing.

PROGRAM MANAGEMENT

CPS has extensive experience managing small to large, complex programs for both government and commercial clients. We help to simplify outsourcing complexities through the design, operation, and continuity of an established center of excellence. Our program management approach embraces the dynamics of change to reduce costs, streamline efficiency, and mitigate operational risks. While we customize our approach to meet the unique needs of each program, our services typically include:

- Detailed planning and scheduling using automated scheduling tools
- Adapting leading-edge technologies and proven processes to deliver services that maximize program effectiveness
- Overseeing all processes and tracking results
- Accurate and standardized status reporting
- Introduction of world-class processes to create "best of breed"

Our program management lifecycle processes are compliant with American National Standards Institute (ANSI), Institute of Electrical and Electronics Engineers (IEEE), and Project Management Institute (PMI) standards.

REQUIREMENTS ANALYSIS

Well-defined requirements and an approved system design form the blueprints for successful application development. Our Requirements Determination Process (RDP) provides a framework for communicating with customers and with those who will receive and use the requirements statement to design a product or service. With this framework, the potential for

clear communication, accurate requirements, and thus successful delivery of a product or service that meets (and exceeds) customer needs is much greater.

SOFTWARE DEVELOPMENT

Software development and integration are central to most information systems projects. Our software applications range from custom development using higher-order languages to tailoring of commercial off-the-shelf (COTS) software packages. We adhere to open system standards, make maximum use of appropriate COTS products, and create high-performance client-server architectures. Intuitive graphical and multimedia user interfaces increase the value and acceptance of our systems. We specialize in the application of Internet technologies to large, distributed information systems.

SYSTEMS INTEGRATION

CPS provides a full range of systems design, development, and integration services and solutions to our clients. These include:

- Project management
- Systems engineering
- Security engineering
- Network design
- Software development
- Enterprise application integration
- Database and data warehouse design and development
- Test and evaluation
- Configuration management
- Training
- Implementation support

CPS develops systems concepts, defines requirements, designs architectures, and integrates complex mission-critical systems. Depending on our clients' requirements, we design custom-built systems, as well as integrate a variety of commercially available software applications. The advanced technology applications that we develop for our clients can be integrated with their legacy systems, enabling our clients to benefit from their prior investments. We specialize in high performance system architectures, intuitive graphical and multimedia interfaces, and the application of Internet technologies to large, distributed systems.

TRAINING

CPS has been involved in the training of Government command and control, planning, execution, and information systems. CPS personnel perform curriculum development, curriculum maintenance, and course instruction. CPS maintains a full complement of courseware developers and instructors, as well as a support staff to provide system administration to hardware and software, configuration management, and library maintenance. CPS also has experience in

Instructional Systems Development (ISD) procedures, office automation software, and Web development and maintenance.

LABOR CATEGORY DESCRIPTIONS

1. PROGRAM MANAGER

Minimum/General Experience

Possesses 15 years of progressive Information Resources Management experience that includes 10 years system management experience. Manages substantial program/technical support operations involving multiple projects/task orders and personnel at diverse locations. Organizes, directs, and coordinates planning and execution of all program/technical support activities. Has demonstrated information technology expertise and communications skills to be able to interface with all levels of management. Simultaneously plans and manages the transition of several highly technical projects. Establishes and alters (as necessary) management structure to effectively direct program/technical support activities. Meets and confers with ordering activity management officials regarding the status of specific Contractor program/technical activities and problems, issues or conflicts regarding resolution.

Functional Responsibility

Serves as the Contractor counterpart to the ordering activity program/technical managers. Responsible for adhering to work standards, assigning schedules, reviewing work, supervising contractor personnel and communicating policies, procedures and goals of the organization to personnel. Manages a diverse group of functional activities, subordinate groups of technical and administrative personnel. Responsible for the contract performance.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management or technical disciplines.

2. PROJECT MANAGER

Minimum/General Experience

Possesses 12 years of progressive Information Resources Management experience that includes 6 years of systems software management experience. Directs completion of complex information technology tasks within estimated timeframe and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Interfaces with the Contractor's Program Manager as well as ordering activity management personnel including, but not limited to, the Contracting Officer and the Contracting Officer's Technical Representative. Reports in writing and orally to contractor management and ordering activity representative.

Functional Responsibility

Provides competent technical leadership and is responsible for program direction through successful performance of a variety of detailed, diverse elements of information technology projects. Assists the Program Manager in working with the ordering activity Contracting Representative to ensure work standards and schedules are being met. Assists in managing a group on functional activities and subordinate groups of technical and administrative personnel.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management or technical disciplines.

3. QUALITY ASSURANCE MANAGER**Minimum/General Experience**

Possesses 8 years of program support experience that includes 7 years in quality assurance and quality control related positions. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, data base management, use of the programming languages such as Ada, COBOL, 4GL, and/or DBMS. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. Experience includes use and understanding of Independent Verification and Validation (IV&V) of software development and the applications of ordering activity and international quality standards and procedures. Manages the formal and informal reviews of all software development activities.

Functional Responsibility

Oversees the development and implementation of all quality control methodologies to ensure compliance with all applicable standards and guidelines directed by the customer. Provides technical direction in performing software development tasks, to include the design concept and user standards. Conducts the review of program documentation to assure ordering activity standards are met. Prepares milestone status reports.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management or technical disciplines.

4. QUALITY ASSURANCE ANALYST II**Minimum/General Experience**

Possesses 5 years of program support experience on major information technology programs that includes 2 years of direct quality assurance support for software development projects utilizing COBOL and 4GL. 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 ordering activity standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

Functional Responsibility

Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Reviews information systems requirements and develops and implements test plans ensuring proposed data processing systems modules, programs, and systems are stress tested, error free and meet stated requirements before implementation. Must be adept at problem definition and resolution. Must be capable of documenting problems and preparing recommendations for their solution.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

5. QUALITY ASSURANCE ANALYST I**Minimum/General Experience**

Possesses 3 years of program support experience on major information technology programs that includes 1 year of direct quality assurance support for software development projects utilizing COBOL and 4GL. 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 ordering activity standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

Functional Responsibility

Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Reviews information systems requirements and develops and implements test plans ensuring proposed data processing systems modules, programs, and systems are stress tested, error free and meet stated requirements before implementation. Must be adept at problem definition and resolution. Must be capable of documenting problems and preparing recommendations for their solution.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

6. PROGRAM ADMINISTRATOR**Minimum/General Experience**

Possesses 4 years experience that includes 2 years that are specialized in Program Administration supporting information technology projects. Manages substantial contract support operations involving multiple projects/task orders and personnel at diverse locations. Organizes, directs, and coordinates planning and execution of all contract support activities. Demonstrates communications skills with all levels of management. Establishes and alters (as necessary) management structure to effectively direct contract support activities. Meets and confers with ordering activity management officials regarding the status of specific Contractor procurement activities and problems, issues or conflicts regarding resolution. Is capable of negotiating and making binding decisions for the company.

Functional Responsibility

Directs all financial management and administrative activities, such as budgeting, manpower, subcontract arrangements, resource planning, and financial reporting on information technology projects. Serves as the Contractor counterpart of the ordering activity Contracting Officer. Responds to all matters regarding program or project financial administration. Develops and tracks program financial performance.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management or technical disciplines.

