GENERAL SERVICES ADMINISTRATION

Authorized Multiple Award Schedule (MAS)

**TM3 Solutions, Inc.**

**2800 Eisenhower Ave., Suite 260**

**Alexandria, VA 22314**

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**8a, Service-Disabled Veteran Owned Small Business**

**Contract Number:** **[GS-35F-158GA](http://www.gsaelibrary.gsa.gov/ElibMain/contractorInfo.do?contractNumber=GS-35F-0034W&contractorName=SECURITY%2BRISK%2BSOLUTIONS%2C%2BINC&executeQuery=NO)**

Incorporating Mod A834 and Schedule MAS Refresh 7 dated 09/04/2021

Catalogue Effective Date: 12/29/2021

Period Covered by Contract: 12/29/21 – 12/28/26

**Information Technology (IT) Professional Services**

**Special Item Number 54151S - Product Service Code (PSC) D399**

**Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services**

**Special Item Number 541611**

**General Services Administration Federal Acquisition Service**

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

*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 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.*

Table of Contents

[CUSTOMER INFORMATION 5](#_Toc79577049)

[1a. Table of awarded special item numbers (SINs): 5](#_Toc79577050)

[1b. Identification of the lowest priced model number and Price for each SIN: 5](#_Toc79577051)

[See Price List 5](#_Toc79577052)

[1c. Labor Category Descriptions 5](#_Toc79577053)

[2. Maximum order per SIN: 5](#_Toc79577054)

[3. Minimum order: 5](#_Toc79577055)

[4. Geographic coverage: 5](#_Toc79577056)

[5. Point of production: 5](#_Toc79577057)

[6. Discount from list prices or statement of net price: 5](#_Toc79577058)

[7. Quantity discounts: 6](#_Toc79577059)

[8. Prompt payment terms: 6](#_Toc79577060)

[9. Government Commercial Credit Card Acceptance: 6](#_Toc79577061)

[10. Foreign items: 6](#_Toc79577062)

[11a. Time of delivery: 6](#_Toc79577063)

[11b. EXPEDITED DELIVERY: 6](#_Toc79577064)

[11c. OVERNIGHT AND 2-DAY DELIVERY: 6](#_Toc79577065)

[11d. URGENT REQUIREMENTS: 6](#_Toc79577066)

[12. F.O.B. point: 6](#_Toc79577067)

[13a. Ordering address: 6](#_Toc79577068)

[13b. Ordering procedures: 6](#_Toc79577069)

[14. Payment address: 6](#_Toc79577070)

[15. Warranty provision: 7](#_Toc79577071)

[16. Export packing charges: 7](#_Toc79577072)

[17. Terms and conditions of Government purchase card acceptance: 7](#_Toc79577073)

[18. Terms and conditions of rental, maintenance, and repair: 7](#_Toc79577074)

[19. Terms and conditions of installation: 7](#_Toc79577075)

[20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: 7](#_Toc79577076)

[20a. Terms and conditions for any other services: 7](#_Toc79577077)

[21. List of service and distribution points 7](#_Toc79577078)

[22. List of participating dealers: 7](#_Toc79577079)

[23. Preventive maintenance: 7](#_Toc79577080)

[24a. Special attributes such as environmental attributes: 7](#_Toc79577081)

[24b. Section 508: 7](#_Toc79577082)

[25. Data Universal Number System (DUNS) number: 7](#_Toc79577083)

[26. Notification regarding registration in System for Award Management (SAM) 8](#_Toc79577084)

[1. SCOPE 9](#_Toc79577085)

[2. PERFORMANCE INCENTIVES 9](#_Toc79577086)

[3. ORDER 10](#_Toc79577087)

[4. PERFORMANCE OF SERVICES 10](#_Toc79577088)

[5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989) 10](#_Toc79577089)

[6. INSPECTION OF SERVICES 11](#_Toc79577090)

[7. RESPONSIBILITIES OF THE CONTRACTOR 12](#_Toc79577091)

[8. RESPONSIBILITIES OF THE ORDERING ACTIVITY 12](#_Toc79577092)

[9. INDEPENDENT CONTRACTOR 12](#_Toc79577093)

[10. ORGANIZATIONAL CONFLICTS OF INTEREST 12](#_Toc79577094)

