Multiple Award Schedule
AUTHORIZED FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY CATEGORY PRICELIST

Special Item No. 54151S, 51451S STLOC - Information Technology (IT) Professional Services
Product Service Code D399
IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.

Special Item No. 518210C, 518210C STLOC - Cloud Computing and Cloud Related IT Professional Services
Product Service Code D305
Includes commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud computing services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to, or governance/management of cloud computing. Specific cloud related IT professional labor categories and/or fixed-price professional services solutions (e.g., migration services) that support activities associated with assessing cloud solutions, refactoring workloads for cloud solutions, migrating legacy or other systems to cloud solutions, providing management/governance of cloud solutions, DevOps, developing cloud native applications, or other cloud oriented activities**.**

Special Item No. 54151HEAL, 154151HEAL STLOC - Health Information Technology (IT) Services
Product Service Code D399
Includes a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services.

Special Item No. 561422, 561422 STLOC – Automated Contact Center Solutions (ACCS)
Product Code D399
Includes one or more of the following: products, equipment, software, labor and/or services. Permissible offerings under this SIN may include any technologies or services required to deliver and support an ACCS for an agency, including but not limited to: Artificial Intelligence (AI), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, Hosted FAQ Service, etc.

Special Item No. 54151, 54151 STLOC – Software Maintenance Services
Product Service Code J070
Software maintenance services creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance services includes person-to-person communications regardless of the medium used to communicate: telephone support, online technical support, customized support, and/or technical expertise which are charged commercially.

Special Item No. 611420, 611420 STLOC – Information Technology Training
Product Service Code U012
Includes training on hardware, software, cloud, and other applicable systems

Special Item No. 561611 – HR Support: Background Investigations Services
Product Service Code R799
Provide background investigations (background checks) for potential or existing employees in accordance with applicable Federal, State and local regulations. Verification of previous employers; salary histories; criminal records checks; education verification; and credit history checks. All investigative activities must be conducted in compliance with the Fair Credit Report Act as amended. Upon request, investigative services offered include Local Agency Check (LAC), National Agency Check with Local Agency Checks and credit checks (NACLC), Single Scope Background Investigations (SSBI), SSBI - Periodic Reinvestigation (SSBI-PR) and Single Scope Background Investigations - Misconduct Investigations (SSBI-MI). These investigative services can support the authorized Department/Agencies in acquiring Reports of Investigation (ROI) in areas of public trust, national security and suitability investigations conducted by the Federal Government in compliance with appropriate sections of the United States Code (i.e. Title 5, Title 15), Executive Orders and requesting Department/Agency Directives, Policies and Procedures. Service providers must operate from a facility approved in accordance with the provisions of the

National Industrial Security Program Operating Manual (NISPOM). Investigative Support Personnel and the Field Investigator staff must have active security clearances to the appropriate level as required by the customer Agency/Department.

Special Item No. 54151ECOM , 54151ECOMSTLOC– Electronic Commerce and Subscription Services
Product Service Code D304
Includes value added network services, e-mail services, Internet access services, electronic subscription services, data transmission services, and emerging electronic commerce technologies.

Special Item No. 54151HACS, 54151HACSTLOC – Highly Adaptive Cybersecurity Services (HACS)
Product Service Code DJO1
Includes a wide range of fields such as, the seven-step Risk Management Framework services, information assurance, virus detection, network management, situational awareness and incident response, secure web hosting, and backup, security services and, Security Operation Center (SOC) Services. HACS vendors are cataloged under the 5 subcategories of High Value Asset Assessmemts; Risk and Vulnerability Assessments, Cyber Hunt, Incident Response and Penetration Testing.

Special Item No. 561210SB – Smart Building Systems Integration
Product Service Code J035

Includes the comprehensive integration of building systems and technology using a non-proprietary, open architecture. Typical building systems to be integrated include: building automation, telecommunications, security, energy and environmental control, HVAC, etc. Tasks may include, but are not limited to: requirements analysis, integration planning, testing, operational training and support, cybersecurity for building control systems, etc.

Special Item No. 561210FAC – Facilities Maintenance and Management
Product Service Code R799

Includes all services related to the complete operations, maintenance and repair of federal real property. Real property could include stand-alone facilities and structures such as hospitals and federal buildings to large, multi-facility complexes such as DoD military installations. Services can be ordered individually or in combination. Typical maintenance services include: elevator, HVAC, electrical, plumbing, septic, fire alarm/fire suppression, energy management control systems (EMCS), water distribution, septic, telephone, water tanks, renewable energy systems, waste management, recycling, etc. This SIN can also be used for facilities management solutions such as to fulfill a requirement for adequate staff/personnel to help manage federal facility operations. In addition, this SIN provides a complete array of facilities consulting and facilities assessment services.

Special Item No. 541690E Energy Services
Product Service Code R404

Includes services related to energy management to include renewable energy studies and projects, energy services related training, resource efficiency management (REM) services, water conservation, building commissioning, re-commissioning and retro-commissioning, energy audits, energy consumption metering services, testing and evaluation of networked energy management systems, energy security, LEED, Green Globes, Energy Star, Energy Savings Performance Contracts (ESPC), Power Purchase Agreements, consulting on carbon emissions trading programs, renewable energy credits/certificates, greenhouse gas measurement and management, high performance sustainable buildings and sustainable design principles, resilience of Federal infrastructure and operations, energy services consulting etc.

Special Item No. 541690 –Technical Consulting Services
Product Service Code R425

Includes providing advice and assistance on technical domains and issues (except those covered by the environmental,energy, and IT consulting SINs on this Schedule). Typical associated tasks include, but are not limited to: strategic planning, feasibility analysis, requirements determination, policy interpretation and support, process analysis and/or development, research studies, testing (other than laboratory testing), program analysis, and associated support tasks.

LARGE CATEGORY: MISCELLANEOUS SUB CATEGORY: COMPLENTARY SINS

Special Item No. ANCILLARY– Ancillary Services labor Category Requirements and Descriptions to support SIN 54151S IT-Professional Services

Ancillary supplies and/or services are support supplies and/or services which are not within the scope of any other SIN on this schedule. These supplies and/or services are necessary to compliment a contractor's offerings to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule.

Special Item No. OLM, OLM STLOC - Order Level Materials (OLM)

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) program contract or BPA. OLM pricing is not established at the FSS contract, but at the order level. Since OLMs are identified and acquired at the order or BPA level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs using FAR 15.404 techniques for commercial price determinations.

Using this procedure, ancillary supplies and services that are unknown at the time of the Schedule contract award may be included and priced at the order level or BPA level.
.

General Dynamics Information Technology, Inc.
3150 Fairview Park Drive
Falls Church, VA 22042
www.gdit.com

Contract Number GS-35F-393CA
Period Covered by Contract: June 26, 2015 – June 25, 2025

General Services Administration
Federal Supply Service

Pricelist current through Modification No.: Mod PO-0121 dated 11/09/2023 and MAS Mod A863 Refresh 17 dated 08/18/2023

For more information from Federal Supply Schedule, go to GSA Schedules page at GSA.gov

TABLE OF CONTENTS

GENERAL DYNAMICS
Information Technology

GENERAL DYNAMICS
Information Technology

Contractor Information

1a. Table of SINs awarded

SINs Awarded under the Schedule	SIN Title
54151S	Information Technology Profession Sevices
518210C	Cloud and Cloud Related IT Professional Services
54151HEAL	Health Information Technology Services
561422	Automated Contact Center Solutions
54151	Software Maintenance Services
611420	Information Technology Training
561611	HR Support Background Investigations Services
54151ECOM	Electronic Commerce and Subscription Services
54151HACS	Highly Adaptive Cybersecurity Services
56120SB	Smart Building System Integration
561690E	Energy Consulting Services
561690	Technical Consulting Services
561210FAC	Complete Facilities Maintenance and Management
ANCILLARY	Ancilliary Supplies and Services
ODC	Order Level Materials

1b. Identification of lowest category rate for each SIN in the Contract

SINs Awarded under the Schedule	Labor Category	Labor Category Rate
54151S	Data Entry Clerk **(Govt. Site)	$ 44.72
518210C	Cloud Training Specialist	$ 82.17
54151HEAL	Associate Bioinformatics Scientist/Analyst -G	$ 80.54
561422	Contact Center Knowledge Analyst**(Contractor Site)	$ 77.53
54151	Software Maintenance – M Adapter	$410.58
611420	Training Courses – Introduction to CLOUD for Executives	$517.28
561611	Administrator I**	$ 52.05
54151ECOM	Network Small-Factor Pluggable 1G Copper unit	$ 8.69
54151HACS	Information Security Analyst 1 (Govt Site)	$ 78.45
561210SB, 541690, 541690E, 561210FAC	Administrative Support	$ 66.55
ANCILLARY	Data Entry Clerk (Govt. Site)	$ 44.72

1c. Identification of Services and Hourly Rates

Please refer to pages 16 through 243 for Services and Rates for each SIN

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

The Maximum Order value for the following Special Item Numbers (SINs) is $500,000:

   a. Special Item Number 54151S - Information Technology (IT) Professional Service.

b. Special Item Number 54151HEAL- Health Information Technology (IT) Services
c. Special Item Number 518210C – Cloud Computing Services
d. Special Item Number 561422 - Automated Contact Center Solutions
e. Special Item Number 54151- Software Maintenance Services
f. Special Item Number 54151ECOM – Electronic Commerce and Subscription Services
g. Special Item Number 54151HACS – Highly Adaptive Cybersecurity Services

The Maximum Order value for the following Special Item Numbers (SINs) is:
a. $250,000 for Special Item Number ANCILLARY – Ancillary Services and for 611420- Information Technology Training
b. $100,000 for Special Item Number Order-Level Materials
c. $1,000,000 for Special Item Number 561611– Background Investigative Services, Special Item Number 561690E, 561690, 56120SB, 561210FAC

3.   Minimum Order Requirements

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

4.   Geographic Coverage

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.
(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:

5.   Points of Productions

General Dynamics Information Technology, Inc.
GWAC Service Center
3150 Fairview Park Drive
Falls Church, VA 22042

6. Discounts from List Prices or Statement of Net prices

SINs 54151S, 54151HEAL, 518210C, 561422, 611420, 54151, 561611, 54151ECOM, 54151HACS, 561690E, 561690, 56120SB, 561210FAC and ANCILLARY

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 – None

c.   Dollar Volume – None

d.   Government Educational Institutions – Receive the same discount as all other Govt. agencies;

e.   Other – None

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.

7. Quantity Discounts

None

8. Prompt Payment Terms

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. Net 30 days or other negotiated prompt payment terms

9. Foreign Items

Not Applicable

10a. Time and Delivery

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)
54151S	at task completion
561611	at task completion
518210C	at task completion
54151HEAL	at task completion
561422	at task completion
611420	at task completion

<u>54151</u>	<u>at task completion</u>
<u>54151ECOM</u>	<u>at task completion</u>
<u>54151HACS</u>	<u>at task completion</u>
<u>561210SB, 541690, 541690E, 561210FAC</u>	
	<u>at task completion</u>

10b. Expedited Delivery

To be determined at the Task Order Level

10c. Overnight and 2 day Delivery

To be determined at the Task Order Level

10d. Urgent Requirements

To be determined at the Task Order Level

11. F.O.B Points

Destination

12. Ordering Address

General Dynamics Information Techology, Inc.
GWAC Service Center
3150 Fairview Park Drive
Falls Church, VA 22042

12b. Ordering Procedures

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in the Federal Acquisition Regulation (FAR) 8.405-3

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

ORDERING ASSISTANCE
Senior Program Analyst
Lea Anderegg
Telephone (571) 533-3215
E-mail: lea.anderegg@gdit.com

CONTRACTUAL ASSISTANCE
Contracts Advisor
Irina Safarcheva
Telephone (703) 995-3733
E-mail: irina.safarcheva@gdit.com

13. Payment Address

(US Mail)
General Dynamics Information Technology, Inc.
P.O. Box 643014

Pittsburg, PA 15264-3014

(Via Wire/ACH)
Please see invoice

14. Warranty Provision

Performed in accordance with contract requirements for IT Professional Services, Health IT Professional Services and Manufacturer's Standard Commercial Warranty for Software Maintenance, Electronic Commerce Services

15. Export Packaging Charges

To be determined at the Task Order Level

16. Terms and Conditions of Rental, Maintenance and Repair

Not Applicable

17. Terms and Conditions of Installations

Not applicable

18a. Terms and Conditions of repair parts indicating date of parts price lists

Not Applicable

18b. Terms and Conditions of other services

Not Applicable

19. List of Service and Distribution Points

Not Applicable.

20. List of Participating Dealers

Not Applicable

21. Preventive Maintenance

Not Applicable

22a. Special Attributes such as Environmental Attributes (e.g. recycled content, energy efficiency, and/or related pollutants

Not Applicable

22b. Section 508 compliace information is available on Electronic and Information Technology (EIT) supplies and services

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

23. Data Universal Number System (DUNS) Number

Unique Entity ID (UEI) Number   SMNWM6HN79X5

24. Notification regarding registration in System for Award Management (SAM) Database

Registered

SIN 54151S - IT PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS

MANAGEMENT SERIES

Skill Level 1 – Executive Project/Program Manager

<u>Minimum/General Experience</u>: Eleven years of intensive and progressive experience demonstrating the required proficiency levels related to the specific task. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

<u>Functional Responsibilities</u>: Responsible for and leads team on large complex projects. Translates customer requirements into formal agreements and plans to culminate in customer acceptance or results. Possesses expert knowledge of business processes. Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for their project, according to their project charter. Has extensive professional knowledge of market segment/industry/technology/discipline trends. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project (or segment of a project) to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery.   Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implements actions independently and or through the management team, to ensure project objectives are met. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools and solution components. Possesses significant breadth of knowledge in business matters, finance, planning, and forecasting and personnel in order to manage team and business processes.

<u>Minimum Education</u>: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	15 years
MA/MS	9 years

Doctorate Degree/Ph.D.	8 years

Skill Level 2 - Senior Project\Program Manager

Minimum/General Experience: This position requires a minimum of six years of intensive and progressive experience demonstrating the required proficiency levels related to task. Intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

Functional Responsibilities: Responsible for large projects\programs or significant segment of a large complex project\program. Leads team on large projects\programs or significant segment of large complex projects\programs. Translate customer requirements into formal agreements and plans to culminate in customer acceptance of results or have acceptance in the targeted market, while meeting business objectives. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project\program or segment of a project\program to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test and final delivery. Formulates partnerships between customer, suppliers and staff. Anticipates potential project\program related problems. Utilizes refined techniques for identifying, eliminating or mitigating solution, project\program and business risk. Understands customer, industry and business trends. Applies this understanding to meet project\program objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implement actions, independently and or through the management team to ensure project\program objectives are met. Analyzes new and complex project\program related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	10 years
MA/MS	4 years
Doctorate Degree/Ph.D.	3 years

Skill Level 3 - Project Manager

Minimum/General Experience: This position requires a minimum of twelve years IT experience. Experience includes increasing responsibilities in information systems design and management.

Functional Responsibilities: Serves as project manager for a large, complex task order (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the ordering activity Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), ordering activity management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	15 years
MA/MS	10 years
Doctorate Degree/Ph.D.	8 years

Skill Level 4 - Task Manager/Site Manager

Minimum/General Experience: This position requires a minimum of ten years of progressive and intensive experience managing with at least two years of relevant experience in a position with duties commensurate to those defined in the task order requirement or five years specialized experience in a position with duties commensurate to those defined in the task order requirement.

Functional Responsibilities: Responsible for applications systems analysis and programming activities for a Government site, facility or multiple locations. Identifies changes in computer and systems technology and interprets their meaning to senior management, bringing current and future knowledge of technology and systems as applied to the client's requirements. Provides technical assistance to facilitate planning and directing the design, installation, modification and operation of an information systems capability. Prepares long and short range plans for application selection, systems development, systems maintenance, production activities and for necessary support resources. Also responsible for applications systems analysis and programming activities for a group or section. Responsible for feasibility studies, time

and cost estimates, and the establishment and implementation of new and revised applications systems and programs. Assists in projecting software and hardware requirements. Assigns personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with personnel in other information systems sections to coordinate activities. Prepares activity and progress reports regarding the activities of the applications systems and programming section. Confers and consults with Government personnel regarding performance and scheduling issues on tasks.

Minimum Education: Bachelor's degree from an accredited college or university in computer science, information systems, engineering or a mathematics-intensive discipline or major field of study which either provided substantial knowledge useful in managing large complex Automated Information Systems (AIS) projects or is closely related to the work as described and required by the task.

Approved Substitutions	
Education	**Experience**
No Degree	14 years related experience
MA/MS	8 years of experience and 1 year relevant experience or 4 years specialized experience

Skill Level 5 - Quality Assurance Manager

Minimum/General Experience: This position requires a minimum of eight years IT experience, of which at least five years are specialized experience in QA areas such as the following: configuration management, verification and validation, software testing and integration, software metrics and their application to software quality assessment. Experience includes increasing responsibilities in quality assurance, quality control, and team leader responsibilities.

Functional Responsibilities: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle. Conducts formal and informal reviews at pre-determined points throughout the development life cycle. May provide daily supervision and direction to support staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degee	13 years general of which 11 years must be specialized experience

MA/MS	6 years of general of which 4 years must be specialized experience
Doctorate Degree/Ph.D.	5 years of general of which 3 years must be specialized experience

Skill Level 6 - Computer Operations Manager

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: supervision and operations experience on a large-scale computer system, knowledge of hardware, software and operating systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibilities: 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 operators.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	Experience
No Degree	10 years general of which 8 years must be specialized experience
MA/MS	5 years of general of which 3 years must be specialized experience

Skill Level 7 - Communications Network Manager

Minimum/General Experience: This position requires a minimum of nine years experience of which five years must be specialized. Specialized experience includes protocol analysis, communication network system design and maintenance, knowledge of communication protocols such as TCP/IP, X.25. X.400, X.500. Knowledge of devices such as bridges, routers and gateways. Specialized experience also includes: supervising the operation and maintenance of communication network systems which may be mainframe, mini, or client/server based. General experience includes all aspects of communication networks planning, installation, and support.

Functional Responsibilities: Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical

expertise for performance and configuration of networks. Performs general LAN/MAN/WAN administration, provides technical leadership in the integration and test of complex large scale computer integrated networks. Schedules conversions and cutovers. Oversees network control center. Supervises maintenance of systems. Coordinates with all responsible users and sites. Supervises staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	Experience
No Degree	11 years of general of which 9 years must be specialized experience
MA/MS	5 years general of which 3 years must be specialized experience

Skill Level 8 - Data Communications Manager

Minimum/General Experience: Requires ten years experience in software/hardware LAN and WAN network design and analysis.

Functional Responsibilities. Manages a team of data communications technicians and analysts who maintain and support data and video communication systems *in an Information Technology (IT) client/server environment*, *such as firewalls, modems, bridge, routers, gateways and communication servers,* within the organization. Identifies issues and appropriate courses of action. Researches and oversees implementation of new technologies. 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. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a head of a unit/department.

Minimum Education: High school graduate with applicable training certificate from an accredited training institution.

Skill Level 9 - Help Desk Manager

Minimum/General Experience: This position requires a minimum of seven years experience, of which at least five years must be specialized. 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. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

GENERAL DYNAMICS
Information Technology

Functional Responsibilities: Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under this contract. These personnel serve as the first point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	Experience
No Degree	10 years general of which 8 years must be specialized experience
MA/MS	5 years general of which 3 years must be specialized experience

Skill Level 10 - Lead Installation Engineer

Minimum/General Experience: Five years experience providing day-to-day supervision of the functional activities associated with High Performance, Mid Range, Workstation, Network (LAN & WAN), Protocols and Operating Systems Installations. Technical expertise shall include system checkout and test, and system tuning.

Functional Responsibilities: Supervises all technicians and installers (contractor and vendor) for the specific systems to be installed. Establishes detailed schedules by subsystem for use by all levels of personnel in order to achieve maximum efficiency. Assigns personnel to various functional activities and instructs them where necessary, to enable them to perform their assigned duties. Compiles and maintains various reports related to the progress of the installation.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Approved Substitutions	
Education	Experience
No Degree	10 years
Associate Degree	7 years

Skill Level 11 – Network Systems Manager

Minimum/General Experience: Five years of increasingly complex and progressive experience in computer system/network management including two years of specialized experience related to the task.

Functional Responsibilities: Supervises all personnel engaged in the operation and support of network operations, including all communications equipment in large scale or multi-shift operations. Assigns personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities.

Minimum Education: Bachelor's degree from an accredited college or university in computer science, information systems, engineering or a mathematics-intensive discipline or an applicable training certificate from an accredited training institution.

Approved Substitutions	
Education	Experience
No Degree	9 years including 6 years specialized experience
MA/MS	3 years with 1 year specialized experience

PROGRAMMING AND ANALYST SERIES

Skill Level 21 - Quality Assurance Analyst (Lead)

Minimum/General Experience: This position requires a minimum of nine years experience of increasing complexity with the planning, organization, and control of Quality Procedures for complex Automated Information Systems (AIS) projects as well as experience with current and emerging technologies.

Functional Responsibilities: Responsible for development of project Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Responsible for verifying that each functional component of the project follows a defined process which is in conformance with contractual requirements. Report's findings to project staff, line management of the organization, and the customer, as appropriate. Provides an independent assessment of how the project's processes are being implemented relative to the defined process and recommends methods to optimize the organization's process.

Minimum Education: Bachelor's degree from an accredited college or university in computer science, mathematics, engineering, or a mathematics-intensive discipline, or an applicable training certificate from an accredited institution.

Approved Substitutions	
Education	Experience
No Degree	11 years
MA/MS	4 years

Skill Level 22 - Quality Assurance Analyst

Minimum/General Experience: This position requires a minimum of six years experience, of which at least three years is specialized experience in areas such as the following: analysis and design of business applications on complex systems for large-scale computers, data base management, use of programming languages, 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. General experience includes increasing responsibilities in assignments of a technical nature. Proven understanding and application of government documentation standards. Proven ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.

Functional Responsibilities: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project 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.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	10 years general of which 8 years must be specialized experience
MA/MS	5 years general of which 2 years must be specialized experience

Skill Level 23 - Senior Functional Analyst

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized in IT system functional analysis. Must possess superior functional knowledge of task order specific requirements and have experience in developing functional requirements for complex integrated IT systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. May provide daily supervision and direction to support staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	13 years general of which 11 years must be specialized experience
MA/MS	8 years general of which 6 years must be specialized experience

Skill Level 24 - Functional Analyst

Minimum/General Experience: This position requires a minimum of six years experience, of which at least three years must be specialized. Specialized experience includes: developing functional requirements for complex integrated IT systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	10 years general of which 8 years must be specialized experience
MA/MS	4 years general of which 2 years must be specialized experience

Skill Level 25 – Principal Computer Systems Anaylst

Minimum/General Experience:
This position requires a minimum of 10 years of experience

Functional Responsibilities: Establishes system engineering and information requirements using analysis of the information engineer in the development of

enterprise-wide or large-scale information technology systems. Designs architecture to include software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures (OSI, ISO, IEEE, OSE) as they apply to the implementation and specification of information technology solutions. Analyzes system requirements and develops design alternatives to satisfy those requirements. Provides technical leadership developing solutions for engineering studies and internet/intranet applications. Supports process improvement efforts by providing specific, high level technical expertise. Performs evaluation of alternatives and assessment of risks and costs.

Minimum Education: A Master's degree

Approved Substitutions	
Education	**Experience**
No Degree	16 years of related experience
Asociates Degree	14 years of related experience
BA/BS	12 years of related experience
Doctorate/Ph/D.	8 years of related experience

Senior Computer Systems Analyst

Minimum/General Experience:
This position requires 9 years of experience

Functional Responsibilities: Provide design, programming, documentation, and implementation of applications which requires knowledge of government information technology systems for effective development and deployment of software modules. Directs and participates in all phases of software development with emphasis on analysis, coding, testing, documentation, and acceptance phases. Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conducts assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analysis related to information technology. Designs and prepares technical reports and documentation to record results. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects including process and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Facilitation support includes cross-functional team building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models. Develops prototype database systems. Designs transaction-driven modules to

satisfy functional requirement in an on-line or internet/intranet environment. Designs test environments for new applications against databases. Creates entity relationships models to support logical and physical database designs. Creates the metadata describing the database design and attribute descriptions. Creates the schema for building the database. Assists in the management of database projects. Assists in the preparation and delivery of presentations on database management systems concepts. Responsible for overall administration and maintenance of the database, identification and resolution of problems encountered by the users of the system, analysis and implementation of enhancements, and operation and maintenance of databases.

Minimum Education: A Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	13 years general of related experience
Associate Degree	11 years general of related experience
MA/MS	7 years general of related experience
Doctorate degree/Ph.D	5 years general of related experience

Skill Level 26 - Computer Systems Analyst

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, including three years experience in data base management concepts, use of programming languages, and/or DBMS. Knowledge of appropriate storage and retrieval methods, one year of systems analysis experience designing technical applications on computer systems and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in information systems design and management. Must demonstrate the ability to work independently or under only general direction on requirements that are moderately complex to analyze, plan, program, and implement.

Functional Responsibilities: Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintains hardware and software performance tuning, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes downtimes, analyzes proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	10 years general of which 8 years must be specialized experience
MA/MS	4 years general of which 3 years must be specialized experience

Junior Computer Systems Analyst

Minimum/General Experience: This position requires 0 years of experience.

Functional Responsibilities: Works under close supervision, developing the requirements of a product from inception to conclusion. Develops required specifications for simple to moderate complex problems. Translates detailed design into computer software. Conducts tests, debugs, and refines the computer software to produce the required product. Provides design, programming, documentation, and implementation of applications which require knowledge of federal information processing systems concepts for effective development and deployment of software modules; participates in all phases of software development with emphasis on the analysis, coding, testing, documentation, and acceptance phases. Designs and prepares technical reports and documentation to record results. Enhances software to reduce operating time or improve performance efficiency. Develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated systems from project inception to conclusion. Analyzes and evaluates moderate to complex data processing systems, both current and proposed, translating business area customer information system requirements into detailed system or program requirements. Analyzes business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Provides alternatives, recommendations, and assistance to managers involved in the development, integration, and installation of business information systems. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides analytical, statistical, and data analysis assistance. Provides organizational facilitation support including cross-functional teams building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models.

Minimum Education: A Bachelor's degree

Approved Substitutions	
Education	Experience
No Degree	4 years general of related experience
Associate Degree	2 years general of related experience
MA/MS	0 years general of related experience

Skill Level 27 – Applications Systems Analyst/Programmer (Lead)

Minimum/General Experience: This position requires a minimum of seven years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific setting using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies. Must have managed or had significant involvement with complex or substantive information technology projects including one year of experience in management and supervision.

Functional Responsibilities: Formulates and defines system scope and objectives for assigned projects. Prepares detailed specifications for programs. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. Duties also include instructing, directing and checking the work of other systems analysts and programming personnel. Responsible for quality assurance review and for directing and monitoring the work of team members.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Approved Substitutions	
Education	Experience
No Degree	11 years of related experience
MA/MS	5 years of related experience

Skill Level 28 - Applications Systems Analyst/Programmer (Senior)

Minimum/General Experience: This position requires a minimum of five years of increasingly complex and progressive experience in performing systems analysis, development, and implementation for business, mathematical, engineering or scientific settings using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies.

Functional Responsibilities: Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs, and documents programs. Works at the highest technical level of all phases of applications, systems analysis and programming activities including the installation of enhancements, security features, and analytical tools.. Provides guidance and training to less experienced analysts/programmers.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics - intensive discipline, or an applicable training certificate from an accredited training institution.

Approved Substitutions	
Education	**Experience**
No Degree	9 years of related experience
MA/MS	3 years of related experience

Skill Level 29 - Applications Programmer

Minimum/General Experience: This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes: experience as an applications programmer on data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: 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. May take direction from application engineer to ensure program deadlines are met.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	9 years general of which 7 years must be specialized experience
MA/MS	4 years general of which 2 years must be specialized experience

Skill Level 30 - Reserved

Skill Level 31 - Student Application Programmer (Administrative)**

Minimum/General Experience: A high school diploma and two years of general experience.

Functional Responsibilities: Assists with the analysis of information requirements. Aids in the evaluation of applications programming with workflow, organization, and planning and helps develop appropriate corrective action.

Minimum Education: A high school diploma and currently enrolled as a student at a university or college and majoring in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	Experience
Associates Degree	0 years

Skill Level 32 - Web Architect

Minimum/General Experience: Two years of intensive and progressive experience in a computer related field including development and design of software systems and WEB development.

Functional Responsibilities: Designs and builds web sites in support of Information Technology (IT) projects using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's on-line offerings and is considered an expert in graphic design elements and the presentation of contents. Designs the website to support the organization's strategies and goals relative to external communications. Requires understanding of web-based technologies and thorough knowledge of HTML, Photoshop, Illustrator, and/or other design related applications.

Minimum Education: Bachelor's Degree in fine arts, graphic design, computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance, or an applicable training certificate from an accredited institution.

Approved Substitutions	
Education	Experience
No Degree	8 years

MA/MS	3 years

Skill Level 33 - Web Designer

Minimum/General Experience: Two years of intensive and progressive experience in a computer related field including development and design of software systems and WEB development.

Functional Responsibilities: Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for components of the website in support of Information Technology (IT) projects. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Requires strong navigation and site design instincts. Knowledgeable in web development methodology to include CM and testing. Typically requires developmental experience in web-based languages.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance or an applicable training certificate from an accredited institution. With five years of additional experience, a degree is not required.

Approved Substitutions	
Education	**Experience**
No Degree	6 years of related experience

Senior Principal Systems Architect

Minimum/General Experience: This position requires a minimum of 15 years of experience. Experience with large complex systems, providing technical leadership. A solid understanding of architecture and technologies across systems, applications and/or requirements.

Functional Responsibilities: Plans, coordinates, and generally participates in solving technical aspects of complex information technology projects. Provides technical leadership and guidance to resolve complex technical problems. Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models,

and profiles of standards -such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model -as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of workflows, organization, and planning and develops appropriate corrective action. May provide daily supervision and direction to staff.

Minimum Education: A Bachelor's degree

Approved Substitutions	
Education	**Experience**
H.S./G.E.D	19 years of related experience
Associate Degree	17 years of related experience
MS/MS	13 years of related experience
Doctorate Degree/Ph.D.	11years of related experience

Skill Level 35 - Principal Systems Architect

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least seven years must be specialized. Specialized experience includes: supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF 1x, entity relationship diagrams, and other design techniques), object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

Functional Responsibilities: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. May provide daily supervision and direction to staff.

Minimum Education: A Master's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
Bachelors Degree	12 years of which 9 years must be specialized experience
Doctorate Degree/Ph.D.	8 years of which 6 years must be specialized experience

Skill Level 36 - Project Analyst I

Minimum/General Experience: Two years experience. Requires practical experience using broad range of COTS applications, including operation and maintenance of COTS database management system (DBMS) applications to maintain project plans and prepare project deliverables.

Functional Responsibilities: Assists in IT project tracking and reporting. Supports IRM requirements of program assessments with functional area expertise. Maintains project data in spreadsheet and DBMS applications.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Approved Substitutions	
Education	**Experience**
No Degree	5 years

NETWORK SERIES

Skill Level 41 - Telecommunications/Communications Integration Engineer

Minimum/General Experience: This position requires a minimum of seven years of progressive and intensive experience in telecommunications/communications and computer integration with three years of experience involving duties similar to those described in the task order requirement, or five years of specialized experience in a position with duties commensurate to those defined in the task order requirement.

Functional Responsibilities: Provides technical direction and analysis for telecommunication activities, including planning, designing, integrating, installing and

maintaining large-scale telecommunications/ communications networks and services with computer systems. Includes satellite, microwave, broadband, fiber optic, wireless, voice, video and digital telecommunication systems. Integrates communications with computer systems to provide complete systems solutions. Applies telecommunications/communications engineering principles and theory to propose design and configuration alternatives. Evaluates existing communications systems to identify deficiencies and network performance issues. Consults with users, managers, and senior staff to ensure that deficiencies and alternatives have been fully identified and that the solution will meet requirements.   Analyzes network performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with computer systems. Prepares studies and give presentations concerning data communications concepts integrated with computer systems and applications for total systems solutions. Provides integrated with computer systems and applications for total systems solutions. Provides technical guidance to computer systems analysts and telecommunications/communications specialists.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in administering large, complex networks, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline or an applicable certificate of training from an accredited training institution.

Approved Substitutions	
Education	**Experience**
No Degree	11 years of related experience
MA/MS	5 years of related experience

Skill Level 42 - Communications Specialist

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized experience in one of the following: communications software, communications hardware or network specialty. General experience includes all aspects of communication networks. Must demonstrate the ability to work independently or under only general direction.

Communications Hardware specialized experience includes: installing, testing, and operating network and computer (host) communications equipment (e.g., switches, modems, controllers, terminals, and multiplexers): using and implementing communications hardware and electrical standards, using communications hardware test and monitoring equipment and analyzing the results.

Communications Software specialized experience includes: developing, testing, installing, and operating network and computer (host) communications software (e.g. access method and protocol software, application interfaces, transaction processors, and emulators); using and implementing communications standards.

GENERAL DYNAMICS
Information Technology

Network specialized experience includes: designing, testing, installing, implementing, and maintaining computer networks; using and implementing network standards, identification and solution of problems, restart/recovery, additions, deletions, and modifications of terminals, hosts, etc., optimization of network costs and performance and implementing accounting and charge back systems.

Functional Responsibilities: 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 topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Coordinates requirements with users and suppliers.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	Experience
No Degree	10 years of which 8 years must be specialized experience
MA/MS	5 years of which 3 years must be specialized experience

Skill Level 43 - Communication Analyst, Senior (Administrative)

Minimum/General Experience: Requires seven years experience in telecommunications/ communications, with strong emphasis in network design, traffic engineering, equipment vendors, and carriers.

Functional Responsibilities: Oversees a team of communications analysts. Reviews, analyzes, evaluates and maintains an organization's communications system in an *Information Technology (IT) environment, such as client-server or multi-switch*. Designs, develops, and tests communications software solutions. Provides customer training of the communications features and functionality. 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 communications manager. A wide degree of creativity and latitude is expected.

Minimum Education: High school graduate with applicable training certificate from an accredited training institution.

35
GS-35F-393CA
November 2023

Skill Level 44 - Communication Analyst, Intermediate (Administrative)**

Minimum/General Experience: Requires three years experience in telecommunications/communications, with strong emphasis in network design, traffic engineering, equipment vendors, and carriers.

Functional Responsibilities: Under general direction, assists in the review, analysis, evaluation and maintenance of an organization's communications systems in an *Information Technology (IT) environment, such as client-servicer or multi-switch*. Assists in the design, development, and test of communications software solutions. May provide customer training of the communications features and functionality. 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. Typically reports to a Communications Analyst (Senior). A wide degree of creativity and latitude is expected.

Minimum Education: High school graduate with applicable training certificate from an accredited training institution.

Skill Level 45 - Reserved

Skill Level 46 - Communications Installer, Intermediate (Administrative)**

Minimum/General Experience: Three years of experience in installing, modifying, and troubleshooting communications media and applicable certificate(s).

Functional Responsibilities: Installs, troubleshoots, repairs and maintains communications equipment in an *Information Technology (IT) environment*. Provides reports, completes requests for new service, determines methodology for installing telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links and installs communication circuits. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required.

Minimum Education: High school graduate

Skill Level 47 - Communications Installer, Associate (Administrative)**

Minimum/General Experience: One year of experience in installing, modifying, and troubleshooting communications media and applicable certificate(s).

Functional Responsibilities: Installs, troubleshoots, repairs and maintains communications equipment in an *Information Technology (IT) environment*. Provides reports, completes requests for new service, determines methodology for installing

telephone service, determines appropriateness of moderate equipment changes or modifications, call switches, test trunks, test links and installs communication circuits. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

Minimum Education: High school graduate

Skill Level 48 - Senior Network Engineer

Minimum/General Experience: Eight years experience analyzing, identifying and resolving complex network hardware, circuit, and transmission logic problems. Experience in the design, installation and acceptance testing of complex high-speed networks. Applies the principles of assessing and analyzing network transmission application to resolve reported malfunctions.

Functional Responsibilities: Under minimum supervision designs and coordinates the installation and acceptance testing of the system network. Monitors network hardware operations to ensure properly set configuration options. Plans implementation of enhancements and upgrades to the network; performs cost/benefit studies of network configurations and recommends enhancements; directs acquisition, installation, and testing of network hardware; advises network users of hardware requirements, configurations, and limitations; and isolates, resolves, or circumvents network problems. May provide daily supervision and direction to support staff.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Approved Substitutions	
Education	Experience
No Degree	11 years or related experience

Skill Level 49 - Network Engineer

Minimum/General Experience: Five years experience analyzing, identifying and resolving complex network hardware, circuit, and transmission logic problems. Experienced in the design, installation and acceptance testing of complex high-speed networks. Applies the principles of assessing and analyzing network transmission application to resolve reported malfunctions.

Functional Responsibilities: Under minimum supervision designs and coordinates the installation and acceptance testing of the system network. Monitors network hardware operations to ensure properly set configuration options. Plans implementation of enhancements and upgrades to the network; performs cost/benefit studies of network configurations and recommends enhancements; directs acquisition, installation, and testing of network hardware; advises network users of hardware requirements, configurations, and limitations; and isolates, resolves, or circumvents network problems.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Approved Substitutions	
Education	**Experience**
No Degree	8 years of related experience

Skill Level 50 - Network Draftsman (Administrative)**

Minimum/General Experience: This position requires a minimum of five years drafting experience, of which four years specialized experience shall be in drafting of specialized interconnects drawings, site plans, and mechanical parts typical of network installations. Must demonstrate the ability to work independently or under only general supervision.

Functional Responsibilities. Develops engineering drawings, using computer based drawing packages such as Aptitude. Develops engineering drawings for site plans, network configuration and design.

Minimum Education: An Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
High School Diploma	7 years of which 2 years must be specialized experience
Associates Degree	6 years of which 1 year must be specialized

Skill Level 51 - Cable Installer (Administrative)**

Minimum/General Experience: Requires one year experience in installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.

Functional Responsibilities: In support of Information Technology (IT) tasks, installs, analyzes, and services communications cabling in the field. Maintains relations between the customer and the organization on all engineering matters. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. Typically reports to a supervisor or manager. A certain degree of creativity and latitude required.

Minimum Education: High school graduate with applicable training certificate from an accredited training institution.

ENGINEERING SERIES

Skill Level 61 - Principal Information Engineer

Minimum/General Experience: This position requires a minimum of ten years experience in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Of the ten years general experience, a minimum of seven years specialized experience is required in the following: demonstrated experience in managing the implementation of information engineering projects and experience in systems analysis, design and programming. Demonstrated experience in the client/server environment. Proven managerial and supervisory skills. Demonstrated exceptional written and oral communications skills, including giving formal presentations to different audiences. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Has experience with such methodologies as IDEF 0 process modeling and IDEF 1X data modeling. Provides technical guidance in software engineering techniques and automated support tools.

Minimum Education: A Master's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	Experience

Bachelors Degree	12 years of which 9 years must be specialized experience
Doctorate Degree/Ph.D.	8 years of which 6 years must be specialized experience

Skill Level 62 - Senior Information Engineer

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming, systems planning, business information planning, and business analysis. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: 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 opportunities consistent with corporate information management guiding principles, cost savings, and open system architecture objectives. May provide daily supervision and direction to staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degee	13 years of which 11 years must be specialized experience
MA/MS	8 years of which 6 years must be specialized experience
Doctorate Degree/Ph.D.	6 years of which 5 years must be specialized experience

Skill Level 63 - Senior Application Engineer

Minimum/General Experience: This position requires a minimum of ten years experience managing or performing software engineering activities, of which at least eight years must be specialized. Specialized experience includes: demonstrated experience with programming languages in the design and implementation of systems

and using database management systems. General experience includes increasing responsibilities in software engineering activities. Knowledgeable of applicable standards.

Functional Responsibilities: Leads the application of a systematic, disciplined, quantified engineering approach to the development, operation and maintenance of software. Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and, when appropriate, Computer Aided Software Engineering (CASE) tools. 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.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	13 years of which 11 years specialized experience
MA/MS	8 years of which 6 years must be specialized experience

Skill Level 64 - Applications Engineer

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: experience as an applications programmer on data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Applies a systematic, disciplined, quantified engineering approach to the development, operation and maintenance of software. 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. May provide technical direction to programmers to ensure program deadlines are met.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	10 years of which 8 years must be specialized experience
MA/MS	4 years of which 3 years must be specialized experience

Skill Level 65 - Software Engineer I

Minimum/General Experience: Zero years of experience. Entry level position. Requires practical knowledge of one or more platforms and operating systems, and of programming languages such as C and C++. Typically requires knowledge of one or more systems architectures such as client/server and distributed processing.

Functional Responsibilities: Assist in the design and coding of software product components, units and modules according to contract specifications. Participates in analysis and development of test plans. Tests assigned components and units. Provides test results and recommends corrections to senior developers.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	3 years of related experience

Skill Level 66 - Reserved

Skill Level 67 - Software Engineer III

Minimum/General Experience: Six years experience. Software development experience. Requires comprehensive knowledge of one or more platforms and operating systems, and of programming languages such as C and C++. Typically requires knowledge of one or more systems architectures such as client/server and distributed processing.

Functional Responsibilities: Designs and codes software components, units, and modules that meet product specification and development schedules. Tests and debugs assigned components and units. Participates in large systems and subsystem planning. Adheres to product build and release schedules and strategies. Acts as a technical resource for lower-level developers.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Approved Substitutions	
Education	Experience
No Degree	9 years applicable experience

Skill Level 68 - Test Engineer (Senior)

Minimum/General Experience: This position requires seven years of intensive and progressive experience in a computer related field with four years within the last eight calendar years of intensive and progressive experience in performing software testing for complex to highly complex software hardware applications and/or systems.

Functional Responsibilities: Subject matter expert providing testing expertise in for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. Responsible for ensuring that the test design and documentation support all applicable client, agency, or industry standards time lines and budgets. Responsible for ensuring that testing conclusions and recommendations are fully supported by test results, and project managers are fully informed of testing status and application deviations from documented user requirements.

Minimum Education: A Bachelor's degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

Approved Substitutions	
Education	Experience
No Degree	11 years of specialized experience
MA/MS	5 years of which 3 years must be specialized

Skill Level 69 - Test Engineer (Intermediate)

Minimum/General Experience: This position requires five years of intensive and progressive experience in a computer related field with three years within the last six calendar years of intensive and progressive experience in performing software testing for complex to highly complex software hardware applications and/or systems.

Functional Responsibilities: Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for moderately complex to complex software/hardware applications. Reviews user application system requirements documentation; designs, defines and documents unit and application test plans; Transforms test plans into test scripts and executes those scripts. May participate in all phases of risk management assessment and software/hardware development under the direction of a Senior Test Engineer. Responsible for ensuring proper execution of test scripts and documentation of test results in test logs or defect tracking systems. Responsible for ensuring that the test designs and documentation support all applicable client, agency or industry standards, time lines and budgets. Responsible for the development of test data to be used in performing the required tests. Responsible that testing conclusions and recommendations are fully supported by test results, and those project managers are fully informed of testing status and application deviations from documented user requirements. Responsible for/or assists in the analysis of test results, documents conclusions and makes recommendations as supported by such analysis.

Minimum Education: A Bachelor's degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

Approved Substitutions	
Education	**Experience**
No Degree	9 years of specialized experience
MA/MS	1 year of specialized experience

Skill Level 70 - Test Engineer (Associate)

Minimum/General Experience: This position requires two years of intensive and progressive experience in a computer related field with one year experience in performing software testing of simple to moderately complex software hardware applications and/or systems.

Functional Responsibilities: Performs formal system testing activities for a particular project or subset of a larger project under supervision of more experienced test personnel. May participate in support of user requirements for simple to moderately complex software/hardware applications under the direction of a Senior Test Engineer. Executes defined test cases and procedures as detailed in the test documentation. Assists with the collection of data and technical information used in the development of test documentation. Assist in the development of test data to be used in performing required tests. Responsible for Documentation of test results in the proper logs and/or tracking systems. Participates in selected phases of risk management assessment and software/hardware development under the direction of more experienced personnel. May participate in the development of test scripts and is responsible for ensuring proper execution of those test scripts. Under the direction of more experienced personnel, may be responsible for ensuring that test designs and documentation supports selected

client, agency or industry standards and time lines. Responsible for ensuring that testing conclusions and recommendations are supported by test results. Responsible for or assists in the analysis of test results and documents conclusions.

Minimum Education: A Bachelor's degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable certificate of training from an accredited institution.

Approved Substitutions	
Education	Experience
No Degree	6 years of specialized experience
MA/MS	0 years

Skill Level 71 - Software Systems Engineer (Lead)

Minimum/General Experience: This position requires seven years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific settings using a variety of information technology resources. Requires experience with current technologies and, where required for the task, emerging technologies. Must have managed or had significant involvement with complex or substantive information technology projects including one year of experience demonstrating management and supervision capabilities.

Functional Responsibilities: Formulates and defines specifications for operating system applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, modeling, simulation, coding, testing, debugging and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications/communications networks, computer accounting and advanced mathematical/scientific software packages. Instructs, directs, and checks the work of other task personnel. Responsible for quality assurance review and the evaluation of existing and new software products.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Approved Substitutions	
Education	Experience
No Degee	11 years of related experience
MA/MS	5 years of related experience

Skill Level 72 – Senior Software Engineer

Minimum/General Experience: This position requires ten years general experience and five years specialized experience is required. Ten years general experience includes all aspects of network and computer communications software, and a mixture of experience of the operating systems listed in the skill description and the demonstrated ability to work independently or under only general supervision.
Five (5) years experience in software engineering of large, complex, interconnected/distributed systems environments. Demonstrated experience in developing, testing, installing, and operating network and computer (host) communications software (e.g. access method and protocol software, application interfaces, transaction processors, and emulators); using and implementing communications standards.

Functional Responsibilities: Performs complex analysis, design, development, integration, testing and debugging of computer software. Activities range from operating system architecture integration and software design to recommendation of products. Expert knowledge of Operating Systems, LANs, WANs, VPNs, PKI, routers, firewalls, network protocols, data encryption, and key management. Provides functional and empirical analysis related to the design, development and implementation of software operating systems for products including, but not limited to, IA utility software, IA development software, and IA diagnostic software. Expert knowledge of Common Operating Environment (COE). Develops system level scripts in various common languages (e.g., Bourne shell on UNIX). Analyzes network and computer communications hardware characteristics for IA requirements. Assists and coordinates with communications network specialists in the area of communications hardware.

Minimum Education: A Master's degree from an accredited college or university in Computer Science, Information Systems, Engineering, Business, Mathematics, or other related scientific or technical discipline is required.

Approved Substitutions	
Education	**Experience**
MA/MS plus Certificate from a nationally recognized information systems security organization (CISSP, CISA, etc)	7 years and 2 years of specialized experience
Bachelors Degree	12 years and 6 years of specialized experience
Bachelors Degree plus Certificate	9 years and 3 years of specialized experience
Doctorate Degree/Ph.D.	8 years and 4 years of specialized experience
Doctorate Degree/Ph.D plus Certificate	5 years and 1 years of specialized experience

Senior Software Specialist

Minimum/General Experience: This position requires ten years of experience. Experience with large and complex information technology systems implementation.

Possesses expertise across multiple information technology platforms and the integration of diverse architectures.

Functional Responsibilities: Provides assistance in all aspects of software development from design through implementation and the maintenance of upgrading existing software. Analyzes, designs, specifies, documents, and implements web based and application software solutions.

Minimum Education: Bachelor's Degree.

Approved Substitutions	
Education	Experience
H.S/G.E.D	14 years of related experience
Associate Degree	12 years of related experience
MA/MS	8 years of related experience
Doctorate Degree/Ph.D	6 years of related experience

Junior Software Specialist

Minimum/General Experience: This position requires 3 years of experience. Experience in software development/engineering, including requirements analysis, software development, installation, integration, evaluation, enhancement, maintenance, testing, and problem diagnosis/resolution

Functional Responsibilities: Provides assistance in all aspects of hardware and software development from design through implementation and the maintenance of upgrading existing software solutions. Analyzes, designs, specifies, documents, or implements hardware and software solutions.

Minimum Education: Bachelor's Degree.

Approved Substitutions	
Education	Experience
H.S/G.E.D	7 years of related experience
Associate Degree	5 years of related experience
MA/MS	1 year of related experience
Doctorate Degree/Ph.D	0 year of related experience

TECHNICIAN SERIES

Skill Level 81 - Senior Technician Assistant (Administrative)**

Minimum/General Experience: Three years related experience in building and performing tests on electronic systems components to determine operability,

troubleshooting malfunctioning circuits, and making required repairs. Must be familiar with principles of performing complex tasks using standard and nonstandard equipment and techniques.

Functional Responsibilities: Troubleshoots and repairs particularly complex or troublesome electronic failures independently. Services and calibrates electronic test equipment or control systems, and may suggest design changes or recommend improvements in production methods. Shall perform configuration management, inventory, and receiving tasks associated with all system hardware and software components.

Minimum Education: High School Degree.

Skill Level 82 - Technician Assistant (Administrative)**

Minimum/General Experience: One (1) year of related experience in performing tests on electronic systems components to determine operability, troubleshooting malfunctioning circuits and making required repairs. Must be familiar with performing standard and moderately complex tasks using standard electronic test equipment.