7. SUBJECT MATTER EXPERT II**Minimum/General Experience**

Possesses 10 years with intensive and progressive experience that includes 8 years in a specialized area. Specialized experience includes: support analysis, systems analysis, design, data, rule and process modeling, data dictionary development and implementation plan development and programming using manual and automated tools and methods, such as I-CASE tools.

Functional Responsibility

Provides high level functional and systems analysis, design, integration, documentation, and implementation advice on exceptionally complex studies which require expert knowledge of the subject matter for effective problem solution. Participates in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. Oversees the design and preparation of technical reports and related documentation.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management, business or technical disciplines.

8. SUBJECT MATTER EXPERT I**Minimum/General Experience**

Possesses 7 years with intensive and progressive experience that includes 5 years in a specialized area. Specialized experience includes: support analysis, systems analysis, design, data, rule and process modeling, data dictionary development and implementation plan development and programming using manual and automated tools and methods, such as I-CASE tools.

Functional Responsibility

Provides high level functional and systems analysis, design, integration, documentation, and implementation advice on exceptionally complex studies which require expert knowledge of the subject matter for effective problem solution. Participates in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. Oversees the design and preparation of technical reports and related documentation.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management, business or technical disciplines.

9. FUNCTIONAL ANALYST II**Minimum/General Experience**

Possesses 8 years experience that includes 5 years in a specialized area. Specialized experience includes: systems requirements and/or developing functional requirements for complex integrated information systems business processes and/or programs. Responsible for feasibility studies, time and cost estimates, and the establishment and implementation of new or revised applications systems and programs. Assists in projecting software and hardware requirements. Demonstrates the

ability to work independently. Shows leadership skills and has led a team on three successful projects. Has current knowledge of functions being developed or automated.

Functional Responsibility

Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required to complete each task. Works directly with agency/organization functional staff members to identify specific application views and data requirements to ensure that the final system incorporates required functionality.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management, business or technical disciplines.

10. FUNCTIONAL ANALYST I

Minimum/General Experience

Possesses 6 years experience that includes 3 years in a specialized area. Specialized experience includes: performing functional allocation to identify required tasks and their interrelationships. Provides technical assistance on complex projects. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Identifies resources required for each task. Demonstrates exceptional oral and written communication skills.

Functional Responsibility

Responsible for identifying and documenting all specific functional requirements associated with implementing the application. Develops a comprehensive functional description of current and future system and process requirements through structured interviews, focus groups, documentation review and other data gathering techniques. Interfaces with technical personnel to identify specific system requirements and risks. Works directly with agency/organization functional staff members to identify specific application views and data requirements to ensure that the final system incorporates required functionality.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management, business or technical disciplines.

11. SYSTEMS ENGINEER II

Minimum/General Experience

Possesses 6 years experience that includes 4 years in a specialized area. Specialized experience includes: supervision of system engineers familiar with a network topologies and configurations, X.25, TCP/IP, IPX, Frame Relay, ATM, bridges, routers, hubs and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. Has two certifications in network operating systems (CNA & CNE).

Functional Responsibility

Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance

and configuration of networks. Applies, 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. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

12. SYSTEMS ENGINEER I

Minimum/General Experience

Possesses 4 years experience that includes 2 years in a specialized area. Specialized experience includes: knowledge of system engineers familiar with a network topologies and configurations, X.25, TCP/IP, IPX, Frame Relay, ATM, bridges, routers, hubs and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. Evaluates and recommends COTS applications and methodologies that can be acquired to provide interoperable, portable, and scaleable information technology solutions. Performs analysis and validation of reusable software/hardware components to ensure the integration of these components into interoperable information management designs.

Functional Responsibility

Applies software, hardware, and standards information technology skills in the analysis, specification, development, integration, and acquisition of systems for information management applications. Provides technical leadership developing solutions for engineering studies.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

13. SENIOR INFORMATION ENGINEER

Minimum/General Experience

Possesses 10 years overall Information Systems support experience that includes 5 years of direct related experience with technologies applicable to the current project requirements. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement models consistent with the configuration information management guiding principles, cost savings, and open architecture objectives.

Functional Responsibility

Analyzes information requirements. Evaluates, analytically and systematically, problems of workflow, organization, and planning and develops appropriate corrective action. Plans project coordination and management. Provides comprehensive definition of all aspects of development from analysis of mission needs to verification of system performance

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

14. COMPUTER SYSTEMS ANALYST III**Minimum/General Experience**

Minimum of 8 years experience in systems analysis work

Functional Responsibility

Performs comprehensive analyses of hardware/software concepts, designs and test requirements. Reviews, analyzes, integrates and conducts test and evaluation of contractor or Government generated source data and develops interim documentation. Performs system concept formulation, system design analysis and subsystems design analysis. Responsible for developing project plans, guidelines and controls. Provides expertise to conduct investigations and studies and present recommendations and solutions related to short and long range program planning requirements. Classifies and summarizes data for the preparation and submission of reports on a recurring basis. Provides advice and assistance to managers that directly affect the conduct and attainment of agency goals and objectives. Perform evaluations on existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a problem notification report and recommend solutions such as an ECP. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems.

Minimum Education.

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

15. COMPUTER SYSTEMS ANALYST II**Minimum/General Experience**

Minimum of 5 years experience in systems analysis work

Functional Responsibility

Performs comprehensive analyses of hardware/software concepts, designs and test requirements. Reviews, analyzes, integrates and conducts test and evaluation of contractor or Government generated source data and develops interim documentation. Performs system concept formulation, system design analysis and subsystems design analysis. Responsible for developing project plans, guidelines and controls. Provides expertise to conduct investigations and studies and present recommendations and solutions related to short and long range program planning requirements. Classifies and summarizes data for the preparation and submission of reports on a recurring basis. Provides advice and assistance to managers that directly affect the conduct and attainment of agency goals and objectives. Perform evaluations on existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a problem notification report and recommend solutions such as an ECP. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems.

Minimum Education.

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

16. COMPUTER SYSTEMS ANALYST I

Minimum/General Experience

Minimum of 2 years experience in systems analysis work

Functional Responsibility

Performs comprehensive analyses of hardware/software concepts, designs and test requirements. Reviews, analyzes, integrates and conducts test and evaluation of contractor or Government generated source data and develops interim documentation. Performs system concept formulation, system design analysis and subsystems design analysis. Responsible for developing project plans, guidelines and controls. Provides expertise to conduct investigations and studies and present recommendations and solutions related to short and long range program planning requirements. Classifies and summarizes data for the preparation and submission of reports on a recurring basis. Provides advice and assistance to managers that directly affect the conduct and attainment of agency goals and objectives. Perform evaluations on existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a problem notification report and recommend solutions such as an ECP. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems.

Minimum Education.

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

17. APPLICATIONS ENGINEER**Minimum/General Experience**

Possesses 3 years experience as a software engineer that includes 2 years working with SQL or other third/forth generation languages. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and Computer Aided Software Engineering (CASE) tools. Interprets software requirements and design specifications code, and integrates and tests software components. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

Functional Responsibility

Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Supports the development of unique system software as well as the integration of commercial off-the-shelf (COTS) software integration.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

18. APPLICATIONS PROGRAMMER III**Minimum/General Experience**

Possesses 5 years experience that includes 3 years in a specialized area. Specialized experience includes: applications programming on large-scale database management systems, knowledge of computer equipment and ability to develop complex software to implement design objectives. Ability to work independently.