[11. INVOICES 13](#_Toc79577095)

[12. PAYMENTS 13](#_Toc79577096)

[13. RESUMES 13](#_Toc79577097)

[14. INCIDENTAL SUPPORT COSTS 14](#_Toc79577098)

[15. APPROVAL OF SUBCONTRACTS 14](#_Toc79577099)

[16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING 14](#_Toc79577100)

[**SIN 54151S Labor Category Position Descriptions** 17](#_Toc79577101)

[1. SCOPE 23](#_Toc79577102)

[**2.** **PERFORMANCE INCENTIVES** 23](#_Toc79577103)

[**3.** **ORDER** 23](#_Toc79577104)

[**4.** **PERFORMANCE OF SERVICES** 24](#_Toc79577105)

[**5.** **STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)** 24](#_Toc79577106)

[**6.** **INSPECTION OF SERVICES** 25](#_Toc79577107)

[**7.** **RESPONSIBILITIES OF THE CONTRACTOR** 25](#_Toc79577108)

[**8.** **RESPONSIBILITIES OF THE ORDERING ACTIVITY** 25](#_Toc79577109)

[**9.** **INDEPENDENT CONTRACTOR** 26](#_Toc79577110)

[**10.** **ORGANIZATIONAL CONFLICTS OF INTEREST** 26](#_Toc79577111)

[**11.** **INVOICES** 26](#_Toc79577112)

[**12.** **PAYMENTS** 27](#_Toc79577113)

[**13.** **RESUMES** 27](#_Toc79577114)

[**14.** **INCIDENTAL SUPPORT COSTS** 27](#_Toc79577115)

[**15.** **APPROVAL OF SUBCONTRACTS** 27](#_Toc79577116)

[**16.** **DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING** 28](#_Toc79577117)

[**SIN 541611 Labor Category Position Descriptions** 31](#_Toc79577118)

**CONTRACT TERMS AND CONDITIONS**

# CUSTOMER INFORMATION

## 1a. Table of awarded special item numbers (SINs):

SIN 54151S- Information Technology Professional Services

SIN 541611-Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Service

## 1b. Identification of the lowest priced model number and Price for each SIN:

## See Price List

## 1c. Labor Category Descriptions

The labor category descriptions identify the minimum qualifications for this contract. Labor Category descriptions can be found beginning on page 13.

## 2. Maximum order per SIN:

**SIN MAXIMUM ORDER**

54151S $500,000 per SIN/Order

541611 $500,000 per SIN/Order

This maximum order threshold is a dollar amount at which it is suggested that the ordering agency request higher discounts from the contractor before issuing the order. The contractor may: (1) Offer a new lower price, (2) Offer the lowest price available under the contract, or (3) Decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order threshold. Requirements exceeding the Maximum Order will be processed in accordance with clause I- FSS-125.

## 3. Minimum order:

The minimum dollar value of orders to be issued is $100.00.

## 4. Geographic coverage:

TM3’s geographic scope for this schedule is domestic only.

## 5. Point of production:

TM3 Solutions, Inc.

2800 Eisenhower Avenue, Suite 260

Alexandria, VA 22314

## 6. Discount from list prices or statement of net price:

All prices listed herein are net, discounts have been deducted and the industrial funding fee has been added.

## 7. Quantity discounts:

Quantity discounts are not offered.

## 8. Prompt payment terms:

Net 30 Days

## 9. Government Commercial Credit Card Acceptance:

TM3 Solutions, Inc. will accept the Government-wide commercial purchase card for all orders under this contract.

## 10. Foreign items:

No foreign items are offered for this schedule.

## 11a. Time of delivery:

To Be Specified on Individual Task Orders.

## 11b. EXPEDITED DELIVERY:

For expedited delivery please contact TM3 Solutions, Inc.

## 11c. OVERNIGHT AND 2-DAY DELIVERY:

For overnight and 2-day delivery please contact TM3 Solutions, Inc.

## 11d. URGENT REQUIREMENTS:

For urgent orders please contact TM3 Solutions, Inc.