Functional Responsibilities: Under limited supervision, inspects tests and troubleshoots electronic systems. Makes repairs requiring standard techniques, may make repairs using nonstandard techniques, may service calibrate electronic test equipment or control systems, and maintains logs and reports as required.

Minimum Education: High School Degree.

Principal Technical Subject Matter Expert

Minimum/General Experience: This position requires 10 years of progressive experience in supporting large information technology projects related to the individual's subject matter expertise. These senior personnel are renowned experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.) with many years of experience. They may have advanced degrees, and many have a Ph.D. They all have extensive experience as technical leaders and/or senior Project Managers.

Functional Responsibilities: PTSMEs serve as technical experts in areas relevant to a particular project. Produces and/or reviews substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include but are not limited to systems design, system architecture, feasibility studies, and system specifications. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines. Under the guidance of the Program Manager, may be responsible for the overall management of specific task order(s) and

ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and interfaces to other functional systems.

Minimum Education: A Bachelor's degree

Approved Substitutions	
Education	**Experience**
MA/MS	8 years of related experience
Doctorate Degree/Ph.D.	6 years of related experience

Skill Level 83 - Technical Subject Matter Specialist (Senior)

Minimum/General Experience: This position requires six years of intensive and progressive experience in the applicable specialty field.

Functional Responsibilities: Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Resolves problems, which require an intimate knowledge of the related technical subject matter. Applies principles and methods of the subject matter to specialized solutions. Includes but not limited to; identity management, medical and legal transcription, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Approved Substitutions	
Education	**Experience**
Certificate of training	2 years undergraduate work and 6 years of related experience
No Degree	10 years of related experience
MA/MS	4 years of related experience

Skill Level 84 - Technical Subject Matter Specialist (Intermediate)

Minimum/General Experience: This position requires two years of intensive and progressive experience in the applicable specialty field.

Functional Responsibilities: Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Resolves problems, which require an

intimate knowledge of the related technical subject matter. Applies principles and methods of the subject matter to specialized solutions. Includes but not limited to; identity management, medical and legal transcription, scientific encoding environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Approved Substitutions	
Education	**Experience**
Certificate of training	2 years undergraduate work and 2 years of related experience
No Degree	5 years of related experience
MA/MS	1 year of related experience

Skill Level 85 - Technical Subject Matter Specialist (Associate)

Minimum/General Experience: This position is entry level and does not require experience with a related degree.

Functional Responsibilities: Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Resolves problems which require an intimate knowledge of the related technical subject matter. Applies principals and methods of the subject matter to specialized solutions. Includes but not limited to; identity management, medical and legal transcription, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities.

Minimum Education: Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Approved Substitutions	
Education	**Experience**
Certificate of training	2 years of undergraduate work
No degree	4 years of related experience

COMPUTER OPERATIONS SERIES

Skill Level 101 - System Administrator

Minimum/General Experience: This position requires four years experience, of which at least three years must be specialized experience in administrating computer systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibilities: Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	8 years of which 6 years must be specialized experience
MA/MS	3 years of which 2 years must be specialized experience

Skill Level 102 - System Operator**

Minimum/General Experience: This position requires two years experience, of which at least two years must be specialized experience operating a large-scale computer system or a multi-server local area network. Must demonstrate sufficient knowledge of programming to understand how programs use computer hardware.

Functional Responsibilities: Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation, which may be mainframe, mini, or client/server based.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	7 years of which 5 years must be specialized experience

Asociates Degree	3 years of which 1 year must be specialized experience

Skill Level 103 - Senior Computer Security Systems Specialist

Minimum/General Experience: This position requires 12 years experience, of which at least eight years must be specialized experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities and resolution of computer security problems.

Functional Responsibilities: Analyzes and defines security requirements. Designs, develops, engineers, and implements solutions computer security requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the computer security arena. Performs risk analyses which also includes risk assessment. Provides daily supervision and direction to staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance is required.

Approved Substitutions	
Education	**Experience**
No Degree	13 years of which 11 years must be specialized experience
MA/MS	8 years of which 7 years must be specialized experience
Doctorate Degree/Ph.D.	6 years of which 5 years must be specialized experience

Skill Level 104 - Computer Security Systems Specialist

Minimum/General Experience: This position requires eight years experience, of which at least six years must be specialized experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions computer security problems.

Functional Responsibilities: Analyzes and defines security requirements. Designs, develops, engineers, and implements solutions to computer security requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the computer security arena. Performs risk analyses which also includes risk assessment.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software

engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	12 years of which 10 years must be specialized experience
MA/MS	7 years of which 5 years must be specialized experience

Skill Level 105 - Help Desk Specialist**

Minimum/General Experience: This position requires five years experience, of which at least three years must be specialized. Specialized experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

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

Minimum Education: An Associate's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	8 years of which 6 years must be specialized experience
Bachelor's Degree	4 years of which 2 years must be specialized experience

Skill Level 106 - Hardware Specialist

Minimum/General Experience: This position requires six years experience, of which at least four years must be specialized. Specialized experience includes: system analysis and evaluation of hardware capabilities and configurations. General experience includes increasing responsibilities with IT systems, including systems analysis and programming. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning

hardware. Prepares functional requirements and specifications for hardware acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user's requirements.

Minimum Education: An Associate's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	Experience
No Degree	9 years of which 7 years must be specialized experience
Bachelor's Degree	4 years of which 2 years must be specialized experience

Skill Level 107 - User Services Specialist I (Administrative)**

Minimum/General Experience: Three years of experience. Requires knowledge of the employer's (or client's) computer equipment and software.

Functional Responsibilities: Provides technical assistance to system users. Responses to users' requests for assistance by phone and in person. May staff a help desk or information center. Installs and modifies computer hardware and software.

Minimum Education: High school graduate.

Skill Level 108 - User Services Specialist II**

Minimum/General Experience: Five years of experience. Requires knowledge of employer's (or client's) computer equipment, software, and application processes. Requires experience in providing technical assistance and on-the-job training. Generally requires extensive knowledge of one or more operating systems and environments.

Functional Responsibilities: Responds to user requests for assistance by phone and in person. Installs and modifies computer hardware and software. Diagnoses hardware, software, and operator problems and recommends remedial actions or procedural changes. May load and configure software such as operating systems and environments and application. Provides technical assistance and training to system users.

Minimum Education: An Associate's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Two years additional applicable experience may be substituted for a degree.

GENERAL DYNAMICS
Information Technology

Approved Substitutions	
Education	**Experience**
No Degree	7 years of related experience

Skill Level 111 – Reserved

Skill Level 112 - Senior Hardware Installation Technician

Minimum/General Experience: This position requires 10 years experience of which at least six years must be specialized. Specialized experience includes: supervision of installation technicians, analysis, design, and installation of computer based systems; analysis, design, and installation of local area networks; and analysis and installation of communication systems. General experience includes increasing responsibilities in technical management.

Functional Responsibilities. Organizes and directs hardware installations and on-site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops hardware installation schedules. Mobilizes installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

Minimum Education: Minimum education requirement is a high school diploma.

Approved Substitutions	
Education	**Experience**
Associates Degree	7 years of which 5 years must be specialized experience
Bachelors Degree	6 years of which 3 years must be specialized experience

Skill Level 113 - Hardware Draftsman (Administrative)**

Minimum/General Experience: This position requires five years drafting experience. A diversified drafting background is required. A minimum of one-year specialized experience shall be in drafting of interconnects drawings, site plans, and mechanical parts typical of custom hardware installations. Must demonstrate the ability to work independently or under only general supervision.

Functional Responsibilities: Develops engineering drawings, using computer based drawing packages such as Aptitude. Develops engineering drawings for site plans, electrical interconnects, and mechanical plans for specialized hardware.

Minimum Education: A Bachelor's degree from an accredited college or university in drafting, computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	Experience
High School Dipolma	7 years with 2 years of specialized experience
Associates Degree	6 years with 1 year of specialized experience

Skill Level 114 - Computer System Installation Specialist

Minimum/General Experience: Eleven years experience. Requires extensive knowledge of computer equipment inventory, control quality assurance, and logistics processes. Requires extensive understanding of computer acquisition processes, automated records and databases, equipment substitution criteria, and issue and disposal processes.

Functional Responsibilities: Performs IT material management, including install planning, provisioning requirements determination, acquisition, distribution, accountability, and issue for consumption, retention or disposal. Determines current and future equipment requirements to meet customer needs. Reviews and analyses schedules to ensure readiness and availability of equipment for installation.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years additional applicable experience may be substituted for a degree.

Approved Substitutions	
Education	Experience
No Degree	14 years of related experience

SPECIALIST SERIES

Skill Level 121 - Senior Database Management Specialist

Minimum/General Experience: This position requires ten years experience, of which at least eight years must be specialized. Specialized experience includes: demonstrated experience with data base design and system analysis, current operating systems software internals and data manipulation languages. General experience includes increasing responsibilities in the development and maintenance of data base systems.

Functional Responsibilities: Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on data base management systems (DBMS) concepts. May provide daily supervision and direction to support staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	13 years of which 11 years must be specialized experience
MA/MS	8 years of which 6 years must be specialized experience

Skill Level 122 - Database Management Specialist

Minimum/General Experience: This position requires six years experience, of which at least four years must be specialized. Specialized experience includes: demonstrated experience using current DBMS's technologies, application design utilizing various DBMS and experience with DBMS internals. General experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	10 years of which 8 years must be specialized experience
MA/MS	4 years of which 3 years must be specialized experience

Skill Level 123 - Data Base Specialist

Minimum/General Experience: Eight (8) years related experience performing difficult and complex software engineering activities relative to the design and development of existing software and new or existing systems or subsystems. Task leader of complex technical efforts in their specialty.

Functional Responsibilities: Works under limited supervision in performing difficult and complex software engineering assignments relative to the modification and/or development of software systems. Formulates and develops systems or subsystems architecture, requirements, and design documents. Performs software algorithm development, design, coding, and documentation work of systems. Understands and has implemented WEB technology. Evaluates subcontractor software activities, so as to ensure compliance with software engineering standards.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Data Analyst - Advisor

Minimum/General Experience: Eight (8) Years of experience. Has mastery level knowledge and experience when related to the specialized and functional experience, should be able to review and advise on processes, standard operating procedures and that ability to advise others on complex or undefined tasks, should be able to guide / train / mentor Junior, Mid and Senior level employees. Will be required to recommend, review and integrate process improvements, standard operating procedure refinements and document tasks. Specialized Experience: Interpret data, analyze results using statistical techniques and provide ongoing reports.

Functional Responsibilities: Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality. Acquire data from primary or secondary data sources and maintain databases/data systems. Identify, analyze, and interpret trends or patterns in complex data sets. Filter and "clean" data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems fields. Functional Responsibility: Develop SQL and PL/SQL to find, investigate, and map out strategies to correct data quality issues. Work closely with other data quality team analysts, management, project managers, business analysts, developers, quality assurance and DBAs to determine root causes for data quality issues. Devise remediation plans that both prevent future occurrences and restore data that has already been affected. Actively collaborate with others on business rules underlying the data Develop in-depth understanding and knowledge about the variety of data stores, data sources, applications and tiers that are utilized in

support of the program. Design and administer data collection tools; clean, merge and manage existing data sets as well as establish and maintain data quality procedures to ensure accuracy and timeliness of data.

Minimum Education: Bachelor's Degree

Approved Substitutions	
Education	**Experience**
High School Diploma/G.E.D	12 years of related experience
Associate Degree	10 years of related experience
MA/MS	6 years of related experience
Doctorate Degree/Ph.D	4 years of related experience

Data Analyst - Senior

Minimum/General Experience: Five (5) Years of experience . Has extensive knowledge and experience when related to the specialized and functional experience, should be able to execute processes, standard operating procedures and demonstrate that ability to complete complex or undefined tasks, should be able to guide / train / mentor Junior & Mid-level employees. Will be required to recommend / update and refine process improvements, standard operating procedure refinements and document tasks, will require management and oversight when working with enterprise / architecture or organizational tasks. Specialized Experience: Interpret data, analyze results using statistical techniques and provide ongoing reports.

Functional Responsibilities: Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality. Acquire data from primary or secondary data sources and maintain databases/data systems. Identify, analyze, and interpret trends or patterns in complex data sets. Filter and "clean" data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems fields. Functional Responsibility: Develop SQL and PL/SQL to find, investigate, and map out strategies to correct data quality issues. Work closely with other data quality team analysts, management, project managers, business analysts, developers, quality assurance and DBAs to determine root causes for data quality issues. Devise remediation plans that both prevent future occurrences and restore data that has already been affected. Actively collaborate with others on business rules underlying the data Develop in-depth understanding and knowledge about the variety of data stores, data sources, applications and tiers that are utilized in support of the program. Design and administer data collection tools; clean, merge and manage existing data sets as well as establish and maintain data quality procedures to ensure accuracy and timeliness of data.

<u>Minimum Education</u>: Bachelor's Degree

Approved Substitutions	
Education	**Experience**
High School Diploma/G.E.D	9 years of related experience
Associate Degree	7 years of related experience
MA/MS	3 years of related experience
Doctorate Degree/Ph.D	1 year of related experience

Data Analyst – Mid

<u>Minimum/General Experience</u>: Three (3) Years of experience. . Has general knowledge and experience when related to the specialized and functional experience, should be able to execute processes, standard operating procedures and demonstrate that ability to complete routine tasks, be able to guide / train / mentor Junior employees. Will be required to recommend process improvements, standard operating procedure refinements and document simplified / routine tasks, will require management and oversight when working with more unique or undefined tasks. Specialized Experience: Interpret data, analyze results using statistical techniques and provide ongoing reports.

<u>Functional Responsibilities</u>: Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality. Acquire data from primary or secondary data sources and maintain databases/data systems. Identify, analyze, and interpret trends or patterns in complex data sets. Filter and "clean" data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems fields. Develop SQL and PL/SQL to find, investigate, and map out strategies to correct data quality issues. Work closely with other data quality team analysts, management, project managers, business analysts, developers, quality assurance and DBAs to determine root causes for data quality issues. Devise remediation plans that both prevent future occurrences and restore data that has already been affected. Actively collaborate with others on business rules underlying the data Develop in-depth understanding and knowledge about the variety of data stores, data sources, applications and tiers that are utilized in support of the program. Design and administer data collection tools; clean, merge and manage existing data sets as well as establish and maintain data quality procedures to ensure accuracy and timeliness of data.

<u>Minimum Education</u>: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software

engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
High School Diploma/G.E.D	7 years of related experience
Associate Degree	5 years of related experience
MA/MS	1 year of related experience
Doctorate Degree/Ph.D	0 year of related experience

Data Analyst – Junior

Minimum/General Experience: Zero (0) Years of experience. Has rudimentary or limited knowledge and experience when related to the specialized and functional experience, should be able to learn processes, standard operating procedures and demonstrate that ability to complete simplified / routine tasks, will require management and oversight when working with more complex tasks.

Functional Responsibilities: Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality. Acquire data from primary or secondary data sources and maintain databases/data systems. Identify, analyze, and interpret trends or patterns in complex data sets. Filter and "clean" data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems fields. Develop SQL and PL/SQL to find, investigate, and map out strategies to correct data quality issues. Work closely with other data quality team analysts, management, project managers, business analysts, developers, quality assurance and DBAs to determine root causes for data quality issues. Devise remediation plans that both prevent future occurrences and restore data that has already been affected. Actively collaborate with others on business rules underlying the data Develop in-depth understanding and knowledge about the variety of data stores, data sources, applications and tiers that are utilized in support of the program. Design and administer data collection tools; clean, merge and manage existing data sets as well as establish and maintain data quality procedures to ensure accuracy and timeliness of data.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
High School Diploma/G.E.D	4 years of related experience
Associate Degree	2 years of related experience

MA/MS	0 year of related experience

Skill Level 124 - Principal Industry/Functional Area Expert

Minimum/General Experience: Ten years of general IT experience and formal training and three years experience in BPR methods, plus training and one year experience in enterprise applications.

Functional Responsibilities: Recognized for strong expertise in industry issues and trends. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Works with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Guides the determination of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generates functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participates in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	13 years of related experience
MA/MS	6 years of related experience
Doctorate Degree/Ph.D.	4 years general IT experience

Skill Level 125 - Senior Industry/Functional Area Specialist

Minimum/General Experience: Six years of experience in BPR methods, plus formal training and one year experience in enterprise applications.

Functional Responsibilities: Recognized for understanding and communicating common best practices for the industry. Utilizes a knowledge base to create conceptual business models and to point out relevant issues and considerations in selecting application software packages, such as those provided by ERP vendors. Assesses the operational and functional baseline of an organization and its organizational components, and helps to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Examples of the functional areas would include Human

Resources, Finance, Supply, Service, etc. Works with senior managers to provide industry vision and guidance with regard to their industry. Leads the determination and classification of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Supports the development of functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	9 years of related experience
MA/MS	4 years of related experience
Doctorate Degree/Ph.D.	2 years of general IT experience

Skill Level 126 - Modeling and Simulation Specialist

Minimum/General Experience: This position requires five years of increasingly complex and progressive experience in subject matter related to simulation models being used.

Functional Responsibilities: Expert in modeling and simulation functions or operations such as, but not limited to exercises, plans, coordination, demonstrations, and instruction in the fields such as, but not limited to health, environmental, transportation, law enforcement, and security for military, and civil agencies. Provides supervision and guidance on the proper operation and use of simulation models and exercises. May support live, constructive, or virtual training.

Minimum Education: Bachelor's Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Approved Substitutions	
Education	**Experience**
No Degee	9 years of related experience
MA/MS	3 years

Skill Level 127 - Principal ERP Product Expert

Minimum/General Experience: Ten years of general IT experience including formal training and two years experience in BPR methods, plus formal training and one year experience in enterprise applications.

Functional Responsibilities: Recognized for in-depth knowledge of a specific product or families of enterprise applications, such as ERP products, and associated applications interface technologies. Utilizes technical area expertise to assess the operational and/or technical baseline of an organization as specifically associated with its functional components. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Works with information technology professionals to provide insight and advice to senior managers and executives, concerning the strategic direction and applicability of enterprise-based products. Takes a lead role in contributing to the development of standards and best practices surrounding the use of enterprise products and applications. Provides technical insight into the determination of technical inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generates technical strategies for enhanced operations, as well as ways to improve productivity across functional areas within the organization. Also responsible for developing and educating others with regard to product-specific best practices. Participate in technical assessments and reviews to validate the technical approach and associated work products, such as ERP implementations. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	Experience
No Degree	13 years of general IT experience and 3 years of specialized experience
MA/MS	6 years of general IT experience and 3 years of specialized experience
Doctorate Degree/Ph.D.	4 years of general IT experience and 3 years of specialized experience

Skill Level 128 - Senior ERP Product Specialist

Minimum/General Experience: Six years of general IT experience including formal training and two years experience in BPR methods, plus formal training and one year experience in enterprise applications.

Functional Responsibilities: Recognized for enterprise application implementation expertise, such as with specific ERP products, across functional business areas within an organization. Utilizes technical area expertise to assess, select, manage and implement enterprise application components, and to ensure that the technical solution solves the business problem as an organic part of the organization's operational and functional baseline. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Focus is in a specific product or technology family of technologies on multiple platforms, which is supplemented with a clear understanding of the business requirements and related applications issues. Works with product specialists to brief senior managers and end users on applications integration/functionality within the enterprise. Determines those technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Supports technical strategies that will improve productivity across functional areas within the organization. Educates others with regard to product-specific best practices. Leads enterprise applications integration efforts and oversee the validation of associated work products. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	Experience
No Degree	9 years of general IT experience and 3 years of specialized experience
MA/MS	4 years of general IT experience and 3 years of specialized experience
Doctorate Degree/Ph.D.	2 years general IT experience and 3 years of specialized experience

Skill Level 129 - Principal ERP Business/Architectural Expert

Minimum/General Experience: Ten years of general IT experience, including formal training and two years experience in enterprise applications, plus formal training and one year experience in BPR methods

Functional Responsibilities: Recognized for business and/or architectural expertise with regard to effectively adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Work with senior managers and executives to provide vision and strategic direction for those functional areas that support the defined business disciplines within the enterprise, and to provide insight into selecting the enterprise applications (such as ERP products) that set the direction and establish an approach for a technical solution.

Analyzes ERP gap analysis and architecture for full-scale implementation. Designs ERP application interfaces and the solution infrastructure baseline across the functional areas of interest. Manages ERP development, implementation, integration, testing and follow on support. While considering the needs of specific business areas, as well as those of the enterprise, provides expertise on technology and industry trends that will affect enterprise solution sets, including technical platforms and network architectures. Leads technical design reviews, validates enterprise approaches, define application systems that support redesigned or improved business processes, recommends technical architectures that lead to comprehensive business solutions, and assesses work products. Updates and debugs system problems to ensure functionality. Also responsible for developing and educating others with regard to the solution set for business and/or architecture-specific best practices. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	13 years of general IT experience and 3 years of specialized experience
MA/MS	6 years of general IT experience and 3 years of specialized experience
Doctorate Degree/Ph.D.	4 years of general IT experience and 3 years of specialized experience

Skill Level 130 - Senior ERP Business/Architectural Specialist

Minimum/General Experience: Six years of general IT experience, including formal training and two years experience in enterprise applications, plus formal training and one year experience in BPR methods

Functional Responsibilities: Recognized for business and/or architectural expertise with regard to ensuring functional business requirements and process issues are resolved using comprehensive enterprise applications solution sets. Works with senior managers to identify and solve functional area issues, designs business area solutions, develops conceptual business models, translates functional area business requirements into technical requirements, and supports the design and implementation of enterprise application solution sets (such as those provided by ERP products). Plans or generates data bases and/or data models that are the results of business systems planning and data requirements planning. Provides the future business strategies as seen from a data point of view for the systems development and data base administration groups. Analyzes the enterprise information system baseline and performs a "gap analysis"

between the baseline, the user operational requirements and the operating capability of enterprise application product sets. Establishes requirements associated with the "gap analysis" to develop enterprise wide systems that support organizational goals and missions. The Design Architecture includes the entire application, database, and interface and communications infrastructure necessary to provide for present and future operational needs. Generates business architecture alternatives that address the technology and industry trends affecting enterprise solution sets. Reviews all implementation and support activities and provides technical direction to the programming functions. Supports technical design reviews, enterprise approach validations, and work product assessments.

Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	9 years of general IT experience and 3 years of specialized experience
MA/MS	4 years of general IT experience and 3 years of specialized experience
Doctorate Degree/Ph.D.	2 years of general IT experience and 3 years of specialized experience

Skill Level 131 - Senior ERP Analyst/Designer

Minimum/General Experience: Six years of general IT experience, including formal training and two years experience in enterprise applications and/or including formal training and one year experience in data bases such as ORACLE, M204, SYBASE.

Functional Responsibilities: Performs enterprise application team lead responsibilities, including planning tasks, assigning resources to the task, monitoring and tracking progress, and informing project management on all project activities. Performs business and technical analyst functions, including workshop facilitation, business process data validation, enterprise application (ERP product) testing from a functional business area perspective, program development, unit testing of the application code (ERP product) from a technical perspective, work group/work session participation, and delivery of technical and business solutions. Implements data bases that are the results of business systems planning and data requirements planning. Provides for systems development and data base administration groups the future business strategies as seen from a data point of view. Assists with the analysis of enterprise information system baseline and perform a "gap analysis" between the baseline, the user operational requirements and the operating capability of enterprise application product

sets. Also perform business and technical designer functions, including making contribution to both the business and technical architecture components of the enterprise solution, supporting industry/functional area/business process specialists and experts, supporting architecture/product/technology specialists and experts, and review/assess enterprise solution products for accuracy and consistency. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	9 years of general IT experience and 3 years of specialized experience
MA/MS	4 years of general IT experience and 3 years of specialized experience
Doctorate Degree/Ph.D.	2 of general IT experience and 3 years of specialized experience

Skill Level 132 - ERP Analyst/Designer

Minimum/General Experience: Four years general IT experience and one year experience in enterprise applications and/or including formal training.

Functional Responsibilities: Performs business and technical analyst functions, including workshop facilitation, business process data validation, enterprise application (ERP product) testing from a functional business area perspective, program development, unit testing of the application code (ERP product) from a technical perspective, work group/work session participation, and delivery of technical and business solutions. Efforts include participation in the development, integration and deployment of enterprise solutions. Works with senior managers to provide industry vision and strategic direction with regard to their data enterprise. Utilizes functional area expertise to create data base models and to assess the operational and functional date baseline. Examples of functional areas include, providing data models that are the results of business systems planning and data requirements planning. Provides input for systems development and data base administration groups from a data point of view. Also perform business and technical designer functions, including making contribution to both the business and technical architecture components of the enterprise solution, supporting industry/functional area/business process specialists and experts, supporting architecture/product/technology specialists and experts, and review/assess enterprise solution products for accuracy and consistency.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software

engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	7 years general IT experience and 1 year of specialized experience

Skill Level 133 - Senior ERP Modeler/Developer

Minimum/General Experience: Six years of general IT requirements and one year experience in enterprise applications and/or including formal training and two years experience in enterprise applications and/or including formal training and one year experience in data bases such as ORACLE, M204, SYBASE, INFORMIX, DB2, etc.

Functional Responsibilities: Responsible for supporting the delivery of technical and business solutions based upon enterprise applications (ERP products based), and working independently to develop enterprise-based programs of medium to high complexity. Activities include the development, integration and deployment of enterprise solutions. Supports ERP Analysts, Designers, Business Specialist and Architectural Experts with enterprise applications programming, workshops, documentation, training and user support. Efforts will produce business solution models, technical work products, unit-tested code, instructional courseware, data structures, user interfaces, documentation, and enhanced logical processes that will effectively utilize enterprise applications. May provide daily supervision and direction to support staff, ensures accuracy of the work of support staff, operates under deadlines, able to work on multiple tasks.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

pproved Substitutions	
Education	**Experience**
No Degree	9 years general IT experience and 4 years of specialized experience
MA/MS	4 years general IT experience and 4 years of specialized experience

Skill Level 134 - ERP Modeler/Developer

Minimum/General Experience: Four years of general IT experience and 1 year experience in enterprise applications.

Functional Responsibilities: Responsible for supporting the delivery of technical and business solutions based upon enterprise applications (ERP products based), and working independently to develop enterprise-based programs of medium to high complexity. Activities include the development, integration and deployment of enterprise solutions. Support ERP Analysts, Designers, Business Specialist and Architectural Experts with enterprise applications programming, workshops, documentation, training and user support. Efforts will produce business solution models, technical work products, unit-tested code, instructional courseware, data structures, user interfaces, documentation and enhanced logical processes that will effectively utilize enterprise applications.

Minimum Education: Bachelor's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor's degree.

Approved Substitutions	
Education	**Experience**
No Degree	7 years general IT experience and 1 year of specialized experience

Skill Level 135 - Principal INFOSEC Consulting Engineer

Minimum/General Experience: This position requires 15 years' experience, of which 10 years must be specialized experience including leadership roles in developing and implementing INFOSEC technology, programs and policy for major industry and Government programs/efforts. Also requires an expert understanding of security policy advocated by the U.S. Government including Department of Defense and appropriate civil agencies, e.g., NIST, as well as commercial "best practices". General experience includes development of both common user and special purpose command and control/ information systems with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

Functional Responsibilities: Establishes and satisfies highly challenging and complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. May have top level management responsibilities. Coordinates with senior representatives within the customer organizations to establish and define programs, resources and risks. Applies expertise to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control - related networks. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity;

coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Master's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
Bachelor's Degree	18 years of which 10 years must be specialized experience
Doctorate Degree/Ph.D.	15 years of which 12 years must be specialized experience

Skill Level 136 - Senior INFOSEC Consulting Engineer

Minimum/General Experience: This position requires 10 years' experience, of which 8 years must be specialized experience including INFOSEC technology, policy and procedure development and implementation on major industry and Government programs/efforts. Also includes a strong understanding of security policy advocated by the U.S. Government including Department of Defense and appropriate civil agencies, e.g., NIST. General experience includes development of both common user and special purpose command and control/ information systems with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

Functional Responsibilities: Establishes and satisfies system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. May have management responsibilities when assigned. Coordinates with senior representatives within the customer organizations to address program goals, milestones, resources and risks. Applies expertise to common user information systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control - related networks. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: A Master's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions

Education	Experience
No Degree	15 years of which 9 years must be specialized experience
Bachelors Degree	12 years of which 9 years must be specialized experience

Skill Level 137 - INFOSEC Development Engineer

Minimum/General Experience: This position requires eight years' experience, of which at least six years must be specialized experience including the design and development of SECURE command/control/ communications and intelligence (C3I) and/or SECURE command/control/communications/computer and intelligence (C4I) systems or experience in providing information system security support for such systems. General experience includes information system requirements analysis, system design, implementation, and testing.

Functional Responsibilities: Develops and recommends technical solutions to support client's requirements in solving moderately complex network, platform and system security problems. Typical focus areas include analytical and engineering solutions based on federal and industry INFOSEC policy, doctrine and regulations. Responsibilities include secure system engineering and development, including system/security requirements analysis and secure system definition and specification development of INFOSEC policies and procedures utilizing technical and analytical skills. Also designs test beds for the DT&E of advanced INFOSEC hardware and software solutions.

Minimum Education: A Bachelor's degree computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	Experience
No Degree	11 years general IT experience of which 6 years must be specialized experience
MA/MS	6 years of which 5 years must be specialized experience

Skill Level 138 - Senior INFOSEC Systems Specialist

Minimum/General Experience: This position requires five years experience, of which at least three must be specialized experience including system security analysis and implementation; secure system engineering and/or design, design assurance or testing for INFOSEC products and systems computer networking technology and work in protocol and/or interface standards. General experience includes software engineering; program design and implementation; configuration management; or maintenance,

integration or testing, and information system engineering, analyst or software experience.

Functional Responsibilities: Provides customer support in solving all phases of complex INFOSEC - related technical problems. Reviews and recommends INFOSEC solutions to customer problems based on an understanding of products/systems test results. Conducts systems security analysis and implementation, system engineering, electrical design, design assurance, testing, software engineering, program design, configuration management, integration and testing of INFOSEC products and techniques. Solutions are based on a firm understanding of government/industry policy, practices, procedures, and customer requirements. Particular attention placed on Guard, Firewall, Secure Network Server, PCMCIA format security solutions, "Smart Cards", and emerging security technologies and future trends in support of information system and network security. Insures that INFOSEC solutions are fully compatible with or engineered into the customer's network design. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	8 years of related experience
MA/MS	2 years of specialized experience
Doctorate Degree/Ph.D.	1 year of specialized experience

Skill Level 139 - INFOSEC Systems Technical Specialist

Minimum/General Experience: This position requires three years' experience, of which at least two must be specialized experience including system security analysis and implementation; design assurance or testing for INFOSEC products and systems; integration or testing for INFOSEC products and systems. Experience in heterogeneous computer networking technology and work in protocol and/or interface standards specification is recommended. General experience includes system engineering; electrical design, software engineering; program design and implementation; configuration management; or maintenance.

Functional Responsibilities: Analyzes general INFOSEC - related technical problems and provides basic engineering and technical support in solving these problems. Configures test beds and conducts testing, records and analyzes results, and provides recommendations for improvements for the products/systems under test. Areas of focus include Guard, Firewall, Secure Network Server, PCMCIA format security solutions, "Smart Cards", and emerging technologies and future trends. Supports the integration of

INFOSEC solutions and technologies into networks with particular attention to protocols, interfaces, and system design.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	Experience
No Degree	6 years of related experience
MA/MS	1 year specialized experience

Skill Level 140 - Senior INFOSEC Applications Developer

Minimum/General Experience: Experience in software engineering, of which at least five years must be specialized experience including demonstrated experience in designing, developing/programming INFOSEC - related software. Experience in designing and developing large software systems is required.

Functional Responsibilities: Analyzes complex INFOSEC requirements. Based on direct interface with customers, designs, develops, and integrates software - based solutions. Software applications encompass cryptographic solutions that provide and/or enhance the security of individual platforms, systems or networks. Develops and enhances user interfaces to existing INFOSEC software. Designs test scenarios and supports testing of new and enhanced software products. Provides telephonic and on-site support (as required) to customer's worldwide operational sites. Maintains documentation IAW customer's security requirements and practices. Creates and maintains subject matter Web Site and contributes technical matter for the publication of Computer Based Training for software products he/she develops. Maintains technical supervision over other software developers.
May provide work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	Experience
MA/MS	5 years and 3 years of specialized experience

Skill Level 141 – Master Information Assurance (IA) Specialist

<u>Minimum/General Experience</u>: This position requires eight years of general experience including experience with information system requirements analysis, system design, implementation, and testing. Also required, as part of the eight years of experience, are six years of specialized experience including the design and development of secure command, control, security, identity management, intelligence, or communications systems or experience in providing information system security support for such systems.

<u>Functional Responsibilities</u>:   Develops and recommends technical solutions to support client requirements in solving moderately complex network, platform and system security problems. Typical focus areas include analytical and engineering solutions based on federal and industry INFOSEC policy, doctrine and regulations. Responsibilities include: identity management, secure system engineering and development, biometrics, system/security requirements analysis, secure system definition, as well as, specification development of INFOSEC policies and procedures utilizing technical and analytical skills. Also designs test beds for the Developmental Test & Evaluation (DT&E) of advanced INFOSEC hardware and software solutions. Potential areas of functionality include but are not limited to: Master IA Systems Engineer, Master IA Systems Security Engineer, and Master IA Analyst.

<u>Minimum Education</u>: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Approved Substitutions	
Education	**Experience**
No Degree	12 years of specialized experience
MA/MS	6 years of which 5 years must be specialized experience

CLOUD SERIES

Cloud Digital Architect

<u>Minimum/General Experience:</u> This position requires twenty years IT experience of which 5 years must be in the Cloud environment. Experience includes solution development and application, software architecture and cloud solutions.

<u>Functional Responsibilities:</u> Cloud Digital Architects provide business strategy, solution development and technical guidance to develop business and market solutions that

align with cloud service offerings from the cloud service provider. Digital architects specialize in application and software architecture.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	Experience
MA/MS	16 years of related experience
Doctorate Degree/Ph.D.	14 years of related experience

Cloud Solution Architect

Minimum/General Experience: This position requires twenty years IT experience of which 5 years must be in the Cloud environment. Experience includes solution development and application, software architecture and cloud solutions.

Functional Responsibilities: Cloud Solution Architects provide business strategy, solution development and technical guidance to develop business and market solutions that align with cloud service offerings from the cloud service provider. Cloud Solution Architects specialize in application and software architecture.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	Experience
MA/MS	16 years of related experience
Doctorate Degree/Ph.D.	14 years of related experience

Cloud Principal Consultant

Minimum/General Experience: This position requires fifteen years IT experience of which 3 must be in the Cloud environment. Experience includes solution development and application, software architecture and cloud solutions.

Functional Responsibilities: Serves as a senior technical cloud consultant to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of cloud products.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software

engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
MA/MS	11 years of related experience
Doctorate Degree/Ph.D.	9 years of related experience

Cloud Account Delivery Executive

Minimum/General Experience: This position requires five years IT experience of which one year must be in the Cloud environment. Experience includes increasing responsibilities in information systems design and cloud solutions management.

Functional Responsibilities: Cloud Account Delivery Executive is a lead contact for cloud customer and project requirements and coordinates and schedules project resources to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of cloud products.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
MA/MS	1 year of related experience

Cloud Project Manager

Minimum/General Experience: This position requires a five years IT experience of which one year must be in Cloud environment. Experience includes increasing responsibilities in information systems design and cloud solutions management.

Functional Responsibilities: Lead project contact for cloud customers, and also coordinates and schedules project resources to ensure development or analysis or deployment remains on schedule and in line with the current capabilities and future directions of cloud products.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**

MA/MS	1 year of related experience

Cloud Senior Consultant

Minimum/General Experience: This position requires fifteen years IT experience of which 3 years must be in Cloud environment. Experience includes increasing responsibilities in information systems design, cloud solutions and management.

Functional Responsibilities: Senior Cloud Consultants provide technical expertise in designing, architecting, deploying and maintaining cloud solutions.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
MA/MS	11 years of related experience
Doctorate Degree/Ph.D.	9 years of related experience

Cloud Consultant

Minimum/General Experience: This position requires ten years IT experience of which 2 years must be in Cloud environment. Experience includes increasing responsibilities in information systems design, cloud solutions and management.

Functional Responsibilities: Cloud Consultants provide technical expertise in designing, architecting, deploying and maintaining cloud solutions.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
MA/MS	6 years of related experience
Doctorate Degree/Ph.D.	4 years of related experience

Cloud Associate Consultant

Minimum/General Experience: This position requires a minimum of five years IT experience of which 1 year must be in Cloud environment. Experience includes

increasing responsibilities in information systems design, cloud solutions and management.

Functional Responsibilities: Cloud Associate Consultants provide technical expertise in designing, architecting, deploying and maintaining cloud solutions.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	Experience
MA/MS	1 years of related experience

ANCILLARY SUPPORT SERVICES

The following skill categories are support categories and should only be used in support of a task in conjunction with other skill categories list above.

Skill Level 151 - ADP Administration Specialist (Administrative)**

Minimum/General Experience: Minimum of four years project experience, of which at least two years must be specialized in duties similar to those shown below. Works with limited supervision and direction. Required to use judgment and initiative in problem solving.

Functional Responsibilities: Assists in the preparation of management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, task order review, briefings/presentations, and In Process Review preparation. Performs analysis, development, and review of program administrative operating procedures.

Minimum Education: High school diploma.

Approved Substitutions	
Education	Experience
Associates Degree	2 years of which 1 year must be specialize experience
Bachelor's Degree	1 year of general experience

Skill Level 152 - Data Entry Clerk (Administrative)**

Minimum/General Experience: One year experience in data entry and verification. Typically required to work under close supervision and direction.

Functional Responsibilities: Performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device. Verifies data entered, where applicable.

Minimum Education: High school diploma

Approved Substitutions	
Education	**Experience**
AA Degree	½ year of general experience
Formal specialized training may be substituted on the basis of one month of training for one month of experience, not to exceed three months	

Skill Level 153 - Documentation Specialist (Administrative)**

Minimum/General Experience: two years experience, of which at least one year must be specialized. Specialized experience includes: preparing technical documentation, which is to include researching for applicable Government and industry documentation standards. General experience includes technical writing and documentation experience pertaining to all aspects of IT. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

Minimum Education: High school diploma

Skill Level 154 - Technical Writer/Editor**

Minimum/General Experience: This position requires three years experience, of which at least one year must be specialized. Specialized experience includes: demonstrated experience in editing documents, including technical documents. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, Education, English or Literature or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	7 years of which 5 years must be specialized experience
MS/MA	2 years of which 1 year must be specialized experience

Skill Level 155 - Administrative/Graphics Specialist (Administrative)**

Minimum/General Experience: Two years experience in office administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation). At minimum, one year of specialized experience using commercial automated word processing, graphics systems, and desktop publishing systems. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Directly supports Program Manager or Project Manager by maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. 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.

Approved Substitutions	
Education	**Experience**
Associates Degree	1 year of related experience

Skill Level 156 - Electronic Meeting Facilitator**

Minimum/General Experience: This position requires four years of experience, of which at least two must be specialized. Specialized experience includes: development of highly complex information systems using collaborative techniques and group process consulting to lead groups in consensus decision making. General experience includes demonstration of excellent interpersonal skills, communication skills, and client management skills. Must have a broad understanding and hands on experience in systems development lifecycle methodologies, hardware, and telecommunications.

Functional Responsibilities: Serves a team leadership role in preparing and conducting electronic meetings, and in meeting follow-up activities.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance, English, education, or human resources.

Approved Substitutions	
Education	**Experience**
No Degree	6 years of which 4 years must be specialized experience
Assocates Degree	5 years of which 3 years must be specialized experience
MS/MA	3 years of which 1 year must be specialized experience

Skill Level 157 - Electronic Meeting Technographer**

Minimum/General Experience: This position requires three years of experience, of which at least one is specialized. Specialized experience includes: cross-functional computer skills, knowledge of LAN servers, and knowledge of technical content. General experience includes knowledge of automated environments.

Functional Responsibilities: Supports the meeting facilitator in planning, preparing and conducting meetings, and in meeting follow-up activities. Manipulates on-line electronic meeting software, such as GroupSystems V, CASE tools such as; Activity Modeller and Design IDEF; and decision support tools. Responsible for the cataloging, maintenance, and distribution of customer session data files.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance, English, or human resources.

Approved Substitutions	
Education	**Experience**
No Degree	8 years of which 6 years must be specialized experience
Assocates Degree	5 years of which 2 years must be specialized experience

Skill Level 158 - Learning Architect

Minimum/General Experience: Four years intensive or progressive experience. Demonstrated experience in the analysis, design, development, implementation and evaluation of solutions for learning.

Functional Responsibilities: Conducts needs analyses and recommends realistically deployable learning solutions *in an Information Technology (IT) environment*. Creates strategic direction for the analysis, design, development, implementation, and evaluation of solutions for learning. Develops mechanisms for deployment. Maintains and revises solutions as needed. Develops learning architectures for roles by determining what learning assets contribute to development in a role, sequencing the

assets, and mapping the assets to a timeline. Establishes and maintains relationships with external training service vendors.

Utilizes desktop tools and multimedia design tools to develop learning solutions. May use electronic employee development tools and systems. Provides consulting services to line managers. Leverages the knowledge of subject matter experts. Directs activities of instructional designers. Assesses needs of internal customers, provides recommendations based on applicable knowledge, best practices, and develops appropriate solutions. Crafts solutions that align with the organization's strategic direction and tactical needs. Typical outputs/deliverables: learning architectures, learning program outlines.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, business/finance, English, education, or human resources.

Approved Substitutions	
Education	Experience
MS/MA	0 experience

Skill Level 159 - Instructional Designer

Minimum/General Experience: Two years intensive or progressive experience in design, development of instructional programs. Experience utilizing instructional systems design (ISD) theories.

Functional Responsibilities: Designs and develops leader-led and/or self-paced instructional programs and materials *in an Information Technology (IT) environment.* Applies instructional systems design (ISD) theories and adjusts learning principles. Conducts evaluations and revises programs and materials based on feedback. Utilizes desktop tools and multi-media design tools to develop learning solutions. Leverages the knowledge of subject matter experts. Assesses customer needs, provides recommendations, and develops solutions. Understands how training interventions fit within a business solution. Typical outputs/deliverables: paper based training materials, multi-media training materials.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, business/finance, English, education, or human resources.

Approved Substitutions	
Education	Experience
No Degree	5 years of related experience
MS/MA	0 year

Skill Level 160 – Project Control Specialist

Minimum/General Experience: This position requires four years experience, of which at least 2 years must be specialized. General experience includes increasing responsibilities in general accounting or management activities. Specialized experience includes preparation and analysis of financial statements and development of complex project schedules. Must demonstrate the ability to work independently or under only general direction. Must understand the principles of Earned Value Management (EVM). Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: Directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provides daily supervision and direction to staff. May perform Earned Value Management (EVM) analysis and assist with the creation and updating of project control plans/diagrams.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Accounting, or other related scientific or technical discipline.