Functional Responsibility

Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

19. APPLICATION PROGRAMMER II**Minimum/General Experience**

Possesses 3 years experience. Assists in developing block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical coordination to other programmers as required to ensure program deadlines are met.

Functional Responsibility

Provides programming services on operating systems software, teleprocessing monitors, communications systems, language processors, database internals, and system utilities. Assists in developing application programs to meet functional requirements of customers. Assists in debugging and testing all programs prior to their implementation. Responsible for adherence to applicable user standards and procedures.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

20. APPLICATIONS PROGRAMMER I**Minimum/General Experience**

Possesses a High School diploma and 1 year experience.

Functional Responsibility

Assists with the analysis of information requirements. Aids in the evaluation of problems with workflow, organization, and planning and helps develop appropriate corrective action. Writes programs for various user applications under the direction and review of a senior applications programmer.

Minimum Education

High School diploma

21. WEB PROGRAMMER

Minimum/General Experience

Minimum of 4 years web development experience

General/Functional Responsibility

Consults with clients and other project team members to design, build and manage web applications and sites. Has knowledge of a variety of programming/scripting languages that may include SQL, C++, HTML, CGI, JavaScript, Perl, Java, PHP, ASP, Cold Fusion. Database development experience using Oracle, MS SQL Server, and other databases may be required. Some server maintenance experience may be required.

Minimum Education.

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

22. DATABASE MANAGEMENT SPECIALIST II**Minimum/General Experience**

Possesses 5 years experience that includes 2 years in a specialized area. Specialized experience includes: demonstrated experience with DBMS design and system analysis, current operating systems software internals and data manipulation languages. Detailed experience in Oracle, DB2 and Sybase. Hands on experience in supporting database applications in distributed network, including UNIX and/or IBM mainframe.

Functional Responsibility

Applies high-level of skills in database design, installations, and conversions. Responsible for database backup and recovery procedures, access security and database integrity, physical data storage design, and data storage management. Participates in DBMS selection and maintains database performance. Applies expertise in specific DBMS such as Oracle, DB2 and Sybase.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

23. DATABASE MANAGEMENT SPECIALIST I**Minimum/General Experience**

Possesses 3 years experience that includes 1 year in a specialized area. Specialized experience includes: demonstrated experience with DBMS design and system analysis, current operating systems and data manipulation languages. Provides database administration and troubleshooting. Detailed experience utilizing Informix and Oracle.

Functional Responsibility

Research and evaluate emerging technologies, plan for implementation, and implement as appropriate. Uses state-of-the art DBMS systems such as Oracle or DB2 to function in a relational DBMS environment. Provides day-to-day database administration to include database backup and recovery.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

24. DATA MODELER II**Minimum/General Experience**

Five (5) or more years of IT experience, including at least 4 years of experience in data modeling and analysis. Experienced with design techniques or process reengineering across all phases, including change management, business analysis management and techniques, cost benefit analysis, activity and data modeling, information systems development methods and practices, workshop facilitation, and training. Skilled in the interface of software with computer hardware systems, computer-aided software engineering (CASE) tools, complex and software system development. Experience in developing and providing technical and end-user training on computer hardware and application software. Knowledge of and experience with DoD and/or federal Civilian Agency data modeling standards and procedures. Knowledge of IDEFIX and its implementation by the ERwin or similar CASE tool.

Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. Supervisory experience in managing and providing direction to engineers, programmers, and analysts.

Functional Responsibility

Analyzes functional business applications and design specifications for data and functional activities. Develops data models, block diagrams, and logic flow charts. Prepares required documentation, including both program-level and user-level documentation.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

25. DATA MODELER I**Minimum/General Experience**

Three (3) or more years of IT experience, including at least 1 years of experience in data modeling and analysis. Experienced with design techniques or process reengineering across all phases, including change management, business analysis management and techniques, cost benefit analysis, activity and data modeling, information systems development methods and practices, workshop facilitation, and training. Skilled in the interface of software with computer hardware systems, computer-aided software engineering (CASE) tools, complex and software system development. Experience in developing and providing technical and end-user training on computer hardware and application software. Knowledge of and experience with DoD and/or federal Civilian Agency data modeling standards and procedures. Knowledge of IDEFIX and its implementation by the ERwin or similar CASE tool.

Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. Must be able to work alone or in work groups.

Functional Responsibility

Analyzes functional business applications and design specifications for data and functional activities. Develops data models, block diagrams, and logic flow charts. Prepares required documentation, including both program-level and user-level documentation.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

26. OPERATIONS MANAGER**Minimum/General Experience**

Possesses 7 years experience that includes 5 years in a specialized area. Specialized experience includes: supervision and operations experience on a IBM large-scale computer system, knowledge of hardware, software and operating systems (including: IBM 3090 mainframes using the DB2 operating system with CICS and RACF). General experience includes operations experience on a large-scale computer system or a multi-server local area network (Windows NT and Novell 4.0).

Functional Responsibility

Manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. Supervises staff operations

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management or technical disciplines.

27. SYSTEM ADMINISTRATOR III**Minimum/General Experience**

Possesses 8 years experience that includes 5 years in a specialized area. Specialized experience includes: administrating UNIX, Windows NT, Novell systems and/or open systems. Optimizes system operations and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business/computer systems. Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation.

Functional Responsibility

Supervises the monitoring of network facilities. Ensures high quality transmission on network. Directs testing and analysis of all elements of the network facility (including hardware, software, power, communications, lines, modems and terminals). Supervises testing and analysis of all elements of the network facilities (including software, power, communications machinery, lines, modems and terminals). Serves as key contact for remote locations and customers to obtain clarification of problems and provides resolution of system failures and degradations.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

28. SYSTEM ADMINISTRATOR II

Minimum/General Experience

Possesses 4 years experience that includes 3 years in a specialized area. Specialized experience includes: administrating UNIX, Windows NT, Novell systems and/or open systems. Optimizes system operations and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business/computer systems. Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation.

Functional Responsibility

Supervises the monitoring of network facilities. Ensures high quality transmission on network. Directs testing and analysis of all elements of the network facility (including hardware, software, power, communications, lines, modems and terminals). Supervises testing and analysis of all elements of the network facilities (including software, power, communications machinery, lines, modems and terminals). Serves as key contact for remote locations and customers to obtain clarification of problems and provides resolution of system failures and degradations.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

29. SYSTEM ADMINISTRATOR I

Minimum/General Experience

Possesses 2 years experience that includes 1 year in a specialized area. Specialized experience includes: administrating UNIX, Windows NT, Novell systems and/or open systems. Optimizes system operations and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business/computer systems. Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation.

Functional Responsibility

Supervises the monitoring of network facilities. Ensures high quality transmission on network. Directs testing and analysis of all elements of the network facility (including hardware, software, power, communications, lines, modems and terminals). Supervises testing and analysis of all elements of the network facilities (including software, power, communications machinery, lines, modems and terminals). Serves as key contact for remote locations and customers to obtain clarification of problems and provides resolution of system failures and degradations.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

30. TRAINING SPECIALIST II

Minimum/General Experience

Possesses 6 years experience that includes 4 years in a specialized area. Specialized experience includes: experience in developing and providing technical and end-user training on computer hardware and application software (such as MS Office Suite). Demonstrated ability to communicate orally and in writing. Demonstrated ability to work independently.