## 12. F.O.B. point:

F.O.B is Destination

## 13a. Ordering address:

Orders may be placed by contacting TM3 Solutions, Inc.’s GSA POC at:

Thomas Moore, President

Alternate is Janet Hensley, Contracts Manager

TM3 Solutions, Inc.

2800 Eisenhower Avenue, Suite 260

Alexandria, VA 22314

(703) 348.4665 (o)

(703) 537.7630 (f)

## 13b. Ordering procedures:

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3, and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules)

## 14. Payment address:

TM3 Solutions, Inc.

2800 Eisenhower Avenue, Suite 260

Alexandria, VA 22314

## 15. Warranty provision:

Not Applicable

## 16. Export packing charges:

Not Applicable

## 17. Terms and conditions of Government purchase card acceptance:

None

## 18. Terms and conditions of rental, maintenance, and repair:

Not Applicable

## 19. Terms and conditions of installation:

Not Applicable

## 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:

Not Applicable

## 20a. Terms and conditions for any other services:

Not Applicable

## 21. List of service and distribution points

Not Applicable

## 22. List of participating dealers:

Not Applicable

## 23. Preventive maintenance:

Not Applicable

## 24a. Special attributes such as environmental attributes:

Not Applicable

## 24b. Section 508:

Section 508 compliance information on Electronic and Information Technology (EIT) supplies and services will be addressed on a Task Order basis. The EIT standards can be found at www.Section508.gov.

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

TM3 Solutions DUNS number is 158391099

## 26. Notification regarding registration in System for Award Management (SAM)

Database: TM3 Solutions, Inc. is registered in the System for Award Management (SAM).

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

**(SPECIAL ITEM NUMBER 54151S)**

***\*\*The phrase, “Information Technology (IT) Professional Services/Identity Access Management (IAM) Professional Services” in the following paragraphs may need to be revised in order to be consistent with the Offeror’s proposal; e.g., if only IT Professional Services are offered, all references to IAM Services should be deleted.\*\****

***\*\*\*\*NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.***

## SCOPE

* 1. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.
  2. 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.

## PERFORMANCE INCENTIVES

* 1. 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.
  2. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
  3. 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.

## ORDER

* 1. 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.
  2. 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.

## PERFORMANCE OF SERVICES

* 1. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
  2. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
  3. 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.
  4. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

1. 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.
2. 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.
3. 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.
4. 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.

## INSPECTION OF SERVICES

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

## RESPONSIBILITIES OF THE CONTRACTOR

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

## RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

## INDEPENDENT CONTRACTOR

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

## ORGANIZATIONAL CONFLICTS OF INTEREST

* 1. 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.

* 1. 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.

## INVOICES

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

Invoices shall be submitted monthly for recurring services performed during the preceding month.

## PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements**—**Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

## RESUMES

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

## 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.

## 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.

## DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

* 1. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 54151S IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
  2. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed process, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor’s Degree in Computer Science

|  |  |
| --- | --- |
| **Labor Category** | **GSA Price** |
| **Systems Analyst** | $107.30 |
| **Senior IT Analyst** | $107.92 |
| **Junior Network Engineer** | $54.20 |
| **Intermediate Network Engineer** | $68.44 |
| **Intermediate Business Systems Analyst** | $66.46 |
| **Senior IT Management Analyst** | $115.47 |
| **Senior VOIP Engineer** | $ 90.47 |
| **Senior Video Telecommunications Engineer** | $ 93.70 |
| **Intermediate Video Telecommunications Engineer** | $ 87.18 |
| **Intermediate IA Analyst** | $99.31 |
| **Intermediate IA Specialist** | $106.68 |
| **Senior IA Analyst** | $124.67 |
| **intermediate Help Desk Specialist** | $62.02 |
| **Help Desk Specialist** | $54.74 |
| **Help Desk Technician** | $98.02 |
| **Help Desk Coordinator** | $78.33 |
| **System Engineer** | $109.12 |
| **Principal Systems Engineer** | $152.73 |
| **Senior Configuration Analyst** | $187.93 |
| **SME** | $179.77 |
| **Junior Cyber Security Analyst** | $49.58 |
| **Intermediate Cyber Security Analyst** | $79.88 |
| **Senior IV&V Specialist** | $125.45 |
| **Intermediate IV&V Specialist** | $99.31 |
| **Junior Information Security Analyst** | $71.20 |

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

**SIN 54151S Labor Category Position Descriptions**

**Systems Analyst**

Establishes system development and integration methodologies and standards. Develops user requirements and ensures that business solutions are consistent with customer's strategic goals. Applies business process improvement practices to reengineer business processes, principles and methodologies. Establishes and maintains security, integrity, and business continuity controls and documentation. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with years of related experience.