Approved Substitutions	
Education	**Experience**
No Degree	8 years of which 6 years must be specialized experience
MS/MA	2 years of which 1 year must be specialized experience

SIN 54151S --- IT Professional Services Labor Rates

GENERAL DYNAMICS
Information Technology

	CONTRACTOR SITE RATES 54151S LABOR CATEGORY	6/26/2020 6/25/2021	6/26/2021 6/25/2022	6/26/2022 6/25/2023	6/26/2023 6/25/2024	6/26/2024 6/25/2025
	MANAGEMENT SERIES					
1	Executive Project/Program Manager	$266.09	$271.84	$290.76	$299.78	$309.07
2	Sr. Project Manager	$237.02	$242.14	$259.00	$267.03	$275.31
3	Project Manager	$191.77	$195.91	$209.55	$216.05	$222.75
4	Task Manager/Site Manager	$164.98	$168.54	$180.27	$185.86	$191.63
5	Quality Assurance Manager	$160.19	$163.65	$175.04	$180.47	$186.07
6	Computer Operations Manager	$133.24	$136.12	$145.60	$150.12	$154.77
7	Communications Network Manager	$158.97	$162.40	$173.71	$179.09	$184.64
8	Data Communications Manager	$158.97	$162.40	$173.71	$179.09	$184.64
9	Help Desk Manager	$87.04	$88.92	$95.11	$98.07	$101.11
10	Lead Installation Engineer	$157.14	$160.53	$171.71	$177.03	$182.52
11	Network Systems Manager	$133.24	$136.12	$145.60	$150.12	$154.77
	PROGRAMMING AND ANALYST SERIES					
21	Quality Assurance Analyst (Lead)	$160.19	$163.65	$175.04	$180.47	$186.07
22	Quality Assurance Analyst	$79.94	$81.67	$87.35	$90.06	$92.85
23	Senior Functional Analyst	$140.59	$143.63	$153.63	$158.40	$163.30
24	Functional Analyst	$104.34	$106.59	$114.02	$117.55	$121.20
25	Principal Computer System Analyst	N/A	N/A	$204.64	$210.99	$217.53
	Senior Computer System Analyst	N/A	N/A	$203.30	$209.61	$216.11
26	Computer Systems Analyst	$130.29	$133.10	$142.37	$146.78	$151.34
	Junior Computer System Analyst	N/A	N/A	$99.86	$102.95	$106.15
27	Applications Systems Analyst/Programmer (Lead)	$156.30	$159.68	$170.80	$176.10	$181.56
28	Applications Systems Analyst/Programmer (Senior)	$93.00	$95.01	$101.62	$104.78	$108.02
29	Applications Programmer	$105.98	$108.27	$115.81	$119.40	$123.09
31	Student Application Programmer (Administrative)**	$81.39	$83.15	$88.93	$91.69	$94.53
32	Web Architect	$191.07	$195.20	$208.78	$215.24	$221.91
33	Web Designer	$123.02	$125.68	$134.42	$138.59	$142.88
	Senior Principal System Architect	N/A	N/A	$235.51	$242.81	$250.34

	CONTRACTOR SITE RATES 54151S LABOR CATEGORY	6/26/2020 6/25/2021	6/26/2021 6/25/2022	6/26/2022 6/25/2023	6/26/2023 6/25/2024	6/26/2024 6/25/2025
35	Principal Systems Architect	$192.95	$197.12	$210.84	$217.38	$224.12
36	Project Analyst I	$87.91	$89.81	$96.06	$99.04	$102.12
	NETWORK SERIES					
41	Telecommunications/Communications Integration Engineer	$186.64	$190.67	$203.95	$210.28	$216.80
42	Communications Specialist	$118.40	$120.96	$129.38	$133.39	$137.52
43	Communication Analyst, Senior (Administrative)	$170.72	$174.41	$186.54	$192.32	$198.29
44	Communication Analyst, Intermediate (Administrative)**	$89.68	$91.62	$98.01	$101.05	$104.18
46	Communications Installer, Intermediate (Administrative)**	$110.27	$112.65	$120.50	$124.24	$128.09
47	Communications Installer, Associate (Administrative)**	$97.12	$99.22	$106.12	$109.40	$112.80
48	Senior Network Engineer	$122.38	$125.02	$133.72	$137.86	$142.14
49	Network Engineer	$111.46	$113.87	$121.80	$125.58	$129.47
50	Network Draftsman (Administrative)**	$132.33	$135.19	$144.60	$149.09	$153.71
51	Cable Installer (Administrative)**	$81.39	$83.15	$88.93	$91.69	$94.53
	ENGINEERING SERIES					
61	Principal Information Engineer	$153.54	$156.86	$167.77	$172.97	$178.33
62	Senior Information Engineer	$123.89	$126.57	$135.38	$139.58	$143.90
63	Senior Application Engineer	$155.05	$158.40	$169.43	$174.68	$180.09
64	Applications Engineer	$133.31	$136.19	$145.67	$150.19	$154.84
65	Software Engineer I	$93.15	$95.16	$101.79	$104.95	$108.20
67	Software Engineer III	$99.26	$101.40	$108.46	$111.83	$115.29
68	Test Engineer (Senior)	$158.39	$161.81	$173.08	$178.45	$183.98
69	Test Engineer (Intermediate)	$130.29	$133.10	$142.37	$146.78	$151.34
70	Test Engineer (Associate)	$92.88	$94.89	$101.50	$104.64	$107.89
71	Software Systems Engineer (Lead)	$158.39	$161.81	$173.08	$178.45	$183.98
72	Senior Software Engineer	$164.34	$167.89	$179.58	$185.15	$190.89
	Senior Software Specialist	N/A	N/A	$235.51	$242.81	$250.34
	Junior Software Specialist	N/A	N/A	$153.33	$158.09	$162.98

GENERAL DYNAMICS
Information Technology

	CONTRACTOR SITE RATES 54151S LABOR CATEGORY	6/26/2020 6/25/2021	6/26/2021 6/25/2022	6/26/2022 6/25/2023	6/26/2023 6/25/2024	6/26/2024 6/25/2025
	TECHNICIAN SERIES					
81	Senior Technician Assistant (Administrative)**	$69.58	$71.08	$76.03	$78.39	$80.82
82	Technician Assistant (Administrative)**	$65.05	$66.46	$71.08	$73.29	$75.56
	Principal Technical Subject Matter Expert (SME)	N/A	N/A	$233.97	$241.23	$248.71
83	Technical Subject Matter Specialist (Senior)	$151.94	$155.22	$166.02	$171.16	$176.47
84	Technical Subject Matter Specialist (Intermediate)	$141.73	$144.79	$154.87	$159.68	$164.62
85	Technical Subject Matter Specialist (Associate)	$122.83	$125.48	$134.21	$138.37	$142.66
	COMPUTER OPERATIONS SERIES					
101	System Administrator	$87.09	$88.97	$95.16	$98.12	$101.16
102	System Operator**	$93.52	$95.54	$102.19	$105.35	$108.61
103	Sr. Computer Security Systems Specialist	$251.49	$256.92	$274.81	$283.34	$292.12
104	Computer Security Systems Specialist	$111.35	$113.76	$121.67	$125.44	$129.33
105	Help Desk Specialist**	$65.74	$67.16	$71.83	$74.06	$76.35
106	Hardware Specialist	$110.78	$113.17	$121.05	$124.80	$128.66
107	User Services Specialist I (Administrative)**	$59.56	$60.85	$65.08	$67.09	$69.17
108	User Services Specialist II (Administrative)**	$111.03	$113.43	$121.33	$125.09	$128.97
112	Senior Hardware Installation Technician	$113.51	$115.96	$124.04	$127.89	$131.85
113	Hardware Draftsman (Administrative)**	$104.92	$107.19	$114.65	$118.21	$121.87
114	Computer System Installation Specialist	$232.03	$237.04	$253.54	$261.40	$269.50
	SPECIALIST SERIES					
121	Senior Database Management Specialist	$168.21	$171.84	$183.81	$189.51	$195.39
122	Database Management Specialist	$139.02	$142.02	$151.91	$156.61	$161.47
123	Data Base Specialist	$195.95	$200.18	$214.12	$220.76	$227.60
	Data Analyst - Advisor	N/A	N/A	$203.30	$209.61	$216.11
	Data Analyst - Senior	N/A	N/A	$175.62	$181.06	$186.67

GENERAL DYNAMICS
Information Technology

	CONTRACTOR SITE RATES 54151S LABOR CATEGORY	6/26/2020 6/25/2021	6/26/2021 6/25/2022	6/26/2022 6/25/2023	6/26/2023 6/25/2024	6/26/2024 6/25/2025
	Data Analyst – Mid	N/A	N/A	$132.45	$136.56	$140.80
	Data Analyst - Junior	N/A	N/A	$100.55	$103.67	$106.88
124	Principal Industry/Functional Area Expert	$290.23	$296.50	$317.14	$326.97	$337.11
125	Senior Industry/Functional Area Specialist	$200.38	$204.71	$218.96	$225.75	$232.76
126	Modeling and Simulation Specialist	$222.42	$227.22	$243.04	$250.58	$258.35
127	Principal ERP Product Expert	$290.23	$296.50	$317.14	$326.97	$337.11
128	Senior ERP Product Specialist	$219.73	$224.48	$240.10	$247.55	$255.22
129	Principal ERP Business/Architectural Expert	$290.23	$296.50	$317.14	$326.97	$337.11
130	Senior ERP Business/Architectural Specialist	$199.68	$203.99	$218.19	$224.95	$231.92
131	Senior ERP Analyst/Designer	$234.58	$239.65	$256.33	$264.28	$272.47
132	ERP Analyst/Designer	$154.29	$157.62	$168.60	$173.83	$179.22
133	Senior ERP Modeler/Developer	$234.58	$239.65	$256.33	$264.28	$272.47
134	ERP Modeler/Developer	$154.29	$157.62	$168.60	$173.83	$179.22
135	Principal INFOSEC Consulting Engineer	$205.89	$210.34	$224.98	$231.95	$239.14
136	Senior INFOSEC Consulting Engineer	$200.38	$204.71	$218.96	$225.75	$232.76
137	INFOSEC Development Engineer	$195.95	$200.18	$214.12	$220.76	$227.60
138	Senior INFOSEC Systems Specialist	$167.56	$171.18	$183.10	$188.78	$194.63
139	INFOSEC Systems Technical Specialist	$123.69	$126.36	$135.16	$139.36	$143.68
140	Senior INFOSEC Applications Developer	$130.29	$133.10	$142.37	$146.78	$151.34
141	Master Information Assurance (IA) Specialist	$195.95	$200.18	$214.12	$220.76	$227.60
	CLOUD SERIES					
	Cloud Digital Architect	$387.79	$396.17	$423.74	$436.88	$450.42
	Cloud Solution Architect	$387.79	$396.17	$423.74	$436.88	$450.42
	Cloud Principal Consultant	$372.86	$380.91	$407.43	$420.06	$433.08
	Cloud Account Delivery Executive	$342.98	$350.39	$374.78	$386.40	$398.38
	Cloud Project Manager	$342.98	$350.39	$374.78	$386.40	$398.38
	Cloud Senior Consultant	$356.76	$364.47	$389.84	$401.92	$414.39
	Cloud Consultant	$322.30	$329.26	$352.18	$363.10	$374.36
	Cloud Associate Consultant	$283.25	$289.37	$309.51	$319.10	$329.00

CONTRACTOR SITE RATES 54151S LABOR CATEGORY	6/26/2020 6/25/2021	6/26/2021 6/25/2022	6/26/2022 6/25/2023	6/26/2023 6/25/2024	6/26/2024 6/25/2025
Cloud Digital Architect (Cleared)	$399.28	$407.90	$436.31	$449.83	$463.78
Cloud Solution Architect (Cleared)	$399.28	$407.90	$436.31	$449.83	$463.78
Cloud Principal Consultant (Cleared)	$384.35	$392.65	$419.98	$433.00	$446.42
Cloud Account Delivery Executive (Cleared)	$354.46	$362.12	$387.34	$399.35	$411.73
Cloud Project Manager (Cleared)	$354.46	$362.12	$387.34	$399.35	$411.73
Cloud Senior Consultant (Cleared)	$368.26	$376.21	$402.40	$414.87	$427.73
Cloud Consultant (Cleared)	$334.94	$342.17	$366.01	$377.35	$389.05
Cloud Associate Consultant (Cleared)	$295.89	$302.28	$323.32	$333.35	$343.69

	GOVERNMENT SITE RATES 54151S LABOR CATEGORY	6/26/2020 6/25/2021	6/26/2021 6/25/2022	6/26/2022 6/25/2023	6/26/2023 6/25/2024	6/26/2024 6/25/2025
	MANAGEMENT SERIES					
1	Executive Project/Program Manager	$223.49	$228.32	$244.21	$251.78	$259.59
2	Sr. Project Manager	$199.09	$203.39	$217.55	$224.29	$231.24
3	Project Manager	$161.63	$165.12	$176.62	$182.10	$187.74
4	Task Manager/Site Manager	$138.59	$141.58	$151.44	$156.13	$160.97
5	Quality Assurance Manager	$134.61	$137.52	$147.09	$151.66	$156.36
6	Computer Operations Manager	$111.91	$114.33	$122.29	$126.08	$129.98
7	Communications Network Manager	$133.50	$136.38	$145.88	$150.41	$155.07
8	Data Communications Manager	$133.50	$136.38	$145.88	$150.41	$155.07
9	Help Desk Manager	$73.09	$74.67	$79.87	$82.35	$84.90
10	Lead Installation Engineer	$132.00	$134.85	$144.23	$148.71	$153.32
11	Network Systems Manager	$111.91	$114.33	$122.29	$126.08	$129.98
	PROGRAMMING AND ANALYST SERIES					
21	Quality Assurance Analyst (Lead)	$134.61	$137.52	$147.09	$151.66	$156.36
22	Quality Assurance Analyst	$67.11	$68.56	$73.33	$75.61	$77.95
23	Senior Functional Analyst	$118.11	$120.66	$129.06	$133.06	$137.18
24	Functional Analyst	$87.49	$89.38	$95.60	$98.56	$101.61

GENERAL DYNAMICS
Information Technology

	GOVERNMENT SITE RATES 54151S LABOR CATEGORY	6/26/2020 6/25/2021	6/26/2021 6/25/2022	6/26/2022 6/25/2023	6/26/2023 6/25/2024	6/26/2024 6/25/2025
25	Principal Computer Systems Analyst	N/A	N/A	$175.78	$181.23	$186.85
	Senior Computer Systems Analyst	N/A	N/A	$174.62	$180.03	$185.61
26	Computer Systems Analyst	$109.47	$111.83	$119.62	$123.32	$127.14
	Junior Computer Systems Analyst	N/A	N/A	$85.78	$88.44	$91.18
27	Applications Systems Analyst/Programmer (Lead)	$131.27	$134.11	$143.44	$147.88	$152.46
28	Applications Systems Analyst/Programmer (Senior)	$82.37	$84.15	$90.01	$92.80	$95.68
29	Applications Programmer	$89.00	$90.92	$97.26	$100.27	$103.39
31	Student Application Programmer (Administrative)**	$68.36	$69.84	$74.70	$77.02	$79.41
32	Web Architect	$160.47	$163.94	$175.35	$180.78	$186.38
33	Web Designer	$103.32	$105.55	$112.90	$116.39	$120.00
	Senior Principal Systems Architect	N/A	N/A	$202.29	$208.55	$215.02
35	Principal Systems Architect	$168.39	$172.03	$184.00	$189.70	$195.59
36	Project Analyst I	$73.85	$75.45	$80.69	$83.18	$85.76
	NETWORK SERIES					
41	Telecommunications/Communications Integration Engineer	$156.73	$160.12	$171.26	$176.57	$182.05
42	Communications Specialist	$99.45	$101.60	$108.66	$112.03	$115.51
43	Communication Analyst, Senior (Administrative)	$143.41	$146.51	$156.70	$161.55	$166.56
44	Communication Analyst, Intermediate (Administrative)**	$75.33	$76.96	$82.32	$84.87	$87.50
46	Communications Installer, Intermediate (Administrative)**	$92.62	$94.62	$101.20	$104.33	$107.57
47	Communications Installer, Associate (Administrative)**	$81.58	$83.34	$89.14	$91.90	$94.75
48	Senior Network Engineer	$102.77	$104.99	$112.30	$115.79	$119.38
49	Network Engineer	$93.61	$95.63	$102.29	$105.46	$108.73
50	Network Draftsman (Administrative)**	$111.17	$113.57	$121.47	$125.24	$129.12
51	Cable Installer (Administrative)**	$68.36	$69.84	$74.70	$77.02	$79.41
	ENGINEERING SERIES					
61	Principal Information Engineer	$129.98	$132.79	$142.04	$146.44	$150.98

GENERAL DYNAMICS
Information Technology

	GOVERNMENT SITE RATES 54151S LABOR CATEGORY	6/26/2020 6/25/2021	6/26/2021 6/25/2022	6/26/2022 6/25/2023	6/26/2023 6/25/2024	6/26/2024 6/25/2025
62	Senior Information Engineer	$104.52	$106.78	$114.21	$117.74	$121.39
63	Senior Application Engineer	$133.49	$136.37	$145.87	$150.40	$155.06
64	Applications Engineer	$112.14	$114.56	$122.54	$126.34	$130.26
65	Software Engineer I	$78.25	$79.94	$85.51	$88.16	$90.89
67	Software Engineer III	$83.38	$85.18	$91.11	$93.93	$96.85
68	Test Engineer (Senior)	$133.06	$135.93	$145.40	$149.90	$154.55
69	Test Engineer (Intermediate)	$109.47	$111.83	$119.62	$123.32	$127.14
70	Test Engineer (Associate)	$78.04	$79.73	$85.28	$87.92	$90.65
71	Software Systems Engineer (Lead)	$133.06	$135.93	$145.40	$149.90	$154.55
72	Senior Software Engineer	$138.01	$140.99	$150.81	$155.49	$160.30
	Senior Software Specialist	N/A	N/A	$202.29	$208.55	$215.02
	Junior Software Specialist	N/A	N/A	$131.71	$135.79	$140.00
	TECHNICIAN SERIES					
81	Senior Technician Assistant (Administrative)**	$58.40	$59.66	$63.81	$65.78	$67.82
82	Technician Assistant (Administrative)**	$54.65	$55.83	$59.72	$61.57	$63.48
	Principal Technical Subject Matter Expert (SME)	N/A	N/A	$200.97	$207.19	$213.61
83	Technical Subject Matter Specialist (Senior)	$135.68	$138.61	$148.26	$152.86	$157.59
84	Technical Subject Matter Specialist (Intermediate)	$125.44	$128.15	$137.07	$141.32	$145.70
85	Technical Subject Matter Specialist (Associate)	$106.53	$108.83	$116.41	$120.02	$123.74
	COMPUTER OPERATIONS SERIES					
101	System Administrator	$73.14	$74.72	$79.92	$82.40	$84.96
102	System Operator**	$78.59	$80.29	$85.87	$88.53	$91.27
103	Sr. Computer Security Systems Specialist	$211.26	$215.82	$230.84	$237.99	$245.37
104	Computer Security Systems Specialist	$93.52	$95.54	$102.19	$105.35	$108.61
105	Help Desk Specialist**	$55.25	$56.44	$60.37	$62.25	$64.18
106	Hardware Specialist	$93.03	$95.04	$101.65	$104.81	$108.05
107	User Services Specialist I (Administrative)**	$50.02	$51.10	$54.65	$56.34	$58.09

GENERAL DYNAMICS
Information Technology

	GOVERNMENT SITE RATES 54151S LABOR CATEGORY	6/26/2020 6/25/2021	6/26/2021 6/25/2022	6/26/2022 6/25/2023	6/26/2023 6/25/2024	6/26/2024 6/25/2025
108	User Services Specialist II (Administrative)**	$93.23	$95.24	$101.87	$105.03	$108.28
112	Senior Hardware Installation Technician	$95.32	$97.38	$104.16	$107.39	$110.71
113	Hardware Draftsman (Administrative)**	$88.13	$90.03	$96.30	$99.28	$102.36
114	Computer System Installation Specialist	$194.89	$199.10	$212.96	$219.56	$226.37
	SPECIALIST SERIES					
121	Senior Database Management Specialist	$141.27	$144.32	$154.37	$159.15	$164.09
122	Database Management Specialist	$116.75	$119.27	$127.58	$131.54	$135.62
123	Data Base Specialist	$164.59	$168.15	$179.85	$185.42	$191.16
	Data Analyst - Advisor	N/A	N/A	$174.62	$180.03	$185.61
	Data Analyst - Senior	N/A	N/A	$150.85	$155.53	$160.35
	Data Analyst – Mid	N/A	N/A	$113.77	$117.30	$120.94
	Data Analyst - Junior	N/A	N/A	$86.37	$89.05	$91.81
124	Principal Industry/Functional Area Expert	$273.93	$279.85	$299.34	$308.61	$318.19
125	Senior Industry/Functional Area Specialist	$184.07	$188.05	$201.14	$207.38	$213.80
126	Modeling and Simulation Specialist	$206.14	$210.59	$225.25	$232.23	$239.44
127	Principal ERP Product Expert	$273.93	$279.85	$299.34	$308.61	$318.19
128	Senior ERP Product Specialist	$203.43	$207.82	$222.29	$229.18	$236.28
129	Principal ERP Business/Architectural Expert	$273.93	$279.85	$299.34	$308.61	$318.19
130	Senior ERP Business/Architectural Specialist	$183.38	$187.34	$200.39	$206.61	$213.02
131	Senior ERP Analyst/Designer	$218.32	$223.04	$238.56	$245.95	$253.58
132	ERP Analyst/Designer	$138.01	$140.99	$150.81	$155.49	$160.30
133	Senior ERP Modeler/Developer	$218.32	$223.04	$238.56	$245.95	$253.58
134	ERP Modeler/Developer	$138.01	$140.99	$150.81	$155.49	$160.30
135	Principal INFOSEC Consulting Engineer	$189.59	$193.69	$207.17	$213.59	$220.21
136	Senior INFOSEC Consulting Engineer	$171.32	$175.02	$187.20	$193.01	$198.99
137	INFOSEC Development Engineer	$164.59	$168.15	$179.85	$185.42	$191.16
138	Senior INFOSEC Systems Specialist	$140.73	$143.77	$153.78	$158.55	$163.47
139	INFOSEC Systems Technical Specialist	$103.90	$106.14	$113.54	$117.06	$120.69
140	Senior INFOSEC Applications Developer	$109.47	$111.83	$119.62	$123.32	$127.14

GENERAL DYNAMICS
Information Technology

	GOVERNMENT SITE RATES 54151S LABOR CATEGORY	6/26/2020 6/25/2021	6/26/2021 6/25/2022	6/26/2022 6/25/2023	6/26/2023 6/25/2024	6/26/2024 6/25/2025
141	Master Information Assurance (IA) Specialist	$164.59	$168.15	$179.85	$185.42	$191.16
	CLOUD SERIES					
	Cloud Digital Architect	$360.81	$368.60	$394.27	$406.49	$419.09
	Cloud Solution Architect	$360.81	$368.60	$394.27	$406.49	$419.09
	Cloud Principal Consultant	$345.86	$353.33	$377.93	$389.65	$401.73
	Cloud Account Delivery Executive	$317.14	$323.99	$346.55	$357.29	$368.36
	Cloud Project Manager	$317.14	$323.99	$346.55	$357.29	$368.36
	Cloud Senior Consultant	$330.93	$338.08	$361.61	$372.83	$384.38
	Cloud Consultant	$297.61	$304.04	$325.21	$335.29	$345.69
	Cloud Associate Consultant	$259.69	$265.30	$283.77	$292.56	$301.63
	Cloud Digital Architect (Cleared)	$372.29	$380.33	$406.81	$419.43	$432.42
	Cloud Solution Architect (Cleared)	$372.29	$380.33	$406.81	$419.43	$432.42
	Cloud Principal Consultant (Cleared)	$357.36	$365.08	$390.49	$402.59	$415.07
	Cloud Account Delivery Executive (Cleared)	$328.63	$335.73	$359.10	$370.24	$381.71
	Cloud Project Manager (Cleared)	$328.63	$335.73	$359.10	$370.24	$381.71
	Cloud Senior Consultant (Cleared)	$342.42	$349.82	$374.17	$385.76	$397.72
	Cloud Consultant (Cleared)	$309.09	$315.77	$337.75	$348.22	$359.01
	Cloud Associate Consultant (Cleared)	$271.17	$277.03	$296.31	$305.50	$314.97

Notes:

1. **Labor rates include the 0.75% Industrial Funding Fee (IFF) that will be paid to GSA FAS.**
2. **Hardship and/or Danger Pay will be proposed and invoiced in accordance with State Department guidelines on a task by task basis.**
3. **Both Hardship and Danger Pay are subject to IFF.**

GENERAL DYNAMICS
Information Technology

SIN Ancillary --- Support Services Labor Rates

	Contractor Site Ancillary SUPPORT SERIES*	6/26/2020 6/25/2021	6/26/2021 6/25/2022	6/26/2022 6/25/2023	6/26/2023 6/25/2024	6/26/2024 6/25/2025
151	ADP Administration Specialist (Administrative)**	$70.69	$72.22	$77.25	$79.65	$82.12
152	Data Entry Clerk (Administrative)**	$53.19	$54.34	$58.12	$59.92	$61.77
153	Documentation Specialist (Administrative)**	$81.39	$83.15	$88.93	$91.69	$94.53
154	Technical Writer/Editor**	$96.85	$98.94	$105.83	$109.12	$112.50
155	Administrative Graphics Specialist (Administrative)**	$64.55	$65.94	$70.54	$72.73	$74.98
156	Electronic Meeting Facilitator**	$112.22	$114.64	$122.62	$126.42	$130.34
157	Electronic Meeting Technographer**	$110.78	$113.17	$121.05	$124.80	$128.66
158	Learning Architect	$90.35	$92.30	$98.73	$101.79	$104.95
159	Instructional Designer	$90.35	$92.30	$98.73	$101.79	$104.95
160	Project Control Specialist	$129.04	$131.83	$141.00	$145.37	$149.87

Note

1. **Labor rates include the 0.75% Industrial Funding Fee (IFF) that will be paid to GSA FAS.**
2. **Hardship and/or Danger Pay will be proposed and invoiced in accordance with State Department guidelines on a task by task basis.**
3. **Both Hardship and Danger Pay are subject to IFF.**

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.

GENERAL DYNAMICS
Information Technology

	Government Site Ancillary SUPPORT SERIES	6/26/2020 6/25/2021	6/26/2021 6/25/2022	6/26/2022 6/25/2023	6/26/2023 6/25/2024	6/26/2024 6/25/2025
151	ADP Administration Specialist (Administrative)**	$59.35	$60.63	$64.85	$66.86	$68.94
152	Data Entry Clerk (Administrative)**	$44.72	$45.69	$48.86	$50.37	$51.93
153	Documentation Specialist (Administrative)**	$68.36	$69.84	$74.70	$77.02	$79.41
154	Technical Writer/Editor**	$81.36	$83.12	$88.90	$91.66	$94.50
155	Administrative Graphics Specialist (Administrative)**	$54.23	$55.40	$59.26	$61.10	$62.99
156	Electronic Meeting Facilitator**	$94.27	$96.31	$103.01	$106.21	$109.50
157	Electronic Meeting Technographer**	$93.03	$95.04	$101.65	$104.81	$108.05
158	Learning Architect	$75.92	$77.56	$82.96	$85.53	$88.18
159	Instructional Designer	$75.92	$77.56	$82.96	$85.53	$88.18
160	Project Control Specialist	$108.39	$110.73	$118.44	$122.11	$125.89

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

Subject to change periodically in accordance with the Wage Determination Codes and Titles.

SCLS Eligible Contract Labor Category – 54151S	SCLS Equivalent Code – Title	WD Number
ADP Administration Specialist (Administrative)	1020 Administrative Assistant	15-4281
Data Entry Clerk (Administrative)	1052 Data Entry Operator II	15-4281
Documentation Specialist (Administrative)	30461 Technical Writer I	15-4281
Technical Writer/Editor	30463 Technical Writer III	15-4281
Administrative Graphics Specialist (Administrative)	1112 General Clerk II	15-4281
Electronic Meeting Facilitator	1020 Administrative Assistant	15-4281
Electronic Meeting Technographer	1020 Administrative Assistant	15-4281
Student Application Programmer (Administrative)	14071 Computer Programmer I	15-4281
Communication Analyst, Intermediate (Administrative)	14170 Systems Support Specialist	15-4281
Communications Installer, Intermediate (Administrative)	23932 Telecommunications Mechanic II	15-4281
Communications Installer, Associate (Administrative)	23931 Telecommunications Mechanic I	15-4281
Network Draftsman	30064 Drafter/CAD Operator IV	15-4281
Cable Installer (Administrative)	23125 Cable Spicer	15-4281
Senior Technician Assistant (Administrative)	23182 Electronics Technician Maintenance II	15-4281
Technician Assistant (Administrative)	23181 Electronics Technician Maintenance I	15-4281
Systems Operator	14043 Computer Operator III	15-4281
Help Desk Specialist	14160 Personal Computer Support Technician	15-4281
User Services Specialist I (Administrative)	14042 Computer Operator II	15-4281
User Services Specialist II (Administrative)	14170 Systems Support Specialist	15-4281
Hardware Draftsman (Administrative)	30064 Drafter/CAD Operator IV	15-4281

GENERAL DYNAMICS
Information Technology

SIN 54151S IT PROFESSIONAL MANAGED SERVICES

GDIT's Managed Services offerings are offered with 2 delivery models: a multi-tenant, leveraged delivery model and a single tenant, dedicated delivery model.

- Multi-tenant, Leveraged Delivery Model: GDIT will deliver the service using shared resources, labor and infrastructure, in order to aggregate volume and create efficient scale. This delivery model allows for utilization of the service using smaller quantities of billing units and allows the consumer to realize a best practice solution at a lower cost per unit by allowing GDIT to share the delivery environment with other consumers of the service.

- Single-tenant, Dedicated Delivery Model: GDIT will segregate labor and infrastructure for a dedicated environment to delivery our best practice solution in a single tenant delivery model. This allows a consumer to utilize a best practice solution when requirements do not allow them to participate in a leveraged environment. Because the environment is dedicated, minimum monthly billing volumes are required and the rate per unit is higher, reflecting the lower volumes of a single tenant.

GDIT's proposed managed services offerings are intended as sustained operational and maintenance services billed on a consumption bases as resource unit monthly. Service initiation and transition is not included in the O&M rate per month and is assumed to be a non-recurring T&M charge estimated for each task order.

SIN 54151S --- IT Professional Managed Services Rates

Contractor Site Rate w/IFF				
SIN	**Part Number**	**Managed Services name**	**Description**	**9/14/2021-6/25/2025**
54151S	MSD-L	Leveraged Managed Service Desk (MSD)	Managed Service Desk provides a single point of contact (SPOC) for incident reporting, service requests, and informational requests, ensuring high levels of customer satisfaction at Tier 1. The Service Desk facilitates the restoration of normal service operation with minimal business impact to the Customer within agreed upon service levels and business priorities - 24x7x365 Service Desk - Includes all resources and tools for call routing and communication methods, knowledge management, SOPs, and service level management to improve overall customer satisfaction	$29.87

			- Automated Call Distribution (ACD) Platform with Voicemail, Call Recording, Chat and Email Toll-free Phone Number ServiceNow Licensed Agents ServiceNow MSP(Multi-tenant) - Knowledge Management–In accordance with Evergreen Process - Standard Reporting–This includes reporting from ServiceNow and ACD on total volume of all contact types, service levels (# answered/ # abandoned), total tickets opened/closed/age of open tickets, # of tickets closed on the first call, and a client facing dashboard - Communication Channels–Includes telephone, chat, email and online self-service - Fedramp Certified - Fedramp Moderate cloud based Telephony platform - Workforce Management - Manage forecasts, schedules and automate processes to free agents to focus on high value activities, allowing agents to own their schedule a performance Managed Service Desk services are based on industry standards for service levels and developed for unclassified programs. Performance SLAs will be determined at the task order level. Charged Monthly: Per Ticket Minimum Volume: NA	
54151S	MSD-D	Dedicated Managed Service Desk (MSD)	Dedicated Managed Service Desk provides a single point of contact (SPOC) for incident reporting, service requests, and informational requests, ensuring high levels of customer satisfaction at Tier 1. The Service Desk facilitates the restoration of normal service operation with minimal business impact to the Customer within agreed upon service levels and business priorities. This service includes the labor, processes and tools to establish a dedicated service desk with experienced staff trained to your specifications. - 24x7x365 Service Desk - Includes all resources and tools for call routing and communication methods, knowledge management, SOPs, and service level management to improve overall customer satisfaction - Automated Call Distribution (ACD) Platform with Voicemail, Call Recording, Chat and Email Toll-free Phone Number ServiceNow Licensed Agents ServiceNow MSP(Multi-tenant) - Knowledge Management–In accordance with Evergreen Processes - Standard Reporting–This includes reporting from ServiceNow and ACD on total volume of all contact types, service levels (# answered/ # abandoned), total tickets opened/closed/age of open tickets, # of tickets closed on the first call, and a client facing dashboard - Communication Channels–Includes telephone, chat, email and online self-service - Fedramp Certified - Fedramp Moderate cloud based Telephony platform - Workforce Management - Manage forecasts, schedules and automate processes to free agents to focus on high value activities, allowing agents to own their schedule a performance Managed Service Desk services are based on industry standards for service levels and developed for unclassified programs. Performance SLAs will be determined at the task order level. Charged Monthly: Per Ticket	$57.35

			Minimum Volume: 3000 Tickets	
54151S	SAaaS-L	Leveraged System Administration	System Administration Managed Services provides daily end-to-end systems management and support of cloud environments. - System Administration-Windows and Linux systems administration to include: provisioning/de-provisioning of devices, local user management, domain user provisioning/de-provisioning to include role based access controls (RBAC), disk management, local firewall management, service management, hard disk encryption, SFTP, NTP, DNS, SMTP, Proxy, DHCP, RDP, SSH and IPv4 - Operating System Vulnerability Remediation-Remediation of OS level vulnerabilities identified by scans - Performance Tuning-Service includes the labor to perform OS related tuning for disk, memory, CPU, and network resources - Operating System Configuration Management-Service includes the labor to administer either Windows Group Policy or Puppet modules to provide Configuration Management - High Availability Services-Administration/configuration of load balancing and clustering services - OS Patching-Automated patching for Windows and Linux operating systems utilizing GDIT's patching tool - Patch Reversal-Reversal of a patch to its previous version or state System Administration services are based on industry standards for service levels and developed for unclassified programs. Performance SLAs will be determined at the task order level. Charged Monthly per VM Instance Minimum Volume: NA	$139.23
54151S	SAaaS-D	Dedicated System Administration	System Administration Managed Services provides daily end-to-end systems management and support of cloud environments. This service includes the labor, processes and tools to establish a dedicated systems administration service with experienced staff trained to your specifications. - System Administration-Windows and Linux systems administration to include: provisioning/de-provisioning of devices, local user management, domain user provisioning/de-provisioning to include role based access controls (RBAC), disk management, local firewall management, service management, hard disk encryption, SFTP, NTP, DNS, SMTP, Proxy, DHCP, RDP, SSH and IPv4 - Operating System Vulnerability Remediation-Remediation of OS level vulnerabilities identified by scans - Performance Tuning-Service includes the labor to perform OS related tuning for disk, memory, CPU, and network resources	$154.30

			- Operating System Configuration Management-Service includes the labor to administer either Windows Group Policy or Puppet modules to provide Configuration Management - High Availability Services-Administration/configuration of load balancing and clustering services - OS Patching-Automated patching for Windows and Linux operating systems utilizing GDIT's patching tool - Patch Reversal-Reversal of a patch to its previous version or state System Administration services are based on industry standards for service levels and developed for unclassified programs. Performance SLAs will be determined at the task order level. Charged Monthly per VM Instance Minimum Volume: 2000 OS images	
54151S	NOCaaS-D	Dedicated Network Operation Center (NOC) Monitoring	Monitoring and Major Incident Management Service directly monitors and manages devices, applications and websites using a robust toolset and mature processes to meet agreed upon service levels and business priorities. - A fully staffed team utilizing a single platform to monitor and manage network, storage, and compute resources across the data center and the cloud. This multi-technology, multi-vendor, multi- cloud approach is an ideal solution for a complex IT environment. - Staffed team providing real-time, data-driven automation from a secure, multi-tenant architecture to store, share, access, and act on data. - Visibility into unique communications and IT devices. This flexibility allows for the expansion of traditional IT monitoring to any network connected device - Endpoint Monitoring–This service includes all of the labor to perform 24/7 monitoring of devices, applications, networks, and websites or services. - Escalation–Escalation will occur according to each customer's predetermined escalation specifications and instructions NOC Monitoring services are based on industry standards for service levels and developed for unclassified programs. Performance SLAs will be determined at the task order level. Charged Monthly: Per Endpoint Minimum Volume: 3000 Endpoints	$49.63
54151S	Local Support-S 247	Field Services/Desktop Support (24x7)	Provides local desktop support services that is right sized to the support requirements. It includes labor and processes to fully support the touch IT services onsite. Each location is priced separately and is priced based on the desired needs. Includes 24x7 deskside support for hardware and software issues of end user devices one or more self-service Kiosks. Note: Kiosks include both standalone secure IT storage lockers and vending machines. Discount may be available at the task order level based on scope, expected service levels, and location type.	$99.95

			Note: it is required that a Service Desk and ITSM platform be available for use. Charged monthly: Per Device per location (min charge 3,000 devices)	
54151S	Local Support -S-125	Field Services/Desktop Suport (12x5)	Provides local desktop support services that is right sized to the support requirements. It includes labor and processes to fully support the touch IT services onsite. Each location is priced separately and is priced based on the desired needs. Includes 12x5 deskside support for hardware and software issues of end user devices one or more self-service Kiosks. Note: Kiosks include both standalone secure IT storage lockers and vending machines. Discount may be available at the task order level based on scope, expected service levels, and location type. Note: it is required that a Service Desk and ITSM platform be available for use. Charged monthly: Per Device per location (min charge 500 devices)	$137.99
54151S	Local Support -D-VIP	Field Services/Desktop Support (Dedicated VIP)	Provides dedicated VIP (Very Important Person) support for up to 10 co-located indviduals. Includes 24x7 on-call support that is dedicated. Support is highly tailored to the needs to each person; however, generally includes all end user devices at all needed locations. Charged monthly: at fixed rate for up to 10 co-located people	$55,744.02
54151S	MSD-D-C	Service Desk - Classified	Provides a single point of contact (SPOC) for incident reporting, service requests, and informational requests, ensuring high levels of customer satisfaction at Tier 1. The Service Desk facilitates the restoration of normal service operation with minimal business impact to the Customer within agreed upon service levels and business priorities. This service includes the skilled labor and processes to establish and run a dedicated classified service. Note: Service Desk is scoped to TS/SCI level, deviations from this classification level, size, and overall requirements may provide discounts at the task order level. The standard offering includes: • 24x7x365 Service Desk, with Dedicated VIP support • Includes resources for call routing and communication methods, knowledge management, SOPs, and service level management to improve overall customer satisfaction • Management of Government-provided Automated Call Distribution (ACD) Platform. Common features include a Classified contact number, Chat capabilities, and Voicemail • Knowledge Management – Knowledge managed in accordance with Evergreen Processes • Standard Reporting – This includes reporting from the ITSM platform and ACD system. Common reporting includes total volume of all contact types, service levels (# answered/ # abandoned), total tickets opened/closed/age of open tickets, # of tickets closed on the first call, and a client facing dashboard; however, may vary based on ITSM and ACD capabilities. • Communication Channels – Includes telephone, chat, and online self-service • Workforce Management – Manage forecasts, schedules, and automate processes to free agents to focus on high value activities Managed Service Desk services are based on industry standards for service levels. Outcome-	$94.92

			based SLAs will be determined at the task order level. Charged Monthly: Per contactMinimum Volume: 3000 contacts	

SIN 518210C - CLOUD IT PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS

Cloud Training Manager

Minimum/General Experience: This position requires a minimum of five years IT development, training or related fields with at least 2 years in the cloud environment end-user training.

Functional Responsibilities: The Cloud Training Manager conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs related to using, administering, and/or preparing to migrate to Microsoft Software as a Service (SaaS) Office, Productivity, and Collaboration capabilities (e.g, Office 365). Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Provides daily supervision and direction to staff.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
MS/MA	2 years of related experience

Cloud Training Special - Senior

Minimum/General Experience: This position requires 5 years IT development, training or related fields.

Functional Responsibilities: The Senior Cloud Training Manager conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs related to using, administering, and/or preparing to migrate to Microsoft Software as a Service (SaaS) Office, Productivity, and Collaboration capabilities (e.g, Office 365). 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: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
MS/MA	2 years of related experience

Cloud Training Specialist

Minimum/General Experience: This position requires 2 years IT development, training or related fields.

Functional Responsibilities: The Cloud Training Specialist assists in preparation of instructor materials (course outline, background material, and training aids) and student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms) related to using, administering, and/or preparing to migrate to Microsoft Software as a Service (SaaS) Office, Productivity, and Collaboration capabilities (e.g, Office 365). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
MS/MA	2 years

Cloud Analyst
Minimum/General Experience: This position requires two (2) years of experience.

Functional Responsibilities: Possesses understanding and experience in analysis across multiple CSP cloud services and product offerings. Experience using the CSP pricing configurators to support cloud cost estimation. Has a strong understanding of CSP services catalog offerings, particularly in their compute, storage, and database offerings. Analyzes information on different CSP offerings and can perform trade-offs between cloud providers. Performs cost/benefit and risk analysis against budget and resource requirements.   Supports Cloud Architects with business case analysis to identify cloud business models and CSP offerings for application needs. Performs service research,

examine offering trade-offs, developing presentations, coordinating vendor meetings, and developing documentation.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	7 years of related experience
MA/MS	1 year of related experience

Cloud Consultant
Minimum/General Experience: This position requires four (4) years of experience.

Functional Responsibilities: Responsible for new cloud architecture design, development and integration of new architectural features into existing cloud infrastructures while maintaining the integrity and security of enterprise-wide cyber systems and networks. Lead multi-disciplined teams in the design and implementation of the cybersecurity system architecture. Able to apply cybersecurity standards, directives, guidance and policies to a cloud architectural framework. Compile industry best practices and lessons learned into future iterations and new designs for the cloud hosting environment. Provide broad based experience in the systems engineering lifecycle and specific cybersecurity initiatives relating to cloud architectural design and development. Resolve cloud architecture implementation issues during integration and test. Interface with different entities - internal and external to the enterprise.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	9 years of related experience
MA/MS	2 years or related experience

Cloud Sr. Strategy Consultant

Minimum/General Experience: This position requires eight (8) years of experience.

Functional Responsibilities: Consult with customers and stakeholders to understand their objectives, goals, and challenges for cloud utilization. Develop strategy that includes cloud solutions, services, and product offerings to achieve cloud utilization objectives. Create effective business and technical cloud strategies that drive growth and execution. Requires in-depth knowledge of business models across multiple CSPs.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	Experience
No Degree	13 years of related experience
MA/MS	6 years

Cloud Architect I

Minimum/General Experience: This position requires two (2) years of experience and at least 1 relevant Cloud Service Provider (CSP) Certification (e.g. AWS, Azure, etc.)

Functional Responsibilities: Responsible for designing, engineering, building, testing, and deployment of cloud service offerings for new and existing cloud infrastructures. Can develop a cloud-based hosting solutions based upon the application processing requirements. Supports members of the architecture team to complete integration with required core services, system security plan and existing infrastructure. Participates in high-level enterprise architecture analysis, evaluation, design, integration, documentation, and development. Applies high-level business and technical principles and methods to difficult technical problems to arrive at creative engineering solutions. Some experience architecting, designing, engineering, integrating, deploying, and maintaining cloud solutions and implementing security controls.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	Experience

No Degree and 1 relevant Cloud Service Provider Certification	7 years of related experience
MA/MS and 1 relevant Cloud Service Provider Certification	1 year

Cloud Architect II

Minimum/General Experience: This position requires four (4) years of experience and at least 1 relevant Cloud Service Provider (CSP) Certification (e.g. AWS, Azure, etc.)

Functional Responsibilities: Responsible for designing, engineering, building, testing, and deployment of cloud service offerings for new and existing cloud infrastructures. Able to expand from designing a single cloud solution for an application to designing an enterprise level virtual cloud-based data center supporting multiple applications. Key member of the cloud architecture team to complete integration with required cloud services, system security plan and existing infrastructure. Supports all phases of a cloud operation from initial design of the cloud stack and services, to migration, to managed hosting. Participates in high-level enterprise architecture analysis, evaluation, design, integration, documentation, and development. Applies high-level business and technical principles and methods to difficult technical problems to arrive at creative engineering solutions. Experience architecting, designing, engineering, integrating, deploying, and maintaining cloud solutions and implementing security controls.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree and 1 relevant Cloud Service Provider Certification	9 years of related experience
MA/MS and 1 relevant Cloud Service Provider Certification	2 years

Cloud Architect III

Minimum/General Experience: This position requires six (6) years of experience and at least 1 relevant CSP Certification.

Functional Responsibilities: Responsible for designing, engineering, building, testing, and deployment of cloud service offerings for new and existing cloud infrastructures. Strong

knowledge of the complete set of CSP services including security, identity and management features, networking and content delivery services, other advanced CSP offerings. Leading member of the architecture team to complete integration with required core services, system security plan and existing infrastructure. Participates in high-level enterprise architecture analysis, evaluation, design, integration, documentation, and development. Applies high-level business and technical principles and methods to difficult technical problems to arrive at creative engineering solutions. Substantial experience architecting, designing, engineering, integrating, deploying, and maintaining cloud solutions and implementing security controls. Works with cloud implementation and operations teams to resolve cloud architecture issues.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree and 1 relevant Cloud Service Provider Certification	11 years qof related experience
MA/MS	4 years

Cloud Architect IV

Minimum/General Experience: This position requires of eight (8) years of experience.

Functional Responsibilities: Responsible for designing, engineering, building, testing, and deployment of cloud service offerings for new and existing cloud infrastructures. Supports members of the architecture team to complete integration with required core services, system security plan and existing infrastructure. Participates in high-level enterprise architecture analysis, evaluation, design, integration, documentation, and development. Applies high-level business and technical principles and methods to difficult technical problems to arrive at creative engineering solutions. Substantial experience architecting, designing, engineering, integrating, deploying, and maintaining cloud solutions and implementing security controls. Works with cloud implementation and operations teams to resolve cloud architecture issues. Requires substantial experience designing, integrating, and implementing complex cloud solutions and services.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines

of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree and 1 relevant Cloud Service Provider Certification	13 years of related experience
MA/MS and 1 relevant Cloud Service Provider Certification	6 years

Cloud Architect V

Minimum/General Experience: This position requires ten (10) years of experience and at least 1 relevant CSP Certification.

Functional Responsibilities: Responsible for designing, engineering, building, testing, and deployment of cloud service offerings for new and existing cloud infrastructures. Supports members of the architecture team to complete integration with required core services, system security plan and existing infrastructure. Participates in high-level enterprise architecture analysis, evaluation, design, integration, documentation, and development. Applies high-level business and technical principles and methods to difficult technical problems to arrive at creative engineering solutions. Substantial experience architecting, designing, engineering, integrating, deploying, and maintaining cloud solutions and implementing security controls. Works with cloud implementation and operations teams to resolve cloud architecture issues. Requires substantial experience designing, integrating, and implementing complex cloud solutions and services at a large enterprise scale.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree and 1 relevant Cloud Service Provider Certification	15 years of related experience
MA/MS and 1 relevant Cloud Service Provider Certification	8 years

Cloud Administrator I

Minimum/General Experience: This position requires a minimum of two (2) years of experience.

Functional Responsibilities: Operate and maintain cloud systems, security and services. Responsible for account set-up, configuration, patching, data base administration, system administration, and system monitoring. Responds to application and service issues. Gather and analyze metrics from operating systems and applications to assist in performance tuning and fault finding.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	Experience
No Degree	7 years of related experience
MA/MS	1 year

Cloud Administrator II

Minimum/General Experience: This position requires four (4) years of experience.

Functional Responsibilities: Operate and maintain cloud systems, security and services. Responsible for account set-up, configuration, patching, database administration, system administration and system monitoring. Supports migration and cloud transition activities. Experience configuring major CSP services. Responds to application and service issues. Gather and analyze metrics from operating systems and applications to assist in performance tuning and fault finding. Partner with development teams to improve services through rigorous testing and release procedures.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	Experience
No Degree	9 years of related experience
MA/MS	2 years

Cloud Administrator III

Minimum/General Experience: This position requires six (6) years of experience.

Functional Responsibilities: Responsible for leading managed hosting operations teams that perform account set-up, configuration, patching, database administration, system administration, and system monitoring. Measures and optimizes system performance, with an eye toward pushing our capabilities forward, getting ahead of customer needs, and innovating to continually improve. Leads key operational support teams that perform SOC/NOC activities. Gather and analyze metrics from operating systems and applications to assist in performance tuning and fault finding. Partner with development teams to improve services through rigorous testing and release procedures. Participate in system design consulting, platform management, and capacity planning.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	11 years of related experience
MA/MS	4 years

Cloud Administrator IV

Minimum/General Experience: This position requires eight (8) years of experience.

Functional Responsibilities: Leads service delivery for cloud hosting operations on behalf of clients Responsible for leading the team's performance day-to-day operations support for virtual cloud based data centers. Responsible for the service level metrics for optimizing system performance, with an eye toward pushing our capabilities forward, getting ahead of customer needs, and innovating to continually improve. Responds to application and service escalation issues. Organizes performance metrics from operating systems and applications to assist in performance tuning and fault finding. Partner with development teams to improve services through rigorous testing and release procedures. Participate in system design consulting, platform management, and capacity planning. Create sustainable systems and services through automation and uplifts. Balance feature development speed and reliability with well-defined service level objectives. Measures and optimizes system performance, with an eye toward pushing our capabilities forward, getting ahead of customer needs, and innovating to continually improve.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines

of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	13 years of related experience
MA/MS	6 years

Cloud Security Analyst I

<u>Minimum/General Experience</u>: This position requires four (4) years of experience.

<u>Functional Responsibilities:</u> Monitors day-to-day security activities and provides remediation support. Performs risk assessments for cloud solutions and services and makes design recommendations that align with NIST and other cybersecurity frameworks. Analyzes and defines security requirements and supports continuous ATO monitoring. Gathers mission/business, functional, and technical requirements in support of cybersecurity initiatives and improvements.

<u>Minimum Education:</u> Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	9 years of related experience
MA/MS	2 years

Cloud Security Analyst II

<u>Minimum/General Experience</u>: This position requires six (6) years of experience.

<u>Functional Responsibilities:</u> Monitors day-to-day cyber operations. Performs risk assessments for cloud solutions and incidents and makes design recommendations that align with NIST and other cybersecurity frameworks. Analyzes and defines security requirements. Supports cloud solution design, development, integration and implementation to meet security requirements. Configures and implements cloud native security solutions and third party solutions. Conducts vulnerability and risk analyses of cloud-based applications, services and infrastructure.

<u>Minimum Education:</u> Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines

of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	11 years of related experience
MA/MS	4 years

Cloud Security Engineer I

Minimum/General Experience: This position requires six (6) years of experience.

Functional Responsibilities: Architects, engineers, designs, implements and maintains cloud security tools and solutions. Supports ATO packages for client approval and application accreditation. Identifies security issues and risks, and develop mitigation plans for cloud implementations. Manages assessment and mitigation of system security risks, validates security requirements definition and analysis, and establishes system security designs. Experience working with the NIST Cybersecurity Framework and NIST 800-37 Risk Management Framework for Federal Information Systems.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	11 years of related experience
MA/MS	4 years

Cloud Security Engineer II

Minimum/General Experience: This position requires eight (8) years of experience.

Functional Responsibilities: Architects, engineers, designs, implements and maintains cloud security tools and solutions for cloud environments. Ability to integrate multiple 3rd party tools and native CSP services to meet cybersecurity requirements. Identifies security issues and risks, and develop mitigation plans for cloud implementations. Manages assessment and mitigation of system security risks, validates security requirements definition and analysis, and establishes system security designs. Experience working with the NIST Cybersecurity Framework and NIST 800-37 Risk Management Framework for Federal Information Systems. Implements and integrates security designs in cloud solutions and services. Supports system certification and accreditation and secure system operation. Shapes technical solutions to maximize

cybersecurity defenses and monitoring capabilities and synthesize solution designs and establish architectural principles. Incorporates architectural and cloud security principles into system design standards.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	13 years of related experience
MA/MS	6 years

Cloud Security Engineer III

Minimum/General Experience: This position requires ten (10) years of experience.
Functional Responsibilities: Architects, engineers, designs, implements and maintains cloud security tools and solutions for cloud environments. Ability to integrate multiple 3rd party tools and native CSP services to meet cybersecurity requirements. Identifies security issues and risks, and develop mitigation plans for cloud implementations. Manages assessment and mitigation of system security risks, validates security requirements definition and analysis, and establishes system security designs. Experience working with the NIST Cybersecurity Framework and NIST 800-37 Risk Management Framework for Federal Information Systems. Implements and integrates security designs in cloud solutions and services. Supports system certification and accreditation and secure system operation. Shapes technical solutions to maximize cybersecurity defenses and monitoring capabilities and synthesize solution designs and establish architectural principles. Incorporates architectural and cloud security principles into system design standards.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	15 years of related experience
MA/MS	8 years

Cloud Program Manager I

Minimum/General Experience: This position requires four (4) years of experience.

Functional Responsibilities: Responsible for assembling and leading an engagement and delivery team focused on cloud solutions and services. Works with customers, vendors and teaming partners to integrate cloud solutions for optimal performance. Mentors, coaches, and develops staff to ensure ongoing performance and professional growth. Ensures that program team meets key milestones, deliverables, and service levels throughout the life of the program.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	Experience
No Degree	9 years of related experience
MA/MS	2 years

Cloud Program Manager II

Minimum/General Experience: This position requires eight (8) years of experience.

Functional Responsibilities: Responsible for assembling and leading an engagement and delivery team focused on cloud solutions and services. Works with customers, vendors and teaming partners to integrate cloud solutions for optimal performance. Mentors, coaches, and develops staff to ensure ongoing performance and professional growth. Ensures that program team meets key milestones, deliverables, and service levels throughout the life of the program.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	Experience
No Degree	13 years of related experience
MA/MS	6 years

Cloud Program Manager III

Minimum/General Experience: This position requires of twelve (12) years of experience.

Functional Responsibilities: Responsible for assembling and leading an engagement and delivery team focused on cloud solutions and services. Works with customers, vendors and teaming partners to integrate cloud solutions for optimal performance. Mentors, coaches, and develops staff to ensure ongoing performance and professional growth. Ensures that program team meets key milestones, deliverables, and service levels throughout the life of the program. Leads the development of business and technical cloud strategies and solutions that drive growth, strengthen economics, and improve business value. Focused on managing large enterprise programs or multiple programs of varying sizes.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	17 years of related experience
MA/MS	10 years

Cloud Data Scientist

Minimum/General Experience: This position requires six (6) years of experience.