Functional Responsibility

Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Develops all instructor materials (course outline, background material, and training aids). Develops all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer based/computer aided training. Provides daily supervision and direction to staff.

Minimum Education

Bachelor Degree in Liberals Arts, Training and Development, or other related discipline.

31. TRAINING SPECIALIST I**Minimum/General Experience**

Possesses 4 years experience that includes 2 years in a specialized area. Specialized experience includes: experience in developing and providing technical and end-user training on computer hardware and application software (such as MS Office Suite). General experience includes information systems development, training, or related fields. Demonstrated ability to communicate orally and in writing.

Functional Responsibility

Assists in conducting the research necessary to develop and revise training courses. Assists in developing and revising training courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops and seminars.

Minimum Education

Bachelor Degree in Liberal Arts, Training and Development, or other related discipline.

32. HELP DESK MANAGER**Minimum/General Experience**

Possesses 8 years experience that includes 6 years in a specialized area. Specialized experience includes: management of help desks in a multi-server environment, comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and supervision of help desk employees. General experience includes information systems development, network and other work in the client/server field, or related fields. Has demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibility

Provides daily supervision and direction to staff who are responsible for telephone and in-person support to information system users in the areas of e-mail, directories, COTS, standard Windows

desktop applications, and applications developed or deployed under specific contract. Serves as the subject matter expert for troubleshooting hardware/software PC and printer problems.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management, business or technical disciplines.

33. HELP DESK SPECIALIST

Minimum/General Experience

Possesses 5 years experience that includes 3 years in a specialized area. Specialized experience includes knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and experience in supporting a help desk. General experience includes information systems development and other work in the client/server field or related fields. Has demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibility

Provides telephone and in-person support to users in the areas of e-mail, directories, standard windows desktop COTS applications, and applications developed under this contract for predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education

High School diploma or equivalent.

34. ENGINEER III

Minimum/General Experience

Minimum of 12 years experience in administrative or technical lines of work
Minimum of 7 years experience in direct support in a project engineering

General/Functional Responsibility

Specialized experience includes: knowledge and experience providing manned or unmanned systems project engineering support including hardware and software implementation, development and execution of test plans and preparing formal technical reports. Position may require experience with major Federal Government acquisition programs or major defense acquisition weapon systems defined in the DOD 5000.2 series instructions. Performs complex engineering analysis and design tasks. Prepares specifications and design, and implements solutions. Design subsystems and assists in developing standards. Works as part of a project team in the design and integration of system engineering modifications or stand-alone solutions to engineering support requirements.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

35. ENGINEER II

Minimum/General Experience

Possesses 8 years experience that includes 6 years in a specialized area. Specialized experience includes: information systems development, functional and data requirement analysis, systems analysis and design, programming, program design and documentation preparation. Demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis.

Functional Responsibility

Implements engineering principles, techniques and processes. Decides appropriate tests to evaluate, debug and check systems. Documents the result of complex analysis and design tasks. Design Windows NT systems and developed integration standards and techniques for implementation. Acts in a lead role of a project team.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

36. ENGINEER I**Minimum/General Experience**

Possesses 4 years experience that includes 2 years in a specialized area. Specialized experience includes: knowledge in information systems development, function and data requirement analysis and design, programming, and documentation preparation.

Functional Responsibility

Performs complex engineering analysis and design tasks. Prepares specifications and design, and implements solutions. Design subsystems and assists in developing standards. Works as part of a project team in the design and integration of system engineering modifications or stand-alone solutions to engineering support requirements.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

37. HARDWARE/NETWORK SPECIALIST**Minimum/General Experience**

Possesses 1 year experience. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network components and capabilities. Ensures maintenance of systems Coordinates requirements with users and suppliers.

Functional Responsibility

Provides support on all phases of analysis, design, testing, and implementation of networks and the telecommunications infrastructure to support EC/EDI functions. Functions as planner and manages the actual physical installation of networks including use of internet/intranet applications. Support also includes the actual pulling of wires or cable to accomplish the installation.

Minimum Education

Associate Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

38. HARDWARE/NETWORK INSTALLATION TECHNICIAN**Minimum/General Experience**

Possesses 4 years experience that includes 2 years in a specialized area. Specialized experience includes: supervision of installation technicians, analysis, design, and installation of computer based systems; analysis, and installation of local area networks; and analysis and installation of communication systems. Familiar with engineering documentation, network configurations and topologies, X.25, TCP/IP, Frame Relay, bridges, hubs, and routers. General experience includes increasing responsibilities in technical management. Has the ability to work independently or under only general direction.

Functional Responsibility

Assesses and documents current site network configuration and user requirements. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Coordinates post installation operations and maintenance support.

Minimum Education

High School diploma or equivalent.

39. NETWORK ADMINISTRATOR I**Minimum/General Experience**

3 years of IT experience

General/Functional Responsibility

Monitors and adjusts network parameters for optimum performance. Installs and supports local area networks (LANs). Configures the network, and adds and deletes users and printers. Diagnoses, troubleshoots and repairs complex LANs and interfaces between differing networks via remote and local repeaters, routers, and switches (including mainframe connectivity via gateway, telecommunication circuits, and direct network access). Assures that LAN security is maintained according to recommendations. Creates documentation for systems support staff and users. Provides technical expertise for performance and configuration of networks. Evaluates communication hardware and software, and performs compatibility testing of system and application software. Coordinates with all responsible users and sites.

Minimum Education.

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

40. SENIOR CONSULTANT**Minimum/General Experience**

Senior Consultants possess at least 8 years of experience in information systems implementation, change management efforts or business process redesign.

Functional Responsibility

Senior Consultants apply their advanced skills and experience in systems development, detailed knowledge of business processes, technical background and supervisory skills to implement business solutions. Senior Consultants provide direction to project teams and interact with clients at the supervisory level. A Senior Consultants is qualified to perform tasks such as:

- Develop functional and technical information system designs.
- Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula
- Lead business process redesign teams in the development of new business process architectures.
- Design training programs for information systems users
- Participate in quality reviews to ensure work complies with specified standards
- Develop team work plans
- Perform workflow analyses
- Design and manage databases
- Define information systems requirements
- Assist in project budget preparation

Minimum Education

Master's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management, business or technical disciplines.

41. PREMIUM TECHNOLOGY MANAGER

Minimum/General Experience

Premium Technology Managers possess at least 7 years of experience in information systems implementation, change management efforts or business process redesign, including at least 6 months experience in premium technologies.

Functional Responsibility

Premium Technology Managers possess special skills in premium technologies, such as packaged enterprise software tools (e.g., Baan, SAP, PeopleSoft and Oracle) and other premium market-driven technologies. Premium Technology Managers apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of CPS projects. Premium Technology Managers provide subject matter expertise in industry, process or technology areas. A Premium Technology Manager is qualified to perform such tasks as:

- Plan and manage the work of information systems project teams
- Design and implement new organization structures
- Conceptual design and development of training curricula
- Assist an organization translate its vision and strategy into core human resource and business processes
- Lead clients through streamlining, reengineering and transforming business processes
- Develop and execute project budgets.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management, business or technical disciplines.