**Senior IT Analyst**

Establishes system development and integration methodologies and standards. Develops user requirements and ensures that business solutions are consistent with customer's strategic goals. Applies business process improvement practices to reengineer business processes, principles, and methodologies. Establishes and maintains security, integrity, and business continuity controls and documentation. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 8 years of related experience.

**Junior Network Engineer**

Assists with the installation and support of network communications. Follows standard practices and procedures in analyzing situations involving readily identifiable problems. Assists in the planning of large scale systems projects. Qualified individuals will have a minimum education of a Bachelor's degree or applicable training certificates with 2 years’ experience.

**Intermediate Network Engineer**

Oversees the installation, and support of network communications. Works on problems of diverse scope where analysis of situation requires evaluation and judgment. Assists in the planning of large scale systems projects. Requires thorough knowledge of LAN/WAN systems, networks, and applications. Qualified individuals will have a minimum education of a Bachelor's degree in electrical engineering, computer science, or a related engineering or science discipline with three to five years of experience

**Intermediate Business Systems Analyst**

Assists in formulating and defining systems scope and objectives through research and fact-finding combined with a good understanding of business systems and industry requirements. Includes analysis of business and user needs, documenting requirements, and revising existing system logic. Qualified individuals will have a minimum education of a Bachelor's degree or applicable training certificates with 5 years’ experience of increasing complexity

**Senior IT Management Analyst**

Knowledge of technical/engineering applications in the information technology (IT) specialty area with the ability to recommend technical solutions. Performs tasks of a high degree of complexity and difficulty with little or no supervision. Analyzes technical risk, schedule, and cost impacts of IT approaches. Establishes performance and technical standards. Generates and approves project and testing specifications. Results of work are technically authoritative. Provides technical guidance to other project team members. May supervise other technical personnel. Excellent communication and problem-solving skills. Qualified individuals will have a minimum education of a B.A. or B.S. and 8 years of progressive working experience

**Senior VOIP Engineer**

Responsible for complex engineering and/or analytical tasks and activities associated with one or more technical areas within the telecom function such as, but not limited to, network design, engineering, implementation, or operations/user support. Qualified individuals will have a minimum education of a Bachelor's degree and 6-9 years of experience

**Senior Video Telecommunications Engineer**

Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains VTC systems and associated hardware. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 3-5 years of related experience.

**Intermediate Video Telecommunications Engineer**

Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Maintains VTC systems and associated hardware. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 2 years of related experience.

**Intermediate IA Analyst**

Identifies security threats and vulnerabilities in an information technology environment. Establishes and satisfies complex system wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Coordinates with customer organization to define and develop information system security programs, resources, and risks. Provides guidance and direction to other professionals, acts as a subject matter expert and/or in an advisory capacity, and coordinates resolution of highly complex problems and tasks. The Senior Information Assurance Specialist has a strong knowledge of computer security principals, including Operating System, kernel, and network security. Qualified individuals will have a minimum education of a Bachelor’s degree in information systems, computer science, engineering, business administration, or other related scientific or technical disciplines. Requires an expert understanding of security policy and security systems advocated by the U.S. Government and 5 Years of experience.

**Senior IA Analyst**

The Senior Information Assurance Specialist identifies security threats and vulnerabilities in an information technology environment. Establishes and satisfies complex system wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Coordinates with customer organization to define and develop information system security programs, resources, and risks. Provides guidance and direction to other professionals, acts as a subject matter expert and/or in an advisory capacity, and coordinates resolution of highly complex problems and tasks. The Senior Information Assurance Specialist has a strong knowledge of computer security principals, including Operating System, kernel, and network security. Qualified individuals will have a minimum education of a Bachelor’s degree in information systems, computer science, engineering, business administration, or other related scientific or technical disciplines. Requires an expert understanding of security policy and security systems advocated by the U.S. Government and 8-10 Years of experience.