Functional Responsibilities: Responsibilities include full lifecycle analysis to include data ingestion, data cleansing, data preparation, data analysis, and data visualization and reporting.   Utilizes tools and cloud technology for developing and implementing data access approaches, formation of datalakes using multiple data formats, data governance structures, and tools for data analytics. Familiar with native database and analytics technology from the major CSPs including AWS, Microsoft Azure, Google Cloud Platform (GCP), IBM Cloud and Oracle Cloud Infrastructure (OCI).   Implements approaches for analyzing the information including visualization, queries, deep learning models, graph analytics and other data analysis techniques.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	11 years of related experience
MA/MS	4 years

SIN 518210C --- Cloud Professional Services Labor Rates

GENERAL DYNAMICS
Information Technology

SIN	CONTRACTOR SITE RATES CLOUD LABOR CATEGORY	6/26/2020 - 6/25/2021	6/26/2021 - 6/25/2022	6/26/2022 – 6/25/2023	6/26/2023 - 6/25/2024	6/26/2024 - 6/25/2025
518210C	Cloud Training Manager	$168.98	$172.63	$184.65	$190.38	$196.28
518210C	Cloud Training Specialist Senior	$127.59	$130.35	$139.42	$143.74	$148.19
518210C	Cloud Training Specialist	$99.71	$101.86	$108.95	$112.32	$115.81
518210C	Cloud Analyst	N/A	$131.91	$141.09	$145.46	$149.97
518210C	Cloud Consultant	N/A	$152.72	$163.35	$168.41	$173.63
518210C	Cloud Sr. Strategy Consultant	N/A	$202.49	$216.58	$223.29	$230.22
518210C	Cloud Architect I	N/A	$133.54	$142.83	$147.25	$151.82
518210C	Cloud Architect II	N/A	$152.72	$163.35	$168.41	$173.63
518210C	Cloud Architect III	N/A	$175.93	$188.18	$194.02	$200.03
518210C	Cloud Architect IV	N/A	$202.49	$216.58	$223.29	$230.22
518210C	Cloud Architect V	N/A	$266.76	$285.33	$294.18	$303.29
518210C	Cloud Administrator I	N/A	$101.79	$108.88	$112.25	$115.73
518210C	Cloud Administrator II	N/A	$114.66	$122.65	$126.45	$130.37
518210C	Cloud Administrator III	N/A	$132.66	$141.90	$146.31	$150.84
518210C	Cloud Administrator IV	N/A	$174.92	$187.10	$192.91	$198.89
518210C	Cloud Security Analyst I	N/A	$131.91	$141.09	$145.46	$149.97
518210C	Cloud Security Analyst II	N/A	$152.72	$163.35	$168.41	$173.63
518210C	Cloud Security Engineer I	N/A	$152.72	$163.35	$168.41	$173.63
518210C	Cloud Security Engineer II	N/A	$175.93	$188.18	$194.02	$200.03
518210C	Cloud Security Engineer III	N/A	$202.49	$216.58	$223.29	$230.22
518210C	Cloud Program Manager I	N/A	$177.10	$189.43	$195.30	$201.36
518210C	Cloud Program Manager II	N/A	$202.49	$216.58	$223.29	$230.22
518210C	Cloud Program Manager III	N/A	$233.04	$249.26	$256.99	$264.96
518210C	Cloud Data Scientist	N/A	$174.92	$187.10	$192.91	$198.89

SIN	GOVERNMENT SITE RATES CLOUD LABOR CATEGORY	6/26/2019 – 6/25/20	6/26/2021 - 6/25/2022	6/26/2022 – 6/25/2023	6/26/2023 - 6/25/2024	6/26/2024 - 6/25/2025
518210C	Cloud Training Manager	$139.25	$142.26	$152.16	$156.88	$161.74
518210C	Cloud Training Specialist Senior	$105.15	$107.42	$114.90	$118.47	$122.14
518210C	Cloud Training Specialist	$82.17	$83.94	$89.79	$92.57	$95.45
518210C	Cloud Analyst	N/A	$114.14	$122.09	$125.87	$129.77
518210C	Cloud Consultant	N/A	$132.13	$141.32	$145.70	$150.22
518210C	Cloud Sr. Strategy Consultant	N/A	$175.20	$187.39	$193.20	$199.18
518210C	Cloud Architect I	N/A	$115.55	$123.60	$127.43	$131.38
518210C	Cloud Architect II	N/A	$132.13	$141.32	$145.70	$150.22
518210C	Cloud Architect III	N/A	$152.22	$162.82	$167.87	$173.07
518210C	Cloud Architect IV	N/A	$175.20	$187.39	$193.20	$199.18
518210C	Cloud Architect V	N/A	$230.81	$246.88	$254.54	$262.43
518210C	Cloud Administrator I	N/A	$88.08	$94.21	$97.13	$100.14
518210C	Cloud Administrator II	N/A	$99.21	$106.11	$109.39	$112.79
518210C	Cloud Administrator III	N/A	$114.79	$122.78	$126.59	$130.51
518210C	Cloud Administrator IV	N/A	$151.35	$161.89	$166.91	$172.09
518210C	Cloud Security Analyst I	N/A	$114.14	$122.09	$125.87	$129.77
518210C	Cloud Security Analyst II	N/A	$132.13	$141.32	$145.70	$150.22
518210C	Cloud Security Engineer I	N/A	$132.13	$141.32	$145.70	$150.22
518210C	Cloud Security Engineer II	N/A	$152.22	$162.82	$167.87	$173.07
518210C	Cloud Security Engineer III	N/A	$175.20	$187.39	$193.20	$199.18
518210C	Cloud Program Manager I	N/A	$153.23	$163.90	$168.98	$174.22
518210C	Cloud Program Manager II	N/A	$175.20	$187.39	$193.20	$199.18
518210C	Cloud Program Manager III	N/A	$201.63	$215.67	$222.36	$229.25
518210C	Cloud Data Scientist	N/A	$151.35	$161.89	$166.91	$172.09

SIN 518210C - Office Productivity Support Services

MFR PART NO	SERVICE NAME	SERVICE DESCRIPTION	GSA Price with IFF
OPSS-1	Office Productivity Support Services	On-Prem Office Productivity Hardware and Software (Bring Your Own License). Price per user per Month for Hardware and Software required for an on-premise implementation of Microsoft Productivity Suite Software, not including Microsoft CALs. Provides a private/community Cloud Service Offering (CSO) that is deployed in a customer facility using an on-premises deployment model. Minimum of 5,000 users.	$18.01
OPSS-O365	Office Productivity Support Services	O365 Core Service Support Hardware and Software. Price per User per Month for Hardware and Software required for the management of an O365 implementation. Provides core service support functions as well as integration, operations, maintenance and sustainment services for a DoD implementation of a Microsoft O-365 service tenancy. Includes CC-SRG compliant connectivity services to enable mission use of MS Office 365 capabilities. Does not include O365 Licenses. Minimum of 10,000 Users.	$21.00
O365-ITSM	Office Productivity Support Services	IT Service Management Labor for O365 Productivity Suite, priced per user per month. Inclusive of Program Management, and Operations, Maintenance, and Sustainment (OM&S) activities (CyberNetops and Service Desk).	$7.98
OPHS-1	Office Productivity Hardware and Software as a Service for D-DIL/Tactical	Priced per Location. Provides Hardware and Software package required for provisioning of office productivity services in remote, low connectivity locations. Supports 300 to 6,000 (Covers 5 year POP).	$806,354.52
AIOPS-1	AI Ops for Office Productivity as a Services	Software Tools Priced per End User per Month. Minimum of 10,000 Users.	$0.3429

MaaS-1	email Migration as a Service Software	Price per End-User Migration for email migration software. Does not include associated labor. One Time Charge per User.	$25.81
MaaS-2	Sharepoint Migration as a Service Software	Price includes tools per Site Collection (up to 200GB) for migration from File systems, SharePoint, or other Office 365 Tenants into SharePoint or Office 365. Does not include supporting labor. One time charge per Site Collection.	$2,198.24

**Note: Does not include taxes or import duties, which are non-schedule items and will be charged as ODCs if necessary.

GENERAL DYNAMICS
Information Technology

ARC-P Infrastructure as a Service (IaaS)

ARC-P NoDR

MFR Part #	Product Name	Description	Price (Hourly)	Price (Monthly)	Price (NRC)
AR0002N	ARC-P IaaS 2 GB RAM Virtual Machine	ARC-P IaaS 2 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 2 GB RAM, Windows or RHEL OS Licensing and disk space for OS	0.05	39.65	NA
AR0004N	ARC-P IaaS 4 GB RAM Virtual Machine	ARC-P IaaS 4 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 4 GB RAM, Windows or RHEL OS Licensing and disk space for OS	0.11	76.86	NA
AR0008N	ARC-P IaaS 8 GB RAM Virtual Machine	ARC-P IaaS 8 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 8 GB RAM, Windows or RHEL OS Licensing and disk space for OS	0.21	151.53	NA
AR0016N	ARC-P IaaS 16 GB RAM Virtual Machine	ARC-P IaaS 16 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 16 GB RAM, Windows or RHEL OS Licensing and disk space for OS	0.41	300.15	NA
AR0032N	ARC-P IaaS 32 GB RAM Virtual Machine	ARC-P IaaS 32 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 32 GB RAM, Windows or RHEL OS Licensing and disk space for OS	0.82	597.85	NA
AR0064N	ARC-P IaaS 64 GB RAM Virtual Machine	ARC-P IaaS 64 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 64 GB RAM, Windows or RHEL OS Licensing and disk space for OS	1.63	1,193.27	NA
AR0003N	ARC-P IaaS Add-on: Additional 1 GB RAM	ARC-P IaaS Add-on: Additional 1 GB RAM: Includes 1 GB RAM to add to the Base Configuration. Must procure CLIN ARC-P Base Configuration	0.03	18.61	NA
AR0005N	ARC-P IaaS Add-on: Additional Storage per GB	ARC-P IaaS Add-on: Additional Storage per GB: Additional storage to add to ARC-P Base Configuration.	NA	0.06	NA

MFR Part #	Product Name	Description	Price (Hourly)	Price (Monthly)	Price (NRC)
AR0006N	ARC-P IaaS Add-on: Additional Archival Storage per GB	ARC-P IaaS Add-on: Additional Archival Storage per GB: Additional storage to add to ARC-P Base Configuration.	NA	0.03	NA

ARC-P DR

MFR Part #	Product Name	Description	Price (Hourly)	Price (Monthly)	Price (NRC)
AR0002	ARC-P IaaS 2 GB RAM Virtual Machine	ARC-P IaaS 2 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 2 GB RAM, Windows or RHEL OS Licensing and disk space for OS	0.12	88.43	NA
AR0004	ARC-P IaaS 4 GB RAM Virtual Machine	ARC-P IaaS 4 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 4 GB RAM, Windows or RHEL OS Licensing and disk space for OS	0.24	171.98	NA
AR0008	ARC-P IaaS 8 GB RAM Virtual Machine	ARC-P IaaS 8 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 8 GB RAM, Windows or RHEL OS Licensing and disk space for OS	0.47	339.57	NA
AR0016	ARC-P IaaS 16 GB RAM Virtual Machine	ARC-P IaaS 16 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 16 GB RAM, Windows or RHEL OS Licensing and disk space for OS	0.92	673.31	NA
AR0032	ARC-P IaaS 32 GB RAM Virtual Machine	ARC-P IaaS 32 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 32 GB RAM, Windows or RHEL OS Licensing and disk space for OS	1.84	1,341.75	NA
AR0064	ARC-P IaaS 64 GB RAM Virtual Machine	ARC-P IaaS 64 GB RAM Virtual Machine: Autonomic Resources Cloud Platform - Infrastructure as a Service (IaaS). Includes up to 16 vCPU, 64 GB RAM, Windows or RHEL OS Licensing and disk space for OS	3.67	2,678.63	NA
AR0003	ARC-P IaaS Add-on: Additional 1 GB RAM	ARC-P IaaS Add-on: Additional 1 GB RAM: Includes 1 GB RAM to add to the Base Configuration. Must procure CLIN ARC-P Base Configuration	0.06	41.78	NA
AR0005	ARC-P IaaS Add-on: Additional Storage per GB	ARC-P IaaS Add-on: Additional Storage per GB: Additional storage to add to ARC-P Base Configuration.	NA	0.12	NA

MFR Part #	Product Name	Description	Price (Hourly)	Price (Monthly)	Price (NRC)
AR0006	ARC-P IaaS Add-on: Additional Archival Storage per GB	ARC-P IaaS Add-on: Additional Archival Storage per GB: Additional storage to add to ARC-P Base Configuration.	NA	0.03	NA

ARC-WRX

MFR Part #	Product Name	Description	Price (Hourly)	Price (Monthly)	Price (NRC)
ARWX002	ARCWRX Small Node	ARCWRX PaaS Small Node containing 4vCPU, 8GB RAM, 80GB OS, 160GB Storage - 160 small container / gear capacity	NA	361.15	NA
ARWX004	ARCWRX Medium Node	ARCWRX PaaS Medium Node containing 8vCPU, 8GB RAM, 80GB OS, 160GB Storage - 80 medium container / gear capacity	NA	361.15	NA
ARWX008	ARCWRX Large Node	ARCWRX PaaS Large Node containing 8vCPU, 8GB OS, 480 GB Storage - 40 large container / gear capacity	NA	842.68	NA
ARWX0016	ARCWRX Xlarge Node	ARCP PaaS Xlarge Node containing 16vCPU, 80GB OS, 960GB Storage - 40 xlarge container / gear capacity	NA	1,564.97	NA
ARWX002D	ARCWRX Small Node DR	ARCWRX PaaS Small Node containing 4vCPU, 8GB RAM, 80GB OS, 160GB Storage - 160 small container / gear capacity (Includes DR container)	NA	722.29	NA
ARWX004D	ARCWRX Medium Node DR	ARCWRX PaaS Medium Node containing 8vCPU, 8GB RAM, 80GB OS, 160GB Storage - 80 medium container / gear capacity (includes DR container)	NA	722.29	NA
ARWX008D	ARCWRX Large Node DR	ARCWRX PaaS Large Node containing 8vCPU, 8GB OS, 480 GB Storage - 40 large container / gear capacity (includes DR container)	NA	1,685.35	NA
ARWX0016D	ARCWRX Xlarge Node DR	ARCP PaaS Xlarge Node containing 16vCPU, 80GB OS, 960GB Storage - 40 xlarge container / gear capacity (includes DR container)	NA	3,129.94	NA

AR Services

GENERAL DYNAMICS
Information Technology

MFR Part #	Product Name	Description	Price (Hourly)	Price (Monthly)	Price (NRC)
AR0007	ARC-P IaaS Add-on: vRouter Basic (Firewall & Network Router)	ARC-P IaaS Add-on: vRouter (Firewall & Network Router): Includes 2 public IP addresses, 1 Virtual Network (CVN), 1 site to site VPN, 5 VPN Client connections, and maintenance. Monthly maintenance / support.	NA	268.00	NA
AR0009	ARC-P IaaS Add-on: vRouter Basic setup	ARC-P IaaS Add-on: vRouter setup: Includes Configuration for 1 CVN, 2 External IP addresses, 1 site to site VPN connection, and remote access for up to 5 seats.	NA	NA	804.00
AR0010	ARC-P IaaS Add-on: Additional Virtual Network (CVN)	ARC-P IaaS Add-on: Additional Virtual Network (CVN): Additional CVN for ARC-P environment.	NA	28.11	NA
AR0011	ARC-P IaaS Add-on: vRouter Intermediate (Firewall & Network Router)	ARC-P IaaS Add-on: vRouter Intermediate (Firewall & Network Router): Up to 10 remote seats, 2 CVNs, 2 Site to Site, 2 Public IP addresses.	NA	402.00	NA
AR0012	ARC-P IaaS Add-on: vRouter Intermediate setup	ARC-P IaaS Add-on: vRouter Intermediate setup: Includes license, virtual appliance (medium), maintenance and upgrade of vRouter, and support of virtual appliance, appliance up/down monitoring.	NA	NA	1,072.00
AR0013	ARC-P IaaS Add-on: vRouter Advanced (Firewall & Network Router)	ARC-P IaaS Add-on: vRouter Advanced (Firewall & Network Router): Up to 20 remote seats, 4 CVNs, 4 Site to Site, 2 Public IP addresses.	NA	670.00	NA
AR0014	ARC-P IaaS Add-on: vRouter Advanced setup	ARC-P IaaS Add-on: vRouter Advanced setup: Includes license, virtual appliance (large), maintenance and upgrade of vRouter, and support of virtual appliance, appliance up/down monitoring.	NA	NA	1,943.00
AR0017	ARC-P IaaS Add-on: VPN Remote user	ARC-P IaaS Add-on: VPN Remote User , 1 Seat A seat is defined as a configured instance on either PC or Mac platform. Ex: A single user with both a PC and Mac configuration will count as 2 seats. Must procure CLIN ARC-P Virtual Machine and ARC-P vRouter	NA	NA	134.00
AR0018	ARC-P IaaS Add-on: Additional Public IP Address	ARC-P IaaS Add-on: Additional Public IP Address: Additonal IP Address	NA	0.00	NA
AR0020	ARC-P IaaS Add-on: Additional Site to Site VPN setup	ARC-P IaaS Add-on:Site to Site VPN Connection: Must procure CLIN ARC-P Virtual Machine and ARC-P vRouter	NA	NA	402.00

AR0021	ARC-P IaaS Add-on: Virtual Network Design	ARC-P IaaS Add-on: Virtual Network Design: Network design services include engineering consultation and deployment planning, connectivity review and addresses advisement, topology diagramming specific to customer environment identifying major network components and connectivity methods.	NA	NA	134.00
AR0025	ARC-P IaaS Add-on: Bandwidth In/Out	ARC-P IaaS Add-on: Network Bandwidth In & Out. Cost per GB per month	NA	0.02	NA
AR0022	ARC-P IaaS Add-on: OS Patching and Maintenance	ARC-P IaaS Add-on: OS Patching and Maintenance: Per machine - Consistent with the principles of deployment and release management, Autonomic Resources will perform OS level patching/updates of the customer virtual machines once weekly, according to patching schedules agreed upon by both parties.	0.23	170.55	NA
AR0024A	ARC-P IaaS Add-on: Vulnerability Scanning	ARC-P IaaS Add-on: Vulnerability Scanning: Per Scan - Autonomic will provide weekly scanning for operating system (OS) level vulnerabilities. Scanning reports will be provided weekly via email. Part A (required)	NA	7.31	NA
AR0024B	ARC-P IaaS Add-on: Vulnerability Scanning	ARC-P IaaS Add-on: Vulnerability Scanning: Per Scan - Autonomic will provide weekly scanning for operating system (OS) level vulnerabilities. Scanning reports will be provided weekly via email. Part B (required)	NA	10.66	NA
AR0026	ARC-P IaaS Add-on: Additional RSA Tokens	ARC-P IaaS Add-on: Additional RSA tokens above the two included. Price per token per month.	NA	20.98	NA
AR0028	ARC-P IaaS Add-on: Vulnerability Scanning setup	One-time charge for Vulnerability Scanning Setup	NA	NA	255.82
AR0029	ARC-P IaaS Add-on: OS Patching and Maintenance setup	One-time charge for OS Patching and Maintenance Setup. Price Per VM	NA	NA	28.42
AR00333	Customer Support Bundle 1 Day	ARC-P / ARCWRX Customer Support Level 2 - NTE 1 Day	NA	702.07	NA
AR0034	Customer Support Bundle 1 Month	ARC-P / ARCWRX Customer Support Level 2 - NTE 1 Month	NA	12,637.18	NA
AR0036	Cloud Engineering Support Bundle 1 Day	ARC-P / ARCWRX Cloud Engineering Support Level 3 - NTE 1 Day	NA	1,377.21	NA
AR0037	Cloud Engineering Support Bundle 1 Month	ARC-P / ARCWRX Cloud Engineering Support Level 3 - NTE 1 Month	NA	24,789.76	NA

| AR0042 | Cloud Architecture Support Bundle 1 Day | ARC-P / ARCWRX Cloud Architecture Support Level 3 - NTE 1 Day | NA | 1,770.72 | NA |
| AR0043 | Cloud Architecture Support Bundle 1 Month | ARC-P / ARCWRX Cloud Architecture Support Level 3 - NTE 1 Month | NA | 31,872.97 | NA |

Amazon Web Services (AWS) Cloud Computing Services (Mod PS-103)

See Spreadsheet for AWS Offering
Approved Manufacturer Commercial Supplier Agreements (CSAs)
Additional Terms may apply at the Task Order level.

Microsoft Azure Cloud Computing Services (Mod PS-105)

See Spreadsheet for MS Azure Offering
Approved Manufacturer Commercial Supplier Agreements (CSAs)
Additional Terms may apply at the Task Order level.

Google Cloud Services (Mod PS-113)

See Spreadsheet for GCS Offering
Approved Manufacturer Commercial Supplier Agreements (CSAs)
Additional Terms may apply at the Task Order level.

IBM Cloud Services (Mod PS-0088)

Description	Manufacturer Offering	Part Number	Unit of Measure	GSA Price w IFF fee
SoftLayer Subscription Use Authorization - $100 Account Value	IBM Cloud for Government	SLASP	Each	$99.75
SoftLayer Subscription Use Authorization - $1,000 Account Value	IBM Cloud for Government	SLASP1	Each	$997.48
SoftLayer Subscription Use Authorization - $10,000 Account Value	IBM Cloud for Government	SLASP10	Each	$9,974.81
SoftLayer Subscription Use Authorization - $100,000 Account Value	IBM Cloud for Government	SLASP100	Each	$99,748.11

NOTICE to CUSTOMER:

Select the Part Number(s) for the Account Value you desire. The GSA price for each Account Value Part Number represents a discount from the List price for that Account Value Part Number

Multiple quantities of the various Part Numbers may be ordered to reach the total Account Value you wish to order for your account, and adding the GSA Industrial Funding Fee

Each month, IBM will invoice for the services used in the account.

The invoice amount will be calculated by applying the GSA discount to the List Price Value of the services used in the account.
Each invoice will be decremented from your purchase order amount

It is the responsibility of the customer to monitor the actual account usage and order additional Subscription part numbers when the account usage is likely to exceed the Contract/Purchase Order amount. IBM may suspend access to the account once the Contract/Purchase Order value is depleted and resume access once a funding document is received for additional Subscription parts.

Please refer to the link below to see the entire Pricelist of Part Numbers that maybe ordered under specific Account Value:

See Spreadsheet for IBM Cloud Offering
Approved Manufacturer Commercial Supplier Agreements (CSAs)
Additional Terms may apply at the Task Order level.

Oracle Cloud Services (Mod PS-0087)

Part number "B88206 for Oracle PaaS and IaaS Universal Credits" is an administrative prerequisite for the purpose of establishing the cloud tenancy within which part numbers may be consumed; a minimum of one tenancy per order is required. Once a tenancy has been established, individual IaaS/PaaS services may be self-provisioned based on part number. Obligated funds are invoiced monthly in arrears based on actual consumption of self-provisioned IaaS/PaaS services.

Please refer to the link below to see the entire Pricelist of Part Numbers that maybe ordered under specific Account Value

See Spreadsheet for Oracle Cloud Offering
Approved Manufacturer Commercial Supplier Agreements (CSAs)
Additional Terms may apply at the Task Order level.

GENERAL DYNAMICS
Information Technology

MANAGED ENTERPRISE AND DESKTOP SOLUTIONS: SERVICE DELIVERY SOLUTIONS

Model Number	Solution Description	Price	GDIT Value
GSA D01	**Initiation and Transition Support** Initiation support provides for requirements analysis, design, setup and system installation including database inputs Transition support provides for the transfer of responsibilities, operations, technology and/or contracts to ensure continuity of operations while maintaining end user satisfaction. Capabilities include mature transition process planning, scheduling, training, operations and end user communications Site survey provides the evaluation, assessment and documentation, including implementation plan, of the capability to meet operational requirements. This includes assessing network connectivity requirements and demarc locations; environmental, facility, and power requirements; training and maintenance requirements; and the recommended product suite required to meet operational/mission requirements	In accordance with approved GSA labor categories and rates provided herein Travel and per diem are additional unless combined with other solution elements	GDIT's solutions provides the ordering activity a building block for singular or multiple service delivery solutions and a unit range from one hour to a specific deliverable of the service on an firm fixed price (FFP) basis
GSA D02	**IT Planning, Strategy and Modernization** IT planning, strategy development and modernization planning provides for Enterprise IT and e-business strategy, design and development including business case and applications identification that support the recommended strategy. This includes integration of intended functionality and processes, modernization and refresh planning. Appropriate technology change recommendations are presented for consideration within the given standardization baseline	In accordance with approved GSA labor categories and rates provided herein	GDIT's solutions provides the ordering activity a building block for singular or multiple service delivery solutions and a unit range from one hour to a specific deliverable of the service on an FFP basis

| GSA D04 | **Network and Infrastructure Management, Design and Installation**

Network and Infrastructure Management, Design and Installation Services are all phases of the network management life cycle. This includes defining the scope and specifications for the technical design of the information system to meet client requirements; review of the network, system and desktop architecture, and functional requirements; coordination of installation and maintenance schedules with site representatives, prestage items needed for installation, installation of new components and day-to-day operation of client networks

■ Network Management/Collaborative Services | In accordance with approved GSA labor categories and rates provided herein | GDIT's solution provides the ordering activity a building block for singular or multiple service delivery solutions and a unit range from one hour to a specific deliverable of the service on an FFP basis |
| GSA D05 | **E-Mail Migration/Conversion**

Migration of end user e-mail system to the new system includes entry of accounts, migration of existing email data files, configuration at the desktop and testing for functionality | | GDIT's solution provides the ordering activity a building block for singular or multiple service delivery solutions and a unit range from one hour to a specific deliverable of the service on an FFP basis. |

GSA D06	**Desktop Delivery and Management**
	This service provides:
	■ Customized support of the desktop users maintenance and deployment management
	■ Desktop management involves setting and maintaining hardware and software standards for future operation. It includes the following:
	  − Desktop configuration and testing, hardware installation, moves, adds and changes
	  − GOTS/customized software image loads, deployment services, e-mail migration, site requirements definition, break-fix and depot maintenance, desktop and product staging, and receiving
	■ Deployment services includes active management of the entire deployment schedule down to the individual site level, just-in-time coordination of product delivery, site preparation and readiness, management of all installation, and site teams and schedule coordination
	■ End user data migration includes on-site migration of user data from the existing desk to the newly provided desktop unit
	■ Manual entry of variable settings such as TCP/IP addresses, IP host naming and print driver's installation, and loading of nonstandard/GOTS local applications
	■ GOTS software image loads include a one-time engineering effort to build the image, test, initial load and construct the final image build prior to software load
		In accordance with approved GSA labor categories and rates provided herein
		
		Travel and per diem are additional, unless combined with other solution elements
		
		May require site survey element
			GDIT's solution provide the ordering activity a building block for singular or multiple service delivery solutions and a unit range from one hour to a specific deliverable of the service on an FFP basis

| GSA D07 | **Enterprise Security Services**

Basic Enterprise Security Services include firewall architectural design and security enhancement and implementation. Other capabilities include defining site configurations, equipment testing, on-site installation, training and support requirements

Enhanced Enterprise Security Services includes security audits, risk assessments and penetration testing. Other services offered are secure Internet/intranet planning, including availability and load balancing, and security policy and procedure implementation | In accordance with approved GSA labor categories and rates provided herein | GDIT's solution provides the ordering activity a building block for singular or multiple service delivery solutions and a unit range from one hour to a specific deliverable of the service on an FFP basis

GDIT has extensive experience with secure military networks to ensure solutions provide the highest level of performance, and GDIT has the ability to provide cleared personnel |

GSA D09	**HIPAA REMEDIATION PLANNING AND EXECUTION:** Our remediation approach entails rapid deployment of functional, technical, and business process SMEs that can provide compliance and remediation services. Execution and implementation involves a collaborative effort with our clients to implement products, protocols, procedures and practices to ensure compliance with the HIPAA requirements.	In accordance with approved GSA labor categories and rates provided herein Travel and per diem are additional, unless combined with other solution elements
	Compliance Planning and Remediation Services: We provide SMEs for consultation on TCS, Privacy, and Security and provide support for client led remediation by facilitating client work groups and SMEs and business process expertise. Our detailed remediation planning and budget forecasting by HIPAA requirement, with recommendations to minimize exposure to adverse regulatory and accreditation actions as well as security threats specific to your enterprise. Additional services address development of model policies and procedures and associated business process engineering and change management.	
	TCS Infrastructure Planning and Implementation: Based on GDIT methods and solutions for resolving the EDI-related technology and processing issues, provide the implementation, testing, and trading of HIPAA transactions using EDI translators and EAI tools. This includes remediation of legacy systems enabling then to generate and receive HIPAA mandated transactions and associated code sets. Integral to this are recommendations to realize additional efficiency gains from e-enabling related business processes.	
	Privacy Infrastructure Planning and Implementation: Key to any HIPAA compliance is to address the privacy needs. This comprises our SMEs and management consultants to facilitate work groups to meet privacy requirements and redesign business processes to meet HIPAA compliance and capture potential operating efficiencies. This also includes privacy awareness training for respective healthcare organizations.	
	Security Infrastructure Planning and Implementation: Develop security policies, procedures, and the IT infrastructure to minimize adverse impact on business operations; includes provide security awareness training materials and sessions that promote fast track development of ongoing Security training material. Also using checklists to facilitate system hardening and HIPAA compliance, provide systems hardening to address updating and patching OS, removing unnecessary services, and ensuring that systems are configured for security.	
	Security Intrusion Detection and Monitoring: Design and implement systems that will help detect and monitor network intrusion and provide other comprehensive cybercare security services (e.g., forensics, risk assessment, PKI, biometrics, etc.)	

GSA D10	**HIPAA REMEDIATION BENEFIT REALIZATION:** Addresses means for administrative simplification, system migration and data conversion, and collaborative eCommerce implementations.	In accordance with approved GSA labor categories and rates provided herein
	Administrative Simplification Benefits Realization: Review current state and recommend changes in process and organizational structure that will meet both HIPAA requirements and achieve business process improvement based on GDIT's revenue enhancement methodology and ROI tool to quantify and document potential revenue.	Travel and per diem are additional, unless combined with other solution elements
	Systems Migration and Data Conversions Services: Provide design, development, integration, testing, and operation and maintenance support services to HIPAA requirements by allowing the replacement of legacy systems with newer systems and data conversion.	
	Collaborative eCommerce Implementations: Develop and deploy intranet and internet technologies to translate and route transactions in ways that enable improved operational effectiveness and cost efficiencies.	

Additional Information

Discounts

Discounts may be offered based on quantity purchases or when a BPA is established to fill recurring requirements.

SIN 54151HEAL - TERMS AND CONDITIONS APPLICABLE TO HEALTH INFORMATION TECHNOLOGY (IT) SERVICES

Services offered SIN 5451HEAL shall be in accordance with the following laws and standard when applicable to the specific task orders, including but not limited to:Vendor suitability for offering services through the new Health IT SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management Act (FISMA) of 2002
- All services shall be cilled in arrears in accordance with 31 U.S.C. 3324

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

SIN 54151HEAL - Health IT LABOR CATEGORY DESCRIPTIONS

1. Associate Bioinformatics Scientist/Analyst

Minimum/General Experience: Three (3) years of applied science experience in bioinformatics research and analysis using databases and/or software.

Functional Responsibilities: Provide knowledge and understanding in the application of technology to areas of interest to government health organizations including Medical Informatics; Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for health surveillance, disease detection, prevention and intervention campaigns and related health activities. Provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, Big Data science, and education. Provide expertise in the integration of a variety of heterogeneous information systems and databases the sharing and dissemination of health and research information; and the application of advanced scientific visualization technology to mecdical and health science practice.

Minimum Education: BS degree in Biology or other Applied Science with quantative analysis requirements.

Approved Substitutions	
Education	Experience
No Degree	8 years of which 6 years must be specialized experience
MS/MA	2 years of which 1 year must be specialized experience

2. Bioinformatics Scientist/Analyst

Minimum/General Experience: Six (6) years of applied bioinformatics experience of which at least 4 years of specialized experience in medical or health informatics.

Functional Responsibilities: Provide expertise in the application of technology to areas of interest to government health organizations including Medical Informatics; Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for health surveillance, disease detection, prevention and intervention campaigns and related health activities. Provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, Big Data science, and education. Provide expertise in the integration of a variety of heterogeneous information systems and databases the sharing and dissemination of health and research information; and the application of advanced scientific visualization technology to mecdical and health science practice.

Minimum Education: MS in Life Sciences, Bioinformatics, Chemistry, Physics, Computer Science, or other related discipline with quantative analysis requirements.

Approved Substitutions	
Education	Experience
Bachelor's Degree	8 years of which 6 years must be specialized experience
PhD	4 years of which 1 year must be specialized experience

3.   Senior Bioinformatics Scientist/Analyst

Minimum/General Experience: Ten (10) years experience in bioinformatics or applied science with at least three (3) years of specialized bioinformatics experience.

Functional Responsibilities: Provide high level expertise in the application of technology to areas of interest to government health organizations including Medical Informatics; Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for health surveillance, disease detection, prevention and intervention campaigns and related health activities. Provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, Big Data science, and education. Provide expertise in the integration of a variety of heterogeneous information systems and databases the sharing and dissemination of health and research information; and the application of advanced scientific visualization technology to mecdical and health science practice.

Minimum Education: MS degree in Life Sciences, Bioinformatics, Computer Science, Engineering, Mathematics, Statistics, Epidemiology, or other Applied Science.

Approved Substitutions	
Education	Experience
Bachelor's Degree	12 years of related experience
PHD Doctorate	5 years with 3 years of specialized experience

4.   Associate Biomedical Engineer

Minimum/General Experience: Two (2) years of applied science experience in bioinformatics, engineering, design, development, testing, implementation of databases and/or software.

Functional Responsibilities: Designs and develops biomedical software and equipment. Coordinates the testing and analysis processes. Tests the functionality of software and equipment and takes accuracy, sensitivity and selectivity measurements. Monitors biomedical equipment to ensure compliance with regulatory requirements. Provides technical training on operations

Minimum Education: BS degree in Biomedical Engineering or other related discipline.

Approved Substitutions	
Education	Experience
No Degree	8 years with 6 years of specialized experience
MS/MA	2 years of which 1 year must be specialized experience

5. Biomedical Engineer

Minimum/General Experience: Four (4) years of experience in biomedical engineering or a related field. Demonstrates knowledge of biomedical regulatory requirements

Functional Responsibilities: Designs and develops biomedical software and equipment. Coordinates the testing and analysis processes. Tests the functionality of software and equipment and takes accuracy, sensitivity and selectivity measurements. Monitors biomedical equipment to ensure compliance with regulatory requirements. Provides technical training on operations

Minimum Education: Master's degree in Biomedical Engineering or a related discipline

Approved Substitutions	
Education	Experience
Bachelor's Degree	6 years of related experience
PhD/Doctorate	2 years of related experience

6. Senior Biomedical Engineer

Minimum/General Experience: Eight (8) years of experience in biomedical engineering or a related field. Demonstrates knowledge of biomedical regulatory requirements

Functional Responsibilities: Designs and develops biomedical software and equipment. Coordinates the testing and analysis processes. Tests the functionality of software and equipment and takes accuracy, sensitivity and selectivity measurements. Monitors biomedical equipment to ensure compliance with regulatory requirements. Provides technical training on operations

Minimum Education: Master's degree in Biomedical Engineering or a related discipline

Approved Substitutions	
Education	Experience
Bachelor's Degree	10 years of related experience
PhD/Doctorate	6 years of related experience

7. Associate Statistician/Biostatistician

<u>Minimum/General Experience</u>:   One (1) year experience in a related field and Two (2) years of specialized experience. Basic knowledge of statistics, data anlaysis techniques and software.

<u>Functional Responsibilities</u>: Specialize in the application of statistics and/or computer technology to biological or health studies applying the use of statistical software packages. Experience with statistical languages such as SAS, R, SPSS, JMP, STATA, MatLab. Can provide biostatistical analysis tailored to the specific problem ensuring proper biostatistical power and probability measures. Specializes in statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for disease dections, health surveillance, prevention and intervention campaigns and related health activities.

<u>Minimum Education</u>: BA/BS degree

Approved Substitutions	
Education	**Experience**
No degree	5 years with 2 years of specialized experience
MS/MA Degree	1 year of which 1 year must be specialized experience

8.   Statistician/Biostatistician

<u>Minimum/General Experience</u>: Six (6) years of applied bioinformatics experience. At least 4 years of specialized experience in medical or public health biostatistics

<u>Functional Responsibilities</u>: Specialize in the application of statistics and/or computer technology to biological or health studies applying the use of statistical software packages. Experience with statistical languages such as SAS, R, SPSS, JMP, STATA, MatLab. Can provide biostatistical analysis tailored to the specific problem ensuring proper biostatistical power and probability measures. Specializes in statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for disease dections, health surveillance, prevention and intervention campaigns and related health activities.

<u>Minimum Education</u>: MS in Statistics, Bioinformatics, or related field

Approved Substitutions	
Education	**Experience**
Bachelor's Degree	8 with 6 years of specialized experience
PhD/Doctorate	4 years of which 2 years must be specialized experience

9.   Senior Statistician/Biostatistician

<u>Minimum/General Experience</u>: Ten (10) years experience in bioinformatics or applied science with Large scale statistical analysis of complex multivariate data sets.

<u>Functional Responsibilities</u>: Specialize in the application of statistics and/or computer technology to biological or health studies applying the use of statistical software packages. Experience with statistical languages such as SAS, R, SPSS, JMP, STATA, MatLab. Can provide biostatistical analysis tailored to the specific problem ensuring proper biostatistical power and probability measures. Specializes in statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission; applying sound quantitative data and methods to support deployment of resources for disease dections, health surveillance, prevention and intervention campaigns and related health activities.

<u>Minimum Education</u>: MS in Statistics, Bioinformatics, or related field

Approved Substitutions	
Education	**Experience**
Bachelor's Degree	12 year of related experience
PhD/Doctorate	5 years of related experience

10.   Entry Instrument/Scientific Systems Adminstration

<u>Minimum/General Experience</u>: Three (3) years of relevant professional experience. Experience must include demonstrated performance in one or more recognized specialized disciplines in science. Relevant background in the application of IT solutions in science to practical problems.

<u>Functional Responsibilities</u>: Provides coordination with equipment manufacturers to install, maintain, and troubleshoot instruments and instrument controllers. Provides coordination with scientific application vendors / developers to install, maintain, and troubleshoot scientific applications. Maintains an electronic system of laboratory instrumentation, to include the make, model, physical location, IP address, software versions of the applications and embedded software associated with instrumentation. Maintains an electronic system of all scientific applications and scientific workstations including make, model, physical location, IP address, and software / software versions. Also provides system administration for various scientific applications. May perform level two and or three help desk support for laboratory instrumentation and scientific applications.

<u>Minimum Education</u>: BS/BA degree in Biomedical Engineering or other related discipline.

Approved Substitutions	
Education	**Experience**
No Degree	7 years of related experience
MS/MA Degree	1 year of related experience

11.   Instrument/Scientific Systems Adminstration

<u>Minimum/General Experience</u>: Eight (8) years of relevant professional experience.

Experience must include demonstrated performance in one or more recognized specialized disciplines in science. Relevant background in the application of IT solutions in science to practical problems.

Functional Responsibilities: Provides coordination with equipment manufacturers to install, maintain, and troubleshoot instruments and instrument controllers. Provides coordination with scientific application vendors / developers to install, maintain, and troubleshoot scientific applications. Maintains an electronic system of laboratory instrumentation, to include the make, model, physical location, IP address, software versions of the applications and embedded software associated with instrumentation. Maintains an electronic system of all scientific applications and scientific workstations including make, model, physical location, IP address, and software / software versions. Also provides system administration for various scientific applications. May perform level two and or three help desk support for laboratory instrumentation and scientific applications.

Minimum Education: BS/BA degree in Biomedical Engineering or other related discipline.

Approved Substitutions	
Education	Experience
No Degree	12 years of related experience
MA/MS Degree	6 years of related experience

12.   Senior Instrument/Scientific Systems Adminstration

Minimum/General Experience: Ten (10) years of relevant professional experience. Demonstrated performance in one or more recognized specialized disciplines in science.

Functional Responsibilities: Provides coordination with equipment manufacturers to install, maintain, and troubleshoot instruments and instrument controllers. Provides coordination with scientific application vendors / developers to install, maintain, and troubleshoot scientific applications. Maintains an electronic system of laboratory instrumentation, to include the make, model, physical location, IP address, software versions of the applications and embedded software associated with instrumentation. Maintains an electronic system of all scientific applications and scientific workstations including make, model, physical location, IP address, and software / software versions. Also provides system administration for various scientific applications. May perform level two and or three help desk support for laboratory instrumentation and scientific applications.

Minimum Education: BS/BA degree in Biomedical Engineering or other related discipline.

Approved Substitutions	
Education	Experience
MA/MS Degree	8 years of related experience
PhD/Doctorate	6 years of related experience

13.   Associate Health IT Security Specialist

Minimum/General Experience: Previous experience in IT Security implementation and monitoring required. General knowledge of scientific processes, management structures, and technology programs/platforms are preferred.

Functional Responsibilities: Provide support to for DHHS information security. Provide support the scientific organization's information security controls. Understanding of business security practices and procedures; knowledge of current security tools available; hardware/software firewalls and their implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products and current Internet and electronic commerce technology. Assists in preparation of IT security artifacts.

Minimum Education: High School

Approved Substitutions	
Education	Experience
No Diploma	4 years of related experience

14.   Health IT Security Specialist

Minimum/General Experience: Five (5) Years experience in IT Security implementation and monitoring required. General knowledge of scientific processes, management structures, and technology programs/platforms required.

Functional Responsibilities: Provide support to for DHHS information security. Analyze and defines security requirements compliance issues. Design, develop, engineer, and implement solutions to meet or exceed DHHS security requirements. Respond to POAM and other requests to mediate identified risks. Perform risk analyses which also includes risk assessment. Knowledge of Scientific systems requirements and ability to meet or exceed security compliance of scientific systems.

Minimum Education: BS/BA degree in IT Security or other related discipline.

Approved Substitutions	
Education	Experience
MA/MS Degree	3 years of related experience
PhD	1 year of related experience

15.   Senior Health IT Security Specialist

Minimum/General Experience: Ten (10) Years experience in IT Security implementation and monitoring required. General knowledge of scientific processes, management structures, and technology programs/platforms required.

Functional Responsibilities: Provide support to for DHHS information security. Provide

support for facilitating current security infrastructure and define future programs, design and implementation of fire-wall and other related security issues. Broad knowledge of security (IA) practices and tools is required. In depth knowledge of Health and Scientific systems requirements and ability to meet or exceed security compliance of scientific systems.

<u>Minimum Education</u>: BS/BA degree in IT Security or other related discipline.

Approved Substitutions	
Education	**Experience**
MA/MS Degree	8 years of related experience
PhD/Doctorate	6 years of related experience

16. Bioinformatics/Analyst Research Support Specialist

<u>Minimum/General Experience</u>: Three (3) years of specialized experience. This position requires experience in natural sciences and in computer technology, computer programming languages, developing and executing system simulation performance, developing and implementing applications using mat

<u>Functional Responsibilities</u>: Support scientific research by using innovative methods of organizing and accessing information from computer systems. Consult with information system developers in formulating strategies for efficient high-performance computer information systems. Is knowledgeable of various aspects of computer information systems and supports research using innovative computer architectures, methods of organizing information in databases or by other means, and human-computer interfaces and interactions to improve accessing and managing information to support scientific research. Participate in constructing mathematical models and quantitative analysis techniques and using computers to analyze and solve scientific problems. In practical use, it involves the application of computer analysis to solving problems in various scientific disciplines.

<u>Minimum Education</u>: BA/BS degree in Computer Science, Information Technology, Management Information Systems, Applied Science, or related discipline with some natural science education at the college level.

Approved Substitutions	
Education	**Experience**
No Degree	7 years of related experience
MA/MS Degree	1 year of specialized experience

SIN 54151HEAL --- Health Information Technology Services Rates

Labor Category	CONTRACTOR SITE Labor Rates				
	6/26/2020 - 6/25/2021	6/26/2021 - 6/25/2022	6/26/2022 - 6/25/2023	6/26/2023 - 6/25/2024	6/26/2024 - 6/25/2025
Associate Bioinformatics Scientist/Analyst	$94.17	$96.20	$102.90	$106.10	$109.38
Bioinformatics Scientist/Analyst	$130.00	$132.81	$142.06	$146.46	$151.00
Senior Bioinformatics Scientist/Analyst	$162.21	$165.71	$177.25	$182.74	$188.40
Associate Biomedical Engineer	$97.69	$99.80	$106.75	$110.06	$113.47
Biomedical Engineer	$152.85	$156.15	$167.02	$172.20	$177.54
Senior Biomedical Engineer	$166.40	$169.99	$181.83	$187.47	$193.28
Associate Statistician/Biostatistician	$105.83	$108.12	$115.64	$119.22	$122.92
Statistician/Biostatistician	$147.84	$151.03	$161.55	$166.56	$171.72
Senior Statistician/Biostatistician	$165.29	$168.86	$180.62	$186.23	$192.00
Entry Instrument/Scientific Systems Adminstration	$99.81	$101.97	$109.07	$112.45	$115.94
Instrument/Scientific Systems Adminstration	$140.84	$143.88	$153.90	$158.68	$163.60
Senior Instrument/Scientific Systems Adminstration	$159.08	$162.52	$173.83	$179.22	$184.78
Associate Health IT Security Specialist	$108.01	$110.34	$118.03	$121.68	$125.45
Health IT Security Specialist	$146.12	$149.28	$159.67	$164.61	$169.71
Senior Health IT Security Specialist	$180.35	$184.25	$197.08	$203.18	$209.48
Research Support Specialist	$134.76	$137.67	$147.25	$151.82	$156.52

Labor Category	GOVERNMENT SITE Labor Rates				
	6/26/2020 - 6/25/2021	6/26/2021- 6/25/2022	6/26/2022 - 6/25/2023	6/26/2023 - 6/25/2024	6/26/2024 - 6/25/2025
Associate Bioinformatics Scientist/Analyst - G	$80.54	$82.28	$88.01	$90.74	$93.55
Bioinformatics Scientist/Analyst - G	$111.20	$113.60	$121.51	$125.28	$129.16
Senior Bioinformatics Scientist/Analyst - G	$138.77	$141.77	$151.64	$156.34	$161.19
Associate Biomedical Engineer - G	$83.57	$85.38	$91.32	$94.16	$97.08
Biomedical Engineer - G	$130.74	$133.56	$142.86	$147.29	$151.86
Senior Biomedical Engineer - G	$142.32	$145.39	$155.51	$160.32	$165.29
Associate Statistician/Biostatistician - G	$90.51	$92.47	$98.90	$101.96	$105.13

	GOVERNMENT SITE Labor Rates				
Labor Category	6/26/2020 - 6/25/2021	6/26/2021- 6/25/2022	6/26/2022 - 6/25/2023	6/26/2023 - 6/25/2024	6/26/2024 - 6/25/2025
Statistician/Biostatistician - G	$126.45	$129.18	$138.17	$142.45	$146.86
Senior Statistician/Biostatistician - G	$141.38	$144.43	$154.48	$159.26	$164.20
Entry Instrument/Scientific Systems Adminstration - G	$85.40	$87.24	$93.32	$96.21	$99.19
Instrument/Scientific Systems Adminstration - G	$120.45	$123.05	$131.62	$135.70	$139.91
Senior Instrument/Scientific Systems Adminstration - G	$136.07	$139.01	$148.68	$153.28	$158.04
Associate Health IT Security Specialist - G	$92.40	$94.40	$100.96	$104.09	$107.31
Health IT Security Specialist - G	$124.98	$127.68	$136.57	$140.81	$145.17
Senior Health IT Security Specialist - G	$154.29	$157.62	$168.60	$173.83	$179.22
Research Support Specialist - G	$115.29	$117.78	$125.98	$129.89	$133.92

SIN 561422 - AUTOMATED CONTACT CENTER SOLUTIONS (ACCS) IT PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS

Contact Center Program Executive Director

Minimum/General Experience: Ten years of intensive and progressive experience demonstrating the required proficiency levels related to contact center operations and to the specific task. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

Functional Responsibilities: In support of contact center, responsible for and leads team on large complex projects. Translates customer requirements into formal agreements and plans to culminate in customer acceptance or results. Possesses expert knowledge of contact center business processes. Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for their project, according to their project charter. Has extensive professional knowledge of market segment/industry/technology/discipline trends. Works with client to identify business requirements and develops the proposal. Subsequently leads a contact center team in

the initiating, planning, controlling, executing, and closing tasks of a project (or segment of a project) to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery.   Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implements actions independently and or through the management team, to ensure project objectives are met. Analyzes new and complex project related contact center problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools and solution components. Possesses significant breadth of knowledge in business matters, finance, planning, and forecasting and personnel in order to manage team and business processes as it relates to contact center.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	Experience
No Degree	15 years of related experience
MA/MS Degree	9 years
PhD/Doctorate	8 years

Contact Center Senior Project\Program Manager

Minimum/General Experience: This position requires five years of intensive and progressive contact center experience demonstrating the required proficiency levels related to task. Intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

Functional Responsibilities: In support of contact center, responsible for large projects\programs or significant segment of a large complex project\program. Leads team on large projects\programs or significant segment of large complex projects\programs. Translate customer requirements into formal agreements and plans to culminate in customer acceptance of results or have acceptance in the targeted market, while meeting business objectives. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project\program or segment of a project\program to produce the solution deliverable. Executes a wide range of process

activities beginning with the request for proposal through development, test and final delivery. Formulates partnerships between customer, suppliers and staff. Identifies and engages resources and expertise both inside and outside of the organization to include for program's success. Anticipates potential contact center project\program related problems. Utilizes refined techniques for identifying, eliminating or mitigating solution, project\program and business risk. Understands customer, industry and business trends as it relates to contract center. Applies this understanding to meet project\program objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implement actions, independently and or through the management team to ensure project\program objectives are met. Analyzes new and complex contact center project\program related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components.