42. PREMIUM TECHNOLOGY ANALYST

Minimum/General Experience

Premium Technology Analysts possess at least 2 years of experience in information systems implementation, change management efforts or business process redesign, including at least 6 months experience in premium technologies.

Functional Responsibility

Premium Technology Analysts possess special skills in premium technologies, such as packaged enterprise software tools (e.g., Baan, SAP, PeopleSoft and Oracle) and other premium market-driven technologies. Premium Technology Analysts are directed to exercise core skills on projects, or they may direct small teams. A Premium Technology Analyst is qualified to perform tasks such as:

- Document an organization's current business process flows
- Design, code and test functional components of information systems according to project specifications
- Identify and document functional requirements for information systems
- Develop project documentation and user training materials according to program specifications
- Conduct user training sessions
- Prepare communications plans
- Produce database extracts
- Provide technical support to software development teams
- Perform program management support tasks, such as status reporting and workplan maintenance

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management, business or technical disciplines.

43. PREMIUM TECHNOLOGY CONSULTANT

Minimum/General Experience

Premium Technology Consultants possess at least 3 years of experience in information systems implementation, change management efforts or business process redesign, including at least 6 months experience in premium technologies.

Functional Responsibility

Premium Technology Consultants possess special skills in premium technologies, such as packaged enterprise software tools (e.g., Baan, SAP, PeopleSoft and Oracle) and other premium market-driven technologies. Premium Technology Consultants provide direction to project teams and interact with clients at the supervisory level. A Premium Technology Consultant is qualified to perform tasks such as:

- Develop functional and technical information system designs.
- Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula
- Lead business process redesign teams in the development of new business process architectures.
- Design training programs for information systems users
- Participate in quality reviews to ensure work complies with specified standards
- Develop team workplans
- Perform workflow analyses
- Design and manage databases
- Define information systems requirements
- Assist in project budget preparation

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, management or technical disciplines.

44. COMPUTER SECURITY SYSTEMS SPECIALIST II

Minimum/General Experience

Possesses 8 years experience that includes 6 years in a specialized area. Specialized experience includes: experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions to Multi-Level-Security (MLS) problems.

Functional Responsibility

Analyzes and defines security requirements for (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs daily supervision and direction to staff.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

45. COMPUTER SECURITY SYSTEMS SPECIALIST I

Minimum/General Experience

Possesses 6 years experience that includes 4 years in a specialized area. Specialized experience includes: analyzing and defining security requirements for Multi-Level-Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena.

Functional Responsibility

Performs risk analyses which also include risk assessment. Develops, analyzes, and implements security architectures as appropriate. Recommends the application of various current, state-of-the-art security systems (ACF and RACF on IBM 3090 mainframes) to solve specific user requirements. Leads in the effort to install and train staff in the use and application of selected products.

Minimum Education

Associate Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

46. ADMINISTRATIVE SUPPORT & GRAPHICS SPECIALIST

Minimum/General Experience

Possesses 1 year of office experience in an information technology environment. Must possess word processing and general office skills.

Functional Responsibility

Performs high level of secretarial work under the general supervision of manager. Types and proofreads correspondence, reports, and documentation. Maintains filing system for department. Answers telephones, responds to routine questions/requests, greets visitors, schedules meetings, mail distribution, and makes travel arrangements. Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Minimum Education

High School Diploma or equivalent

47. Graphics Artist**Minimum/General Experience**

Possesses 2 years of experience with 1 year in a specialized area. Specialized experience includes: experience using commercial automated word processing (e.g., WordPerfect, Word), graphics systems (e.g., PowerPoint, Corel Draw, Harvard Graphics, Freelance), and desktop publishing systems (e.g., Page Maker, Quark, Ventura).

Functional Responsibility

Creates publication cover designs, hand drawn and computer-generated illustrations and graphics including tables, charts, logos and other artwork. Performs page layout for technical documents, newsletters, brochures, posters and other types of documents. Produces camera-ready copy in hard copy and/or electronic format for printing.

Minimum Education

High School diploma or equivalent

48. Data Entry Specialist II**Minimum/General Experience**

Three (3) years experience in data entry and verification via various input devices, such as keypunch, key-to-tape, key-to-disk, or other input devices. If assigned task or functional lead position, twelve (12) months of experience supervising data entry personnel.

Functional Responsibility

Works independently or as a task leader to perform data entry, including verification where applicable. Work requires the application of experience and judgment in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be input from a variety of complex source documents. Design, set up, and implement special screen formats for specific input requirements. Input data from numerous types of source documents requiring various complex formats. Perform routine data preparation and distribution when incidental to data entry tasks.

Minimum Education

High School diploma or equivalent

49. Data Entry Specialist I

Minimum/General Experience

One (1) year experience in data entry and verification via various input devices, such as keypunch, key-to-tape, key-to-disk, or other input devices.

Functional Responsibility

Works independently or as a task leader to perform data entry, including verification where applicable. Work requires the application of experience and judgment in selecting procedures to be followed and in searching for, interpreting, selecting, or coding items to be input from a variety of complex source documents. Design, set up, and implement special screen formats for specific input requirements. Input data from numerous types of source documents requiring various complex formats. Perform routine data preparation and distribution when incidental to data entry tasks.

Minimum Education

High School diploma or equivalent

50. Technical Writer

Minimum/General Experience

This position typically requires five (5) or more years of technical writing experience.

Functional Responsibility

Prepares, edits, maintains and updates technical documents such as reference manuals, user manuals, specifications, as well as training materials throughout the lifecycle of the system or the project. Responsibilities also include, but are not limited to, maintaining technical documentation, assuring the accuracy of technical documents, maintaining technical libraries.

Minimum Education

An Associates or Bachelor's degree or equivalent in English, Literature, or other related discipline. High School diploma or equivalent with five or more years relevant experience may be substituted for a college degree

51. Configuration Management Specialist III

Minimum/General Experience

Six (6) years experience as a Configuration Management Specialist or Systems Analyst. Specialized Experience: Four (4) years experience in the review and authorization of all system change requests; experience in establishing library control to reflect change status of implemented systems; experience with the release control process for new versions of implemented systems; experience in controlling documentation required during a systems life cycle; and in-depth experience with management techniques to ensure functionality of system integrity. Two (2) years experience using automated configuration management tools (e.g., PVCS, SourceSafe, etc.).

Functional Responsibility

Provides technical support in documenting solutions to information systems to the Program Manager. Establishes and maintains a process for tracking the life cycle development of all

hardware implementation and software development efforts. Maintains continuity of products while ensuring conformity to commercial/industry or DOD directives and regulations, as applicable to the task order. Oversees formal and informal documentation reviews and makes recommendations consistent with program direction. This may include management of hardware and/or software baselines, change control, baseline audits, pre-release testing and IV&V functions.

Minimum Education

Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines.

52. Configuration Management Specialist II

Minimum/General Experience

Four (4) years experience as a Configuration Management Specialist or Systems Analyst. Specialized Experience: Two (2) years experience in the review and authorization of all system change requests; experience in establishing library control to reflect change status of implemented systems; experience with the release control process for new versions of implemented systems; experience in controlling documentation required during a systems life cycle; and in-depth experience with management techniques to ensure functionality of system integrity. One (1) year experience using automated configuration management tools (e.g., PVCS, SourceSafe, etc.).