**Intermediate Help Desk Specialist**

Serve as initial contact for clients experiencing technical and/or non-technical issues. Requires ability to diagnose, troubleshoot and client issues by employing strong listening and communication skills. Must have creative problem-solving skills to assist clients. Must be a team player that contributes to the resolution of the client’s business problems. Provides ongoing technical support for specialized applications: logs trouble calls, analyzes and corrects problem at source. Advises users of changes in procedures. Qualified individuals will have a minimum education of a Associates Degree and 2 Years of Experience

**Help Desk Specialist**

Serve as initial contact for clients experiencing technical and/or non-technical issues. Requires ability to diagnose, troubleshoot and client issues by employing strong listening and communication skills. Must have creative problem-solving skills to assist clients. Must be a team player that contributes to the resolution of the client’s business problems. Provides ongoing technical support for specialized applications: logs trouble calls, analyzes and corrects problem at source. Advises users of changes in procedures. Qualified individuals will have a minimum education of a High School Degree and one-year experience in problem resolution of systems.

**Help Desk Technician**

Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Familiar with a variety of the field’s concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a supervisor or manager. A wide degree of creativity and latitude is expected. Qualified individuals will have a minimum education of a Bachelor's degree with two years’ experience or applicable training certificates

**Help Desk Coordinator**

Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. May involve use of problem management database and help desk systems. Qualified individuals will have a minimum education of a Bachelor's degree or applicable training certificates from accredited institutions and 3-5 Years of experience

**System Engineer**

Ensures the integrity, dependability and availability of systems, networks and data through planning, analysis, development, implementation, maintenance and enhancement of information systems programs, policies, procedures and tools. Implements and administers operating systems, enterprise applications and related hardware and software environments to provide reliable and timely support to system users. Defines and validates proper and reliable backup schedules to recover data in case of hardware and software failures. Researches, introduces, implements and maintains new technologies to support current and future IT operations. Applies firmware and software patches, replaces and upgrades hardware parts to maintain and support state of the art systems. Works with security personnel to implement programs to ensure that systems, network and data users are aware of, understand, and adhere to systems security policies and procedures. Controls access lists with levels of permissions and passwords. Safeguards file systems and emails against outside and inside security threads. Provides timely and reliable support to systems in case of an emergency. Participates in off-hours on-call schedule and in defining and implementing enterprise wide and IT COOP procedures. Qualified individuals will have a minimum education of a Bachelor's Degree and 6 Years of Experience

**Principal Systems Engineer**

Provides technical and administrative direction for personnel responsible for telecommunications, network design, implementation, operations tasks, including the review of work products for correctness, adherence to the design concept, and to user standards for progress in accordance with schedules. Makes recommendations, if needed, for approval of major network installations. Prepares milestones status reports and deliverables/presentations on the network progress to colleagues, subordinates, and end user representatives. Qualified individuals will have a minimum education of a Bachelor’s Degree plus Advanced Degree or professional certification required.

**Senior Configuration Analyst**

Carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Devises improvements to current procedures and develops models of possible future configurations. Defines the problems and analyzes and develops plans and requirements in the subject matter area for complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties: network infrastructure, LAN, WAN, client support, application design, systems integration, systems consulting, project management, information security, and software development methodologies. Familiar with a variety of the field’s concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Qualified individuals will have a minimum education of a Bachelor's degree with 6 to 9 years’ experience

**Subject Matter Expert**

Performs in specialized subject areas such as financial systems. strategic planning, systems design or engineering. Provides expert guidance and insight into specific technologies and methodologies and their application and independently plans and performs research, design assessment, development, integration and other assignments where a specific subject matter expertise is necessary. Qualified individuals will have a minimum education of a B.A. or B.S. degree and 5 years IT experience.