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	10 year of related experience
MA/MS Degree	4 years
PhD/Doctorate	3 years

Contact Center Operations Director

Minimum/General Experience: This position requires five years of intensive and progressive contact center experience demonstrating the required proficiency levels related to task. Intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements. Years of intensive and progressive experience must be related to specific task requirements as well as demonstrating the required proficiency levels related management of the specific task requirements.

Functional Responsibilities: In support of contact center, manages the operations execution on large contact center projects\programs or significant segment of a large complex project\program. May manage multiple contact center operations sites and/or virtual teams. Leads team on large projects\programs or significant segment of large complex projects\programs. Assists program manager with translating customer requirements into formal agreements and plans to culminate in customer acceptance of results or have acceptance in the targeted market, while meeting business objectives. Identifies business requirements and supports proposal development. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project\program or segment of a project\program to produce the contact center solution

deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test and final delivery. Formulates partnerships between customer, suppliers and staff. Anticipates potential project\program related problems. Utilizes refined techniques for identifying, eliminating or mitigating solution, project\program and business risk. Understands customer, industry and business trends. Applies this understanding to meet project\program objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implement actions, independently and or through the management team to ensure project\program objectives are met. Analyzes new and complex contact center project\program related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Manages subordinate managers

Minimum Education: Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	10 years of related experience
MA/MS Degree	4 years
PhD/Doctorate	3 years

Contact Center Project Manager

Minimum/General Experience: This position requires a minimum of twelve years IT or contact center related experience. Experience includes increasing responsibilities in contact center and/or customer services centric systems design and management.

Functional Responsibilities: In support of contact center, serves in one or more functional areas of management for a large, complex task order (or a group of task orders affecting the same common/standard/migration system). Abilty to assist the Program Manager in working with the ordering activity Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), ordering activity management personnel and customer agency representatives.

In Operations Management roles, supervisors or other experienced professionals in the delivery of contact center related services. Reviews/analyzes data to identify trends, ensure desired service levels/goals are met and takes preventative/corrective action as needed. Leads meetings, documents/communicates updates, asks questions, educates staff regarding processes/practices and establishes/clarifies expectations. Coordinate staffing levels, hiring and training with functional groups. Foster a positive work environment and culture that promotes career growth, improves employee engagement

and retention.   Supports Program Manager on complex task order (or a group of task orders affecting the same common/standard/migration system).

For Training Management roles, functions as the training advisor responsible for ensuring research, review and analyzes of contact center program management documentation to establish learning objectives that support program requirements. Responsible for managing the Instructional System Design (ISD) model. Develop and deliver point papers, findings and recommendations of/for learning events.

In Workforce Management roles, tasked with ensuring our contact centers are meeting customers' demands and answer times and that results are achieved daily. Manage the monitoring of real-time performance within the contact centers. Drive strategy and innovation to improve Workforce Management related user experience while effectively training and developing support team to meet customer expectations and needs. Develop, implement, and continuously improve workforce management processes for contact center network (forecasting, staffing, scheduling, performance metrics, time analysis, etc.). Manage WFM Analyst team, including but not limited to work distribution, development and performance management.

Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and areas of functional responsibility and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems as it relates to contact center

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	Experience
No Degree	15 years of related experience
MA/MS Degree	4 years
PhD/Doctorate	3 years

Contact Center Site Manager

Minimum/General Experience: 5 Years Contact Center / IT Services Experience at a management/exempt level.

Functional Responsibilities: Oversees the activities of a large contact center and/or multiple contact center sites. Manages subordinate Operations Managers. Responsible for overall daily operations and management of the contact center, including staffing, facility, training, service delivery, problem escalation and resolution, and performance monitoring; provides technical assistance to the planning, design, installation, modification, and operation of telecommunications

and information systems capabilities; ensures all functions and processes are implemented and operated properly.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	10 years of related experience
MA/MS Degree	4 years
PhD/Doctorate	3 years

Contact Center Supervisor

Minimum General Experience: Five years of experience in a contact center or customer service environment.

Functional Responsibilities: Supervises non-exempt staff and the production activities of a contact center. Coordinates the daily workflow to ensure productivity and quality standards are met and customer service efforts are consistently achieved; assists the manager in the administration of the unit; provides leadership, guidance, training, and work direction to assigned personnel to ensure goals and objectives are met; fosters a work environment that values the efforts of others, promotes teamwork, and encourages innovation and creativity. May be assigned and lead special projects or work details as it relates to contact center.

Minimum Education: BA/BS degree

Approved Substitutions	
Education	**Experience**
No Degree	13 years of related experience
MA/MS Degree	4 years

Contact Center Knowledge/Content Manager

Minimum General Experience: Three years of general contact center knowledge/content management experience and/or technical writing and editing experience.

Functional Responsibilities: In support of contact center, research and resolve open issues by thorough and efficient investigation; create, index, and maintain knowledge database records and answers to FAQs; ensure the accuracy and clarity of information recorded; purge outdated records from the system in accordance with records

management guidelines as required by the project; communicate record additions or changes to all staff on a timely basis.

Minimum Education: BA/BS degree

Approved Substitutions	
Education	**Experience**
No Degree	11 years of related experience
MA/MS Degree	1 year

Contact Center Knowledge Manager

Minimum/General Experience: This position requires three years experience, of which at least one year must be specialized. Specialized experience includes: demonstrated experience in editing documents, including technical documents related to contact center operations. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: In support of contact center, assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Leverages the knowledge of subject matter experts to writes, rewrites and/or edits technical documents such as technical procedure manuals, user manuals, programming manuals, service manuals, operational specifications and related technical publications to communicate clearly and effectively technical specifications and instructions to a wide range of audiences. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Work with the delivery teams to solicit content and with the deliverables lead and tech writers to develop the knowledge articles / deliverables as it relates to contact center.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, Education, English or Literature or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	7 years of which 5 years must be specialized experience
MA/MS Degree	2 years of which 1 year must be specialized experience

Contact Center Knowledge Analyst**

Minimum/General Experience: This position requires a minimum of two years experience, of which at least one year must be specialized. Specialized experience includes: preparing technical documentation as it relates to contact center, which is to include researching for applicable Government and industry documentation standards. General experience includes technical writing and documentation experience pertaining to IT or

customer service centric programs. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: In support of contact center, gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel in contact center.

Minimum Education: High school diploma

Approved Substitutions	
Education	**Experience**
No Degree	5 years of related experience
Bachelor's Degree	1 years

Contact Center Workforce Management Analyst

Minimum/General Experience: Two years of practical experience using broad range of COTS applications, including operation and maintenance of COTS database management system (DBMS) applications to maintain project plans and prepare project deliverables as it relates to contact center

Functional Responsibilities: Take ownership for the Scheduling and Intra-day performance of the contact centers. Using Workforce Management systems, the WFM Analyst will be responsible to develop and maintain optimal schedules to ensure we meet our long-term, short-term and intra-day contact center goals and guidelines. Communicate with other members of the WFM team and Operations to resolve occupancy challenges based on contact volumes and staff availability.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/ programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	5 years of related experience
MA/MS Degree	2 years

Contact Center Senior Financial Analyst

Minimum/General Experience: This position requires five years IT or contact center related experience. Experience includes increasing responsibilities in information systems design or financial systems management.

Functional Responsibilities: In support of contact center, serves as project manager for a large, complex task order (or a group of task orders affecting the same

common/standard/migration system) and shall assist the Program Manager in working with the ordering activity Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), ordering activity management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems as it relates to contact center

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	10 years of related experience
MA/MS Degree	4 years
PhD/Doctorate	3 years

Contact Center Financial Analyst

Minimum/General Experience: This position requires four years experience, of which at least 2 years must be specialized. General experience includes increasing responsibilities in general accounting or management activities. Specialized experience includes preparation and analysis of financial statements and development of complex project schedules. Must demonstrate the ability to work independently or under only general direction. Must understand the principles of Earned Value Management (EVM). Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: In support of contact center, directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting. Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Develops work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provides daily supervision and direction to staff. May perform Earned Value Management (EVM) analysis and assist with the creation and updating of project control plans/diagrams as it relates to contact center

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Accounting, or other related scientific or technical discipline.

Approved Substitutions	
Education	**Experience**
No Degree	8 years with 6 years of specialized experience
MA/MS Degree	2 years of which 1 year must be specialized experience

Contact Center Operations Supervisor

Minimum/General Experience: This position requires five years experience, of which at least four years must be specialized. Specialized experience includes: supervision and operations experience on a large-scale customer support or contact center contract. General experience includes operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibilities: : In support of contact center, supervises staff handling customer inquiries,establishes staff expectations to ensure performance, quality and productivity standards are met. Answering questions, guiding staff through difficult calls/issues. Uses monitoring methods to identify development opportunities. Provides coaching and/or training to achieve maximum performance results. Coordinate and participate in improvement efforts, problem/conflict resolution and process development. Maintains accurate employee records. Participates in interviewing prospective new hires, selecting candidates based on job fit and support successful transition of staff into contact center operations. Holds staff accountable and escalates performance actions when below standard. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	10 years of which 8 years must be specialized experience
MA/MS Degree	5 years of which 3 years must be specialized experience

Contact Center Telecommunications Architect

Minimum/General Experience: This position requires seven years of progressive and intensive experience in telecommunications/communications and computer integration with three years of experience involving duties similar to those described in the task order requirement, or five years of specialized experience in a position with duties commensurate to those defined in the task order requirement.

Functional Responsibilities In support of contact center, provides technical direction and analysis for telecommunication activities, including planning, designing, integrating, installing and maintaining large-scale cloud based telecommunications/ communications networks and services with computer systems. Integrates cloud based communications with computer systems to provide complete systems solutions. Applies telecommunications/communications engineering principles and theory to propose design and configuration alternatives. Evaluates existing communications systems to identify deficiencies, consults with stakeholders to address deficiencies. Prepares studies and give presentations concerning data communications concepts integrated with computer systems and applications for total systems solutions in contact center. Provides technical guidance to computer systems analysts andtelecommunications/communications specialists.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in administering large, complex networks, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline or an applicable certificate of training from an accredited training institution.

Approved Substitutions	
Education	**Experience**
No Degree	11 years of related experience
MA/MS Degree	5 years of related experience

Contact Center Senior Telecommunications Manager

Minimum/General Experience: This position requires nine years experience of which five years must be specialized. Specialized experience includes protocol analysis, communication network system design and maintenance, knowledge of communication protocols such as TCP/IP, X.25. X.400, X.500. Knowledge of devices such as bridges, routers and gateways. Specialized experience also includes: supervising the operation and maintenance of communication network systems which may be mainframe, mini, or client/server based. General experience includes all aspects of communication networks planning, installation, and support.

Functional Responsibilities: In support of contact center, lead entire voice staff in designing, implementing and supporting cloud based telecommunications systems. Drives execution of organizational IT initiatives with the goal of business growth. Develop and cultivate relationships with peers and business partners inside and outside of the organization. Work alongside senior team members to propose and implement new technologies for contact center. Emphasis on collaboration in the development and growth of a contact center cloud based service offering. Provides technical expertise for performance and configuration of cloud based and voice networks. Provides technical leadership in the integration and testing of complex large scale cloud based and

computer integrated networks..   Hire, develop, train and promote staff in an effort to create a highly capable team.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	11 years of which 9 years must be specialized experience
MA/MS Degree	5 years of which 3 years must be specialized experience

Contact Center Telecommunications Manager

Minimum/General Experience: This position requires five years of intensive and progressive experience providing telecommunications services to business operations.

Functional Responsibilities: In support of contact center, evaluates communication hardware and software, directs staff in troubleshooting telecommunications related problems. Provides technical expertise for performance and configuration of cloud based and voice networks. Performs general telecommunications administration and provides technical leadership in the integration and testing of complex large scale cloud based and computer integrated networks. Schedules conversions and cutovers. Oversees contact center technical support team. Supervises and coordinates maintenance of systems. Coordinates with all responsible users and sites. Supervises, trains, and cultivates telecommunications operations staff

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Approved Substitutions	
Education	**Experience**
Certificte of Training	2 years of undergraduate work and 5 years of related experience
No Degree	10 years of related experience
MS/MA Degree	4 years of related experience

Contact Center Senior Telecommunications Analyst

Minimum/General Experience: This position requires two years of intensive and progressive experience providing telecommunications services to business operations.

Functional Responsibilities: In support of contact center, applies telecommunications and cloud based subject matter knowledge to suggest and influence overall improvements to

a contact center service offering.   Develops, implements, and documents programming logic for contact center call flows. Suggests process improvements to senior leadership. Resolves problems, which require an intimate knowledge of the related technical subject matter. Applies principles and methods of the subject matter to specialized solutions. Develop relationships with 3rd party vendors and carriers in an effort to maintain continuity of operations. Work with and train junior level team members. Create, update and maintain related systems documentation.

Minimum Education: A Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Approved Substitutions	
Education	**Experience**
Certificate of Training	2 years of undergraduate work and 2 years of related experience
No Degree	5 years of related experience
MS/MA Degree	0 years

Contact Center Telecommunications Analyst

Minimum/General Experience: This position is entry level and does not require experience with a related degree.

Functional Responsibilities: In support of contact center, provides direct telecommunications support to cloud based service offering. Performs moves, add, and changes to related systems. Manages ticket queue and customer communications. Works with program staff on site in support of day to day contact center operations. Resolves problems which require knowledge of the related technical subject matter. Applies principals and methods of the subject matter to specialized solutions.

Minimum Education: Bachelor's degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Approved Substitutions	
Education	**Experience**
Certificate of Training	2 years of undergraduate work
No Degree	4 years of related experience

Contact Center Trainer/Curriculum Designer

Minimum General Experience: 5 years of relevant experience that includes providing training in a professional capacity and/or supervising personnel in a contact center or similar customer service operations environment.

Functional Responsibilities: In support of contact center, manages the development, organization, and delivery of training and educational programs to project personnel. May supervise activities within the contact center or other trainers. Design, develop, evaluate and deliver training programs for all levels of staff; evaluate the applicability and quality of training programs offered by outside vendors; complete needs assessments to identify future training needs and provide guidance to staff on matters related to continuing education; design course manuals, support materials and tools; perform administrative duties related to employee training such as scheduling classes, ordering/maintaining supplies, maintaining training records and a library/database of training materials; conduct surveys of training and equipment needs; conduct follow-up studies on training effectiveness; prepare formal reports and correspondence. Where appropriate, effective, and efficient, arrange for training, initial or refresher, by client staff.

Minimum Education: BA/BS degree

Approved Substitutions	
Education	**Experience**
No Degree	13 years of related experience
MS/MA Degree	4 years
PhD/Doctorate	3 years

Contact Center Senior Metrics Analyst

Minimum/General Experience: This position requires ten years experience, of which at least eight years must be specialized in IT system functional analysis. Must possess superior functional knowledge of task order specific requirements and have experience in developing functional requirements for complex integrated IT systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: In support of contact center, analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. May provide daily supervision and direction to support staff in contact center

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**

No Degree	13 years of which 11 years must be specialized experience
MS/MA Degree	8 years of which 6 year must be specialized experience

Contact Center Metrics Analyst

Minimum/General Experience: This position requires five years experience, of which at least three years must be specialized. Specialized experience includes: developing functional requirements for complex integrated IT systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibilities: In support of contact center, analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	10 years of which 8 years must be specialized experience
MS/MA Degree	3 years of which 2 years must be specialized experience

Contact Center Information Security Officer

Minimum/General Experience: This position requires a minimum of 12 years' experience, of which 10 years must be specialized experience including leadership roles in developing and implementing INFOSEC technology, programs and policy for major industry and Government programs/efforts. Also requires an expert understanding of security policy advocated by the U.S. Government including Department of Defense and appropriate civil agencies, e.g., NIST, as well as commercial "best practices". General experience includes development of both common user and special purpose command and control/ information systems with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

Functional Responsibilities: In support of contact center, establishes and satisfies highly challenging and complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. May have top level management responsibilities. Coordinates with senior representatives within the customer organizations to establish and define programs, resources and risks as it relates to contact center. Applies expertise to government and commercial common user systems,

as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control - related networks. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Master's Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
Bachelor's Degree	15 years of which 10 years must be specialized experience
PhD/Doctorate Degree	10 years of which 8 years must be specialized experience

Contact Center Senior Information Security Analyst

Minimum/General Experience: This position requires eight years' experience, of which six years must be specialized experience including INFOSEC technology, policy and procedure development and implementation on major industry and Government programs/efforts. Also includes a strong understanding of security policy advocated by the U.S. Government including Department of Defense and appropriate civil agencies, e.g., NIST. General experience includes development of both common user and special purpose command and control/ information systems with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

Functional Responsibilities: In support of contact center, establishes and satisfies system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. May have management responsibilities when assigned. Coordinates with senior representatives within the customer organizations to address program goals, milestones, resources and risks as it relates to contact center. Applies expertise to common user information systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control - related networks. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: A Master's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	13 years of which 7 years must be specialized experience
Bachelor's Degree	10 years of which 7 years must be specialized experience

Contact Center Information Systems Security Manager (ISSM)

<u>Minimum General Experience</u>: 5 years of IT Services Experience at a management/exempt level. Experience includes increasing responsibilities in information systems design and contact center management.

<u>Functional Responsibilities</u>: In support of contact center, manages analysts engaged in ensuring the safety of information systems assets and protection of systems from intentional or inadvertent access or destruction. Responsible for ensuring that information systems used in supporting task requirements meet initial and ongoing compliance of information systems security requirements in accordance with relevant industry best practices, published guidelines, and project requirements. This includes preparing all required documentations for the compliance process, including security plan, risk assessments, contingency and contingency test plans, configuration management plan, system test and evaluation reports, security certification and accreditation package as it relates to contact center operations

<u>Minimum Education</u>: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	10 years of related experience
MS/MA Degree	4 years
PhD/Doctorate Degree	3 years

Contact Center Security Analyst

<u>Minimum/General Experience</u>: This position requires five years experience, of which at least three must be specialized experience including system security analysis and implementation; secure system engineering and/or design, design assurance or testing for INFOSEC products and systems computer networking technology and work in protocol and/or interface standards. General experience includes software engineering; program design and implementation; configuration management; or maintenance, integration or testing, and information system engineering, analyst or software experience.

Functional Responsibilities: In support of contact center, provides customer support in solving all phases of complex INFOSEC - related technical problems. Reviews and recommends INFOSEC solutions to customer problems based on an understanding of products/systems test results. Conducts systems security analysis and implementation, system engineering, electrical design, design assurance, testing, software engineering, program design, configuration management, integration and testing of INFOSEC products and techniques. Solutions are based on a firm understanding of government/industry policy, practices, procedures, and customer requirements. Particular attention placed on Guard, Firewall, Secure Network Server, PCMCIA format security solutions, "Smart Cards", and emerging security technologies and future trends in support of information system and network security. Insures that INFOSEC solutions are fully compatible with or engineered into the customer's network design. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks as it relates to contact center

Minimum Education: A Bachelor's degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	8 years of which 3 years must be specialized experience
MS/MA Degree	2 years of specialized experience
PhD/Doctorate Degree	1 year of specialized experience

Contact Center IT Technical Support

Minimum General Experience: 5 years of contact center /IT support experience, installing, maintaining, and troubleshooting information systems and related hardware.

Functional Responsibilities: Ensures all areas of system architecture, security, design, development, analysis, installation, programming, testing, maintenance, administration, and ongoing support for contact center hardware, software, network, telecommunications, and Internet equipment and services.

Minimum Education: Associate's Degree

Approved Substitutions	
Education	**Experience**
No Degree	9 years of related experience
Bachelor's	4 years
MS/MA Degree	3 years

Contact Center Help Desk Associate**

Minimum/General Experience: This position requires a minimum of two years experience, of which at least one year must be specialized. Specialized experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibilities: In support of contact center, provides phone email, chat and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.

Minimum Education: An Associate's degree or Help Desk Certification in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Approved Substitutions	
Education	**Experience**
No Degree	4 years of which 1 year must be specialized experience
Bachelor's degree	0 years of experience

Contact Center Help Desk Specialist**

Minimum/General Experience: Three years of experience of which at least one year must be specialized. Specialized experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. General experience includes information systems development and other work in the client/server field, or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Responsibilities: In support of contact center, responds to user requests for assistance by phone, email, chat and in person. Installs and modifies computer hardware and software. Diagnoses hardware, software, and operator problems and recommends remedial actions or procedural changes. May load and configure software such as operating systems and environments and application. Provides technical assistance and training to system users in contact center.

Minimum Education An Associate's degree or Help Desk Certification in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.Education and experience requirements may be substituted with: Two years additional applicable experience may be substituted for a degree.

Approved Substitutions	
Education	**Experience**

No Degree	5 years of related experience and 1 year of specialized experience
Bachelor's Degree	1 year

SIN 561422 --- ACCS IT Professional Services Rates

Contractor Site Rate w/IFF						
SIN	**Labor Category**	**6/26/2020-6/25/2021**	**6/26/2021 6/25/2022**	**6/26/2022– 6/25/2023**	**6/26/2023– 6/25/2024**	**6/26/2024-6/25/2025**
561422	Contact Center Program Executive Director	$251.62	$257.05	$274.95	$283.48	$292.26
561422	Contact Center Senior Project/Program Manager	$230.66	$235.64	$252.04	$259.85	$267.90
561422	Contact Center Operations Director	$230.66	$235.64	$252.04	$259.85	$267.90
561422	Contact Center Project Manager	$191.77	$195.91	$209.55	$216.05	$222.75
561422	Contact Center Site Manager	$178.02	$181.87	$194.52	$200.54	$206.76
561422	Contact Center Supervisor	$116.76	$119.28	$127.59	$131.55	$135.63
561422	Contact Center Knowledge/ Content Manager	$159.46	$162.90	$174.24	$179.64	$185.21
561422	Contact Center Knowledge Manager	$101.37	$103.56	$110.77	$114.21	$117.74
561422	Contact Center Knowledge Analyst**	$77.53	$79.20	$84.72	$87.35	$90.06
561422	Contact Center Workforce Management Analyst	$85.57	$87.42	$93.51	$96.41	$99.41
561422	Contact Center Senior Financial Analyst	$186.81	$190.85	$204.13	$210.46	$216.99
561422	Contact Center Financial Analyst	$125.47	$128.18	$137.10	$141.35	$145.73
561422	Contact Center Operations Supervisor	$178.02	$181.87	$194.52	$200.54	$206.76
561422	Contact Center Telecommunications Architect	$171.81	$175.52	$187.74	$193.56	$199.57
561422	Contact Center Senior Telecommunications Manager	$154.92	$158.27	$169.28	$174.53	$179.94
561422	Contact Center Telecommunications Manager	$146.33	$149.49	$159.90	$164.86	$169.96
561422	Contact Center Senior Telecommunications Analyst	$129.72	$132.52	$141.74	$146.14	$150.67

GENERAL DYNAMICS
Information Technology

		Contractor Site Rate w/IFF				
SIN	**Labor Category**	**6/26/2020-6/25/2021**	**6/26/2021-6/25/2022**	**6/26/2022–6/25/2023**	**6/26/2023–6/25/2024**	**6/26/2024-6/25/2025**
561422	Contact Center Telecommunications Analyst	$119.31	$121.89	$130.37	$134.41	$138.58
561422	Contact Center Trainer/ Curriculum Designer	$116.76	$119.28	$127.59	$131.55	$135.63
561422	Contact Center Senior Metrics Analyst	$138.43	$141.42	$151.26	$155.95	$160.79
561422	Contact Center Metrics Analyst	$101.54	$103.73	$110.95	$114.39	$117.93
561422	Contact Center Information Security Officer	$199.15	$203.45	$217.62	$224.37	$231.32
561422	Contact Center Senior Information Security Analyst	$195.92	$200.15	$214.09	$220.73	$227.57
561422	Contact Center Information Systems Security Manager (ISSM)	$205.05	$209.48	$224.06	$231.00	$238.17
561422	Contact Center Security Analyst	$159.46	$162.90	$174.24	$179.64	$185.21
561422	Contact Center IT Technical Support	$168.38	$172.02	$183.99	$189.69	$195.58
561422	Contact Center Help Desk Associate**	$93.16	$95.17	$101.80	$104.96	$108.21
561422	Contact Center Help Desk Specialist**	$105.55	$107.83	$115.34	$118.91	$122.60

Notes:

   1. Labor rates include the 0.75% Industrial Funding Fee (IFF) that will be paid to GSA FAS. Hardship and/or Danger Pay will be proposed and invoiced in accordance with State Department guidelines on a task by task basis.

The prices offered are based on the prepondence of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order pricies will be discounted accordingly.

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

GENERAL DYNAMICS
Information Technology

SIN 561422 - AUTOMATED CONTACT CENTER SOLUTIONS (ACCS) MANAGED SERVICES DESCRIPTIONS

Contact Center Agent First Level Services**

<u>Minimum/General Experience</u>: No experience requirement

<u>Functional Responsibilities</u>: A compilation of contractor site operational oversite, support and infrastructure necessary (including Automated Call Distriburion (ACD)) to provide a First Level Agent. The First Level Agent performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device. Verifies data entered, where applicable.

<u>Minimum Education</u>: Requires a high school diploma or GED

Contact Center Agent Second Level Services**

<u>Minimum/General Experience</u>: One year experience in customer service. Typically required to work under close supervision and direction.

<u>Functional Responsibilities</u>: A compilation of contractor site operational oversite, support and infrastructure necessary (including Automated Call Distriburion (ACD)) to provide a Second Level Agent. The Second Level Agent performs duties detailed in Contact Center Agent First Level job description and the Contact Center Second Level also responds to escalated and more complex inquiries on a broader scope of topics. Tasks may require simple adaptation and interpretation of provided reference materials. May also be differentiated from Level One with additional qualifications such as being conversational in a second language or have education/experience/knowledge in a specialized domain relevant to the callers.

<u>Minimum Education</u>: Requires a high school diploma or GED

Contact Center Agent Third Level Services**

<u>Minimum/General Experience</u>: A compilation of contractor site operational oversite, support and infrastructure necessary (including Automated Call Distriburion (ACD)) to provide a Third Level Agent. Three year experience in customer service. Typically required to work under close supervision and direction.

<u>Functional Responsibilities</u>: A compilation of contractor site operational oversite, support and infrastructure necessary (including Automated Call Distriburion (ACD)) to provide a Third Level Agent. Performs duties detailed in Contact Center Agent First and Second Level job descriptions; Contact Center Agent Third Level may be responsible for overseeing and advising small teams of Contact Center Agents at the First and Second Levels.

<u>Minimum Education</u>: Requires a high school diploma or GED

SIN 561422 --- ACCS Managed Services Rates

			Contractor Site Rate w/IFF	
SIN	**Part Number**	**ACCS Managed Services name**	**Description**	**6/26/20 - 6/25/21**
561422	CCA-1	Contact Center Agent First Level Services**	A compilation of contractor site operational oversite, support and infrastructure necessary (including Automated Call Distriburion (ACD)) to provide a First Level Agent. The First Level Agent performs data entry via on-line data terminal, key-to-tape, key-to-disk, or similar device. Verifies data entered, where applicable. Billed on hourly rate	$70.40
561422	CCA-2	Contact Center Agent Second Level Services**	A compilation of contractor site operational oversite, support and infrastructure necessary (including Automated Call Distriburion (ACD)) to provide a Second Level Agent. The Second Level Agent performs duties detailed in Call Center Mid Level job description; Call Center Agent Mid Level responds to escalated and more complex inquiries on a broader scope of topics. Tasks may require simple adaptation and interpretation of provided reference materials. May also be differentiated from Level One with additional qualifications such as being conversational in a second language or have education/experience/knowledge in a specialized domain relevant to the callers. Billed on hourly rate	$74.81
561422	CCA-3	Contact Center Agent Third Level Services**	A compilation of contractor site operational oversite, support and infrastructure necessary (including Automated Call Distriburion (ACD)) to provide a Third Level Agent. Three year experience in customer service. Typically required to work under close supervision and direction. Billed on hourly rate	$78.39
561422	ACDaaS-L	Automated Call Distribution as a Service (ACDaaS)	Automated Call Distribution as a Service (ACDaaS) delivers the a FedRAMP certified, cloud-based telephony platform to support service desk and contact center operations. ACDaaS currently delivers over 5 million calls annually to 1000+ agents, supporting a dozen Federal and State clients as well as GDIT's internal service desk. The ACD service is based on industry standards for service levels and developed for unclassified programs. Performance SLAs will be determined at the task order level. Key components of the ACDaaS solution include: - Delivery and routing of calls, chats, emails and other work items customized to meet program needs - Multiple delivery models allows for exceptional operational flexibility and robust COOP/DRP capabilities. - Call recording for quality and training purposes	$361.12

| | | | - Workforce management software to allow for efficient and effective use of agents
- Real-time and historical data viewable in dashboards, prebuilt and custom reports
- Integration with service desk tools such to streamline operations

Charged Monthly: Per Seat
Minimum Volume: NA | |

Notes:

1. **Labor rates include the 0.75% Industrial Funding Fee (IFF) that will be paid to GSA FAS.**
2. **Hardship and/or Danger Pay will be proposed and invoiced in accordance with State Department guidelines on a task by task basis.**

The prices offered are based on the preponence of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order pricies will be discounted accordingly.

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

Service Contract Labor Standards (SCLS) Matrix		
SCLS Eligible Contract Labor Category - SIN 561422	**SCLS Equivalent Code Title**	**WD Number**
Contact Center Knowledge Analyst**	30462 Technical Writer II	2015-4281
Contact Center Help Desk Associate**	14170 Systems Support Specialist	2015-4281
Contact Center Help Desk Specialist**	14170 Systems Support Specialist	2015-4281
Contact Center Agent First Level Services**	10141 Customer Service Representative I	2015-4281
Contact Center Agent Second Level Services**	10142 Customer Service Representative II	2015-4281
Contact Center Agent Third Level Services**	10143 Customer Service Representative III	2015-4281

SIN 54151 - SOFTWARE MAINTENANCE (ENOSIS)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

SIN	MFR PART NO	PRODUCT NAME	PRODUCT DESCRIPTION	GSA OFFER PRICE (w/IFF)	WARRANTY	COO
54151	VNGT602-A	ENOSIS	M Adapter	$410.58	Standard	USA
54151	VNGT602-B	ENOSIS	Connection Manager	$821.16	Standard	USA
54151	VNGT602-C	ENOSIS	DataBlade Component	$821.16	Standard	USA
54151	VNGT602-D	ENOSIS	Connection DLL	$821.16	Standard	USA
54151	VNGT602-E	ENOSIS	JAVA Wrapper Server	$821.16	Standard	USA
54151	VNGT602-F	ENOSIS	JAVA Wrapper Client	$821.16	Standard	USA
54151	VNGT602-G	ENOSIS	MQSeries Interface Component	$821.16	Standard	USA
54151	VNGT602-H	ENOSIS	C Adapter	$821.16	Standard	USA
54151	VNGT602-I	ENOSIS	Active X Component	$821.16	Standard	USA
54151	VNGT602-J	ENOSIS	Visual Basic Component	$821.16	Standard	USA
54151	VNGT602-K	ENOSIS	Sybase SDS Component	$821.16	Standard	USA

SIN 611420 - TRAINING COURSES DESCRIPTION AND PRICING

• **Course name**: Introduction to Cloud for Executives

• **Brief description**: This course provides an introduction to cloud computing including characteristics of cloud computing, cloud service and deployment models, cloud compliance requirements, and the need and purpose of migrating services to the cloud. During this one-day course, students will also gain an understanding of how to establish supplier relationships and develop expectations in terms of performance and quality and how to apply strategies to minimize and mitigate threats to protect applications, systems, data integrity, and availability in the cloud. The characteristics of both Amazon Web Services (AWS) and Microsoft's Azure Cloud Platform are also covered.

• **Length of course**: 1 day (8 hours)

• **Type of training**: Instructor led, lecture and discussion

• **Location** (on or off customer site): Available to deliver at contractor site or customer site.
• **Mandatory and desirable prerequisites for student enrollment**: None
• **The minimum and maximum number of students per class**; Minimum: 10; Maximum: n/a
• **Class schedules**; Upon request. Class hours are generally 8:30 AM – 4:30 PM

Price per student: $517.28

SIN 561611 - HR SUPPORT: BACKGROUND INVESTIGATIONS

SCOPE

- SIN 561611 provide Investigative Background Case Types and Labor categories that can support the Background Investigation Services.
- A variation of pre-employment background investigations for persons seeking Federal Government employment.
  The functions include:
  - o Pre-employment Screening Support
  Background Investigations
  - o Verification of previous employers, salary histories, criminal record checks, education verification and credit history
  Investigation Services MUST include:
  - o Local Agency Check (LAC)
  - o National Agency Check with Local Agency Checks and credit checks (NACLC)

      o Single Scope Background Investigation (SSBI)
      o SSBI-Periodic reinvestigation (SSBI-PR)
      o Misconduct Investigations (SSBI-MI)

Investigation services can support the authorized Department/Agency in acquiring Reports of Investigation ROI) in areas of public trust, national security and suitability investigations conducted by the Federal Government in compliance with appropriate sections of the United States Code (i.e. Title 5, Title 15), Executive Orders and requesting Department/Agency Directives, Policies and Procedures.

URGENT REQUIREMENTS

When the Contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within three (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 agency, 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 the other terms and conditions of the Contract.

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)
561611	Day after receipt to completion

EXPEDITED DELIVERY

GDIT may provide expedited delivery subject to the availability of resources, the scope of work requested, and after an evaluation of financial impact. The price will be negotiated to reflect additional costs for expedited services.

- All background investigation offerings include completion within 60 days of receipt by GDIT. Expedited processing is available. Please refer to the chart below for maximum expedited processing fees based on timeliness and base case price.

Timeliness	Maximum Expedited Delivery Fee
0 – 15 days	20% of Base Price
16 – 59 days	15% of Base Price

CANCELLATION

Unless negotiated at the BPA and task order level, Investigations cancelled prior to completion will result in the following billing rates expressed as a percentage of full per unit case prices based on total number of days between delivery to GDIT and GDIT's receipt of written notification of cancellation from the customer agency.

Delivery Type	Cancelled on day 1-3	Cancelled on day 4-9	Cancelled after day 10
0 – 15 days	5% of Base Price	50% of Base Price	100% of Base Price
Delivery Type	Cancelled on day 1-5	Cancelled on day 06-29	Cancelled after day 30
16 – 59 days	5% of Base Price	50% of Base Price	100% of Base Price
Delivery Type	Cancelled on day 1-10	Cancelled on day 11-49	Cancelled after day 50
60 days	5% of Base Price	50% of Base Price	100% of Base Price

Example: Order SIN 561611 Tier 5 for *60-day completion* and the case is cancelled on day 49 after delivery to GDIT. The following reflects the amount due:

$$\$4,744.31 \ X \ 50\% = \$2,372.16$$

SIN 561611 BACKGROUND INVESTIGATION CASE TYPES DESCRIPTIONS

Fixed Unit Price Investigative Case Packages And Labor Hour Support Services

1.   **Tier 5 Investigation (T5)**

Tier 5 Investigation cases are fixed unit price packages consisting of the following:
1. Date and Place of Birth: corroboration of date and place of birth through a check of appropriate documentation described in section 5.2 of the FIS.
2. Citizenship: Investigation shall verify citizenship of foreign-born SUBJECTS who claim U.S. citizenship or legal status for employment eligibility of foreign-born SUBJECTS who do not claim U.S. citizenship, through a check of appropriate documentation described in section 5.2 of the FIS.
3. Education: Most advanced degree or, if no degree was obtained, the most recent attendance at an educational institution beyond high school within the past seven

years shall be verified. The high school diploma should be verified if it was the only educational activity within the last seven years. If all educational activity was outside of seven years, the most significant degree above the high school diploma should be verified. If education was a primary activity in the most recent three years, two references having substantive, first-hand knowledge of the activities should be interviewed.

4. Military Discharge: Checks shall be conducted of appropriate government databases on all SUBJECT for characterization of military discharge, regardless of whether federal or state service listed.

5. Employment: Employment records, including U.S. military service records, shall be reviewed to determine SUBJECT's employment history and conduct within the last seven years. Federal civilian service records beyond seven years should also be reviewed to determine employment conduct and the reasons for separation. Two employment references (i.e., supervisor, coworker) with direct knowledge of SUBJECT's character and conduct in the workplace shall be interviewed for all employment cumulatively exceeding six months within the last five years. For military members, all service within one branch of the armed forces will be considered as one employment regardless of the number of assignments.

6. Unemployment: All periods of unemployment exceeding four consecutive months shall be corroborated.

7. References: Two social references, as defined in paragraph 2.20 of the FIS, at least one of which must be developed, and with cumulative knowledge of the SUBJECT for the past five years, shall be interviewed, to the greatest extent practicable.

8. Former spouse: An interview of any former spouse divorced within the last five years.

9. Neighborhoods: One neighbor, defined as someone in a position to observe SUBJECT's conduct/activities at the current residence, shall be interviewed. If SUBJECT has been at current residence for less than six months, then a neighbor at SUBJECT's last residence of six months or more must also be interviewed. Interviews are not required for periods of temporary residence for employment training of less than six months duration, such as military basic training or law enforcement academies.

10. LAC: Queries conducted for any jurisdiction where SUBJECT has lived, worked, and/or attended school for any consecutive period exceeding six months during the most recent seven years, and, if applicable, the appropriate criminal history repository for any listed or developed arrests within the last seven years (Exception: fines of less than $300 for traffic offenses that do not involve alcohol or drugs). Checks shall also be conducted of the appropriate criminal history repository for SUBJECT's current residence and employment, regardless of duration. All charges or convictions that involve felonies, firearms, or domestic violence shall be reviewed regardless of when they occurred.

11. Public Records: Records shall be reviewed to obtain details of divorces, bankruptcies, and other civil and criminal court actions during the last seven years.

All charges or convictions that involve felonies, firearms, or domestic violence shall be reviewed regardless of when they occurred.

12. Enhanced Subject Interview: In-depth interview between a trained and certified investigator and SUBJECT to develop a full understanding of SUBJECT's background as a required part of an investigation and to offer SUBJECT an opportunity to explain, clarify, refute, or mitigate issues or discrepant information. The ESI shall explore the presence or absence of all potentially disqualifying conditions and mitigating factors.

13. Expandable Focused Investigation: In accordance with section 11 of the FIS, when eApplication or investigation flags potential issues, an expanded investigation shall be conducted, in addition to the standard tier investigation requirements, to develop and resolve the identified issues and to explore the potential for other pertinent issues, sufficient to make an informed decision.

14. Delivery of leads per case: Dependent on the case and can range from 1 and not to exceed 25.

15. All additional leads will be subject to the investigator Time and Material rates identified in this Schedule.

16. Reports of investigations will be provided in abbreviated format.

17. Capacity of daily case receipt by the ordering agency is based on the availability of resources, the scope of work requested, for any combination of components of SIN 561611 from the ordering agency. GDIT cannot receive cases by the ordering agency on weekends or Federal holidays, without prior authorization.

18. Prices reflected under this SIN are based on the ordering agency providing GDIT with a letter authorizing GDIT to obtain government pricing for overnight envelopes from Federal Express. Failure to provide this authorization will result in a price increase.

To request this product, the ordering agency must provide a completed Electronic Personnel Security Questionnaire (EPSQ), or customer specific security questionnaire, including applicable releases and supporting documentation along with an FBI criminal history check.
The Tier 5 (T5) case type replaces the Single Scope Background Investigation (SSBI) case type under the old Federal Investigative Services (FIS) model. This SIN will be used for any customers who still operate under the old FIS model or nomenclature.

2.   Tier 5 Reinvestigation (T5R)

Tier 5 Reinvestigation cases are fixed unit price packages consisting of the following:

1. Citizenship: Investigation shall verify changes to citizenship of foreign-born SUBJECTS who have claimed U.S. citizenship since last investigation. The investigation will verify the current legal status of foreign-born SUBJECTS who do not claim U.S. citizenship, through a check of appropriate documentation described in section 5.2 of the FIS.

2. Military Discharge: Checks shall be conducted of appropriate government databases on all SUBJECTs for characterization of military discharge, regardless of whether federal or state service listed.

3. Employment: Employment records, including U.S. military service records, shall be reviewed to determine SUBJECT's employment history and conduct since the last investigation. Two employment references (i.e., supervisor, coworker) with direct knowledge of SUBJECT's character and conduct in the workplace shall be interviewed for all employment cumulatively exceeding six months since the last investigation. For military members, all service within one branch of the armed forces will be considered as one employment regardless of the number of assignments.

4. Unemployment: All periods of unemployment, since last investigation, exceeding four consecutive months shall be corroborated.

5. Former spouse: All former spouse(s) resulting from a divorce since the date of the last investigation shall be interviewed.

6. Local Agencies Check: Queries conducted for any jurisdiction where SUBJECT has lived, worked, and/or attended school for any consecutive period exceeding six months since the most recent investigation, and, if applicable, the appropriate criminal history repository for any listed or developed arrests since the last investigation (Exception: fines of less than $300 for traffic offenses that do not involve alcohol or drugs). Checks shall also be conducted of the appropriate criminal history repository for SUBJECT's current residence and employment, regardless of duration.

7. Public Records: Records shall be reviewed to obtain details of divorces, bankruptcies, and other civil and criminal court actions since the last investigation.

8. Enhanced Subject Interview: In-depth interview between a trained and certified investigator and SUBJECT to develop a full understanding of SUBJECT's background as a required part of an investigation and to offer SUBJECT an opportunity to explain, clarify, refute, or mitigate issues or discrepant information. The ESI shall explore the presence or absence of all potentially disqualifying conditions and mitigating factors.

9. Expandable Focused Investigation: In accordance with section 11 of the FIS, when eApplication or investigation flags potential issues, an expanded investigation shall be conducted, in addition to the standard tier investigation requirements, to develop and resolve the identified issues and to explore the potential for other pertinent issues, sufficient to make an informed decision.

10. Delivery of leads per case: Dependent on the case and can range from 1 and not to exceed 25.

11. All additional leads will be subject to the investigator Time and Material rates identified in this Schedule.

12. Reports of investigations will be provided in abbreviated format.

13. Capacity of daily case receipt by the ordering agency is based on the availability of resources, the scope of work requested, for any combination of components of SIN 561611 from the ordering agency. GDIT cannot receive cases by the ordering agency on weekends or Federal holidays, without prior authorization.

14. Prices reflected under this SIN are based on the ordering agency providing GDIT with a letter authorizing GDIT to obtain government pricing for overnight envelopes from Federal Express. Failure to provide this authorization will result in a price increase.

To request this product, the ordering agency must provide a completed Electronic Personnel Security Questionnaire (EPSQ), or customer specific security questionnaire, including applicable releases and supporting documentation along with an FBI criminal history check.
The Tier 5 Reinvestigation (T5R) case type replaces the Single Scope Background Investigation – Periodic Reinvestigation (SSBI-PR) and Phased Periodic Reinvestigation (PPR) under the old FIS model:

This SIN will be used for any customers who still operate under the old FIS model or nomenclature.

3.   Tier 4 Investigation (T4)

Tier 4 Investigation cases are fixed unit price packages consisting of the following:

1. Date and Place of Birth: Corroboration of date and place of birth through a check of appropriate documentation described in section 5.2 of the FIS.
2. Citizenship: Investigation shall verify citizenship of foreign-born SUBJECTS who claim U.S. citizenship or legal status for employment eligibility of foreign-born SUBJECTS who do not claim U.S. citizenship, through a check of appropriate documentation described in section 5.2 of the FIS.
3. Education: All educational institutions attended within the last five years shall be queried. No follow-up when institutions fail to respond to query. SUBJECT's most recent degree shall be verified, regardless of when it was awarded. If education was a primary activity in the most recent three years, two references having substantive, first-hand knowledge of SUBJECT's activities shall be interviewed.
4. Military Discharge: Checks shall be conducted of appropriate government databases on all SUBJECT for characterization of military discharge, regardless of whether federal or state service listed.
5. Employment: Employment records, including U.S. military service records, shall be reviewed to determine SUBJECT's employment history and conduct within the last five years. Two employment references (i.e., supervisor, coworker) with direct knowledge of SUBJECT's character and conduct in the workplace shall be interviewed for all employment cumulatively exceeding six months within the last five years. For military members, all service within one branch of the armed forces will be considered as one employment regardless of the number of assignments.
6. Unemployment: All periods of unemployment exceeding four consecutive months shall be corroborated.
7. Neighborhoods: One neighbor, defined as someone in a position to observe SUBJECT's conduct/activities at the current residence, shall be interviewed. If

SUBJECT has been at current residence for less than six months, then a neighbor at SUBJECT's last residence of six months or more must also be interviewed. Interviews are not required for periods of temporary residence for employment training of less than six months duration, such as military basic training or law enforcement academies.

8. Local Agencies Check: Queries conducted for any jurisdiction where SUBJECT has lived, worked, and/or attended school for any consecutive period exceeding six months during the most recent seven years, and, if applicable, the appropriate criminal history repository for any listed or developed arrests within the last seven years (Exception: fines of less than $300 for traffic offenses that do not involve alcohol or drugs). Checks shall also be conducted of the appropriate criminal history repository for SUBJECT's current residence and employment, regardless of duration. All charges or convictions that involve felonies, firearms, or domestic violence shall be reviewed regardless of when they occurred.

9. Public Records: Records shall be reviewed to obtain details of bankruptcies and other civil and criminal court actions during the last five years. All charges or convictions that involve felonies, firearms, or domestic violence shall be reviewed regardless of when they occurred. Divorce shall be reviewed to obtain details when issues or discrepancies are present.

10. Enhanced Subject Interview: In-depth interview between a trained and certified investigator and SUBJECT to develop a full understanding of SUBJECT's background as a required part of an investigation and to offer SUBJECT an opportunity to explain, clarify, refute, or mitigate issues or discrepant information. The ESI shall explore the presence or absence of all potentially disqualifying conditions and mitigating factors.

11. Expandable Focused Investigation: In accordance with section 11 of the FIS, when eApplication or investigation flags potential issues, an expanded investigation shall be conducted, in addition to the standard tier investigation requirements, to develop and resolve the identified issues and to explore the potential for other pertinent issues, sufficient to make an informed decision.

12. Delivery of leads per case: Dependent on the case and can range from 1 and not to exceed 25.

13. All additional leads will be subject to the investigator Time and Material rates identified in this Schedule.

14. Reports of investigations will be provided in abbreviated format.

15. Capacity of daily case receipt by the ordering agency is based on the availability of resources, the scope of work requested, for any combination of components of SIN 561611 from the ordering agency. GDIT cannot receive cases by the ordering agency on weekends or Federal holidays, without prior authorization.

16. Prices reflected under this SIN are based on the ordering agency providing GDIT with a letter authorizing GDIT to obtain government pricing for overnight envelopes from Federal Express. Failure to provide this authorization will result in a price increase.

To request this product, the ordering agency must provide a completed Electronic Personnel Security Questionnaire (EPSQ), or customer specific security questionnaire,

including applicable releases and supporting documentation along with an FBI criminal history check.

The Tier 4 case type replaces the Background Investigation (BI) case type under the old FIS model. This SIN will be used for any customers who still operate under the old FIS model or nomenclature.

4.   Tier 4 Reinvestigation (T4R)

Tier 4 Reinvestigation cases are fixed unit price packages consisting of the following:

1. Citizenship: Investigation shall verify changes to citizenship of foreign-born SUBJECTS who have claimed U.S. citizenship since last investigation. The investigation will verify the current legal status of foreign-born SUBJECTS who do not claim U.S. citizenship, through a check of appropriate documentation described in section 5.2 of the FIS.
2. Military Discharge: Checks shall be conducted of appropriate government databases on all SUBJECT for characterization of military discharge, regardless of whether federal or state service listed.
3. Employment: Employment records, including U.S. military service records, shall be reviewed to determine SUBJECT's employment history and conduct since the last investigation. Two employment references (i.e., supervisor, coworker) with direct knowledge of SUBJECT's character and conduct in the workplace shall be interviewed for all employment cumulatively exceeding six months since the last investigation. For military members, all service within one branch of the armed forces will be considered as one employment regardless of the number of assignments.
4. Unemployment: All periods of unemployment, since last investigation, exceeding four consecutive months shall be corroborated.
5. Local Agencies Check: Queries conducted for any jurisdiction where SUBJECT has lived, worked, and/or attended school for any consecutive period exceeding six months during the most recent five years and, if applicable, the appropriate criminal history repository for any listed or developed arrests within the last seven years (Exception: fines of less than $300 for traffic offenses that do not involve alcohol or drugs).
6. Public Records: Records shall be reviewed to obtain details of bankruptcies and other civil and criminal court actions since the last investigation. Divorce shall be reviewed to obtain details when issues or discrepancies are present.
7. Enhanced Subject Interview: In-depth interview between a trained and certified investigator and SUBJECT to develop a full understanding of SUBJECT's background as a required part of an investigation and to offer SUBJECT an opportunity to explain, clarify, refute, or mitigate issues or discrepant information. The ESI shall explore the presence or absence of all potentially disqualifying conditions and mitigating factors.