Functional Responsibility

Provides technical support in documenting solutions to information systems to the Program Manager. Establishes and maintains a process for tracking the life cycle development of all hardware implementation and software development efforts. Maintains continuity of products while ensuring conformity to commercial/industry or DOD directives and regulations, as applicable to the task order. Oversees formal and informal documentation reviews and makes recommendations consistent with program direction. This may include management of hardware and/or software baselines, change control, baseline audits, pre-release testing and IV&V functions.

Minimum Education

Bachelors degree in Computer Science or related field. Six years of specialized experience is required to substitute for a four year degree.

53. Configuration Management Specialist I

Minimum/General Experience

Two (2) years experience as a Configuration Management Specialist or Systems Analyst. Specialized Experience: One (1) years experience in the review and authorization of all system change requests; experience in establishing library control to reflect change status of implemented systems; experience with the release control process for new versions of implemented systems; experience in controlling documentation required during a systems life cycle; and in-depth experience with management techniques to ensure functionality of system integrity. One (1) year experience using automated configuration management tools (e.g., PVCS, SourceSafe, etc.).

Functional Responsibility

Provides technical support in documenting solutions to information systems to the Program Manager. Establishes and maintains a process for tracking the life cycle development of all hardware implementation and software development efforts. Maintains continuity of products while ensuring conformity to commercial/industry or DOD directives and regulations, as applicable to the task order. Oversees formal and informal documentation reviews and makes recommendations consistent with program direction. This may include management of hardware and/or software baselines, change control, baseline audits, pre-release testing and IV&V functions.

Minimum Education

High School Degree, Technical Certification, or equivalent education.

54. Disaster Recovery Specialist

Minimum/General Experience

Four (4) years or more experience in business recovery or disaster recovery planning.

Functional Responsibility

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.

Minimum Education

Bachelors degree in Computer Science or related field. Six years of specialized experience is required to substitute for a four year degree.

55. Data Retrieval Specialist

Minimum/General Experience

At least Six (6) months experience retrieving, filing, and archiving data in commercial, financial, or law enforcement databases, and the Microsoft Windows operating environment. Competent with the Microsoft Office software suite and/or other commercial-off-the-shelf (COTS) tools and databases. Excellent oral and written communications skills in the English language.

Functional Responsibility

The Data Retrieval Specialist navigates databases and extracts information, placing the information in a prescribed data retrieval package format. The Data Retrieval Specialist is responsible for the timeliness, quantity, thoroughness, and accuracy of all completed work.

Minimum Education

High School degree or equivalent.

NOTES:

- (1) Unless otherwise noted, 18 months of specialized experience may be substituted for one year of college education. 72 months of specialized experience may be substituted for four (4) year college degree.
- (2) Three (3) years specialized experience, a GED diploma, or completion of an accredited technical training program may be substituted for a High School degree.

**GSA Rate Schedule for On-Site (Ordering Activity Site) & Off-Site
(CPS Facilities) Rates inclusive of the 0.75% Industrial Handling Fee**

	CPS GSA Schedule 70 Job Title	Base Year On-Site Rate (Gov't. Site)	Base Year Off-Site Rate (CPS Site)
1	Program Manager	\$142.96	\$157.26
2	Project Manager	\$108.10	\$118.91
3	Quality Assurance Manager	\$95.94	\$105.53
4	Quality Assurance Analyst II	\$77.43	\$85.17
5	Quality Assurance Analyst I	\$49.26	\$54.19
6	Program Administrator	\$58.85	\$64.74
7	Subject Matter Expert II	\$90.25	\$99.28
8	Subject Matter Expert I	\$80.75	\$88.83
9	Functional Analyst II	\$72.89	\$80.18
10	Functional Analyst I	\$47.90	\$52.69
11	Systems Engineer II	\$95.77	\$105.35
12	Systems Engineer I	\$90.00	\$99.00
13	Senior Information Engineer	\$83.42	\$91.76
14	Computer Systems Analyst III	\$81.72	\$89.89
15	Computer Systems Analyst II	\$56.04	\$61.64
16	Computer Systems Analyst I	\$47.90	\$52.69
17	Applications Engineer	\$95.25	\$104.78
18	Applications Programmer III	\$78.91	\$86.80
19	Applications Programmer II	\$67.32	\$74.05
20	Applications Programmer I	\$50.94	\$56.03
21	Web Programmer	\$77.65	\$85.42
22	Database Management Specialist II	\$84.56	\$93.02
23	Database Management Specialist I	\$54.96	\$60.46
24	Data Modeler II	\$73.67	\$81.04
25	Data Modeler I	\$52.39	\$57.63
26	Operations Manager	\$75.96	\$83.56
27	System Administrator III	\$91.29	\$100.42
28	System Administrator II	\$80.07	\$88.08
29	System Administrator I	\$50.69	\$55.76
30	Training Specialist II	\$61.21	\$67.33
31	Training Specialist I	\$55.60	\$61.16
32	Help Desk Manager	\$63.27	\$69.60
33	Help Desk Specialist	\$39.36	\$43.30
34	Engineer III	\$94.65	\$104.12
35	Engineer II	\$80.44	\$88.48
36	Engineer I	\$68.10	\$74.91
37	Hardware/Network Specialist	\$55.83	\$61.41
38	Hardware/Network Installation Technician	\$50.00	\$55.00
39	Network Administrator I	\$36.97	\$40.67
40	Senior Consultant	\$260.53	\$286.58

41	Premium Technology Manager	\$137.08	\$150.79
42	Premium Technology Analyst	\$110.73	\$121.80
43	Premium Technology Consultant	\$93.00	\$102.30
44	Computer Security Systems Specialist II	\$76.00	\$83.60
45	Computer Security Systems Analyst I	\$52.50	\$57.75
46	Administrative Support & Graphics Specialist	\$30.97	\$34.07
47	Graphics Artist	\$40.36	\$44.40
48	Data Entry Specialist II	\$34.47	\$37.92
49	Data Entry Specialist I	\$28.50	\$31.35
50	Technical Writer	\$46.51	\$51.16
51	Configuration Management Specialist III	\$67.09	\$73.80
52	Configuration Management Specialist II	\$52.44	\$57.68
53	Configuration Management Specialist I	\$45.00	\$49.50
54	Disaster Recovery Specialist	\$86.78	\$95.46
55	Data Retrieval Specialist	\$32.66	\$35.93

** Note: Any non-professional services proposed must be incidental to and in direct support of the proposed professional services.*

**GSA Rate Schedule for On-Site (Ordering Activity Site) & Off-Site
(CPS Facilities) Rates inclusive of the 0.75% Industrial Handling Fee**