**Junior Cyber Security Analyst**

Assists in developing technical solutions including: information operations and analysis related to security intrusion analysis, systems & vulnerabilities, network security, advanced analytic tools, data visualization techniques. Competence in computer security, computer networking with TCP/IP, and network operating systems. Experience in computer network defense and in-depth technical knowledge with intrusion detection systems. Qualified individuals will have a minimum education of a Bachelor's degree or applicable training certificates from accredited institutions and 2 Years of Experience

**Intermediate Cyber Security Analyst**

Assists in developing technical solutions including: information operations and analysis related to security intrusion analysis, systems & vulnerabilities, network security, advanced analytic tools, data visualization techniques. Competence in computer security, computer networking with TCP/IP, and network operating systems. Experience in computer network defense and in-depth technical knowledge with intrusion detection systems. Qualified individuals will have a minimum education of a Bachelor's degree or applicable training certificates from accredited institutions and 5 Years of Experience

**Senior IV&V Specialist**

The Senior IV&V Specialist reviews, evaluates, and audits software products, network and data management systems, and computer systems to ensure adherence to system performance and customer quality standards. Expert skills in quality assurance, design elements, and industry standards for data storage, data backup, continuity of operations, disaster recovery, data indexing, and data and network security systems. The Senior IV&V Specialist develops software/system testing procedures, conducts tests, analyzes results, and reports findings. The Senior IV&V Specialist certifies that all information systems have met quality requirements and applicable Government and industry standards. Qualified individuals will have a minimum education of a Bachelor’s degree in Computer Science, Information Systems, Engineering, Business, or Physical Science, or 7 Years of Experience

**Intermediate IV&V Specialist**

The Intermediate IV&V Specialist reviews, evaluates, and audits software products, network and data management systems, and computer systems to ensure adherence to system performance and customer quality standards. Proficient with quality assurance, design elements, and industry standards for data storage, data backup, continuity of operations, disaster recovery, data indexing, and data and network security systems. The Intermediates IV&V Specialist develops software/system testing procedures, conducts tests, analyzes results, and reports findings. The Intermediate IV&V Specialist certifies that all information systems have met quality requirements and applicable Government and industry standards. Qualified individuals will have a minimum education of a Associate’s degree in Computer Science, Information Systems, Engineering, Business, Physical Science with five years or Bachelor’s degree in Computer Science and 2 Years of Experience

**Junior Information Security Analyst**

The Junior Information Assurance Specialist assists in identifying security threats and vulnerabilities in an information technology environment and helps establish and satisfy complex system wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. The Junior Information Assurance Specialist works with customer organization to define and develop information system security programs, resources, and risks. Has a working knowledge of computer security principals, including Operating System, kernel, and network security. Qualified individuals will have a minimum education of a Bachelor’s degree in information systems, computer science, engineering, business administration, or other related scientific or technical disciplines. Requires understanding of security policy and security systems advocated by the U.S. Government and 3 to 5 years of experience.

**TERMS AND CONDITIONS APPLICABLE TO MANAGEMENT AND FINANCIAL CONSULTING, ACQUISITION AND GRANTS MANAGEMENT SUPPORT, AND BUSINESS PROGRAM AND PROJECT MANAGEMENT SERVICES**

**(SPECIAL ITEM NUMBER 541611)**

***\*\*\*NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.***

## SCOPE

* 1. The prices, terms and conditions stated under Special Item Number 541611 - Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services apply exclusively to Professional Services within the scope of this Schedule.
  2. 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.

1. **PERFORMANCE INCENTIVES**
   1. 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.
   2. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
   3. 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.
2. **ORDER**
   1. 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.
   2. 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.
3. **PERFORMANCE OF SERVICES**
   1. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
   2. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
   3. 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.
   4. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.
4. **STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**
5. 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.
6. 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.
7. 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.
8. 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.
9. **INSPECTION OF SERVICES**

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

1. **RESPONSIBILITIES OF THE CONTRACTOR**

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

1. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

1. **INDEPENDENT CONTRACTOR**

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

1. **ORGANIZATIONAL CONFLICTS OF INTEREST**
   1. 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.

* 1. 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.

1. **INVOICES**

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

Invoices shall be submitted monthly for recurring services performed during the preceding month.

1. **PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements**—**Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

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

1. **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.

1. **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.