8. Expandable Focused Investigation: In accordance with section 11 of the FIS, when eApplication or investigation flags potential issues, an expanded investigation shall be conducted, in addition to the standard tier investigation requirements, to develop and resolve the identified issues and to explore the potential for other pertinent issues, sufficient to make an informed decision.
9. Delivery of leads per case: Dependent on the case and can range from 1 and not to exceed 25.
10. All additional leads will be subject to the investigator Time and Material rates identified in this Schedule.
11. Reports of investigations will be provided in abbreviated format.
12. Capacity of daily case receipt by the ordering agency is based on the availability of resources, the scope of work requested, for any combination of components of SIN 561611 from the ordering agency. GDIT cannot receive cases by the ordering agency on weekends or Federal holidays, without prior authorization.
13. Prices reflected under this SIN are based on the ordering agency providing GDIT with a letter authorizing GDIT to obtain government pricing for overnight envelopes from Federal Express. Failure to provide this authorization will result in a price increase.

To request this product, the ordering agency must provide a completed Electronic Personnel Security Questionnaire (EPSQ), or customer specific security questionnaire, including applicable releases and supporting documentation along with an FBI criminal history check.
The Tier 4 Reinvestigation case type replaces the Periodic Reinvestigation (PRI) under the old FIS model. This SIN will be used for any customers who still operate under the old FIS model or nomenclature.

5.   Tier 3 Investigation (T3)

Tier 3 Investigation cases are fixed unit price packages consisting of the following:

1. Date and Place of Birth: Corroboration of date and place of birth through a check of appropriate documentation described in section 5.2 of the FIS.
2. Citizenship: Investigation shall verify citizenship of foreign-born SUBJECTS who claim U.S. citizenship or legal status for employment eligibility of foreign-born SUBJECTS who do not claim U.S. citizenship, through a check of appropriate documentation described in section 5.2 of the FIS.
3. Education: All educational institutions attended within the last five years shall be queried. The educational institution where SUBJECT's most recent degree was obtained shall be queried, regardless of when it was awarded.
4. Military Discharge: Checks shall be conducted of appropriate government databases on all SUBJECT for characterization of military discharge, regardless of whether federal or state service listed.
5. Employment: Employers within the last five years shall be queried to determine SUBJECT's employment history and conduct.

6. Local Agencies Check: Queries conducted for any jurisdiction where SUBJECT has lived, worked, and/or attended school for any consecutive period exceeding six months during the most recent five years, and, if applicable, the appropriate criminal history repository for any listed or developed arrests within the last five years (Exception: fines of less than $300 for traffic offenses that do not involve alcohol or drugs). All charges or convictions that involve felonies, firearms, or domestic violence shall be reviewed regardless of when they occurred.

7. Enhanced Subject Interview: In-depth interview between a trained and certified investigator and SUBJECT to develop a full understanding of SUBJECT's background as a required part of an investigation and to offer SUBJECT an opportunity to explain, clarify, refute, or mitigate issues or discrepant information. The ESI shall explore the presence or absence of all potentially disqualifying conditions and mitigating factors.

8. Expandable Focused Investigation: In accordance with section 11 of the FIS, when eApplication or investigation flags potential issues, an expanded investigation shall be conducted, in addition to the standard tier investigation requirements, to develop and resolve the identified issues and to explore the potential for other pertinent issues, sufficient to make an informed decision.

9. Delivery of leads per case: dependent on the case and can range from 1 and not to exceed 25.

10. All additional leads will be subject to the investigator Time and Material rates identified in this Schedule.

11. Reports of investigations will be provided in abbreviated format.

12. Capacity of daily case receipt by the ordering agency is based on the availability of resources, the scope of work requested, for any combination of components of SIN 561611 from the ordering agency. GDIT cannot receive cases by the ordering agency on weekends or Federal holidays, without prior authorization.

13. Prices reflected under this SIN are based on the ordering agency providing GDIT with a letter authorizing GDIT to obtain government pricing for overnight envelopes from Federal Express. Failure to provide this authorization will result in a price increase.

To request this product, the ordering agency must provide a completed Electronic Personnel Security Questionnaire (EPSQ), or customer specific security questionnaire, including applicable releases and supporting documentation along with an FBI criminal history check.

The Tier 3 case type replaces the Access National Agency Check and Inquiries (ANACI) case type under the old FIS model. This SIN will be used for any customers who still operate under the old FIS model or nomenclature. GDIT's Tier 3 with Enhanced Subject Interview (T3) bundle also includes the subject interview detailed in item 7 above. If applicable, GDIT may provide discounted pricing for customers who do not require the subject interview.

6. **Tier 3 Reinvestigation (T3R)**

Tier 3 Reinvestigation cases are fixed unit price packages consisting of the following:

1. Citizenship: Investigation shall verify changes to citizenship of foreign-born SUBJECTS who have claimed U.S. citizenship since last investigation. The investigation will verify the current legal status of foreign-born SUBJECTS who do not claim U.S. citizenship, through a check of appropriate documentation described in section 5.2 of the FIS.
2. Military Discharge: Checks shall be conducted of appropriate government databases on all SUBJECT for characterization of military discharge, regardless of whether federal or state service listed.
3. Local Agencies Check: Queries conducted for any jurisdiction where SUBJECT has lived, worked, and/or attended school for any consecutive period exceeding six months since the most recent investigation, if applicable, the appropriate criminal history repository for any listed or developed arrests since the most recent investigation (Exception: fines of less than $300 for traffic offenses that do not involve alcohol or drugs). All charges or convictions that involve felonies, firearms, or domestic violence since the last investigation shall be reviewed.
4. Enhanced Subject Interview: In-depth interview between a trained and certified investigator and SUBJECT to develop a full understanding of SUBJECT's background as a required part of an investigation and to offer SUBJECT an opportunity to explain, clarify, refute, or mitigate issues or discrepant information. The ESI shall explore the presence or absence of all potentially disqualifying conditions and mitigating factors.
5. Expandable Focused Investigation: In accordance with section 11 of the FIS, when eApplication or investigation flags potential issues, an expanded investigation shall be conducted, in addition to the standard tier investigation requirements, to develop and resolve the identified issues and to explore the potential for other pertinent issues, sufficient to make an informed decision.
6. Delivery of leads per case: dependent on the case and can range from 1 and not to exceed 20.
7. All additional leads will be subject to the investigator Time and Material rates identified in this Schedule.
8. Reports of investigations will be provided in abbreviated format.
9. Capacity of daily case receipt by the ordering agency is based on the availability of resources, the scope of work requested, for any combination of components of SIN 561611 from the ordering agency. GDIT cannot receive cases by the ordering agency on weekends or Federal holidays, without prior authorization.
10. Prices reflected under this SIN are based on the ordering agency providing GDIT with a letter authorizing GDIT to obtain government pricing for overnight envelopes from Federal Express. Failure to provide this authorization will result in a price increase.

To request this product, the ordering agency must provide a completed Electronic Personnel Security Questionnaire (EPSQ), or customer specific security questionnaire, including applicable releases and supporting documentation along with an FBI criminal history check.

The Tier 3 Reinvestigation case type has no matching case type under the old FIS model. GDIT's Tier 3 Reinvestigation with Enhanced Subject Interview bundle also includes the subject interview detailed in item 4 above. If applicable, GDIT may provide discounted pricing for customers who do not require the subject interview.

7. Tier 2 Investigation with Enhanced Subject Interview (T2S)

Tier 2 Investigation with Enhanced Subject Interview (ESI) cases are fixed unit price packages consisting of the following:

1. Date and Place of Birth: Corroboration of date and place of birth through a check of appropriate documentation described in section 5.2 of the FIS.
2. Citizenship: Investigation shall verify citizenship of foreign-born SUBJECTS who claim U.S. citizenship or legal status for employment eligibility of foreign-born SUBJECTS who do not claim U.S. citizenship, through a check of appropriate documentation described in section 5.2 of the FIS.
3. Education: All educational institutions attended within the last five years shall be queried. The educational institution where Subject's most recent degree was obtained shall be queried, regardless of when it was awarded.
4. Military Discharge: Checks shall be conducted of appropriate government databases on all SUBJECT for characterization of military discharge, regardless of whether federal or state service listed.
5. Employment: Employers within the last five years shall be queried to determine Subject's employment history and conduct.
6. Local Agencies Check: Queries conducted for any jurisdiction where SUBJECT has lived, worked, and/or attended school for any consecutive period exceeding six months during the most recent five years, and, if applicable, the appropriate criminal history repository for any listed or developed arrests within the last five years (Exception: fines of less than $300 for traffic offenses that do not involve alcohol or drugs). All charges or convictions that involve felonies, firearms, or domestic violence shall be reviewed regardless of when they occurred.
7. Enhanced Subject Interview: In-depth interview between a trained and certified investigator and SUBJECT to develop a full understanding of SUBJECT's background as a required part of an investigation and to offer SUBJECT an opportunity to explain, clarify, refute, or mitigate issues or discrepant information. The ESI shall explore the presence or absence of all potentially disqualifying conditions and mitigating factors.
8. Expandable Focused Investigation: In accordance with section 11 of the FIS, when eApplication or investigation flags potential issues, an expanded investigation shall be conducted, in addition to the standard tier investigation requirements, to

develop and resolve the identified issues and to explore the potential for other pertinent issues, sufficient to make an informed decision.

9. Delivery of leads per case: dependent on the case and can range from 1 and not to exceed 25.
10. All additional leads will be subject to the investigator Time and Material rates identified in this Schedule.
11. Reports of investigations will be provided in abbreviated format.
12. Capacity of daily case receipt by the ordering agency is based on the availability of resources, the scope of work requested, for any combination of components of SIN 561611 from the ordering agency. GDIT cannot receive cases by the ordering agency on weekends or Federal holidays, without prior authorization.
13. Prices reflected under this SIN are based on the ordering agency providing GDIT with a letter authorizing GDIT to obtain government pricing for overnight envelopes from Federal Express. Failure to provide this authorization will result in a price increase.

To request this product, the ordering agency must provide a completed Electronic Personnel Security Questionnaire (EPSQ), or customer specific security questionnaire, including applicable releases and supporting documentation along with an FBI criminal history check.
The Tier 2 (T2) case type replaces the Moderate Background Investigation (MBI) case type under the old FIS model. This SIN will be used for any customers who still operate under the old FIS model or nomenclature. GDIT's Tier 2 with Enhanced Subject Interview (T2S) bundle also includes the subject interview detailed in item 9 above. If applicable, GDIT may provide discounted pricing for customers who do not require the subject interview.

8. Tier 2 Reinvestigation with Enhanced Subject Interview (T2RS)

Tier 2 Reinvestigation with Enhanced Subject Interview (ESI) cases are fixed unit price packages consisting of the following:

1. Citizenship: Investigation shall verify changes to citizenship of foreign-born SUBJECTS who have claimed U.S. citizenship since last investigation. The investigation will verify the current legal status of foreign-born SUBJECTS who do not claim U.S. citizenship, through a check of appropriate documentation described in section 5.2 of the FIS.
2. Military Discharge: Checks shall be conducted of appropriate government databases on all SUBJECT for characterization of military discharge, regardless of whether federal or state service listed.
3. Local Agencies Check: Queries conducted for any jurisdiction where SUBJECT has lived, worked, and/or attended school for any consecutive period exceeding six months since the most recent investigation, if applicable, the appropriate criminal history repository for any listed or developed arrests since the most recent investigation (Exception: fines of less than $300 for traffic offenses that do not

involve alcohol or drugs). All charges or convictions that involve felonies, firearms, or domestic violence since the last investigation shall be reviewed.

4. Enhanced Subject Interview: In-depth interview between a trained and certified investigator and SUBJECT to develop a full understanding of SUBJECT's background as a required part of an investigation and to offer SUBJECT an opportunity to explain, clarify, refute, or mitigate issues or discrepant information. The ESI shall explore the presence or absence of all potentially disqualifying conditions and mitigating factors.

5. Expandable Focused Investigation: In accordance with section 11 of the FIS, when eApplication or investigation flags potential issues, an expanded investigation shall be conducted, in addition to the standard tier investigation requirements, to develop and resolve the identified issues and to explore the potential for other pertinent issues, sufficient to make an informed decision.

6. Delivery of leads per case: dependent on the case and can range from 1 and not to exceed 15.

7. All additional leads will be subject to the investigator Time and Material rates identified in this Schedule.

8. Reports of investigations will be provided in abbreviated format.

9. Capacity of daily case receipt by the ordering agency is based on the availability of resources, the scope of work requested, for any combination of components of SIN 561611 from the ordering agency. GDIT cannot receive cases by the ordering agency on weekends or Federal holidays, without prior authorization.

10. Prices reflected under this SIN are based on the ordering agency providing GDIT with a letter authorizing GDIT to obtain government pricing for overnight envelopes from Federal Express. Failure to provide this authorization will result in a price increase

To request this product, the ordering agency must provide a completed Electronic Personnel Security Questionnaire (EPSQ), or customer specific security questionnaire, including applicable releases and supporting documentation along with an FBI criminal history check.
GDIT's Tier 2 Reinvestigation with Enhanced Subject Interview (T2RS) bundle also includes the subject interview detailed in item 6 above. If applicable, GDIT may provide discounted pricing for customers who do not require the subject interview.

9.   Tier 1 Investigation

Tier 1 Investigations are fixed unit price packages consisting of the following:

1. Date and Place of Birth: corroboration of date and place of birth through a check of appropriate documentation described in section 5.2 of the FIS.

2. Citizenship: Investigation shall verify citizenship of foreign-born SUBJECTS who claim U.S. citizenship or legal status for employment eligibility of foreign-born SUBJECTS who do not claim U.S. citizenship, through a check of appropriate

documentation described in section 5.2 of the FIS. The corroboration of date and place of birth satisfies the citizenship requirement for U.S. native-born Subjects.

3. Education: All educational institutions attended within the last five years shall be queried. The educational institution where Subject's most recent degree was obtained shall be queried, regardless of when it was awarded. No follow-up when institutions fail to respond to query.

4. Military Discharge: Checks shall be conducted of appropriate government databases on all SUBJECT for characterization of military discharge, regardless of whether federal or state service listed.

5. Employment: Employers within the last five years shall be queried to determine the Subject's employment history and conduct. No additional investigative action is required to follow up with employers who fail to respond to query.

6. LAC: Queries shall be conducted against the most complete criminal history repository of the law enforcement agency(s) for any jurisdiction where SUBJECT has lived, worked, and/or attended school for any consecutive period exceeding six months during the most recent five years and, if applicable, the appropriate criminal history repository for any listed or developed arrests within the last five years (Exception: fines of less than $300 for traffic offenses that do not involve alcohol or drugs). No additional investigative action is required to obtain a result when there is no response to a query.

7. Expandable Focused Investigation: In accordance with section 11 of the FIS, when eApplication or investigation flags potential issues, an expanded investigation shall be conducted, in addition to the standard tier investigation requirements, to develop and resolve the identified issues and to explore the potential for other pertinent issues, sufficient to make an informed decision.

8. Delivery of leads per case: dependent on the case and can range from 1 and not to exceed 25

9. All additional leads will be subject to the investigator Time and Material rates identified in this Schedule.

10. Reports of investigations will be provided in abbreviated format.

11. Capacity of daily case receipt by the ordering agency is based on the availability of resources, the scope of work requested, for any combination of components of SIN 561611 from the ordering agency. GDIT cannot receive cases by the ordering agency on weekends or Federal holidays, without prior authorization.

12. Prices reflected under this SIN are based on the ordering agency providing GDIT with a letter authorizing GDIT to obtain government pricing for overnight envelopes from Federal Express. Failure to provide this authorization will result in a price increase.

To request this product, the ordering agency must provide a completed Electronic Personnel Security Questionnaire (EPSQ), or customer specific security questionnaire, including applicable releases and supporting documentation along with an FBI criminal history check.

The Tier 1 (T1) case type replaces the National Agency Check with Local Agency Check (NACLC) case type under the old FIS model. This SIN will be used for any customers who still operate under the old FIS model or nomenclature.

10. Updated Background Investigation (UBI):

This investigation type is used to update a prior BI completed within the last 5 years. It could be used when the subject has had a break in service since the completion date of the previous investigation. This is also known as Background Update Investigation (BDI). UBI's are fixed unit price packages consisting of the following:

1. Order agency must provide a completed Electronic Personnel Security Questionnaire (EPSQ), or customer specific security questionnaire, including applicable releases and supporting documentation.
2. Ordering agency must provide the National Agency Check (NAC) for the subject when submitting the case for background investigation to GDIT since only limited government entities have access to database for National Agency Checks.
3. Ordering agency must provide NAC for the spouse or cohabitant (if applicable).
4. This investigation type is used to update a prior BI or SSBI completed within the last five or ten years respectively. It could be used when the subject has had a break in service since the completion date of the previous investigation or to fulfill agency requirements.
5. The UDI consists of the same coverage as the previous investigation (BI or SSBI) and will cover the period subsequent to the previous investigation's closing date.
6. Reports of investigations will be provided to the requesting agency.
7. GDIT cannot receive cases by the ordering agency on weekends or Federal holidays, without prior authorization.
8. Prices reflected under the SIN are based on the ordering agency providing GDIT with a letter authorizing GDIT to obtain government pricing for overnight envelopes from Federal Express. Failure to provide this authorization will result in a price increase.

11. Upgraded Background Investigation (UGI):

This investigation type is used to upgrade a subject with an existing BI to an SSBI or an existing MBI to a BI.

UGI's are fixed unit price packages consisting of the following:

1. Order agency must provide a completed Electronic Personnel Security Questionnaire (EPSQ), or customer specific security questionnaire, including applicable releases and supporting documentation.

2. Ordering agency must provide the National Agency Check (NAC) for the subject when submitting the case for background investigation to GDIT since only limited government entities have access to database for National Agency Checks.
3. Ordering agency must provide NAC for the spouse or cohabitant (if applicable).
4. This investigation type is used to upgrade a subject with an existing BI to an SSBI or an existing LBI to BI. These investigations are conducted to allow movement form a lower to higher sensitivity or risk level.
5. The UGI consists of the same coverage as the upgraded investigation (BI or SSBI), however, coverage obtained in the previous investigation may be used to partially fulfill requirements of the current investigation.
6. Reports of investigations will be provided to the requesting agency.
7. GDIT cannot receive cases by the ordering agency on weekends or Federal holidays, without prior authorization.
8. Prices reflected under the SIN are based on the ordering agency providing GDIT with a letter authorizing GDIT to obtain government pricing for overnight envelopes from Federal Express. Failure to provide this authorization will result in a price increase.

12. Additional Lead Activity (ADL) - Low

When ordering investigations, special task investigations, or partial investigations, additional leads maybe required based on the requirements of the Statement of Work. This type of work may also be referred to as an Add Lead.

1. Typical types of support/services would be electronic or telephonic reference/records checks.
2. Reports of the check will be provided to the requesting agency.
3. GDIT cannot receive ADL- Low by the ordering agency on weekends or Federal holidays, without prior authorization.

13. Additional Lead Activity (ADL) - Medium

When ordering investigations, special task investigations, or partial investigations, additional leads maybe required based on the requirements of the Statement of Work. This type of work is also known as Add Leads.

1. Typical types of support/services would be in person reference/records checks

2. Reports of the check will be provided to the requesting agency.
3. GDIT cannot receive ADL- Medium by the ordering agency on weekends or Federal holidays, without prior authorization.

14. Additional Lead Activity (ADL) - High

When ordering investigations, special task investigations, or partial investigations, additional leads maybe required based on the requirements of the Statement of Work. This type of work is also known as Add Leads.

1. Typical types of support/services would be in person Subject Interview.

2. Reports of the check will be provided to the requesting agency.
3. GDIT cannot receive ADL- High by the ordering agency on weekends or Federal holidays, without prior authorization.

15. Additional Personnel Security Support

When ordering investigations, special task investigations, or partial investigations, a combination of labor categories may be required based on the requirements of the Statement of Work and can be added on a Labor Hour (LH)/Time and Materials (T&M) basis:

1. The total per hour rate is based on eight (8) hours per day.
2. Typical types of support/services are: field investigation, case analysis, adjudication support, vulnerability assessment, facilities and security, forensics, training, quality assurance, information technology, program management, human resources, and administration.
3. Any Contractor travel required in the performance of Time and Material 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. Costs for transportation and per diem (lodging, meals, and incidental expenses) will be in accordance with the regulatory implementation of public law 99-234, Federal Acquisition Regulation (FAR) 31.205-46, Travel Costs, and the Contractor's cost accounting system. These costs are directly reimbursable after authorization by the ordering agency to accomplish any work under this contract.
4. Material defined in the Statement of Work and reimbursed to the contractor from a Federal agency will be burdened with General and Administrative (G&A) costs.

561611 --- Background Investigation Case Types Rates

Tier 5 Model Case Types	CONTRACTOR SITE Rates				
	10/28/2020 – 6/25/2021	6/26/2021- 6/25/2022	6/26/2022 - 6/25/2023	6/26/2023 - 6/25/2024	6/26/2024 - 6/25/2025
BI Case Type Tier 5 (T5)	$ 4,744.31	$ 4,820.22	$ 4,897.34	$ 4,975.70	$ 5,055.31
BI Case Type Tier 5 R (T5R)	$ 3,037.36	$ 3,085.96	$ 3,135.33	$ 3,185.50	$ 3,236.47
BI Case Type Tier 4 (T4)	$ 3,953.47	$ 4,016.73	$ 4,080.99	$ 4,146.29	$ 4,212.63
BI Case Type Tier 4R (T4R)	$ 2,583.54	$ 2,624.88	$ 2,666.87	$ 2,709.54	$ 2,752.90
BI Case Type Tier 3 (T3)	$ 2,175.61	$ 2,210.42	$ 2,245.79	$ 2,281.72	$ 2,318.23
BI Case Type Tier 3R (T3R)	$ 1,700.85	$ 1,728.06	$ 1,755.71	$ 1,783.80	$ 1,812.34
BI Case Type Tier 2S (T2S)	$ 1,921.78	$ 1,952.53	$ 1,983.77	$ 2,015.51	$ 2,047.76
BI Case Type Tier 2RS (T2RS)	$ 1,576.16	$ 1,601.38	$ 1,627.00	$ 1,653.03	$ 1,679.48
Updated Background Investigations (UBI)	$ 2,208.83	$ 2,208.83	$ 2,208.83	$ 2,208.83	$ 2,208.83
Upgraded Investigation (UGI)	$ 2,586.21	$ 2,586.21	$ 2,586.21	$ 2,586.21	$ 2,586.21
BI Case Type Tier 1 (T1)	$ 1,160.01	$ 1,178.57	$ 1,197.43	$ 1,216.59	$ 1,236.05
Additional Lead Activity ADL - Low	$ 399.16	$ 405.55	$ 412.04	$ 418.63	$ 425.33
Additional Lead Activity ADL - Medium	$ 532.26	$ 540.78	$ 549.43	$ 558.22	$ 567.15
Additional Lead Activity ADL - High	$ 801.39	$ 814.21	$ 827.24	$ 840.48	$ 853.92

SIN 561611 - BACKGROUND INVESTIGATION LABOR CATEGORY DESCRIPTIONS

Program Manager I

Minimum/General Experience: 3 years

Functional Responsibility: Manages aspects of professional security and intelligence programs and contracts. May act as the primary point of contact with client management personnel and customer agency representatives. Manages client relationships and helps to resolve client's issues. Additional responsibilities may include the following: Developing work statements, standards, scope/ priority definitions, budgets, and schedules for programs and contracts. May develop governance documents in accordance with appropriate standards and client requirements and needs. May oversee the selection of assigned personnel for programs. Organizes teams to ensure communication and understanding of policies, purpose, goals, assignments, and deadlines. Identifies and proposes staffing changes when appropriate or needs change. Enforces work standards and reviews discrepancies. Manages costs, schedules and quality by overseeing program processes and deliverables. Ensures requirements, schedules, and budgets are met.

Minimum Education: Bachelor's degree

Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	7 years
Associate degree	5 years
Master's degree	1 year

Program Manager II

Minimum/General Experience: 5 years

Functional Responsibility: Manages all aspects of professional security and intelligence programs and contracts. Acts as the primary point of contact with client management personnel and customer agency representatives. Manages client relationships and resolves client's issues. Oversees development of work statements, standards, scope/priority definitions, budgets, and schedules for programs and contracts. Develops governance documents in accordance with appropriate standards and client requirements and needs. Oversees the selection of assigned personnel for programs and the organization of teams to ensure communication and understanding of policies, purpose, goals, assignments, and deadlines. Implements staffing changes when appropriate or needs change. Oversees and documents the ongoing review of program(s) status, compliance with work standards, and review of discrepancies. Prepares, reviews, and submits required reports and accountings. Assesses results, develops and implements corrective actions and risk mitigation solutions.

Minimum Education: Bachelor's degree

Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	9 years
Associate degree	7 years
Master's degree	3 years

Program Manager III

Minimum/General Experience: 9 years

Functional Responsibility: Directs all phases of professional security and intelligence programs and contracts from inception through completion. Acts as the primary point of contact with senior government management and agency representatives, leading program review sessions with customer to discuss cost, schedule, and technical performance. Responsible for the cost, schedule and technical performance of large company programs or subsystems of major programs. Participates in the negotiation of large contracts and significant contract changes. Coordinates the preparation of proposals, business plans, proposal work statements and specifications, operating budgets and financial terms/conditions of contract. Establishes milestones and monitors adherence to master plans and schedules across multiple contracts or programs, identifies program problems and obtains solutions, such as reallocation of resources or negotiating changes to contractual specifications or terms. Directs the work of subordinate managers and supervisory staff assigned to the program in management, technical, and administrative areas.

Minimum Education: Bachelor's degree

Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	13 years
Associate degree	11 years
Master's degree	7 years

Functional Analyst – Level I

Minimum/General Experience: 2 years

Functional Responsibility: In the provision of professional security and intelligence services, performs functions such as: Works on problems that may require the use of ingenuity and innovation.May participate in determining objectives of assignment and definition of functional requirements, modeling, process analysis and design. Provides research and technical support to projects and programs. May develop project tasks and schedules. May plan, schedule and arrange some activities in meeting objectives. Most work performed under direction.

Minimum Education: Bachelor's degree

Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	6 years
Associate degree	4 years
Master's degree	0 year

Functional Analyst – Level II

Minimum/General Experience: 3 years

Functional Responsibility: All Level I responsibilities plus: Serves as consultant to management.

May develop solutions for complex problems that require the regular use of ingenuity and innovation.

Participates in determining objectives of assignment and definition of functional requirements, resource allocation, operations research, modeling, process analysis and design. Provides high-level management support, supervision, research and technical support to projects and programs. Develops and monitor project tasks and schedules. Manages work of task or project teams. Plans schedules and arranges own activities in meeting objectives. Most work performed without appreciable direction.

May represent company as a customer contact on contracts or projects. May interact with senior internal/external personnel on significant matters often requiring the coordination of activity across organizational lines.

Minimum Education: Bachelor's degree

Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	7 years
Associate degree	5 years
Master's degree	1 year

Functional Analyst – Level III

Minimum/General Experience: 5 years

Functional Responsibility: All Level II responsibilities plus the following: Consultant to middle management. Develops solutions for complex problems that require the regular use of ingenuity and innovation. Applies expertise to contribute directly to the development of new concepts and techniques. Exercises latitude in determining objectives and approaches to assignment. Often represents company as a customer contact on contracts or projects. Often interacts with senior internal/external personnel on significant matters often requiring the coordination of activity across organizational lines.

Minimum Education: Bachelor's degree

Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	9 years
Associate degree	7 years
Master's degree	3 years

Functional Analyst – Level IV

Minimum/General Experience: 9 years

Functional Responsibility: All Level III responsibilities plus the following: Consultant to upper middle management; first level manager. Develops solutions to complex problems that require the regular use of ingenuity and innovation. Applies expertise to develop new concepts and techniques. Exercises considerable latitude in determining objectives and assigning work to others. Minimal direction is required. Frequent contacts with internal and external customers at various management levels re: operations or scheduling of specific phases of contracts or projects. Conducts briefings and participates in meetings with internal and external personnel. May serve as consultant and special external spokesperson for the organization on major matters pertaining to its policies, plans, and objectives.

Minimum Education: Bachelor's degree

Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School degree/GED	13 years
Associate degree	11 years
Master's degree	7 years

Functional Analyst – Level V

Minimum/General Experience: 11 years

Functional Responsibilities: All Level IV responsibilities plus the following: Consultant to senior management; middle level manager. Ensures solutions are consistent with organization objectives. Applies and directs others in development of new concepts and techniques. Determines and establishes organization structures and supervising relationships subject to upper management approval. Frequent contacts with equivalent level managers and customer representatives concerning projects, operational decisions, scheduling requirements or contractual clarification.

Minimum Education: Bachelor's degree

Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	15 years
Associate degree	13 years
Master's degree	9 years

Technologist I

Minimum/General Experience: 1 year

Functional Responsibilities: In the provision of professional security and intelligence services, performs functions such as: Provides technology solutions for fairly-complex problems which may require the use of ingenuity and creativity. Applies expertise as a generalist or specialist and as an emerging authority in the field. Exercises some latitude in determining technical objectives of assignment. Work under some direct supervision. May represent the organization as a customer contact on contracts or projects. May interact with senior customer personnel on significant technical matters, often requiring coordinated activity across organizational lines.

Minimum Education: Bachelor's degree

Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	5 years

Associate degree	3 years
Master's degree	0 year

Technologist II

Minimum/General Experience: 3 years

Functional Responsibility: All Level I responsibilities plus the following: Recognized authority; consultant to middle management; middle manager. May work on complex problems and provide solutions. Problems and objectives may be loosely defined. Applies technical expertise and has knowledge of other related disciplines. May assist in development of new principles and concepts. Work without appreciable direct supervision. May represent organization as technical contact on contracts and projects. May interact with external personnel on technical matters.

Minimum Education: Bachelor's degree

Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	7 years
Associate degree	5 years
Master's degree	1 year

Technologist III

Minimum/General Experience: 5 years

Functional Responsibility: All Level II responsibilities plus the following: Recognized expert; senior manager/director. Works on complex technical problems and provides innovative solutions. Applies extensive expertise and has full knowledge of other related disciplines. Assists in development of new principles and concepts. Information may form the basis of newly developed concepts, theories and products. Works under consultative direction toward long-range goals. Represents organization as prime technological contact on contracts and projects. Interacts with senior external personnel on significant technical matters.

Minimum Education: Bachelor's degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	9 years
Associate degree	7 years
Master's degree	3 years

Technologist VI

Minimum/General Experience: 9 years

Functional Responsibility: All Level III responsibilities plus the following: Recognized expert; senior manager/director. Works on highly complex technical problems, solutions to which may extend knowledge in a given field. Applies and/or develops highly advanced technologies, scientific principles, theories, and concepts. Serves as consultant to top management in long-range company planning regarding new or projected areas of technological research and advances.

Minimum Education: Bachelor's degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	15 years
Associate degree	11 years
Master's degree	7 years

Analyst I**

Minimum/General Experience: None

Functional Responsibility: In the provision of professional security and intelligence services, performs functions such as: Applies basic knowledge of client's objectives and requirements and applicable federal laws, regulations and directives in the analysis of processes, data, fieldwork, requirements and work products, and documents results. Provides analysis of problems, definition of functional requirements, operations research, modeling, and process analysis and design. Provides management support, supervision, research and technical support to projects and programs. May provide guidance to other staff or resources regarding requirements, standards, policies, and procedures.

Minimum Education: Bachelor's degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School/GED	4 years
Associate Degree	2 years

Analyst II**

Minimum/General Experience: 3 years

Functional Responsibility: All Level I responsibilities plus the following: Provides analysis of complex problems, definition of functional requirements, resource allocation, operations research, modeling, and process analysis and design. Applies detailed knowledge of client's objectives and requirements and applicable federal laws, regulations and directives in the analysis of processes, data, fieldwork, requirements and work products, and documents results.

Performs work with limited direct supervision. Exercises some latitude in determining objectives and approaches to assignment. Provides high-level management support, supervision, research and technical support to projects and programs. Develops and monitors project tasks and schedules. May oversee work of task or project teams. May provide guidance and mentoring to lower level analysts.

Minimum Education: Bachelor's degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	7 years
Associate degree	5 years
Master's degree	1 year

Analyst III**

Minimum/General Experience: 5 years

Functional Responsibility: All Level II responsibilities plus: Applies expert knowledge of client's objectives and requirements and applicable federal laws, regulations and directives in the analysis of processes, data, fieldwork, requirements and work products, and documents results. Performs work without appreciable direct supervision. Exercises latitude in determining objectives and approaches to assignment. Provides specific feedback to management on improvements to processes and practices. Provides guidance and mentoring to lower level analysts. May provide formal or informal training to lower level analysts. May serve as second-level quality assurance reviewers on full-time or temporary basis.

Minimum Education: Bachelor's degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	9 years
Associate degree	7 years
Master's degree	3 years

Analyst IV

Minimum/General Experience: 7 years

Functional Responsibility: All Level III responsibilities plus the following: Handles the most complex and sensitive matters and reviews. Performs work without appreciable direction. Exercises considerable latitude in determining objectives and approaches to assignment. Applies and directly contributes to the development of new practices and processes. Provides formal or informal training to lower level analysts/reviewers. Often serves as a second-level quality assurance reviewer on full-time or temporary basis.

Minimum Education: Bachelor's degree

Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
High School diploma/GED	12 years
Associate degree	9 years
Master's degree	5 years

Administrator I**

Minimum/General Experience: None

Functional Responsibility: In the provision of professional security and intelligence services, performs functions such as: Provides administrative and general office support. Processes mail, sets up and maintains files, and updates systems and other databases. Creates logs and other tracking records and gathers, compiles, and reports on information relevant to assignment. May handle routine communications with internal and external parties using scripts, templates, and other prepared content and formats. Follows standard operating procedures or routines. Exercises no discretion.

Minimum Education: High School diploma/GED

Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
No diploma	4 years

Administrator II**

Minimum/General Experience: None

Functional Responsibility: All Level I responsibilities plus: Follows more complex operating procedures or routines. Exercises no discretion. Prepares reports and other published material, prepares draft and final correspondence, prepares briefing materials. Maintains program files, supports budget and finance functions. Executes administrative operating processes and procedures. Performs a variety of tasks including a limited number of more complex functions such as operating fingerprinting or PIV-card equipment. Subject to deadlines and heavy workloads. Assists with preparation of files for transmission to customers with work periodically checked.

Minimum Education: Associate degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
No diploma	6 years
High School diploma/GED	2 years

Administrator III**

Minimum/General Experience: 3 years

Functional Responsibility: All Level II responsibilities plus: Follows complex operating procedures or routines. May exercise limited discretion. Performs many tasks including the most complex functions such as electronic transmission of files. Subject to short deadlines and very heavy workloads with no instruction required on routine work. May assist and train less experienced personnel.

Minimum Education: Associate degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
No diploma	9 years
High School diploma/GED	5 years

Administrator IV**

Minimum/General Experience: 5 years

Functional Responsibility: All Level III responsibilities plus: Applies extensive knowledge of restricted field. Uses judgment within limits of standard practice. May act as a lead. Solves problems of limited scope and complexity. Plans own work. Only requires supervision for unusual circumstances. May have responsibility for day-to-day coordination of work of others in unit.

Minimum Education: Associate degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
No diploma	11 years
High School diploma/GED	7 years
Bachelor's degree	3 years

Investigative/ Records Technician I **

Minimum/General Experience: None

Functional Responsibility: In the provision of professional security and intelligence services, performs functions such as: Conducts automated records research and provides documents, reports or summaries for a variety of types of investigations or specialized intelligence support. Utilizes pre-established databases or document templates and formats tailored to customer requirements. Applies moderate understanding of general job aspects and some understanding of the detailed aspects of the job. Follows standard operating procedures and routines, work is directly supervised and is regularly checked and requires minimal contact outside of internal organization.

Minimum Education: High School diploma/GED
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
No diploma	4 years

Investigative/Records Technician II**

Minimum/General Experience: 2 years

Functional Responsibility: All Level I responsibilities plus: Conducts in-person records research. Work may require travel to record storage locations and planning of work to complete record searches within prescribed timeframes. May brief key personnel regarding findings, applies full understanding of the detailed aspects of the job. Follows more complex operating procedures or routine work is directly supervised and checked and may require regular contact outside of internal organization.

Minimum Education: Associate degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
No diploma	8 years
High School diploma/GED	4 years

Field Investigator I**

Minimum/General Experience: None

Functional Responsibility: In the provision of professional security and intelligence services, perform functions such as: Applies basic understanding of federal investigative standards, principles, concepts, and practices. Conducts background investigations in compliance with all federally mandated laws and regulations and customer-specific requirements, especially the OPM Handbook. Makes frequent contacts with federal, state, and local government agencies, subjects and sources. Interactions often include discussion of sensitive/ embarrassing information. Fieldwork requires coordination, scheduling and rescheduling of activities across persons and organizational lines, Prepares reports of investigation in accordance with guidelines and instructions, applicable policies, procedures, rule, regulations and statutes. Reports must be grammatically correct and logically organized. Supervisor assists in scheduling and arranging activities in accomplishing objectives. Work is reviewed upon completion.

Minimum Education: Associate degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
No diploma	6 years
High School diploma/GED	2 years

Field Investigator II**

Minimum/General Experience: 1 year

Functional Responsibility: All Level I responsibilities plus: Applies full understanding of federal investigative standards, principles, concepts, and practices. May work some complex assignments.
Exercises some latitude in determining objectives and executing work assignments. Supervisor may assist in scheduling and arranging activities in accomplishing objectives and work is reviewed upon completion.

Minimum Education: Associate degree

Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
No diploma	7 years
High School diploma/GED	3 years

Field Investigator III**

Minimum/General Experience: 3 years

Functional Responsibility: All Level II responsibilities plus the following: applies advanced understanding of federal investigative standards, principles, concepts, and practices and May frequently work on complex assignments. Exercises latitude in determining objectives and executing work assignments and plans schedules and arranges own activities in accomplishing objectives.

Minimum Education: Associate degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
No diploma	10 years
High School diploma/GED	6 years
Bachelor's degree	1 year

Field Investigator IV**

Minimum/General Experience: 5 years

Functional Responsibility: All Level III responsibilities plus: Applies exhaustive understanding & application of federal investigative standards, principles, concepts, practices and may handle very complex assignments. Exercises considerable latitude in determining objectives and executing work assignments within program standards. May perform quality review of work on others and assist and training less experienced personnel.

Minimum Education: Associate degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
No diploma	11 years
High School diploma/GED	7 years
Bachelor's degree	2 years

Field Investigator V

Minimum/General Experience: 7 years

Functional Responsibility: All Level IV responsibilities plus the following: Applies expert understanding of federal investigative standards, principles, concepts, practices, may handle the most complex types of assignments. Exercises full latitude in determining objectives and executing work assignments within program standards, often perform

quality review of work of others and may direct or supervise day-to-day work and coordinate activities of others in unit.

Minimum Education: Associate degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
No diploma	13 years
High School diploma/GED	9 years
Bachelor's degree	5 years

Field Investigator VI

Minimum/General Experience: 10 years
Functional Responsibility: All Level V responsibilities plus the following: Applies lead expert understanding of federal investigative standards, principles, concepts, practices. Handles primarily the most complex types of assignments, may regularly serve as a mentor or perform quality review of work of others, may serve as district or group manager or supervisor in directing or supervising day-to-day work and coordinating activities of others in the unit.

Minimum Education: Associate degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements

Approved Substitutions	
Education	Minimum/General Experience
No diploma	16 years
High School diploma/GED	12 years
Bachelor's degree	8 years

Security Specialist I**

Minimum/General Experience: 1 year

Functional Responsibility: In the provision of professional security and intelligence services, performs functions in one or more specialized areas such as: Provides basic analytical/ research and technical support services. Performs analysis of matters/cases; updates database material as appropriate; reviews and compares records for accuracy against database material. May identify potential solution options along with supporting documentation. Contributes to finished documentation such as reports, special studies, security designs, policy and procedure development, training programs, and assessments.

Minimum Education: Associate degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements.

Approved Substitutions	
Education	Minimum/General Experience
No diploma	7 years
High School diploma/GED	3 years

Security Specialist II

Minimum/General Experience: 3 years

Functional Responsibility: All Level I responsibilities plus: Provides intermediate level analytical/ research and technical support services. May handle more complex matters and information. Applies knowledge of client's objectives and requirements and applicable federal laws, regulations and directives in the analysis of complex matters / cases; may be responsible for the reviews and record comparisons for accuracy for group or team. Identifies solution options and makes recommendations along with supporting documentation. Produces finished documentation such as reports, special studies, security designs, policy and procedure development, training programs, and assessments. Applies incident management, task performance management, and problem solving skills; monitors project tasks and schedules.

Minimum Education: Bachelor's degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements.

Approved Substitutions	
Education	Minimum/General Experience
No diploma	11 years
High School diploma/GED	7 years
Associate degree	5 years

Security Specialist III

Minimum/General Experience: 5 years

Functional Responsibility: All Level II responsibilities plus: May direct or supervise day-to-day work and coordinate activities of junior personnel in unit and serves as a second-level quality assurance reviewer.
Handles the most complex types of analysis/research and technical support services. Applies expert knowledge of client's objectives and requirements and applicable federal laws, regulations and directives in the analysis of complex matters/ cases; updates database material as appropriate; reviews and compares records for accuracy against database material. Identifies solution options for more complex matters and makes recommendations, along with supporting documentation. Oversees the production of finished documentation such as reports, special studies, security designs, policy and procedure development, training programs, and assessments.

Minimum Education: Bachelor's degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements.

Approved Substitutions	
Education	Minimum/General Experience
No diploma	13 years
High School diploma/GED	9 years
Associate'degree	7 years

Security Specialist IV

Minimum/General Experience: 7 years

Functional Responsibility: All Level III responsibilities plus: May direct or supervise day-to-day work and coordinated activities of junior personnel in unit or functional teams. Provides subject matter expertise level of support for complex types of research and technical support services.
Identifies and implements solution options for more complex, division level matters and makes recommendations, along with supporting documentation. Develops and directs the implementation of policy, and procedure, training

programs and assessments. Exercises considerable latitude in task performance management, and problem solving skills; monitors project tasks and schedules.

Minimum Education: Bachelor's degree
Other Minimum Requirements: U.S. citizen, interim T1–T5 clearance, pass all training requirements.

Approved Substitutions	
Education	Minimum/General Experience
No diploma	15 years
High School diploma/GED	11 years
Associate degree	9 years
Master's degree	5 years

SERVICE CONTRACT LABOR SERVICE (SCLS) MATRIX

SCLS Eligible Contract Labor Category for Schedule – SIN 561611	SCLS Equivalent Code and Title	WD Number
Analyst III	27006 Background Investigator 4	WD 2000-0309
Analyst II	27006 Background Investigator 3	WD 2000-0309
Analyst I	27006 Background Investigator 2	WD 2000-0309
Administrator IV	01020 Administrative Assistant	WD 2015-4281
Administrator III	01113 General Clerk III	WD 2015-4281
Administrator II	01112 General Clerk II	WD 2015-4281
Administrator I	01111 General Clerk I	WD 2015-4281
Field Investigator IV	27006 Background Investigator 4	WD 2000-0309
Field Investigator III	27006 Background Investigator 3	WD 2000-0309
Field Investigator II	27006 Background Investigator 2	WD 2000-0309
Field Investigator I	27006 Background Investigator 1	WD 2000-0309
Investigative/Records Technician Level II	27006 Background Investigator 2	WD 2000-0309
Investigative/Records Technician Level I	27006 Background Investigator 1	WD 2000-0309
Security Specialist I	01020 Administrative Assistant	WD 2015-4281

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

Subject to change periodically in accordance with the Wage Determination Codes and Titles.

SIN 561611 --- Background Investigation Support Labor Rates

Labor Category	CONTRACTOR SITE Labor Rates				
	10/28/2020 - 6/25/2021	6/26/2021 - 6/25/2022	6/26/2022 - 6/25/2023	6/26/2023 - 6/25/2024	6/26/2024 - 6/25/2025
Program Manager III	$191.28	$194.34	$206.73	$213.14	$219.75
Program Managr II	$165.36	$168.01	$178.71	$184.25	$189.96
Program Manager I	$81.71	$83.02	$88.31	$91.05	$93.87
Functional Analyst V	$146.49	$148.83	$158.33	$163.23	$168.29

Functional Analyst IV	$135.57	$137.74	$146.52	$151.06	$155.75
Functional Analyst III	$117.77	$119.65	$127.28	$131.23	$135.30
Functional Analyst II	$102.22	$103.86	$110.48	$113.90	$117.43
Functional Analyst I	$90.68	$92.13	$98.01	$101.05	$104.18
Technologist IV	$146.42	$148.76	$158.24	$163.14	$168.20
Technologist III	$135.59	$137.76	$146.54	$151.08	$155.77
Technologist II	$117.77	$119.65	$127.28	$131.23	$135.30
Technologist I	$88.87	$90.29	$96.05	$99.03	$102.11
Analyst IV	$111.14	$112.92	$120.11	$123.84	$127.68
Analyst III**	$108.38	$110.11	$117.14	$120.77	$124.51
Analyst II**	$94.14	$95.65	$101.75	$104.91	$108.16
Analyst I**	$71.03	$72.71	$76.77	$79.14	$81.60
Administrator IV**	$74.33	$75.52	$80.34	$82.83	$85.40
Administrator III**	$62.65	$63.65	$67.71	$69.80	$71.97
Administrator II**	$57.18	$58.09	$61.79	$63.71	$65.68
Administrator I**	$52.05	$52.88	$56.26	$58.01	$59.80
Field Investigator VI	$97.37	$98.93	$105.23	$108.49	$111.86
Field Investigator V	$83.35	$84.68	$90.08	$92.87	$95.75
Field Investigator IV**	$78.93	$80.19	$85.31	$87.95	$90.68
Field Investigator III**	$75.01	$76.21	$81.07	$83.58	$86.17
Field Investigator II**	$69.24	$70.35	$74.83	$77.15	$79.54
Field Investigator I**	$60.17	$61.13	*$65.03*	*$67.04*	*$69.12*
Investigative/Records Technician Level II**	$78.66	$79.92	*$85.02*	*$87.66*	*$90.38*
Investigative/Records Technician Level I**	$68.37	$69.46	*$73.90*	*$76.19*	*$78.55*
Security Specialist IV	$101.71	$103.34	*$109.92*	*$113.33*	*$116.85*
Security Specialist III	$94.50	$96.11	*$102.13*	*$105.29*	*$108.55*
Security Specialist II	$81.71	$83.10	*$88.31*	*$91.05*	*$93.87*
Security Specialist I**	$79.79	$81.07	*$86.23*	*$88.90*	*$91.66*

SIN 54151ECOM --- ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES

SIN 54151ECOM Network as a Service (NaaS) and Network Operations Center as a Service (NOCaaS)

Network as a Service (NaaS) offering is a network equipment, equipment's associated licenses/maintenance, equipment activation, equipment sustainment, and equipment monitoring on a monthly based service offering.

Network Operations Center as-a-Service (NOCaaS) directly monitors cloud or on premise endpoints for alerts, events, anomalies, and outages. Through our mature processes, and highly skilled and cleared workforce we are able to meet agreed upon service level objectives and business priorities.

GENERAL DYNAMICS
Information Technology

NaaS catalog items are grouped together by equipment types (switch, router, data center, firewall, pluggable unit) and the site sizes:

Small – less than 50 Mbps connected site
Small-Medium – up to 100 Mbps connected site
Medium – between 100 Mbps and 1 Gbps connected site
Large – larger than 1 Gbps

There are five charging components for NaaS for a given catalog item as follows:

- Network Equipment Monthly Recurring Charge (MRC) – hardware and all associated licensing and maintenance are included
- Network Equipment Activation non-recurring charge (NRC) – one-time charge to activate the equipment
- Network Equipment Sustainment MRC – normal on-going updates and patches to the equipment
- Network Equipment Monitoring MRC – 24x7x365 health monitoring of the equipment via NOCaaS
- Network Equipment Individual Case Basis (ICB) – non-standard requirements driven charging method agreed between the client and GDIT (e.g., on-site disposal of end-of-life equipment)

GDIT's IT NaaS ordering process is as follows (each step starts the billing cycle for a particular NaaS item):

Step 1. Customer orders a NaaS equipment (catalog item). Once the equipment has been shipped and received by the client, then the MRC for equipment will start. Any terms and conditions regarding usage term and early termination fees are subject to the negotiation at the task order.

Step 2. Customer is responsible for installation of the equipment. GDIT will work with the client to schedule the equipment activation. Once the equipment has been properly activated and operational, NRC for activation will be billed in the next billing cycle.

Step 3. GDIT will monitor and sustain the equipment that has been activated based on an agreed Service Level Agreement (SLA) negotiated at the task order level. MRC for equipment sustainment will begin in the next billing cycle.