	CPS GSA Schedule 70 Job Title	Option Year 1 On-Site Rate (Gov't. Site)	Option Year 1 Off-Site Rate (CPS Site)
1	Program Manager	\$147.25	\$161.97
2	Project Manager	\$111.34	\$122.48
3	Quality Assurance Manager	\$98.82	\$108.70
4	Quality Assurance Analyst II	\$79.75	\$87.73
5	Quality Assurance Analyst I	\$50.74	\$55.81
6	Program Administrator	\$60.62	\$66.68
7	Subject Matter Expert II	\$92.96	\$102.25
8	Subject Matter Expert I	\$83.17	\$91.49
9	Functional Analyst II	\$75.08	\$82.58
10	Functional Analyst I	\$49.34	\$54.27
11	Systems Engineer II	\$98.64	\$108.51
12	Systems Engineer I	\$92.70	\$101.97
13	Senior Information Engineer	\$85.92	\$94.51
14	Computer Systems Analyst III	\$84.17	\$92.59
15	Computer Systems Analyst II	\$57.72	\$63.49
16	Computer Systems Analyst I	\$49.34	\$54.27
17	Applications Engineer	\$98.11	\$107.92
18	Applications Programmer III	\$81.28	\$89.41
19	Applications Programmer II	\$69.34	\$76.27
20	Applications Programmer I	\$52.47	\$57.72
21	Web Programmer	\$79.98	\$87.98
22	Database Management Specialist II	\$87.10	\$95.81
23	Database Management Specialist I	\$56.61	\$62.27
24	Data Modeler II	\$75.88	\$83.47
25	Data Modeler I	\$53.96	\$59.36
26	Operations Manager	\$78.24	\$86.06
27	System Administrator III	\$94.03	\$103.43
28	System Administrator II	\$82.47	\$90.72
29	System Administrator I	\$52.21	\$57.43
30	Training Specialist II	\$63.05	\$69.35
31	Training Specialist I	\$57.27	\$62.99
32	Help Desk Manager	\$65.17	\$71.68
33	Help Desk Specialist	\$40.54	\$44.59
34	Engineer III	\$97.49	\$107.24
35	Engineer II	\$82.85	\$91.14
36	Engineer I	\$70.14	\$77.16
37	Hardware/Network Specialist	\$57.50	\$63.26
38	Hardware/Network Installation Technician	\$51.50	\$56.65
39	Network Administrator I	\$38.08	\$41.89

40	Senior Consultant	\$268.35	\$295.18
41	Premium Technology Manager	\$141.19	\$155.31
42	Premium Technology Analyst	\$114.05	\$125.46
43	Premium Technology Consultant	\$95.79	\$105.37
44	Computer Security Systems Specialist II	\$78.28	\$86.11
45	Computer Security Systems Analyst I	\$54.08	\$59.48
46	Administrative Support & Graphics Specialist	\$31.90	\$35.09
47	Graphics Artist	\$41.57	\$45.73
48	Data Entry Specialist II	\$35.50	\$39.05
49	Data Entry Specialist I	\$29.36	\$32.29
50	Technical Writer	\$47.91	\$52.70
51	Configuration Management Specialist III	\$69.10	\$76.01
52	Configuration Management Specialist II	\$54.01	\$59.41
53	Configuration Management Specialist I	\$46.35	\$50.99
54	Disaster Recovery Specialist	\$89.38	\$98.32
55	Data Retrieval Specialist	\$33.64	\$37.00

** Note: Any non-professional services proposed must be incidental to and in direct support of the proposed professional services.*

**GSA Rate Schedule for On-Site (Ordering Activity Site) & Off-Site
(CPS Facilities) Rates inclusive of the 0.75% Industrial Handling Fee**

	CPS GSA Schedule 70 Job Title	Option Year 2 On-Site Rate (Gov't. Site)	Option Year 2 Off-Site Rate (CPS Site)
1	Program Manager	\$151.67	\$166.83
2	Project Manager	\$114.68	\$126.15
3	Quality Assurance Manager	\$101.78	\$111.96
4	Quality Assurance Analyst II	\$82.15	\$90.36
5	Quality Assurance Analyst I	\$52.26	\$57.49
6	Program Administrator	\$62.43	\$68.68
7	Subject Matter Expert II	\$95.75	\$105.32
8	Subject Matter Expert I	\$85.67	\$94.23
9	Functional Analyst II	\$77.33	\$85.06
10	Functional Analyst I	\$50.82	\$55.90
11	Systems Engineer II	\$101.60	\$111.76
12	Systems Engineer I	\$95.48	\$105.03
13	Senior Information Engineer	\$88.50	\$97.35
14	Computer Systems Analyst III	\$86.70	\$95.37
15	Computer Systems Analyst II	\$59.45	\$65.40
16	Computer Systems Analyst I	\$50.82	\$55.90
17	Applications Engineer	\$101.05	\$111.16
18	Applications Programmer III	\$83.72	\$92.09
19	Applications Programmer II	\$71.42	\$78.56
20	Applications Programmer I	\$54.04	\$59.45
21	Web Programmer	\$82.38	\$90.62
22	Database Management Specialist II	\$89.71	\$98.68
23	Database Management Specialist I	\$58.31	\$64.14
24	Data Modeler II	\$78.16	\$85.97
25	Data Modeler I	\$55.58	\$61.14
26	Operations Manager	\$80.59	\$88.64
27	System Administrator III	\$96.85	\$106.53
28	System Administrator II	\$84.95	\$93.44
29	System Administrator I	\$53.78	\$59.15
30	Training Specialist II	\$64.94	\$71.43
31	Training Specialist I	\$58.99	\$64.88
32	Help Desk Manager	\$67.12	\$73.84
33	Help Desk Specialist	\$41.76	\$45.93
34	Engineer III	\$100.41	\$110.46
35	Engineer II	\$85.34	\$93.87
36	Engineer I	\$72.25	\$79.47
37	Hardware/Network Specialist	\$59.23	\$65.15
38	Hardware/Network Installation Technician	\$53.05	\$58.35
39	Network Administrator I	\$39.22	\$43.14

40	Senior Consultant	\$276.40	\$304.04
41	Premium Technology Manager	\$145.43	\$159.97
42	Premium Technology Analyst	\$117.47	\$129.22
43	Premium Technology Consultant	\$98.66	\$108.53
44	Computer Security Systems Specialist II	\$80.63	\$88.69
45	Computer Security Systems Analyst I	\$55.70	\$61.27
46	Administrative Support & Graphics Specialist	\$32.86	\$36.14
47	Graphics Artist	\$42.82	\$47.10
48	Data Entry Specialist II	\$36.57	\$40.23
49	Data Entry Specialist I	\$30.24	\$33.26
50	Technical Writer	\$49.34	\$54.28
51	Configuration Management Specialist III	\$71.18	\$78.29
52	Configuration Management Specialist II	\$55.63	\$61.20
53	Configuration Management Specialist I	\$47.74	\$52.51
54	Disaster Recovery Specialist	\$92.06	\$101.27
55	Data Retrieval Specialist	\$34.65	\$38.11

** Note: Any non-professional services proposed must be incidental to and in direct support of the proposed professional services.*

**GSA Rate Schedule for On-Site (Ordering Activity Site) & Off-Site
(CPS Facilities) Rates inclusive of the 0.75% Industrial Handling Fee**