1. **DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**
   1. The Contractor shall provide a description of each type of Professional Service offered under Special Item Numbers 541611 Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
   2. Pricing for all Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed process, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor’s Degree in Computer Science

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| --- | --- |
| **Labor Category** | **GSA Price** |
| **Program Manager** | $186.07 |
| **Project Manager** | $175.03 |
| **Consultant I** | $110.55 |
| **Consultant II** | $126.35 |
| **Senior Consultant** | $159.99 |
| **Subject Matter Expert I** | $159.84 |
| **Subject Matter Expert II** | $206.21 |
| **Business Analyst II** | $103.79 |
| **Business Analyst I** | $94.92 |
| **Project Controller II** | $72.58 |
| **Project Controller I** | $61.42 |

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

**SIN 541611 Labor Category Position Descriptions**

**Program Manager**

Plans, organizes, directs, and controls the project/program to ensure all contractual obligations are fulfilled, quality standards are met, and associated expectations of performance are achieved. Key responsibilities include: Managing multiple concurrent project tasks, providing expert direction and guidance to subordinates, developing schedules, formulating work plans, managing and controlling project funds and resources, and serving as point of contact with the customer. Oversees all aspects of project delivery and the associated quality assurance, training, and operational artifacts. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 10 years of related experience.

**Project Manager**

Reports directly to the Program Manager. Has extensive technical project management expertise. Responsible for the technical specifications and technical performance of either a large-scale development effort or a series of low to medium scale efforts. Technical background preferred. Oversees all aspects of project delivery and the associated quality assurance, training, and operational artifacts. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 6 years of related experience.

**Consultant I**

Entry level position that provides assistance on a range of business, management, operational, technical, policy, and professional issues. Takes direction from senior project resource. Key responsibilities include: Contributing, researching, preparing and/or presenting briefings on business, management, technology, operational initiatives, policy formulation, supporting training material creation and development. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 2 years of related experience.

**Consultant II**

Works under general supervision of the Project Manager or Senior Consultant. Plans, supports and provides assistance on specific business, management, operational, technical, policy, and professional issues. Key responsibilities include: Participating, advising, contributing, preparing and/or presenting briefings on business, management, technology, operational initiatives, policy formulation, professional or strategic goals, and supporting training material creation and development. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 4 years of related experience.

**Senior Consultant**

Plans, facilitates, and supports complex methodology development and evaluation, business process mapping, identifying best practices, change management, business management techniques, and organizational development. Applies process improvement and methodologies and principles to conduct process modernization projects. Key responsibilities include: Providing activity and data modeling, developing modern business methods, identifying best practices, creating and assessing performance measurements, and providing group facilitation, interviewing, and training. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 8 years of related experience.

**Subject Matter Expert I**

Plans, supports and provides advisor/contributions in complex and critical efforts which include specific functional, technical, professional or policy areas of the project. Key responsibilities include: Investigating or identifying business, operational, professional and/or policy issues; conducting analysis of these issues; creating and administering training; and providing advice in support of major programs/projects. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 8 years of related experience.

**Subject Matter Expert II**

Serves as a senior advisor to customer’s executive management team in a variety of capacities. Key responsibilities include: Providing advice and expertise in competitive sourcing, outsourcing methods, conducting value chain analysis, strategic planning and process improvement methods, change enablement and management, site-selection, creating and administering training; and consolidation of operations. May serve as point of contact with the customer. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 5 years of related experience.

**Business Analyst II**

Plans and provides analytical support for facilitation, training, methodology development and evaluation, business management techniques, and organizational development. Supports organizational business process improvements and modernization projects. Key responsibilities include: Developing modern business methods; identifying best practices; administering training; and creating and assessing performance measurements. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 8 years of related experience.

**Business Analyst I**

Provides analytical support for facilitation, training, methodology development and evaluation, business management techniques, and organizational development. Key responsibility includes: Providing recommendations, contributing and preparing briefings for business, management, operational initiatives, policy formulation, professional or strategic goals, supporting training material creation and development. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 3 years of related experience.

**Project Controller II**

Performs diverse secretarial and administrative duties. Key responsibilities include: Initiating special reports, composing routine correspondence, and compiling statistical and budget information, and providing communication with all levels of organizational personnel to gather and convey information. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 5 years of related experience.

**Project Controller I**

Performs secretarial and administrative duties. Key responsibilities include: Composing routine correspondence, compiling statistical and budget information, and communicating with all levels of company personnel to gather and convey information. Qualified individuals will have a minimum education of a Bachelor's degree or equivalent with 3 years of related experience.