Monthly Recurring Charge (MRC) per Equipment Purchase

Manufacture Part #	Product Name	Product Description	GSA Price with IFF
NaaS.S.S.1-MRC	Enterprise Network Switch (Small Site)	Network Switch (Small Site) - 24 Port	$ 31.25
NaaS.S.S.2-MRC	Enterprise Network Switch (Small Site)	Network Switch (Small Site) - 48 Ports	$ 248.95
NaaS.S.SM.1-MRC	Enterprise Network Switch (Small-Medium Site)	Network Switch (Small-Medium Site) - 24 Ports	$ 277.34
NaaS.S.SM-2-MRC	Enterprise Network Switch (Small-Medium Site)	Network Switch (Small-Medium Site) - 24 Ports SFP	$ 673.06
NaaS.S.SM-3-MRC	Enterprise Network Switch (Small-Medium Site)	Network Switch (Small-Medium Site) - 24 Ports Data Only	$ 243.90
NaaS.S.SM.4-MRC	Enterprise Network Switch (Small-Medium Site)	Network Switch (Small-Medium Site) - 48 Ports	$ 428.86
NaaS.S.SM.5-MRC	Enterprise Network Switch (Small-Medium Site)	Network Switch (Small-Medium Site) - 48 Ports Data Only	$ 377.23

Manufacture Part #	Product Name	Product Description	GSA Price with IFF
NaaS.S.SM.6-MRC	Enterprise Network Switch (Small-Medium Site)	Network Switch (Small-Medium Site) - 48 Ports 1G	$ 312.77
NaaS.S.S.3-MRC	Enterprise Network Switch (Small Site)	Network Switch (Small Site) - 8 Ports	$ 36.26
NaaS.S.SM.7-MRC	Enterprise Network Switch (Small-Medium Site)	Network Switch (Small-Medium Site) - 8 Ports	$ 68.11
NaaS.S.S.4-MRC	Enterprise Network Switch (Small Site)	Network Switch (Small Site) - 8 Ports Data Only	$ 59.92
NaaS.S.SM.8-MRC	Enterprise Network Switch (Small-Medium Site)	Network Switch (Small-Medium Site) - 48 Ports POE+	$ 465.96
NaaS.S.S.5-MRC	Enterprise Network Switch (Small Site)	Network Switch (Small Site) - 24 Ports POE+, 1 x 1Gbps Uplink	$ 125.23
NaaS.S.S.6-MRC	Enterprise Network Switch (Small Site)	Network Switch (Small Site) - 24 Ports POE+, 4 x 10 Gbps Uplink	$ 161.30
NaaS.S.S.7-MRC	Enterprise Network Switch (Small Site)	Network Switch (Small Site) - 48 Ports POE+, 4 x 1 Gbps Uplink	$ 250.95
NaaS.S.S.8-MRC	Enterprise Network Switch (Small Site)	Network Switch (Small Site) - 48 Ports POE+, 4 x 10 Gbps Uplink	$ 287.10
NaaS.S.S.9-MRC	Enterprise Network Switch (Small Site)	Network Switch (Small Site) - 48 Ports Partial POE , 4 x 1 Gbps Uplink	$ 232.44
NaaS.S.S.10-MRC	Enterprise Network Switch (Small Site)	Network Switch (Small Site) - 48 Ports Data Only, 4 x 1 Gbps Uplink	$ 188.89
NaaS.S.S.11-MRC	Enterprise Network Switch (Small Site)	Network Switch (Small Site) - 48 Ports Data Only, 4 x 10 Gbps Uplink	$ 225.03
NaaS.S.SM-9-MRC	Enterprise Network Switch (Small-Medium Site)	Network Switch (Small-Medium Site) - 12 Ports	$ 77.75
NaaS.S.SM.1-MRC	Enterprise Network Switch (Medium Site)	Network Switch (Medium Site) - 7 Slots 48 Ports	$ 940.86
NaaS.S.L.2-MRC	Enterprise Network Switch (Large Site)	Network Switch (Large Site) - 48 Ports	$ 963.95
NaaS.S.L.1-MRC	Enterprise Network Switch (Large Site)	Network Switch (Large Site) - 6 Slots High Availability	$ 3,138.27
Manufacture Part #	**Product Name**	**Product Description**	**GSA Price with IFF**
NaaS.R.L.1-MRC	Enterprise Network Router (Large Site)	Network Router (Large Site) - 6 Built-in GE SFP+ Ports	$ 1,870.87
NaaS.R.L.2-MRC	Enterprise Network Router (Large Site)	Network Router (Large Site) - 2.5 Gbps VPN Bundle	$ 1,339.90
NaaS.R.L.3-MRC	Enterprise Network Router (Large Site)	Network Router (Large Site) - 10 Gbps High Availability	$ 2,464.91

Manufacture Part #	Product Name	Product Description	GSA Price with IFF
NaaS.R.L.4-MRC	Enterprise Network Router (Large Site)	Network Router (Large Site) - 10 Gbps VPN Bundle	$ 1,975.92
NaaS.R.S.1-MRC	Enterprise Network Router (Small Site)	Network Router (Small Site) - Embedded 2 GE WAN & 4 GE LAN Ports	$ 185.62
NaaS.R.SM.1-MRC	Enterprise Network Router (Small-Medium Site)	Network Router (Small-Medium Site) - 2 GE Ports	$ 107.92
NaaS.R.SM.2-MRC	Enterprise Network Router (Small-Medium Site)	Network Router (Small-Medium Site) - Security Bundle	$ 145.53
NaaS.R.M.1-MRC	Enterprise Network Router (Medium Site)	Network Router (Medium Site) - 3 GE Ports	$ 179.76
NaaS.R.M.2-MRC	Enterprise Network Router (Medium Site)	Network Router (Medium Site) - Application Experience Bundle	$ 232.81
NaaS.R.M.3-MRC	Enterprise Network Router (Medium Site)	Network Router (Medium Site) - Security Bundle	$ 218.42
NaaS.R.M.4-MRC	Enterprise Network Router (Medium Site)	Network Router (Medium Site) - Unified Communications Bundle	$ 220.75
NaaS.R.M.5-MRC	Enterprise Network Router (Medium Site)	Network Router (Medium Site) - UC & Security Bundle	$ 284.37
NaaS.R.M.6-MRC	Enterprise Network Router (Medium Site)	Network Router (Medium Site) - Security Bundle w/ Sec License	$ 532.02
NaaS.R.M.7-MRC	Enterprise Network Router (Medium Site)	Network Router (Medium Site) - UC & Security Bundle w/ Sec License	$ 675.25
NaaS.R.L5-MRC	Enterprise Network Router (Large Site)	Network Router (Large Site) - 10 to 100 Gbps Encapsulating Sec Payload	$ 5,210.74
NaaS.R.L.6-MRC	Enterprise Network Router (Large Site)	Network Router (Large Site) - 40 to 100 Gbps Encapsulating Sec Payload	$ 4,249.28
NaaS.R.S.2-MRC	Enterprise Network Router (Small Site)	Network Router (Small Site) - 2 GE Ports	$ 45.34
NaaS.R.M.8-MRC	Enterprise Network Router (Medium Site)	Network Router (Medium Site) - 3 GE Ports	$ 331.34
NaaS.R.L.7-MRC	Enterprise Network Router (Large Site)	Network Router (Large Site) - 4 GE Ports	$ 792.68
NaaS.R.L.8-MRC	Enterprise Network Router (Large Site)	Network Router (Large Site) - 100 Gbps Encapsulating Sec Payload	$ 5,684.03

Manufacture Part #	Product Name	Product Description	GSA Price with IFF
NaaS.DC.S1-MRC	Enterprise Data Center Network (Small Site)	Network Data Center (Small Site) - 10 Slots Switch	$ 4,469.74

Manufacture Part #	Product Name	Product Description	GSA Price with IFF
NaaS.DC.S.2-MRC	Enterprise Data Center Network (Small Site)	Network Data Center (Small Site) - Identity Services Server	$ 479.29
NaaS.DC.SM.1-MRC	Enterprise Data Center Network (Small/Medium Site)	Network Data Center (Small-Medium Site) - 4 Slots Switch	$ 2,252.03
NaaS.DC.M.1-MRC	Enterprise Data Center Network (Medium Site)	Network Data Center (Medium Site) - 48 Ports Switch	$ 965.27
NaaS.DC.M.2-MRC	Enterprise Data Center Network (Medium Site)	Network Data Center (Medium Site) - 32 Ports Switch	$ 811.31
NaaS.DC.L.1-MRC	Enterprise Data Center Network (Large Site)	Network Data Center (Large Site) - App Policy Infrastructure Controller (> 1,200 ports)	$ 2,201.27
NaaS.DC.L.2-MRC	Enterprise Data Center Network (Large Site)	Network Data Center (Large Site) - App Policy Infrastructure Controller (<= 1,200 ports)	$ 1,573.30

Manufacture Part #	Product Name	Product Description	GSA Price with IFF
NaaS.FW.SM.1-MRC	Enterprise Firewall (Small/Medium Site)	Network Firewall (Small-Medium Site) - 6G FW/3G NGFW Appliance	$ 1,144.40
NaaS.FW.SM2-MRC	Enterprise Firewall (Small/Medium Site)	Network Firewall (Small-Medium Site) - 3G FW/2.3G NGFW Appliance	$ 629.35
NaaS.FW.SM.3-MRC	Enterprise Firewall (Small/Medium Site)	Network Firewall (Small-Medium Site) - Threat Defense (300 sensors/60 million events)	$ 1,834.33
NaaS.FW.SM.4-MRC	Enterprise Firewall (Small/Medium Site)	Network Firewall (Small-Medium Site) - Threat Defense (750 sensors/300 million events)	$ 3,400.37
NaaS.FW.M.1-MRC	Enterprise Firewall (Medium Site)	Network Firewall (Medium Site) - 40G FW/12.5G NGFW Appliance	$ 2,490.44

Manufacture Part #	Product Name	Product Description	GSA Price with IFF
NaaS.SEP.1-MRC	Enterprise Network Small Form-Factor Pluggable Unit	Network Small-Factor Pluggable (SFP) Unit - 10G Fiber	$ 19.04
NaaS.SEP.2-MRC	Enterprise Network Small Form-Factor Pluggable Unit	Network Small-Factor Pluggable (SFP) Unit - 1G Fiber	$ 9.56
NaaS.SFP.3-MRC	Enterprise Network Small Form-Factor Pluggable Unit	Network Small-Factor Pluggable (SFP) Unit - 1G Copper	$ 8.69

Manufacture Part #	Product Name	Product Description	GSA Price with IFF
M.C.24-7-365	Network Operation Center as-a-Service (NOCaaS)	NOC Monitoring Per End Point MRC	$ 14.94

Equipment Activation Non-Recurring Charge (NRC)

Manufacture Part #	Product Name	Product Description	GSA Price with IFF
NaaS.S-NRC	Enterprise Network Switch Activation	Equipment Activation Fee Non-Recurring Fee/unit purchase	$ 194.97
NaaS.R-NRC	Enterprise Network Router Activation	Equipment Activation Fee Non-Recurring Fee/unit purchase	$ 194.97
NaaS.DC-NRC	Enterprise Network Data Center Activation	Equipment Activation Fee Non-Recurring Fee/unit purchase	$ 194.97
NaaS.FW-NRC	Enterprise Network Firewall Activation	Equipment Activation Fee Non-Recurring Fee/unit purchase	$ 194.97
NaaS.SFP-NRC	Enterprise Network Pluggable Unit Activation	Equipment Activation Fee Non-Recurring Fee/unit purchase	$ 194.97

Equipment Sustainment Monthly Recurring Charge (MRC)

Manufacture Part #	Product Name	Product Description	GSA Price with IFF
NaaS.S-MRC	Enterprise Network Switch Sustainment	Equipment Sustainment Fee Monthly Recurring Fee/unit purchase	$ 128.39
NaaS.R-MRC	Enterprise Network Router Sustainment	Equipment Sustainment Fee Monthly Recurring Fee/unit purchase	$ 128.39
NaaS.DC-MRC	Enterprise Network Data Center Sustainment	Equipment Sustainment Fee Monthly Recurring Fee/unit purchase	$ 128.39
NaaS.FW-MRC	Enterprise Network Firewall Sustainment	Equipment Sustainment Fee Monthly Recurring Fee/unit purchase	$ 128.39

GENERAL DYNAMICS
Information Technology

SIN 54151ECOM Cloud based Software as a Service (SaaS) Descriptions and Rates

Includes value added network services, e-mail services, Internet access services, electronic subscription services, data transmission services, and emerging electronic commerce technologies.
NOTE: Subject to Cooperative Purchasing

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
Snowflake Data Cloud Service	SNOW-DCS-Tier-1	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 1 Capacity. Annual 1 year term	1	$10,000.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-2	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 2 Capacity. Annual 1 year term	1	$19,999.99
Snowflake Data Cloud Service	SNOW-DCS-Tier-3	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 3 Capacity. Annual 1 year term	1	$39,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-4	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 4 Capacity. Annual 1 year term	1	$79,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-5	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 5 Capacity. Annual 1 year term	1	$149,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-6	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party	1	$299,999.00

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
		cloud providers, as described more fully in the Snowflake Documentation. Tier 6 Capacity. Annual 1 year term		
Snowflake Data Cloud Service	SNOW-DCS-Tier-7	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 7 Capacity. Annual 1 year term	1	$449,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-8	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 8 Capacity. Annual 1 year term	1	$599,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-9	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 9 Capacity. Annual 1 year term	1	$1,199,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-10	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 10 Capacity. Annual 1 year term	1	$1,999,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-11	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 11 Capacity. Annual 1 year term	1	$2,999,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-12	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 12 Capacity. Annual 1 year term	1	$3,999,999.00

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
Snowflake Data Cloud Service	SNOW-DCS-Tier-13	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 13 Capacity. Annual 1 year term	1	$4,999,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-14	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 14 Capacity. Annual 1 year term	1	$7,499,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-15	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 15 Capacity. Annual 1 year term	1	$9,999,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-16	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 16 Capacity. Annual 1 year term	1	$14,999,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-17	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 17 Capacity. Annual 1 year term	1	$19,999,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-18	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 18 Capacity. Annual 1 year term	1	$29,999,999.00
Snowflake Data Cloud Service	SNOW-DCS-Tier-19	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in	1	$39,999,999.00

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
		different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 19 Capacity. Annual 1 year term		
Snowflake Data Cloud Service	SNOW-DCS-Tier-20	Snowflake cloud data warehouse provided as a service which consumes resources for distinct functions as set forth in the Snowflake Consumption Table and is available in several different editions and hosted in different geographical regions by certain third-party cloud providers, as described more fully in the Snowflake Documentation. Tier 20 Capacity. Annual 1 year term	1	$49,999,999.00
SOFTWARE AS A SERVICE - Aqua Enterprise	AQUA-EN-UNI	Includes scanning of up to 5 repos per node (regardless of number of SKUs purchased)	YR	$1,400.00
SOFTWARE AS A SERVICE - Aqua Image Scanning	AQUA-SSCN-100	Scanning for 100 repos, standalone or to add scanning capacity to Enforcer licenses	YR	$25,000.00
SOFTWARE AS A SERVICE Aqua Annual 24x7 support for Aqua Enterprise	AQUA-SP-PREM	Premium Support: $20K is the minimum amount charged annually for support. The amount over $20K is calculated as 20% of all customer licenses purchased total price. Applies to ALL products purchased (production and non-production environments)	YR	$20,000.00
SOFTWARE AS A SERVICE - CLOUDBEES SDA	CBSDAP_SW_1_GS	One user - Scalable and Secure, Unified CI, CD, and Application Release Orchestration providing end-to-End automation, governance, and visibility with 24x7 support response to urgent severity issues (minimum of 10 users) - One Year Subscription	YR	$2,500.00
SOFTWARE AS A SERVICE - CloudBees SDA and Feature Management Bundle	CBSDA_FMP_GS	One user - CloudBees SDA and Feature Management Bundle - CI, CD and FM - one user - Continuous integration, delivery, release orchestration, feature management, and progressive delivery for a minimum of 10 users with 24x7 response to urgent severity issues - One Year Subscription	YR	$4,019.00
SOFTWARE AS A SERVICE - CLOUDBEES CI	CBCOREP_GS	One user - Flexible, governed, self-managed continuous delivery for a minimum of 10 users with 24x7 response to urgent severity issues - One Year Subscription	YR	$1,250.00
SOFTWARE AS A SERVICE - CLOUDBEES CD	CBCD_User_P_GS	One user - Self-managed continuous deployment and release orchestration for a minimum of 10 users with 24x7 response to urgent severity issues - One Year Subscription	YR	$2,000.00

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE - CLOUDBEES CD	CBCD_Node_P_GS	One node - Self-managed continuous deployment and release orchestration in groups of 1-39 nodes with 24x7 response to urgent severity issues - One Year Subscription	YR	$875.00
SOFTWARE AS A SERVICE - CloudBees Build Acceleration	CAP-001	CloudBees Build Acceleration - Pack - Team Edition - Includes 4 CACC, 48 CAA. One-year subscription. Per Pack	YR	$9,995.00
SOFTWARE AS A SERVICE - CloudBees Build Acceleration	CACC-002	CloudBees Build Acceleration - Cluster - Concurrency - Includes ClusterManager, ElectricInsight, JobCache. One-year subscription. Per Stream	YR	$4,995.00
SOFTWARE AS A SERVICE - CloudBees Build Acceleration	CACCCM-002	CloudBees Build Acceleration - Cluster - Concurrency - Includes only ClusterManager. One-year subscription. Per Stream	YR	$4,995.00
SOFTWARE AS A SERVICE - CloudBees Build Acceleration	CACEI-002	CloudBees Build Acceleration - Cluster - Concurrency - Includes only ElectricInsight. One-year subscription. Per Stream	YR	$1,000.00
SOFTWARE AS A SERVICE - CloudBees Build Acceleration	CACJC-002	CloudBees Build Acceleration - Cluster - Concurrency - Includes only JobCache. One-year subscription. Per Stream	YR	$4,995.00
SOFTWARE AS A SERVICE - CloudBees Build Acceleration	CAA-002	CloudBees Build Acceleration - Agent - One Year Subscription	YR	$495.00
SOFTWARE AS A SERVICE - NEW RELIC ONE Annual Pool of Funds	NR1-APOF-12MOS	New Relic One Annual Pool of Funds. This item is not $1 and will be composed of NR1-INGEST-MO, NR1-DATAPLUSINGEST-MO, NR1-RETENTION-MO, NR1-FSOENT-MO, NR1-FSOPRO-MO, and NR1-PAYG-FSOCORE-MO based upon customer configuration.	YR	$1.00
SOFTWARE AS A SERVICE - NEW RELIC ONE MPOF/APOF - Full Stack Observability (FSO) Enterprise	NR1-FSOENT-MO	New Relic One MPOF/APOF - Full Stack Observability (FSO) Enterprise. Priced per Provisioned Per Full User per month.	MO	$549.00
SOFTWARE AS A SERVICE - NEW RELIC ONE MPOF/APOF - Full Stack Observability (FSO) Pro	NR1-FSOPRO-MO	New Relic One MPOF/APOF - Full Stack Observability (FSO) Pro. Priced per Provisioned Full User per month.	MO	$349.00

GENERAL DYNAMICS
Information Technology

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE - NEW RELIC ONE MPOF/APOF - Ingest	NR1-INGEST-MO	New Relic One MPOF/APOF - Ingest. Priced per GB ingested per month.	MO	$0.30
SOFTWARE AS A SERVICE - NEW RELIC ONE Monthly Pool of Funds	NR1-MPOF-12MOS	New Relic One Monthly Pool of Funds. This item is not $1 and will be composed of NR1-INGEST-MO, NR1-DATAPLUSINGEST-MO, NR1-RETENTION-MO, NR1-FSOENT-MO, NR1-FSOPRO-MO and NR1-FSOCORE-MO based upon customer configuration.	MO	$1.00
SOFTWARE AS A SERVICE - NEW RELIC ONE PAYG/Flex Plan PAYG - Full Stack Observability (FSO) Enterprise	NR1-PAYG-FSOENT-MO	New Relic One PAYG/Flex Plan PAYG - Full Stack Observability (FSO) Enterprise. Priced per Provisioned Per Full User per month.	MO	$549.00
SOFTWARE AS A SERVICE - NEW RELIC ONE PAYG/Flex Plan PAYG - Full Stack Observability (FSO) Pro	NR1-PAYG-FSOPRO-MO	New Relic One PAYG/Flex Plan PAYG - Full Stack Observability (FSO) Pro. Priced per Provisioned Full User per month.	MO	$349.00
SOFTWARE AS A SERVICE - NEW RELIC ONE PAYG/Flex Plan PAYG	NR1-PAYG-INGEST-MO	New Relic One PAYG/Flex Plan PAYG. Priced per GB ingested per month.	MO	$0.30
SOFTWARE AS A SERVICE - NEW RELIC ONE Pay-As-You-Go	NR1-PAYG-MO	New Relic One Pay-As-You-Go. This item is not $1 and will be composed of NR1-PAYG-INGEST-MO, NR1-PAYG-DATAPLUSINGEST-MO, NR1-PAYG-RETENTION-MO, NR1-PAYG-FSOENT-MO, NR1-PAYG-FSOPRO-MO, and NR1-PAYG-FSOCORE-MO based upon customer configuration.	MO	$1.00
SOFTWARE AS A SERVICE - NEW RELIC ONE PAYG/Flex Plan PAYG - Retention	NR1-PAYG-RETENTION-MO	New Relic One PAYG/Flex Plan PAYG - Retention. Priced per GB per month beyond default retention.	MO	$0.05

GENERAL DYNAMICS
Information Technology

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE - NEW RELIC ONE Flex Plan PAYG	NR1-Prepaid-PAYG-MO	New Relic One Flex Plan PAYG. This item is not $1 and will be composed of NR1-PAYG-INGEST-MO, NR1-PAYG-DATAPLUSINGEST-MO, NR1-PAYG-RETENTION-MO, NR1-PAYG-FSOENT-MO, NR1-PAYG-FSOPRO-MO, and NR1-PAYG-FSOCORE-MO based upon customer configuration.	MO	$1.00
SOFTWARE AS A SERVICE - NEW RELIC ONE MPOF/APOF - Retention	NR1-RETENTION-MO	New Relic One MPOF/APOF - Retention. Priced per GB per month beyond default retention.	MO	$0.05
SOFTWARE AS A SERVICE - NEW RELIC ONE MPOF/APOF - Data Plus Ingest	NR1-DATAPLUSINGEST-MO	New Relic One MPOF/APOF - Data Plus Ingest. Priced per GB ingested per month.	MO	$0.50
SOFTWARE AS A SERVICE - NEW RELIC ONE MPOF/APOF - Full Stack Observability (FSO) Core	NR1-FSOCORE-MO	New Relic One MPOF/APOF - Full Stack Observability (FSO) Core. Priced per Provisioned Full User per month.	MO	$49.00
SOFTWARE AS A SERVICE - NEW RELIC ONE PAYG/Flex Plan PAYG	NR1-PAYG-DATAPLUSINGEST-MO	New Relic One PAYG/Flex Plan PAYG. Data Plus Priced per GB ingested per month.	MO	$0.50
SOFTWARE AS A SERVICE - NEW RELIC ONE PAYG/Flex Plan PAYG - Full Stack Observability (FSO) Core	NR1-PAYG-FSOCORE-MO	New Relic One PAYG/Flex Plan PAYG - Full Stack Observability (FSO) Core. Priced per Provisioned Full User per month.	MO	$49.00
SOFTWARE AS A SERVICE - DataBricks All Purpose Compute	DB-APC-10001	Databricks All Purpose Compute DBU Annual Subscription	EA	$0.65
SOFTWARE AS A SERVICE - DataBricks Jobs Compute	DB-JC-10001	Databricks Jobs Compute DBU Annual Subscription	EA	$0.20

GENERAL DYNAMICS
Information Technology

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE - DataBricks SQL Compute	DB-SQL-10001	Databricks SQL Compute Annual Subscription	EA	$0.22
SOFTWARE AS A SERVICE - DataBrick Enhanced Support	DB-50002	Enhanced Support Annual Subscription; greater of $30,000 or 20% of subscription services	YR	$30,000
SOFTWARE AS A SERVICE - DataBricks Implementation	DB-RSA	RSA Implementation Hourly Rate	HR	$400
SOFTWARE AS A SERVICE – KION CSP Spend	CTIO-100KUU001	$100,000 USD CSP Spend Usage Unit. CSP Spend Usage Units allow Kion to manage an unlimited number of CSP accounts that accrue usage up to the limit listed. A Usage Unit can only be applied to a single instance of Kion. As long as the customer maintains an active platform subscription for the instance where the usage unit is applied, these usage units are non-expiring.	EA	$6,250.01
SOFTWARE AS A SERVICE – KION Unlimited CSP Spend	CTIO-YR-ENT001	Annual Enterprise License Subscription. Enterprise Subscription for unlimited Cloud Service Provider Spend. Up to 5 instances of Kion can be installed within customer cloud environments. Includes standard software support.	YR	$625,000.00
SOFTWARE AS A SERVICE – KION Software Platform Subscription	CTIO-PLT001	Annual Platform License Subscription. Base software platform Subscription. For use with Usage Units. Includes one instance of Kion and standard software support.	YR	$6,250.01
SOFTWARE AS A SERVICE – KION Premium Support	CTIO-SPT001	Annual Premium Support. Premium Support provides customers phone and email support during business hours (as defined in Service Level Agreement) and an assigned Technical Account Manager to assist with answering questions and troubleshooting issues. NOTE: $35K is the minimum amount charged annually for support. The amount over $35K is calculated as 22% of all customer licenses purchased total price.	YR	$35,000.00
SOFTWARE AS A SERVICE – KION Support	CTIO-SVC-ONBOARDSTD-VRTL	Onboarding Package - (Virtual). Includes 3 days of remote support. Up to 2 engineers to provide remote onboarding and remote support for 4 weeks following remote onboarding activities. See Onboarding Package Description for further information.	EA	$23,437.50

GENERAL DYNAMICS
Information Technology

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – KION Professional Support	CTIO-SVC001	Professional Services can be purchased in units and are billed once the unit has been completed. A single unit consists of a NTE period of 5 business days (Monday through Friday), each business day consisting of 8 hours or less per day, performed by one or more individuals and can be used for design, implementation configuration, testing, training, troubleshooting and support of the product as required for the customer as defined in the statement of work accompanying the agreement.	EA	$12,500.00
SOFTWARE AS A SERVICE – KION Professional Support	CTIO-DEV001	Must be purchased in conjunction with an Annual Platform Subscription for the purposes of development or testing within Customer's cloud environment. Note: $0.01 is a placeholder price, the item is free of charge	EA	$0.01
SOFTWARE AS A SERVICE – KION – License Key	CTIO-EVAL	Temporary license key for evaluation purposes. Note: $0.01 is a placeholder price, the item is free of charge	EA	$0.01
SOFTWARE AS A SERVICE – DataDog Infrastructure Monitoring	PRO-M2M-GOV	Datadog Infrastructure Monitoring, charged per host, per month/billed monthly	MO	$22.50
SOFTWARE AS A SERVICE – DataDog Infrastructure Monitoring	PRO-Annual-GOV	Datadog Infrastructure Monitoring, charged per host, per month/billed annually	MO	$18.75
SOFTWARE AS A SERVICE – DataDog Infrastructure Monitoring	PRO-On-Demand-GOV	Datadog Infrastructure Monitoring, charged per host, per month/billed on-demand	MO	$22.50
SOFTWARE AS A SERVICE – DataDog Infrastructure Monitoring	PRO+-M2M-GOV	Datadog Infrastructure Monitoring with machine learning, charged per host, per month/billed monthly	MO	$26.25
SOFTWARE AS A SERVICE – DataDog Infrastructure Monitoring	PRO+-Annual-GOV	Datadog Infrastructure Monitoring with machine learning, charged per host, per month/billed annually	MO	$22.50

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – DataDog Infrastructure Monitoring	PRO+-On-Demand-GOV	Datadog Infrastructure Monitoring with machine learning, charged per host, per month/billed on-demand	MO	$26.25
SOFTWARE AS A SERVICE – DataDog Infrastructure Monitoring	ENTERPRISE-M2M-GOV	Datadog Infrastructure Monitoring with advanced features and administrative controls, charged per host, per month/ billed monthly	MO	$33.75
SOFTWARE AS A SERVICE – DataDog Infrastructure Monitoring	ENTERPRISE-Annual-GOV	Datadog Infrastructure Monitoring with advanced features and administrative controls, charged per host, per month/ billed annually	MO	$28.75
SOFTWARE AS A SERVICE – DataDog Infrastructure Monitoring	ENTERPRISE-On-Demand-GOV	Datadog Infrastructure Monitoring with advanced features and administrative controls, charged per host, per month/ billed on-demand	MO	$33.75
SOFTWARE AS A SERVICE – DataDog Custom Metrics	CUSTMET-M2M-GOV	Datadog Custom Metrics, charged per 100 Custom Metrics, per month/ billed monthly	MO	$6.25
SOFTWARE AS A SERVICE – DataDog Custom Metrics	CUSTMET-Annual-GOV	Datadog Custom Metrics, charged per 100 Custom Metrics, per month/ billed annually	MO	$6.25
SOFTWARE AS A SERVICE – DataDog Custom Metrics	CUSTMET-On-Demand-GOV	Datadog Custom Metrics, charged per 100 Custom Metrics, per month/ billed on-demand	MO	$6.25
SOFTWARE AS A SERVICE – DataDog Containers	CONTAINERS-M2M-GOV	Datadog Containers, charged per container, per month/ billed monthly	MO	$1.25
SOFTWARE AS A SERVICE – DataDog Containers	CONTAINERS-Annual-GOV	Datadog Containers, charged per container, per month/ billed annually	MO	$1.25

GENERAL DYNAMICS
Information Technology

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – DataDog App Performance Monitoring	APM-M2M-GOV	Datadog Application Performance Monitoring, charged per host, per month/ billed monthly	MO	$45.00
SOFTWARE AS A SERVICE – DataDog App Performance Monitoring	APM-Annual-GOV	Datadog Application Performance Monitoring, charged per host, per month/ billed annually	MO	$38.75
SOFTWARE AS A SERVICE – DataDog App Performance Monitoring	APM-On-Demand-GOV	Datadog Application Performance Monitoring, charged per host, per month/billed on-demand	MO	$45.00
SOFTWARE AS A SERVICE – DataDog Synthetic Monitoring	APITESTS-M2M-GOV	Datadog Synthetic Monitoring via API tests, charged per ten thousand test runs, per month/ billed monthly	MO	$7.50
SOFTWARE AS A SERVICE – DataDog Synthetic Monitoring	APITESTS-Annual-GOV	Datadog Synthetic Monitoring via API tests, charged per ten thousand test runs, per month/ billed annually	MO	$6.25
SOFTWARE AS A SERVICE – DataDog Synthetic Monitoring	APITESTS-On-Demand-GOV	Datadog Synthetic Monitoring via API tests, charged per ten thousand test runs, per month/ billed on-demand	MO	$9.00
SOFTWARE AS A SERVICE – DataDog Browser Testing	BROWSER TESTS-M2M-GOV	Datadog Browser Tests, charged per thousand test runs, per month/ billed monthly	MO	$18.75
SOFTWARE AS A SERVICE – DataDog Browser Testing	BROWSTEST-Annual-GOV	Datadog Browser Tests, charged per thousand test runs, per month/ billed annually	MO	$15.00
SOFTWARE AS A SERVICE – DataDog Browser Testing	BROWSTEST-On-Demand-GOV	Datadog Browser Tests, charged per thousand test runs, per month/ billed on-demand	MO	$22.50

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – DataDog Network Performance Monitoring	NPM-M2M-GOV	Datadog Network Performance Monitoring, charged per host, per month/ billed monthly	MO	$7.50
SOFTWARE AS A SERVICE – DataDog Network Performance Monitoring	NPM-Annual-GOV	Datadog Network Performance Monitoring, charged per host, per month/ billed annually	MO	$6.25
SOFTWARE AS A SERVICE – DataDog Network Performance Monitoring	NPM-On-Demand-GOV	Datadog Network Performance Monitoring, charged per host, per month/ billed on-demand	MO	$9.00
SOFTWARE AS A SERVICE – DataDog Device Monitoring	NDM-M2M-GOV	Datadog Network Device Monitoring, charged per network device, per month/ billed monthly	MO	$10.63
SOFTWARE AS A SERVICE – DataDog Device Monitoring	NDM-Annual-GOV	Datadog Network Device Monitoring, charged per network device, per month/ billed annually	MO	$8.75
SOFTWARE AS A SERVICE – DataDog Device Monitoring	NDM-On-Demand-GOV	Datadog Network Device Monitoring, charged per network device, per month/ billed on-demand	MO	$12.75
SOFTWARE AS A SERVICE – DataDog Fargate	AWS-FAR-INF-M2M-GOV	Datadog Fargate Infra, charged per container, per month/ billed monthly	MO	$1.50
SOFTWARE AS A SERVICE – DataDog Fargate	AWS-FAR-INF-Annual-GOV	Datadog Fargate Infra, charged per container, per month/ billed annually	MO	$1.25

GENERAL DYNAMICS
Information Technology

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – DataDog Fargate	AWS-FAR-INF-On-Demand-GOV	Datadog Fargate Infra, charged per container, per month/ billed on-demand	MO	$1.75
SOFTWARE AS A SERVICE – DataDog Fargate	AWS-FAR-APM-M2M-GOV	Datadog Fargate APM, charged per container, per month/ billed monthly	MO	$3.00
SOFTWARE AS A SERVICE – DataDog Fargate	AWS-FAR-APM-Annual-GOV	Datadog Fargate APM, charged per container, per month/ billed annually	MO	$2.50
SOFTWARE AS A SERVICE – DataDog Fargate	AWS-FAR-APM-On-Demand-GOV	Datadog Fargate APM, charged per container, per month/ billed on-demand	MO	$3.63
SOFTWARE AS A SERVICE – DataDog Serverless Invocations	SERV-INVOC-M2M-GOV	Datadog Serverless Invocations, priced per function, per month/ billed monthly	MO	$7.50
SOFTWARE AS A SERVICE – DataDog Serverless Invocations	SERV-INVOC-Annual-GOV	Datadog Serverless Invocations, priced per function, per month/ billed annually	MO	$6.25
SOFTWARE AS A SERVICE – DataDog Serverless Invocations	SERV-INVOC-On-Demand-GOV	Datadog Serverless Invocations, priced per function, per month/ billed on-demand	MO	$9.00
SOFTWARE AS A SERVICE – DataDog Real User Monitoring	RUM-M2M-GOV	Datadog Real User Monitoring, priced per ten thousand sessions, per month/ billed monthly	EA	$22.50
SOFTWARE AS A SERVICE – DataDog Real User Monitoring	RUM-Annual-GOV	Datadog Real User Monitoring, priced per ten thousand sessions, per month/ billed annually	MO	$18.75

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – DataDog Real User Monitoring	RUM-On-Demand-GOV	Datadog Real User Monitoring, priced per ten thousand sessions, per month/ billed on-demand	MO	$22.50
SOFTWARE AS A SERVICE – DataDog Log Ingestion	LOGINGESTION-M2M-GOV	Datadog Log Ingestion, charged per ingested or scanned GB, per month/ billed monthly	MO	$0.13
SOFTWARE AS A SERVICE – DataDog Log Ingestion	LOGINGESTION-Annual-GOV	Datadog Log Ingestion, charged per ingested or scanned GB, per month/ billed annually	MO	$0.13
SOFTWARE AS A SERVICE – DataDog Log Ingestion	LOGINGESTION-On-Demand-GOV	Datadog Log Ingestion, charged per ingested or scanned GB, per month/ billed on-demand	MO	$0.13
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-3DAY-M2M-GOV	Datadog Log Indexing - 3 Day retention, charged per million log events, per month/ billed monthly	MO	$1.59
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-3DAY-ANN-GOV	Datadog Log Indexing - 3 Day retention, charged per million log events, per month/ billed annually	MO	$1.33
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-3DAY-On-Demand-GOV	Datadog Log Indexing - 3 Day retention, charged per million log events, per month/ billed on-demand	MO	$1.99
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-7DAY-M2M-GOV	Datadog Log Indexing - 7 Day retention, charged per million log events, per month/ billed monthly	MO	$1.90
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-7DAY-ANN-GOV	Datadog Log Indexing - 7 Day retention, charged per million log events, per month/ billed annually	MO	$1.59

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-7DAY-On-Demand-GOV	Datadog Log Indexing - 7 Day retention, charged per million log events, per month/ billed on-demand	MO	$2.38
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-15DAY-M2M-GOV	Datadog Log Indexing - 15 Day retention, charged per million log events, per month/ billed monthly	MO	$2.55
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-15DAY-ANN-GOV	Datadog Log Indexing - 15 Day retention, charged per million log events, per month/ billed annually	MO	$2.13
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-15DAY-On-Demand-GOV	Datadog Log Indexing - 15 Day retention, charged per million log events, per month/ billed on-demand	MO	$3.19
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-30DAY-M2M-GOV	Datadog Log Indexing - 30 Day retention, charged per million log events, per month/ billed monthly	MO	$3.75
SOFTWARE AS A SERVICE – DataDo Log Indexing	LI-30DAY-ANN-GOV	Datadog Log Indexing - 30 Day retention, charged per million log events, per month/ billed annually	MO	$3.13
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-30DAY-On-Demand-GOV	Datadog Log Indexing - 30 Day retention, charged per million log events, per month/ billed on-demand	MO	$4.69
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-45DAY-M2M-GOV	Datadog Log Indexing - 45 Day retention, charged per million log events, per month/ billed monthly	MO	$4.95
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-45DAY-ANN-GOV	Datadog Log Indexing - 45 Day retention, charged per million log events, per month/ billed annually	MO	$4.13
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-45DAY-On-Demand-GOV	Datadog Log Indexing - 45 Day retention, charged per million log events, per month/ billed on-demand	MO	$6.19

GENERAL DYNAMICS
Information Technology

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-60DAY-M2M-GOV	Datadog Log Indexing - 60 Day retention, charged per million log events, per month/ billed monthly	MO	$6.15
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-60DAY-ANN-GOV	Datadog Log Indexing - 60 Day retention, charged per million log events, per month/ billed annually	MO	$5.13
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-60DAY-On-Demand-GOV	Datadog Log Indexing - 60 Day retention, charged per million log events, per month/ billed on-demand	MO	$7.69
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-90DAY-M2M-GOV	Datadog Log Indexing - 90 Day retention, charged per million log events, per month/ billed monthly	MO	$8.55
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-90DAY-ANN-GOV	Datadog Log Indexing - 90 Day retention, charged per million log events, per month/ billed annually	MO	$7.13
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-90DAY-On-Demand-GOV	Datadog Log Indexing - 90 Day retention, charged per million log events, per month/ billed on-demand	MO	$10.69
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-180DAY-M2M-GOV	Datadog Log Indexing - 180 Day retention, charged per million log events, per month/ billed monthly	MO	$15.75
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-180DAY-ANN-GOV	Datadog Log Indexing - 180 Day retention, charged per million log events, per month/ billed annually	MO	$13.13
SOFTWARE AS A SERVICE – DataDog Log Indexing	LI-180DAY-On-Demand-GOV	Datadog Log Indexing - 180 Day retention, charged per million log events, per month/ billed on-demand	MO	$19.69

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-3DAY-M2M-GOV	Datadog Indexed Spans - 3 Day retention, charged per million events, per month/ billed monthly	MO	$1.59
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-3DAY-ANN-GOV	Datadog Indexed Spans - 3 Day retention, charged per million events, per month/ billed annually	MO	$1.33
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-3DAY-On-Demand-GOV	Datadog Indexed Spans - 3 Day retention, charged per million events, per month/ billed on-demand	MO	$1.99
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-7DAY-M2M-GOV	Datadog Indexed Spans - 7 Day retention, charged per million events, per month/ billed monthly	MO	$1.90
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-7DAY-ANN-GOV	Datadog Indexed Spans - 7 Day retention, charged per million events, per month/ billed annually	MO	$1.59
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-7DAY-On-Demand-GOV	Datadog Indexed Spans - 7 Day retention, charged per million events, per month/ billed on-demand	MO	$2.38
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-15DAY-M2M-GOV	Datadog Indexed Spans - 15 Day retention, charged per million events, per month/ billed monthly	MO	$2.55
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-15DAY-ANN-GOV	Datadog Indexed Spans - 15 Day retention, charged per million events, per month/ billed annually	MO	$2.13

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-15DAY-On-Demand-GOV	Datadog Indexed Spans - 15 Day retention, charged per million events, per month/ billed on-demand	MO	$3.19
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-30DAY-M2M-GOV	Datadog Indexed Spans - 30 Day retention, charged per million events, per month/ billed monthly	MO	$3.75
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-30DAY-ANN-GOV	Datadog Indexed Spans - 30 Day retention, charged per million events, per month/ billed annually	MO	$3.13
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-30DAY-On-Demand-GOV	Datadog Indexed Spans - 30 Day retention, charged per million events, per month/ billed on-demand	MO	$4.69
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-45DAY-M2M-GOV	Datadog Indexed Spans - 45 Day retention, charged per million events, per month/ billed monthly	MO	$4.95
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-45DAY-ANN-GOV	Datadog Indexed Spans - 45 Day retention, charged per million events, per month/ billed annually	MO	$4.13
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-45DAY-On-Demand-GOV	Datadog Indexed Spans - 45 Day retention, charged per million events, per month/ billed on-demand	MO	$6.19
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-60DAY-M2M-GOV	Datadog Indexed Spans - 60 Day retention, charged per million events, per month/ billed monthly	MO	$6.15
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-60DAY-ANN-GOV	Datadog Indexed Spans - 60 Day retention, charged per million events, per month/ billed annually	MO	$5.13
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-60DAY-On-Demand-GOV	Datadog Indexed Spans - 60 Day retention, charged per million events, per month/ billed on-demand	MO	$7.69

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-90DAY-M2M-GOV	Datadog Indexed Spans - 90 Day retention, charged per million events, per month/ billed monthly	MO	$8.55
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-90DAY-ANN-GOV	Datadog Indexed Spans - 90 Day retention, charged per million events, per month/ billed annually	MO	$7.13
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-90DAY-On-Demand-GOV	Datadog Indexed Spans - 90 Day retention, charged per million events, per month/ billed on-demand	MO	$10.69
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-180DAY-M2M-GOV	Datadog Indexed Spans - 180 Day retention, charged per million events, per month/ billed monthly	MO	$15.75
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-180DAY-ANN-GOV	Datadog Indexed Spans - 180 Day retention, charged per million events, per month/ billed annually	MO	$13.13
SOFTWARE AS A SERVICE – DataDog Indexing Spans	IS-180DAY-On-Demand-GOV	Datadog Indexed Spans - 180 Day retention, billed on-demand	EA	$19.69
SOFTWARE AS A SERVICE – DataDog Security Monitoring	SECMONITOR-M2M-GOV	Datadog Indexed Spans - 180 Day retention, charged per million events, per month/ billed on-demand	MO	$.30
SOFTWARE AS A SERVICE – DataDog Security Monitoring	SECMONITOR-Annual-GOV	Datadog Security Monitoring, charged per GB of analyzed logs, per month/ billed monthly	MO	$.25
SOFTWARE AS A SERVICE – DataDog Security Monitoring	SECMONITOR-On-Demand-GOV	Datadog Security Monitoring, charged per GB of analyzed logs, per month/billed on-demand	MO	$.38

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – DataDog IoT Device Monitoring	IOTDEVMON-M2M-GOV	Datadog IoT Device Monitoring, priced per IOT device, per month/ billed monthly	MO	$7.50
SOFTWARE AS A SERVICE – DataDog IoT Device Monitoring	IOTDEVMON-Annual-GOV	Datadog IoT Device Monitoring, priced per IOT device, per month/ billed annually	MO	$6.25
SOFTWARE AS A SERVICE – DataDog IoT Device Monitoring	IOTDEVMON-On-Demand-GOV	Datadog IoT Device Monitoring, priced per IOT device, per month/ billed on-demand	MO	$9.00
SOFTWARE AS A SERVICE – DataDog Infrastructure Monitoring	PRO-Hourly-GOV	Datadog Infrastructure Monitoring, priced per host, per month/ billed hourly	MO	$3.75
SOFTWARE AS A SERVICE – DataDog Infrastructure Monitoring	PRO+-Hourly-GOV	Datadog Infrastructure Monitoring with machine learning, priced per host, per month/ billed hourly	MO	$4.38
SOFTWARE AS A SERVICE – DataDog Infrastructure Monitoring	ENTERPRISE-Hourly-GOV	Datadog Infrastructure Monitoring with advanced features and administrative controls, priced per host, per month/ billed hourly	MO	$5.63
SOFTWARE AS A SERVICE – DataDog Containers	CONTAINERS-Hourly-GOV	Datadog Containers, priced per container, per month/ billed on-demand hourly	MO	$.25
SOFTWARE AS A SERVICE – DataDog Application Monitoring	APM-Hourly-GOV	Datadog Application Performance Monitoring, priced per host, per month/ billed hourly	MO	$7.50
SOFTWARE AS A SERVICE – DataDog	NPM-Hourly-GOV	Datadog Network Performance Monitoring, priced per host, per month/ billed hourly	MO	$1.50

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
Network Performance Monitoring				
SOFTWARE AS A SERVICE – DataDog Serverless Workloads	SERV-FUN-INFRA-ANN-GOV	Datadog Serverless workload - Infra, priced per function, per month/ billed annually	MO	$6.25
SOFTWARE AS A SERVICE – DataDog Serverless Workloads	SERV-FUN-APM-ANN-GOV	Datadog Serverless workload - APM, priced per one million invocations, per month/ billed annually	MO	$12.50
SOFTWARE AS A SERVICE – DataDog Monitoring	RUM-BROWSER-ANN-GOV	Datadog Real User Monitoring Browser / Mobile sessions, priced per one thousand sessions, per month/ billed annually	MO	$1.88
SOFTWARE AS A SERVICE – DataDog Monitoring	RUM-PREMIUM-ANN-GOV	Datadog Real User Monitoring Premium, priced per one thousand sessions, per month/ billed annually	MO	$2.25
SOFTWARE AS A SERVICE – DataDog Profiling	PROFILING-ANN-GOV	Datadog Continuous Profiling - Profiled Hosts, priced per profiled host, per month/ billed annually	MO	23.75
SOFTWARE AS A SERVICE – DataDog Profiling	APMPROFILING-ANN-GOV	Datadog Continuous Profiling - APM + Profiled Hosts, priced per host, per month/ billed annually	MO	$50.01
SOFTWARE AS A SERVICE – DataDog Cloud Workload Security	CWS-ANN-GOV	Datadog Cloud Workload Security - CWS Hosts, priced per host, per month/ billed annually	MO	$18.75
SOFTWARE AS A SERVICE – DataDog Data Scanning	DATASCANNING-ANN-GOV	Datadog Sensitive Data scanning - priced per GB, per month/ billed annually	MO	$0.38

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – DataDog Incident Management	INCIDENT-ANN-GOV	Datadog Incident Management Seats, priced per seat, per month/ billed annually	MO	$25.00
SOFTWARE AS A SERVICE – DataDog Serverless Workloads	SERV-FUN-INFRA-ONDEM-GOV	Datadog Serverless workload - Infra, priced per function, per month/ billed on-demand	MO	$9.00
SOFTWARE AS A SERVICE – DataDog Serverless Workloads	SERV-FUN-APM-ONDEM-GOV	Datadog Serverless workload - APM, priced per one million invocations, per month/ billed on-demand	MO	$18.75
SOFTWARE AS A SERVICE – DataDog Monitoring	RUM-BROWSER-ONDEM-GOV	Datadog Real User Monitoring Browser / Mobile sessions, charged per 1,000 sessions, per month/ billed on-demand	MO	$2.75
SOFTWARE AS A SERVICE – DataDog Monitoring	RUM-PREMIUM-ONDEM-GOV	Datadog Real User Monitoring Premium, charged per 1,000 sessions, per month/billed on-demand	MO	$3.25
SOFTWARE AS A SERVICE – DataDog Profiling	PROFILING-ONDEM-GOV	Datadog Continuous Profiling - Profiled Hosts, priced per profiled host, per month/ billed on-demand	MO	$28.75
SOFTWARE AS A SERVICE – DataDog Profiling	APMPROFILING-ONDEM-GOV	Datadog Continuous Profiling - APM + Profiled Hosts, priced per host, per month/ billed on-demand	MO	$60.00
SOFTWARE AS A SERVICE – DataDog Workload Security	CWS-ONDEM-GOV	Datadog Cloud Workload Security - CWS Hosts, priced per host, per month/ billed on-demand	MO	$22.50
SOFTWARE AS A SERVICE – DataDog Data Scanning	DATASCANNING-ONDEM-GOV	Datadog Sensitive Data scanning - priced per GB, per month/ billed on-demand	MO	$0.56

Product Name	Product Code (sku)	Product Description	Unit	GSA Price with IFF
SOFTWARE AS A SERVICE – DataDog Incident Management	INCIDENT-ONDEM-GOV	Datadog Incident Management Seats, charged per user, per month/ billed on-demand	MO	$37.50

Approved Manufacturer Commercial Supplier Agreements (CSAs)
Additional Terms may apply at the Task Order level.