	CPS GSA Schedule 70 Job Title	Option Year 3 On-Site Rate (Gov't. Site)	Option Year 3 Off-Site Rate (CPS Site)
1	Program Manager	\$156.22	\$171.84
2	Project Manager	\$118.12	\$129.94
3	Quality Assurance Manager	\$104.84	\$115.32
4	Quality Assurance Analyst II	\$84.61	\$93.07
5	Quality Assurance Analyst I	\$53.83	\$59.21
6	Program Administrator	\$64.31	\$70.74
7	Subject Matter Expert II	\$98.62	\$108.48
8	Subject Matter Expert I	\$88.24	\$97.06
9	Functional Analyst II	\$79.65	\$87.61
10	Functional Analyst I	\$52.34	\$57.58
11	Systems Engineer II	\$104.65	\$115.12
12	Systems Engineer I	\$98.35	\$108.18
13	Senior Information Engineer	\$91.16	\$100.27
14	Computer Systems Analyst III	\$89.30	\$98.23
15	Computer Systems Analyst II	\$61.24	\$67.36
16	Computer Systems Analyst I	\$52.34	\$57.58
17	Applications Engineer	\$104.08	\$114.49
18	Applications Programmer III	\$86.23	\$94.85
19	Applications Programmer II	\$73.56	\$80.92
20	Applications Programmer I	\$55.66	\$61.23
21	Web Programmer	\$84.85	\$93.34
22	Database Management Specialist II	\$92.40	\$101.64
23	Database Management Specialist I	\$60.06	\$66.06
24	Data Modeler II	\$80.50	\$88.55
25	Data Modeler I	\$57.25	\$62.97
26	Operations Manager	\$83.00	\$91.30
27	System Administrator III	\$99.76	\$109.73
28	System Administrator II	\$87.49	\$96.24
29	System Administrator I	\$55.39	\$60.93
30	Training Specialist II	\$66.89	\$73.57
31	Training Specialist I	\$60.76	\$66.83
32	Help Desk Manager	\$69.14	\$76.05
33	Help Desk Specialist	\$43.01	\$47.31
34	Engineer III	\$103.43	\$113.77
35	Engineer II	\$87.90	\$96.69
36	Engineer I	\$74.41	\$81.86
37	Hardware/Network Specialist	\$61.01	\$67.11
38	Hardware/Network Installation Technician	\$54.64	\$60.10
39	Network Administrator I	\$40.40	\$44.44

40	Senior Consultant	\$284.69	\$313.16
41	Premium Technology Manager	\$149.79	\$164.77
42	Premium Technology Analyst	\$121.00	\$133.10
43	Premium Technology Consultant	\$101.62	\$111.79
44	Computer Security Systems Specialist II	\$83.05	\$91.35
45	Computer Security Systems Analyst I	\$57.37	\$63.10
46	Administrative Support & Graphics Specialist	\$33.84	\$37.23
47	Graphics Artist	\$44.10	\$48.51
48	Data Entry Specialist II	\$37.67	\$41.43
49	Data Entry Specialist I	\$31.14	\$34.26
50	Technical Writer	\$50.82	\$55.91
51	Configuration Management Specialist III	\$73.31	\$80.64
52	Configuration Management Specialist II	\$57.30	\$63.03
53	Configuration Management Specialist I	\$49.17	\$54.09
54	Disaster Recovery Specialist	\$94.83	\$104.31
55	Data Retrieval Specialist	\$35.69	\$39.26

** Note: Any non-professional services proposed must be incidental to and in direct support of the proposed professional services.*

**GSA Rate Schedule for On-Site (Ordering Activity Site) & Off-Site
(CPS Facilities) Rates inclusive of the 0.75% Industrial Handling Fee**

	CPS GSA Schedule 70 Job Title	Option Year 4 On-Site Rate (Gov't. Site)	Option Year 4 Off-Site Rate (CPS Site)
1	Program Manager	\$160.90	\$176.99
2	Project Manager	\$121.67	\$133.83
3	Quality Assurance Manager	\$107.98	\$118.78
4	Quality Assurance Analyst II	\$87.15	\$95.86
5	Quality Assurance Analyst I	\$55.44	\$60.99
6	Program Administrator	\$66.24	\$72.86
7	Subject Matter Expert II	\$101.58	\$111.73
8	Subject Matter Expert I	\$90.88	\$99.97
9	Functional Analyst II	\$82.04	\$90.24
10	Functional Analyst I	\$53.91	\$59.30
11	Systems Engineer II	\$107.79	\$118.57
12	Systems Engineer I	\$101.30	\$111.43
13	Senior Information Engineer	\$93.89	\$103.28
14	Computer Systems Analyst III	\$91.98	\$101.17
15	Computer Systems Analyst II	\$63.07	\$69.38
16	Computer Systems Analyst I	\$53.91	\$59.30
17	Applications Engineer	\$107.20	\$117.93
18	Applications Programmer III	\$88.81	\$97.70
19	Applications Programmer II	\$75.77	\$83.35
20	Applications Programmer I	\$57.33	\$63.07
21	Web Programmer	\$87.40	\$96.14
22	Database Management Specialist II	\$95.17	\$104.69
23	Database Management Specialist I	\$61.86	\$68.04
24	Data Modeler II	\$82.92	\$91.21
25	Data Modeler I	\$58.97	\$64.86
26	Operations Manager	\$85.49	\$94.04
27	System Administrator III	\$102.75	\$113.02
28	System Administrator II	\$90.12	\$99.13
29	System Administrator I	\$57.05	\$62.76
30	Training Specialist II	\$68.89	\$75.78
31	Training Specialist I	\$62.58	\$68.84
32	Help Desk Manager	\$71.21	\$78.33
33	Help Desk Specialist	\$44.30	\$48.73
34	Engineer III	\$106.53	\$117.18
35	Engineer II	\$90.54	\$99.59
36	Engineer I	\$76.65	\$84.31
37	Hardware/Network Specialist	\$62.84	\$69.12
38	Hardware/Network Installation Technician	\$56.28	\$61.90
39	Network Administrator I	\$41.61	\$45.77

40	Senior Consultant	\$293.23	\$322.55
41	Premium Technology Manager	\$154.28	\$169.71
42	Premium Technology Analyst	\$124.63	\$137.09
43	Premium Technology Consultant	\$104.67	\$115.14
44	Computer Security Systems Specialist II	\$85.54	\$94.09
45	Computer Security Systems Analyst I	\$59.09	\$65.00
46	Administrative Support & Graphics Specialist	\$34.86	\$38.34
47	Graphics Artist	\$45.43	\$49.97
48	Data Entry Specialist II	\$38.80	\$42.68
49	Data Entry Specialist I	\$32.08	\$35.28
50	Technical Writer	\$52.35	\$57.58
51	Configuration Management Specialist III	\$75.51	\$83.06
52	Configuration Management Specialist II	\$59.02	\$64.92
53	Configuration Management Specialist I	\$50.65	\$55.71
54	Disaster Recovery Specialist	\$97.67	\$107.44
55	Data Retrieval Specialist	\$36.76	\$40.44

** Note: Any non-professional services proposed must be incidental to and in direct support of the proposed professional services.*

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

PREAMBLE

Complete Professional Services, Inc. provides commercial products and services to the Federal 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 Federal ordering activity contracts. To accelerate potential opportunities please contact Mr. Joe Webb, phone number (703) 312-6401, e-mail address jwebb@cps-corp.com and fax number (703) 312-6404.

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

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

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

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

Signatures

Ordering Activity

Date

Contractor

Date

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

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

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

MODEL 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
--------	------------------

_____	_____
_____	_____
_____	_____

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;

- (f) Date of Purchase;
 - (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
 - (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

**BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”**

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

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

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

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

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

Here is a general outline on how it works:

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