SIN 54151HACS - HIGHLY ADAPTIVE CYBERSECURITY SERVICES

Services offered SIN 54151HACS shall be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Federal Acquisition Regulation (FAR) Part 52.204-21
- OMB Memorandum M-17-12 - Preparing for and Responding to a Breach of Personally Identifiable Information (PII)
- OMB Memorandum M- 19-03 - Strengthening the Cybersecurity of Federal Agencies by enhancing the High Value Asset Program
- 2017 Report to the President on Federal IT Modernization
- The Cybersecurity National Action Plan (CNAP)
- NIST SP 800-14 - Generally Accepted Principles and Practices for Securing Information Technology Systems
- NIST SP 800-27A - Engineering Principles for Information Technology Security (ABaseline for Achieving Security)
- NIST SP 800-30 - Guide for Conducting Risk Assessments
- NIST SP 800-35 - Guide to Information Technology Security Services
- NIST SP 800-37 - Risk Management Framework for Information Systems and Organizations: A Systems Life Cycle Approach for Security and Privacy
- NIST SP 800-39 - Managing Information Security Risk: Organization, Mission, and Information System View
- NIST SP 800-44 - Guidelines on Securing Public Web Servers
- NIST SP 800-48 - Guide to Securing Legacy IEEE 802.11 Wireless Networks
- NIST SP 800-53 – Security and Privacy Controls for Federal Information Systems and Organizations
- NIST SP 800-61 - Computer Security Incident Handling Guide
- NIST SP 800-64 - Security Considerations in the System Development Life Cycle
- NIST SP 800-82 - Guide to Industrial Control Systems (ICS) Security
- NIST SP 800-86 - Guide to Integrating Forensic Techniques into Incident Response
- NIST SP 800-115 - Technical Guide to Information Security Testing and Assessment
- NIST SP 800-128 - Guide for Security-Focused Configuration Management of Information Systems
- NIST SP 800-137 - Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations
- NIST SP 800-153 - Guidelines for Securing Wireless Local Area Networks (WLANs)
- NIST SP 800-160 - Systems Security Engineering: Considerations for a Multidisciplinary Approach in the Engineering of Trustworthy Secure Systems

- NIST SP 800-171 - Protecting Controlled Unclassified Information in non-federal Information Systems and Organizations.

SIN 54151HACS - HIGHLY ADAPTIVE CYBERSECURITY SERVICES LABOR CATEGORY DESCRIPTIONS

Cybersecurity Director

<u>Minimum/General Experience:</u> 12 years
<u>Functional Responsibilities:</u>
-Provides strategic direction and leads teams of cybersecurity professionals that plan and design security solutions and capabilities that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities.
-Designs action plans for policy creation and governance, system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats.
-Typically works in direct consultation with the customer
-Typically manages through subordinate managers and professionals in larger groups of moderate complexity.
<u>Minimum Education:</u> Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	16 years
Associates	14 years
Master's	10 years
PhD	8 years

Cybersecurity Lead 2

<u>Minimum/General Experience:</u> 10 years
<u>Functional Responsibilities:</u>
-Leads multiple teams of cybersecurity professionals in the design of security solutions and capabilities that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities.
-Designs action plans for policy creation and governance, system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats.
-Typically manages through subordinate managers and professionals in larger groups of moderate complexity.
<u>Minimum Education:</u> Bachelor's degree from an accredited college or university which provides substantial knowledge of the information sciences or with a curriculum or major field of study which provides substantial knowledge useful in managing the work specified by the task order(s). Such degrees might be, but should not be limited to, the disciplines of computer science, information systems, physical science, engineering, a mathematics-intensive discipline or business.

Approved Substitutions	
Education	**Experience**
No Degree	14 years
Associates	12 years
Master's	8 years
PhD	6 years

Cybersecurity Lead 1

Minimum/General Experience: 7 years
Functional Responsibilities:
-Manages a team of cybersecurity professionals in the design of security solutions and capabilities that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities.
-Typically manages through subordinate managers and professionals in larger groups of moderate complexity.
-Provides input to strategic decisions that affect the functional area of responsibility.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	11 years
Associates	9 years
Master's	5 years
PhD	3 years

Cybersecurity Engineer 6

Minimum/General Experience: 12 years
Functional Responsibilities:
-Supports development and implementation of technical products and systems.
-Plans, designs and evaluates end-to-end security solutions and capabilities through their entire life cycle that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities.
-Oversees the design, development, implementation, and analysis of technical products and systems.
-Has broad knowledge of engineering procedures and assists in the resolution of complex problems.
-Recommends alterations to development and design to improve quality of products and/or procedures.
-May provide a leadership role for the work group through knowledge in the area of specialization.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	16 years
Associates	14 years
Master's	10 years
PhD	8 years

Cybersecurity Engineer 5

Minimum/General Experience: 8 years
Functional Responsibilities:
-Supports development and implementation of technical products and systems.
-Oversees the design, development, implementation, and analysis of technical products and systems.
-Provides expert consultation in one or more areas for the design, development and implementation of technical products and systems.
-Has broad knowledge of engineering procedures and assists in the resolution of complex problems.
-Recommends alterations to development and design to improve quality of products and/or procedures.
-May assume a team lead role for the work group.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	12 years
Associates	10 years
Master's	6 years
PhD	4 years

Cybersecurity Engineer 4

Minimum/General Experience: 6 years
Functional Responsibilities:
-Supports development and implementation of technical products and systems.
-Oversees the design, development, implementation, and analysis of technical products and systems.
-Provides expert judgment and analysis for the design, development and implementation of technical products and systems.
-Has broad knowledge of engineering procedures and assists in the resolution of complex problems.
-Work is generally independent and collaborative in nature.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	10 years
Associates	8 years
Master's	4 years
PhD	2 years

Cybersecurity Engineer 3

Minimum/General Experience: 3 years
Functional Responsibilities:
-Supports development and implementation of technical products and systems.
-Typically performs multiple engineering-related tasks in various assignments within the organization.
-Contributes to moderately complex aspects of a project.
-Work is generally independent and collaborative in nature.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	7 years
Associates	5 years
Master's	1 years
PhD	0 years

Cybersecurity Engineer 2

Minimum/General Experience: 1 year
Functional Responsibilities:
-Supports development and implementation of technical products and systems.
-Performs simple and routine engineering design tasks with standard techniques.
-Assists in implementation and evaluation of technical products and systems.
-Assists senior staff, gaining exposure to some of the more complex tasks within the job function.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	5 years
Associates	3 years
Master's	0 years

Cybersecurity Engineer 1

Minimum/General Experience: None
Functional Responsibilities:
-Supports development and implementation of technical products and systems.
-Performs simple and routine engineering design tasks with standard techniques.
-Assists in implementation and evaluation of technical products and systems.
-Assists more senior engineers in the preparation of plans, designs, computation methods and reports.
-Work is closely managed on projects/matters of limited complexity.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	Experience
No Degree	4 years
Associates	2 years

Cybersecurity Analyst 6

Minimum/General Experience: 12 years
Functional Responsibilities:
-Supports forensic analysis of digital information.
-Leads planning and designing of security solutions and capabilities that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities.
-Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge.
-May provide a leadership role for the work group through knowledge in the area of specialization.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	Experience
No Degree	16 years
Associates	14 years
Master's	10 years
PhD	8 years

Cybersecurity Analyst 5

Minimum/General Experience: 8 years
Functional Responsibilities:
-Supports forensic analysis of digital information.

-Provides advice on plans and security solution designs and capabilities that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities to protect existing infrastructure and to incorporate future solutions.
-A specialist on complex technical and business matters.
-May assume a team lead role for the work group.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	12 years
Associates	10 years
Master's	6 years
PhD	4 years

Cybersecurity Analyst 4

Minimum/General Experience: 6 years
Functional Responsibilities:
-Supports forensic analysis of digital information.
-Assists in forensic analysis of digital information and development of plans and designs security solutions and capabilities that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities.
-Contributes to moderately complex aspects of a project.
-Work is generally independent and collaborative in nature.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	10 years
Associates	8 years
Master's	4 years
PhD	2 years

Cybersecurity Analyst 3

Minimum/General Experience: 3 years
Functional Responsibilities:
-Supports forensic analysis of digital information.
-Supports development of plans, and designs security solutions and capabilities that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities.
-Contributes to moderately complex aspects of a project.
-Work is generally independent and collaborative in nature.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	7 years
Associates	5 years
Master's	1 years
PhD	0 years

Cybersecurity Analyst 2

Minimum/General Experience: 1 year
Functional Responsibilities:
-Supports forensic analysis of digital information.
-Validates programs are effective and coordinates, develops, and evaluates security programs for an organization.
-Assists senior staff on projects/matters of limited complexity, gaining exposure to some of the more complex tasks within the job function.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	5 years
Associates	3 years
Master's	0 years

Cybersecurity Analyst 1

Minimum/General Experience: None
Functional Responsibilities:
-Supports forensic analysis of digital information.
-Identifies network computer intrusion evidence and perpetrators.
-Work is closely managed on projects/matters of limited complexity.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	4 years
Associates	2 years

Information Security Engineer 6

Minimum/General Experience: 12 years
Functional Responsibilities:

-Supports the safety of information systems assets from intentional or inadvertent access or destruction.
-Identifies potential information and network or internet security vulnerabilities.
-Develops security integration plans to protect existing infrastructure and to incorporate future solutions.
-Designs action plans for system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats.
-Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge.
-May provide a leadership role for the work group through knowledge in the area of specialization.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	Experience
No Degree	16 years
Associates	14 years
Master's	10 years
PhD	8 years

Information Security Engineer 5

Minimum/General Experience: 8 years
Functional Responsibilities:
-Supports the safety of information systems assets from intentional or inadvertent access or destruction.
-Identifies potential information and network or internet security vulnerabilities.
-Assesses client needs against security concerns and resolves information security risk issues.
-Provides consultation on security issues staying abreast of current malware and other potential internet security threats.
-Supports design of action plans for system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats.
-Conducts analysis, investigates and recommends security technologies.
-Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge.
-May assume a team lead role for the work group.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	Experience
No Degree	12 years
Associates	10 years
Master's	6 years

PhD	4 years

Information Security Engineer 4

<u>Minimum/General Experience:</u> 6 years
<u>Functional Responsibilities:</u>
-Supports the safety of information systems assets from intentional or inadvertent access or destruction.
-Collaborates with a team of information security professionals to protect systems from intentional or inadvertent access or destruction.
-Assesses client needs against security concerns and resolves information security risk issues.
-Is a specialist on complex technical and business matters.
-Work is generally independent and collaborative in nature.
<u>Minimum Education:</u> Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	10 years
Associates	8 years
Master's	4 years
PhD	2 years

Information Security Engineer 3

<u>Minimum/General Experience:</u> 3 years
<u>Functional Responsibilities:</u>
-Supports the safety of information systems assets from intentional or inadvertent access or destruction.
-Protects against unauthorized access, modification, or destruction and develops IT security policies and standards.
-Completes tasks designed to enhance security of the organization's systems and information assets and to protect systems from intentional or inadvertent access or destruction.
-Contributes to moderately complex aspects of a project.
-Work is generally independent and collaborative in nature.
<u>Minimum Education:</u> Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	7 years
Associates	5 years
Master's	1 years

PhD	0 years

Information Security Engineer 2

Minimum/General Experience: 1 year
Functional Responsibilities:
-Supports the safety of information systems assets from intentional or inadvertent access or destruction.
-Protects against unauthorized access, modification, and to protect systems from intentional or inadvertent access or destruction.
-Completes tasks designed to enhance security of the organization's systems and information assets.
-Implements policies or procedures and tracks compliance throughout the organization.
-Assists senior staff on projects/matters of limited complexity, gaining exposure to some of the more complex tasks within the job function.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	5 years
Associates	3 years
Master's	0 years

Information Security Engineer 1

Minimum/General Experience: None
Functional Responsibilities:
-Supports the safety of information systems assets from intentional or inadvertent access or destruction.
-Protects against unauthorized access, modification, and to protect systems from intentional or inadvertent access or destruction.
-Completes tasks designed to enhance security of the organization's systems and information assets.
-Implements policies or procedures and tracks compliance throughout the organization.
-Work is closely managed on projects/matters of limited complexity.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	4 years
Associates	2 years

Information Security Analyst 6

Minimum/General Experience: 12 years
Functional Responsibilities:
-Supports the research, monitoring, and analysis of intelligence data.
-Lead in making recommendations and implementation of information security standards on application development, database design, and network maintenance.
-Identifies potential information and network or internet security vulnerabilities and recommends improvements.
-Works on advanced, complex technical projects or business issues.
-May provide a leadership role for the work group through knowledge in the area of specialization.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	16 years
Associates	14 years
Master's	10 years
PhD	8 years

Information Security Analyst 5

Minimum/General Experience: 8 years
Functional Responsibilities:
-Supports the research, monitoring, and analysis of intelligence data.
-Collaborates in making recommendations and implementation of information security standards on application development, database design, and network maintenance.
-Is a specialist on complex technical and business matters.
-May assume a team lead role for the work group.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	12 years
Associates	10 years
Master's	6 years
PhD	4 years

Information Security Analyst 4

Minimum/General Experience: 6 years
Functional Responsibilities:
-Supports the research, monitoring, and analysis of intelligence data.

-Leads tasks designed to ensure security of the organization's systems and information assets.
-Supports moderately complex aspects of a project.
-Work is generally independent and collaborative in nature.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	10 years
Associates	8 years
Master's	4 years
PhD	2 years

Information Security Analyst 3

Minimum/General Experience: 3 years
Functional Responsibilities:
-Supports the research, monitoring, and analysis of intelligence data.
-Completes tasks designed to ensure security of the organization's systems and information assets.
-Contributes to moderately complex aspects of a project.
-Work is generally independent and collaborative in nature.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	7 years
Associates	5 years
Master's	1 years
PhD	0 years

Information Security Analyst 2

Minimum/General Experience: 1 year
Functional Responsibilities:
-Supports the research, monitoring, and analysis of intelligence data.
-Supports tasks designed to ensure security of the organization's systems and information assets.
-Protects against unauthorized access, modification, or destruction and develops IT security policies and standards.
-Implements policies or procedures and tracks compliance throughout the organization.
-Assists senior staff on projects/matters of limited complexity, gaining exposure to some of the more complex tasks within the job function.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	5 years
Associates	3 years
Master's	0 years

Information Security Analyst 1

Minimum/General Experience: None
Functional Responsibilities:
-Supports the research, monitoring, and analysis of intelligence data.
-Supports tasks designed to ensure security of the organization's systems and information assets.
-Protects against unauthorized access, modification, or destruction.
-Implements policies or procedures and tracks compliance throughout the organization.
-Work is closely managed on projects/matters of limited complexity.
Minimum Education: Bachelor's degree

Approved Substitutions	
Education	**Experience**
No Degree	4 years
Associates	2 years

Cybersecurity Technician 1**

Minimum/General Experience: 0 years
Functional Responsibilities:
-Performs technical tasks on cybersecurity programs under the direct supervision of a Cybersecurity Technician Level 3 or higher supervisor.
-Executes approved procedures for cybersecurity monitoring tasks, incident responses, or diagnostics.
Minimum Education: High School Diploma or Honorable Discharge from a Branch of the US Military after four years of active service.

Cybersecurity Technician 2**

Minimum/General Experience: 2 years
Functional Responsibilities:
-Performs technical tasks on cybersecurity programs.
-Independently executes approved procedures for cybersecurity monitoring tasks, incident responses, or diagnostics.
-Assists in the identification of security risks, exposures, and in determining the cause of security violations.
Minimum Education: High School Diploma or Honorable Discharge from a Branch of the US Military after six years of active service. Holds a valid certification at the level required for an IAT –1 under the DoD 8570 list of Approved Baseline Certifications.

Cybersecurity Technician 3**
<u>Minimum/General Experience:</u> 4 years
<u>Functional Responsibilities:</u>
-Provides guidance and work leadership to Cybersecurity Technicians on cybersecurity programs under the direct guidance of a Cybersecurity Engineer.
-Assists in the identification of security risks, exposures, and in determining the cause of security violations.
-Designs procedures for cybersecurity monitoring tasks, incident responses, or diagnostics, which are reviewed and approved by a Cybersecurity Engineer 1 or higher
Minimum Education: High School Diploma or Honorable Discharge from a Branch of the US Military after eight years of active service. Holds a valid certification at the level required for an IAT –II under the DoD 8570 list of Approved Baseline Certifications

SIN 54151HACS --- Highly Adaptive Cybersecurity Services Rates

LABOR CATEGORY (Contractor Site)	2/10/2022-6/25/2023	6/26/2022-6/25/2023	6/26/2023-6/25/2024	6/26/2024-6/25/2025
Cybersecurity Director	$287.80	$294.02	$303.13	$312.53
Cybersecurity Lead 2	$228.43	$233.36	$240.59	$248.05
Cybersecurity Lead 1	$198.50	$202.79	$209.08	$215.56
Cybersecurity Engineer 6	$250.00	$255.40	$263.31	$271.48
Cybersecurity Engineer 5	$217.21	$221.90	$228.79	$235.88
Cybersecurity Engineer 4	$188.73	$192.81	$198.78	$204.95
Cybersecurity Engineer 3	$161.94	$165.44	$170.57	$175.86
Cybersecurity Engineer 2	$123.72	$126.39	$130.31	$134.35
Cybersecurity Engineer 1	$112.97	$115.41	$118.98	$122.67
Cybersecurity Analyst 6	$245.00	$250.29	$258.05	$266.05
Cybersecurity Analyst 5	$212.88	$217.48	$224.22	$231.17
Cybersecurity Analyst 4	$179.49	$183.37	$189.05	$194.91
Cybersecurity Analyst 3	$140.70	$143.74	$148.19	$152.79
Cybersecurity Analyst 2	$107.45	$109.77	$113.18	$116.69
Cybersecurity Analyst 1	$98.10	$100.22	$103.32	$106.53
Information Security Engineer 6	$217.21	$221.90	$228.79	$235.88
Information Security Engineer 5	$188.73	$192.81	$198.78	$204.95
Information Security Engineer 4	$163.85	$167.39	$172.57	$177.92
Information Security Engineer 3	$135.39	$138.31	$142.60	$147.02
Information Security Engineer 2	$105.28	$107.55	$110.88	$114.32
Information Security Engineer 1	$95.94	$98.01	$101.05	$104.18
Information Security Analyst 6	$212.88	$217.48	$224.22	$231.17
Information Security Analyst 5	$178.64	$182.50	$188.16	$193.99
Information Security Analyst 4	$155.09	$158.44	$163.35	$168.41
Information Security Analyst 3	$126.56	$129.29	$133.30	$137.43
Information Security Analyst 2	$105.28	$107.55	$110.88	$114.32
Information Security Analyst 1	$95.94	$98.01	$101.05	$104.18

LABOR CATEGORY (Contractor Site)	2/10/2022-6/25/2023	6/26/2022-6/25/2023	6/26/2023-6/25/2024	6/26/2024-6/25/2025
Cybersecurity Technician 1**		$85.25	$87.89	$90.61
Cybersecurity Technician 2**		$100.86	$103.98	$107.20
Cybersecurity Technician 3**		$127.28	$131.23	$135.30

LABOR CATEGORY (Government Site)	2/10/2022-6/25/2023	6/26/2022-6/25/2023	6/26/2023-6/25/2024	6/26/2024-6/25/2025
Cybersecurity Director	$235.34	$240.41	$247.87	$255.56
Cybersecurity Lead 2	$186.78	$190.81	$196.73	$202.82
Cybersecurity Lead 1	$162.29	$165.80	$170.94	$176.24
Cybersecurity Engineer 6	$204.41	$208.83	$215.30	$221.97
Cybersecurity Engineer 5	$177.61	$181.45	$187.07	$192.88
Cybersecurity Engineer 4	$154.32	$157.65	$162.54	$167.58
Cybersecurity Engineer 3	$132.42	$135.28	$139.48	$143.80
Cybersecurity Engineer 2	$101.16	$103.35	$106.55	$109.85
Cybersecurity Engineer 1	$92.37	$94.37	$97.29	$100.30
Cybersecurity Analyst 6	$200.34	$204.67	$211.01	$217.55
Cybersecurity Analyst 5	$174.06	$177.82	$183.34	$189.02
Cybersecurity Analyst 4	$146.76	$149.93	$154.58	$159.38
Cybersecurity Analyst 3	$115.04	$117.52	$121.17	$124.93
Cybersecurity Analyst 2	$87.86	$89.76	$92.54	$95.42
Cybersecurity Analyst 1	$80.22	$81.95	$84.49	$87.11
Information Security Engineer 6	$177.61	$181.45	$187.07	$192.88
Information Security Engineer 5	$154.32	$157.65	$162.54	$167.58
Information Security Engineer 4	$133.96	$136.85	$141.09	$145.46
Information Security Engineer 3	$110.72	$113.11	$116.61	$120.23
Information Security Engineer 2	$86.08	$87.94	$90.67	$93.48
Information Security Engineer 1	$78.45	$80.14	$82.63	$85.19
Information Security Analyst 6	$174.06	$177.82	$183.34	$189.02
Information Security Analyst 5	$146.06	$149.21	$153.83	$158.60
Information Security Analyst 4	$126.81	$129.55	$133.57	$137.71
Information Security Analyst 3	$103.48	$105.72	$109.00	$112.37
Information Security Analyst 2	$86.08	$87.94	$90.67	$93.48
Information Security Analyst 1	$78.45	$80.14	$82.63	$85.19
Cybersecurity Technician 1**		$73.30	$75.58	$77.92
Cybersecurity Technician 2**		$86.72	$89.41	$92.18
Cybersecurity Technician 3**		$109.46	$112.86	$116.35

Note:

1. **Labor rates include the 0.75% Industrial Funding Fee (IFF) that will be paid to GSA FAS.**
2. **Hardship and/or Danger Pay will be proposed and invoiced in accordance with State Department guidelines on a task by task basis.**
3. **Both Hardship and Danger Pay are subject to IFF.**

GENERAL DYNAMICS
Information Technology

SERVICE CONTRACT LABOR SERVICE (SCLS) MATRIX

SCLS Eligible Contract Labor Category for Schedule – SIN 54151HACS	SCLS Equivalent Code and Title	WD Number
Cybersecurity Technician 1	14160 Personal Computer Support Technician	WD 2015-4281
Cybersecurity Technician 2	14160 Personal Computer Support Technician	WD 2015-4281
Cybersecurity Technician 3	14170 Systems Support Specialist	WD 2015-4281

SIN 54151HACS --- Security Operation Center Services and Rates

SIN 54151HACS –Security Operation Center Services (SOC)

GDIT's Managed Services offerings will be offered with 2 delivery models. A multi-tenant, leveraged delivery model and a single tenant, dedicated delivery model.

- Multi-tenant, Leveraged Delivery Model: GDIT will deliver the service using shared resources, labor and infrastructure, in order to aggregate volume and create efficient scale. This delivery model allows for utilization of the service using smaller quantities of billing units and allows the consumer to realize a best practice solution at a lower cost per unit by allowing GDIT to share the delivery environment with other consumers of the service.

- Single-tenant, Dedicated Delivery Model: GDIT will segregate labor and infrastructure for a dedicated environment to delivery our best practice solution in a single tenant delivery model. This allows a consumer to utilize a best practice solution when requirements to not allow them to participate in a leveraged environment. Because the environment is dedicated, minimum monthly billing volumes are required and the rate per unit is higher, reflecting the lower volumes of a single tenant.

GDIT's proposed managed services offerings are intended as sustained operational and maintenance services billed on a consumption bases as resource unit monthly. Service initiation and transition is not included in the O&M rate per month and is assumed to be a non-recurring T&M charge estimated for each task order.

SIN	Part Number	TSS Managed Services name	Description	GSA rate with IFF
54151HACS	SOCaaS-L	Leveraged Security Operations Center as a Service (SOCaaS)	Cybersecurity Services team monitors and detects security threats to customer networks and devices. Cybersecurity Services are delivered to customers in the SOCaaS model which consists of our Managed Security Tool service and our SOC Monitoring. Using a variety of technologies and processes, our expert staff review indicators, artifacts, and other evidence to determine whether an active threat is occurring and the scope of the impact. - 24/7/365 Security Monitoring -Continuous Security Monitoring (CSM) is the continuous monitoring of the IT infrastructure across a wide range of devices (servers, routers, workstations, access points, etc.) and analysis of a variety of security information types (application logs, IDS/IPS alerts, anti-virus, threat intelligence, etc.) - Baseline and Tuning -Development of an initial baseline of what is considered "normal" network	$140.09

| | | | activity is established as well as providing ongoing tuning in support of maintenance required to efficiently and effectively provide SOC services
- Log Aggregation/Correlation -Providing a centralized repository for machine-generated event data, or log
- (HIPS) Host Intrusion Protection System - Intrusion prevention service utilizing an intrusion prevention tool that monitors a host for suspicious activity
- Endpoint Firewall Monitoring -The collection of firewall events and the vetting of firewall change requests
- Vulnerability Scanning -Regularly scheduled OS, DB and application vulnerability scanning and report
- Web Application Scanning –Detection of vulnerabilities in custom and hosted web applications
- Compliance Scanning –Scanning to ensure device compliance based on pre-set security parameters
 Cybersecurity Services are based on industry standards for service levels and developed for unclassified programs. Performance SLAs will be determined at the task order level.
Charged Monthly: Per End Point
Minimum Volume: NA | |
| 54151HACS | SOC Monitoring-D | Dedicated Security Operations Center Monitoring | Cybersecurity Services team monitors and detects security threats to customer networks and devices. Using a variety of technologies and processes, our expert staff review indicators, artifacts, and other evidence to determine whether an active threat is occurring and the scope of the impact. This service includes the labor to establish a dedicated SOC with experienced staff trained to your specifications to monitor security tools provided by the client:

- 24/7/365 Security Monitoring -Continuous Security Monitoring (CSM) is the continuous monitoring of the IT infrastructure across a wide range of devices (servers, routers, workstations, access points, etc.) and analysis of a variety of security information types (application logs, IDS/IPS alerts, anti-virus, threat intelligence, etc.)
- Baseline and Tuning -Development of an initial baseline of what is considered "normal" network activity is established as well as providing ongoing tuning in support of maintenance required to efficiently and effectively provide SOC services

 Cybersecurity Services are based on industry standards for service levels and developed for unclassified programs. Performance SLAs will be determined at the task order level. | $47.36 |

			Charged Monthly: Per Endpoint Minimum Volume: 6000 Endpoints	

SIN 561210SB, 561210FAC, 541690E and 541690 Facilities Category

561210SB, 561210FAC , 541690E and 541690 Facilities Category Descriptions

LABOR CATEGORY	MINIMUM EDUCATION/ CERTIFICATION LEVEL	MINIMUM YEARS OF EXPERIENCE	FUNCTIONAL RESPONSIBILITIES
Administrative Support**	High school diploma or GED	3 years of experience with administrative functions	Administrative position, executes assignments under general direction and supervision. Performs basic business and computer operation, including the use of software programs related to position, word processing, and proofreading.
Customer Service Specialist**	High school diploma or GED	3 years of experience as a customer service specialist	Handles a wide range of customer issues. Performs general administrative activities. Performs basic business and computer operation, including the use of software programs related to position.
Word Processor**	Associates Degree	3 years of experience	Performs word processing functions (letters, reports, forms, or other material) from rough draft, corrected copy, or voice recording) using applicable PC software programs for creating documents, presentation slides, and spreadsheets. Performs proofreading and corrects syntactical and grammatical errors. May perform other clerical duties as assigned.
Graphics Specialist**	Associates Degree	3 years of experience	Performs general project/program support by using desktop publishing, graphics, video and presentation software to create visuals to support content in reports, presentations, briefings, and other documentation related to a project/program. Performs all phases of graphic work including the production of charts, graphs, forms, and other illustrative material suitable for reproduction in scientific or other journals or printed material; the production of transparent slides; and the

			layout and production of printed material. Maintains records and files of work performed; assures the timely completion of all work presented
Technical Writer	Bachelor's degree	2 years of experience in technical writing, energy technology/engineering information management	Performs technical writing and energy technology/engineering information management including writing, editing, and graphically representing and presenting information for technical and nontechnical personnel. Assesses project documentation needs and applies appropriate standards as required. Responsible for project and program communications, documentation, and information dissemination.
Senior Technical Writer	Bachelor's degree	5 years of experience in technical writing, energy technology/engineering information management	Performs technical writing and energy technology/engineering information management including writing, editing, and graphically representing and presenting information for technical and nontechnical personnel. Assesses project documentation needs and applies appropriate standards as required. Responsible for project and program communications, documentation, and information dissemination. Performs with minimal supervision.
Entry Level Energy Analyst**	Bachelor's degree	1 year experience in the application of energy policy	Conducts research and data interpretation activities. Applies skills in the use of applicable research technologies and computer programs to support the development of sound analytical products. Supports analysis activities and provides input and support for projects based upon sound science, energy policy, market, and/or technology analysis principles, procedures, and concepts.
Junior Energy Analyst	Bachelor's degree	3 years of experience in the application of energy policy	Assists senior personnel with data research and analysis. Applies skills in the use of applicable research technologies and computer programs to support the development of sound analytical products. Supports analysis activities and provides input and support for projects based upon sound science, energy policy, market, and/or technology analysis principles, procedures, and concepts.

Energy Analyst	Master's degree in energy policy, economics, science, engineering, business, or other relevant field	5 years of experience along with appropriate technical experience in subject matter area	Applies skills in the use of applicable research technologies and computer programs to support the development of sound analytical products. Applies relevant experience in science, energy policy, market, or technology analysis, including experience with energy efficiency practices, techniques, and problem solving methodologies.
Senior Energy Analyst	Master's degree in energy policy, economics, science, engineering, business, or other relevant field	10 years of total related experience, 2 of which must be on feasibility studies, requirements analyses, or similar tasks	Advanced-level analyst position, responsible for work delivery and performance. Leads analysis activities and provides guidance for project development based upon sound science, energy policy, market, and/or technology analysis principles, procedures, and concepts. Applies relevant experience in science, energy policy, market, or technology analysis, including experience with energy efficiency practices, techniques, and problem-solving methodologies. Conducts or advises contractor's technical project leaders in the conduct of analyses of alternative courses of action for planning, organizing, staffing, directing and controlling program functions. Evaluates the feasibility of linking energy analysis technologies with operations and support facilities.
Entry Level Engineer	Bachelor's degree in engineering or related discipline	1 year experience to include EERE (or similar) program(s)' engineering analysis and markets, and performing data collection and analysis	Performs data collection, research, analysis and reporting on respective EERE (or similar) program(s)' trends, energy use, production, import/export, employment, renewables and energy efficiency. Experience analyzing technology research needs and developing respective EERE (or similar) program(s)' research engineering strategies, and technical report development. Must be able to conduct on-site assessments, installation verification, and operations and performance validation.

Junior Engineer	Bachelor's degree in engineering or related discipline	4 years of experience in respective EERE (or similar) programs	Performs studies of trends, data collection and analysis, building energy use, efficiency studies, energy technology/market studies, analysis of energy resources and markets, technical report development, systems level analysis requirements, management studies, modeling analysis, database development and analysis, statistical analysis, program planning and mission analysis, economic impact assessment, and project documentation and benefit analysis.
Engineer	Bachelor's degree in engineering or related discipline	8 years of experience in respective EERE (or similar) programs	Performs engineering analysis and provides energy efficiency or renewable energy recommendations to commercial, institutional or industrial facilities. Performs technical energy analysis and or energy modeling on commercial, institutional or industrial facilities. Applies energy use, markets, industries, technologies experience to perform studies of trends, data collection and analysis, building energy use, efficiency studies, energy technology/market studies, analysis of energy resources and markets, technical report development, systems level analysis requirements, management studies, modeling analysis, database development and analysis, statistical analysis, program planning and mission analysis, economic impact assessment, and project documentation and benefit analysis.

Senior Engineer	Bachelor's degree in engineering or related discipline	12 years of experience in engineering; to include a minimum of 5 years of experience in applicable process systems and developing energy efficiency specific to program requirements	Coordinates teams with knowledge of and experience with various agency policies, functional requirements, regulatory compliance support; and capabilities related to briefing and evaluation support, document review and evaluation, program planning and evaluation support, document preparation support, and meeting support. Performs technical energy analysis and or energy modeling on commercial, institutional or industrial facilities. Applies energy use, markets, industries, technologies experience to perform studies of trends, data collection and analysis, building energy use, efficiency studies, energy technology/market studies, analysis of energy resources and markets, technical report development, modeling analysis, statistical analysis, and benefit analysis. Provides analysis in the areas of program management, organizational strategy, policy, strategic communications and task management expertise.

Principal Engineer	Master's degree in engineering or a related discipline	18 years of experience in engineering; to include a minimum of 10 years of experience in applicable process systems and developing energy efficiency specific to program requirements, or directly related fields	Serves as primary contact between the government and the contractor. Draws from applicable knowledge and experience to lead teams in providing support as it relates to regulatory compliance, agency policies, and functional requirements; and performs capabilities such as facilitating and reporting briefings and evaluations, which includes documentation preparation and planning, program planning, and meeting support. Performs and assesses technical energy analysis and or energy modeling on commercial, institutional or industrial facilities. Applies energy use, markets, industries, technologies experience to perform studies of trends, data collection and analysis, building energy use, efficiency studies, energy technology/market studies, analysis of energy resources and markets, technical report development, modeling analysis, statistical analysis, and benefit analysis. Possesses the ability to perform facility mechanical and lighting system evaluations, energy audits to identify energy conservation project opportunities, feasibility studies, construction management and to supervise energy audit teams. The ability to perform detailed studies and feasibility analyses, including renewable energy implementation is also required.

Data Architect	Bachelor's degree in Computer Science, Information Systems, Engineering, Business or other related discipline	10 years of experience	Develops information systems, conducts functional and data requirements analysis, systems analysis and design, programming, program design and prepares documentation. Primarily responsible for the development of strategies for data acquisitions, archive recovery and database implementation; translating business needs into long-term architecture solutions; evaluation of reusability of current data for additional analyses, review object and data models and the metadata repository to structure the data for better management and quicker access. Consults and supports the efforts of other team members with application and/or infrastructure development projects to fit systems and technology within the architecture, and identifies when it is necessary to modify the technical architecture to accommodate project needs. Leads efforts to meet all reporting requirements.
Database Management Specialist	Bachelor's degree	8 years of experience in database management, to include a minimum of 5 years of recent experience as a DBMS designer, implementer and administrator using one or more of the following (or similar applicable): a relational DBMS such as DB2 or Oracle; ADABAS; ARC/INFO GIS	Serves as DBMS specialist and supports senior DBMS on complex applications projects in the DBMS design, implantation and administration area. Evaluates database design tradeoffs, impacts, user expectations, performance levels, and space allocation requirements, balancing ease of use with performance. Identifies areas where standards are appropriate and proposes standards, guidelines, controls and procedure. Applies technical writing and presentation capabilities and skills.

Senior Database Management Specialist	Bachelor's degree	10 years of experience in database management, to include a minimum of 7 years of recent experience as a DBMS designer, implementer and administrator using one or more of the following (or similar applicable): a relational DBMS such as DB2 or Oracle; ADABAS; ARC/INFO GIS	Serves as senior DBMS specialist on complex applications projects in the DBMS design, implantation, and administration area. Supervises other DBMS specialists on project teams. Serves as consultant and advisor to system designers to develop DBMS options for system implementation proposals. Evaluates database design tradeoffs, impacts, user expectations, performance levels, and space allocation requirements, balancing ease of use with performance. Identifies areas where standards are appropriate and proposes standards, guidelines, controls and procedure. Applies technical writing and presentation capabilities and skills.
Information Assurance Analyst	Bachelor's degree in computer science, information systems, engineering, business, or another related scientific or technical discipline	3 years general experience	Works on application problems involving all phases of systems analysis to provide IA solutions. Provides technical support for secure software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards. Based on a review of current IA policy, doctrine and regulations; provide recommendations for consolidating or developing IA policy and procedures at the agency level. Applies knowledge of current IA policy at the national IA structure, roles of major organizations how they interrelate and interact, and shortcomings in this structure. Reviews and recommends IA solutions to customer problems based on an understanding of how products and services interrelate and support the IA mission and the viewpoints of the consumers of those products and services. Analyzes and recommends resolution of IA problems based on knowledge of the major IA products and services, an understanding of their limitations, and a working knowledge of the disciplines of IA.

Senior Information Assurance Analyst	Bachelor's degree in computer science, information systems, engineering, business, or another related scientific or technical discipline	5 years of general experience to include a minimum of 2 years of IA specialized experience	Performs network vulnerability analysis and reporting. Performs network security monitoring and analysis, identifies suspicious and malicious activities, identifies and tracks malicious code (including worms, viruses, Trojan horses, etc.), enters and tracks event and incidents. Supports incident escalation and assesses probable impact and damages, identifies damage control, assists in developing course of action and recovery procedures. Applies knowledge of LANs, VPNs, routers, firewalls. Applies knowledge of current IA policy at the national IA structure, roles of major organizations how they interrelate and interact, and shortcomings in this structure. Reviews and recommends IA solutions to customer problems based on an understanding of how products and services interrelate and support the IA mission and the viewpoints of the consumers of those products and services. Analyzes and recommends resolution of IA problems based on knowledge of the major IA products and services, an understanding of their limitations, and a working knowledge of the disciplines of IA.
Computer Specialist/Systems Designer	Bachelor's degree	4 years of experience as a system designer, to include a minimum of 2 years specializing in architectures relevant to energy-focused projects	Serves as a System Designer during the design and development phases of the system life cycle for large complex projects and as a System Designer for less complex projects, providing expert skills in all aspects of these two phases. Prepares and delivers design specifications and other appropriate products to colleagues, team members, and clients, reviews work products for correctness and provides consultation and advice to team members in design and development matters. Coordinates closely with systems engineering experts in using and evaluating systems engineering guidance, standard operating procedures and practices related to design and development.

LABOR CATEGORY	MINIMUM EDUCATION/ CERTIFICATION LEVEL	MINIMUM YEARS OF EXPERIENCE	FUNCTIONAL RESPONSIBILITIES
Junior Systems Engineer**	Bachelor's degree	2 years of experience as a systems engineer, with a specialization in areas identified per award, plus general experience in all stages of the system life cycle	Supports client management and staff on all aspects of systems engineering. Provides input on, consultation, and assistance in the pursuit of planning, management, and evaluation of systems engineering projects. Implements standard operating procedures and practices appropriate for GSA ordering agencies.
Systems Engineer	Bachelor's degree	5 years of experience as a systems engineer, with a specialization in areas identified per award, plus general experience in all stages of the system life cycle	Advises client management and staff on all aspects of systems engineering. Provides research assistance in the pursuit of planning, management, and evaluation of systems engineering projects. Demonstrates knowledge of standard operating procedures and practices appropriate for GSA ordering agencies. Incorporates applicable FIPS standards and NIST guidance into plans and proposals for informing and training various agencies in systems engineering methods, practices, techniques and tools.

Senior Systems Engineer	Bachelor's degree	10 years of experience as a systems engineer, with a specialization in areas identified per award, plus general experience in all stages of the system life cycle	Responsible for advising client management and staff on all aspects of systems engineering. Provides expert advice, consultation and assistance in the pursuit of planning, management, and evaluation of systems engineering projects. Formulates guidance, standard operating procedures and practices appropriate for GSA ordering agencies. Incorporates applicable FIPS standards and NIST guidance into plans and proposals for informing and training various agencies in systems engineering methods, practices, techniques and tools. Actively participates in selected system engineering projects and stays abreast of new systems engineering developments, industry and government experiences with major systems engineering efforts and pertinent technological advancements in order to provide accurate evaluation methods, techniques, tools and lessons learned for application.

Principal Systems Engineer	Master's degree	General experience in all stages of the system life cycle and 15 years of experience as a systems engineer with specialization in areas identified per award	Advanced-level Systems position, directs projects and has responsibility for tasks/subtasks and work delivery. Responsible for advising client management and staff on all aspects of systems engineering. Reviews computer hardware/software systems, data, and communications requirements and develop computer hardware/software configurations to support them. Evaluates computer systems relative to their ability to support specified energy management and analysis function requirements. Assesses system efficiencies and improve existing systems based upon recommendations. Actively participates in selected system engineering projects and stays abreast of new systems engineering developments, industry and government experiences with major systems engineering efforts and pertinent technological advancements in order to provide accurate evaluation methods, techniques, tools and lessons learned for application. Applies excellent interpersonal and communication (oral and written) skills and leadership in areas of team, task, or project lead responsibilities. Applies knowledge of energy management software and SCADA systems.
Building Analyst/Operator Trainer	Bachelor's degree in engineering, science, or related field	7 years of experience to include a minimum of 5 years of experience in Facility Energy Audits	Energy efficiency building analyst/trainer. Applies experience with codes and construction techniques. Directs the safe and productive work of field technicians. Provide expert review and recommendations for energy retrofits in existing buildings or construction strategies in new buildings.
Energy Code Specialist	Bachelor's degree in engineering, science, or related field; certified in current codes through applicable ICC code and trainings	10 years of experience	Applies experience in interpreting the current codes, training planning and code officials in the use and application of the code. Applies knowledge of overall codes processes at the federal and state level, current trends in code development, advanced energy code strategies, energy efficiency building practices. Applies interpersonal and communication (oral and written) skills.

Financial Analyst	Bachelor's degree in a business management or financial field	5 years of financial analysis experience	Applies experience in providing guidance to businesses making investment decisions, rate of return evaluations, and life cycle cost analysis. Applies experience with financial formulas including market risk factors, discounts rates, and inflation calculators. Applies knowledge of financial assistance laws, regulations, instructions and procedures, and ability to analyze program planning, execution and budgets is required, as is excellent communication skills both oral and in writing. Uses statistical software and spreadsheets to analyze financial information.
Marketing Manager	Bachelor's degree in marketing, or other relevant field	5 years of experience programmatic marketing, communications, advertising business, or other relevant field	Directs and/or has responsibility for marketing work delivery and performance. Leads in programmatic market development. Applies intermediate knowledge of energy efficiency practices, techniques, and messaging and relevant experience in marketing, communications, advertising, and/or education. Applies excellent interpersonal and communication (oral and written) skills. Performs computer hardware operation and required software development and/or utilization.
Program Analyst	Bachelor's degree in energy policy, economics, science, engineering, or other relevant field	5 years of experience	Performs basic computer hardware operation and use of common software, technical writing and presentations. Reports to senior staff for work delivery and performance. Provides management analysis and policy analysis support; fundamental knowledge of energy policy, market and/or technology analysis practices, procedures, and concepts, experience analyzing program funding and activity data for the development of performance metrics and tracking, federal budget review and justification experience and demonstrated understanding of the relevant field. Assists in the performance of analysis of alternative courses of action for planning, organizing, staffing, directing and controlling program functions. Basic abilities in practices, techniques, and problem-solving methodologies in policy, market, and/or technology analysis.

Project Coordinator**	Bachelor's degree in an appropriate discipline	3 years of experience in the field of energy efficiency and renewable energy	Collects technical information, records project milestones, conducts deliverables tracking, assists in program presentations, and writes reports for senior management. Coordinates workshops, meetings and training. Applies knowledge of computer software programs including word processing, PowerPoint, Microsoft Excel and databases, and both oral and written communication skills.
Program Manager/Director	Master's degree in energy policy, science, engineering, business, technical or other relevant disciplines,	12 years of applicable experience	Manages and directs all the resources of the program and any subcontractors in developing and providing all the deliverables identified under the task orders of the contract. Provides direction for programmatic projects and activities and provides advice in support of customer priorities. Applies expert and relevant experience with subject areas required, including client negotiation, management and oversight of projects and staff, and financial planning. Applies good interpersonal, conflict resolution, communication, and team building skills.
Strategic Planner	Bachelor's degree	10 years specific experience in strategic planning and facilitation	Leads strategic planning development and implementation, program integration, and organizational redesign efforts for the government sector, facilitates program planning meetings for senior staff. Directs projects and has responsibility for tasks/subtasks and work delivery. Applies broad and in-depth knowledge of procedures and techniques in policy, market, economic, and/or technology analysis to lead energy efficiency analysis activities. Applies expert and relevant science, energy policy, energy market, and/or technology analysis experience, including managing projects with moderate complexity and impact. Applies excellent interpersonal and communication (oral and written) skills and leadership in areas of team, task, or project lead responsibilities.

Subject Matter Expert	Master's degree	12 years of subject matter experience to include a minimum of 7 years of progressively responsible experience in the required area of expertise	Provides expert-level domain and functional consulting, analysis, and support to client on critical technology issues; expert-level consulting regarding highly specialized technologies or methods; works effectively under pressure and in the conduct of demanding assignments and expresses ideas well both orally and in writing; has extensive knowledge in an area of specialization which is necessary for effective implementation of the Specific Subject Matter Area required. Interfaces with client management personnel regarding strategic issues; performs extremely difficult, high visibility tasks requiring application of new or original concepts. Applies ability to plan and conduct extensive research and analysis resulting in products acceptable to the client.
Principal Subject Matter Expert	Master's degree	20 years of experience to include a minimum of 12 years of progressively responsible experience in the required area of expertise	Provides expert-level consulting regarding highly specialized technologies or methods; interfaces with client management personnel regarding strategic issues; works effectively under pressure and in the conduct of demanding assignments and expresses ideas well both orally and in writing; applies extensive knowledge in an area of specialization which is necessary for effective implementation of the Specific Subject Matter Area required. Independently plans, conducts, and leads extensive research and analysis resulting in products of significant impact; performs extremely difficult, high visibility tasks requiring application of new or original concepts.
Technician**	High school diploma or GED	2 years of field experience and/or training in relevant energy technology skill areas as required by each task order	Develops and writes field records and follows work direction efficiently, including all applicable health and safety requirements.

Senior Telecom Analyst	Bachelor's degree	5 years of experience as a communications specialist. Must have specialized technical experience in the area of data hardware configurations relative to the communications and data transmission requirements.	Reviews communication networks as to their ability to support data processing requirements. Recommends changes to transmission networks, both in terms of hardware devices and switching points required to improve network performance. Applies knowledge of FTS2000; packet switching; IBM3745; Value Added Networks, multiple protocol routers; high speed communications, including Asynchronous Transfer Methods (ATM) and Synchronous Optical Network (SONET); GOSIP; the Internet; EPA's standard LAN and LAN-WAN protocols including SNA, IPX, IP, and X.25; and network management systems including NetView, SNMP, GNMP, or other applicable systems. Applies knowledge of local area networks, wide area networks, bridges, gateways, and routers. Applies working knowledge of coding and error detection methodologies. Designs or participates in the design or review of communications networks for computer systems which are comparable to the federal environment. Applies excellent communications skills, both written and oral. Directs the safe and productive work of field technicians.
Project Manager	Bachelor's degree	8 years of experience in management of energy/technical/engineering projects	Expertise in project life-cycle analysis, project planning, implementation, and close-out. Develops and implements government and/or private sector multi-year support projects as well as studies and analyses. Provides project management including budget management and successful project execution. Applies expertise in building technology and equipment.

Senior Project Manager	Bachelor's degree	12 years of experience in management of energy/technical/engineering projects, to include a minimum of 5 years in the area of EERE (or similar) programs	Provides senior-level management of project life-cycle: analysis, project planning, implementation, and project close-out and other project management best practices. Applies specific experience in developing and implementing government and/or private sector multiyear technical assistance projects involving numerous task teams and task assignments dealing with strategic planning for technical programs; analysis of program mission, goals, and objectives, and direction of specific technical studies and analyses.
Entry Level Scientist**	Bachelor's degree in a field of relevant scientific study	1 of experience required; knowledge to include EERE (or similar) programs technologies	Assists in energy research, engineering studies, reliability and maintainability analysis. Applies knowledge of EERE (or similar) program technologies and equipment, cost and performance evaluations, and energy use to identify opportunities for increased energy efficiency. Applies computer skills for the use of simulation and modeling tools developed for scientific analysis.
Junior Scientist	Bachelor's degree in a field of relevant scientific study	3 years of experience to include: EERE (or similar) programs technologies	Performs scientific research in energy efficiency and renewable energy areas of study, and suggests ideas for engineering studies in energy technologies. Applies knowledge of EERE (or similar) program technologies and equipment, cost and performance evaluations, and energy use to identify opportunities for increased energy efficiency. Applies computer skills for the use of simulation and modeling tools developed for scientific analysis.

| **Scientist** | Master's degree | 5 years of experience to include: EERE (or similar) programs technologies | Provides scientific validation of engineering studies and other energy projects. Applies interpersonal and communications skills to provide guidance and leadership for junior scientists and for other project team members. Applies knowledge of EERE (or similar) program technologies and equipment, cost and performance evaluations, and energy use to identify opportunities for increased energy efficiency. Applies computer skills for the use of simulation and modeling tools developed for scientific analysis. |
| **Senior Scientist** | Master's degree | 8 years of experience to include: EERE (or similar) programs technologies | Performs evaluations of research and studies for applicability to task requirements. Applies interpersonal and communications skills to provide guidance and leadership for junior scientists and other team members. Applies ability to publish scientific studies of peer-review quality. Applies knowledge of EERE (or similar) program technologies and equipment, cost and performance evaluations, and energy use to identify opportunities for increased energy efficiency. Applies computer skills for the use of simulation and modeling tools developed for scientific analysis. |

| Principal Scientist | Master's degree | 12 years of experience to include a minimum of 5 years in EERE (or similar) programs technologies | Serves as primary research science contact between the government and the contractor. Draws from applicable knowledge and experience to lead teams in providing expert support as it relates to the subject field of study. Leads project teams in the performance of evaluations, research, and studies to validate scientific applications. Provides expert interface with the client and assures guidance and leadership for junior scientists and other team members. Leads in the application of knowledge in the in the publication of scientific studies of peer-review quality. Advances knowledge of EERE (or similar) program technologies and equipment, cost and performance evaluations, and energy use to identify opportunities for increased energy efficiency. Leads in the application of simulation and modeling tools developed for scientific analysis. |

SIN 561210SB, 561210FAC, 541690E and 541690 --- Labor Categories Rates

	LABOR CATEGORY (Contractor Site)	3/31/2022 - 06/25/2022	06/26/2022 06/25/2023	06/26/2023 06/25/2024	06/26/2024 06/25/2025
1	Administrative Support**	$67.05	$68.50	$70.63	$72.82
2	Customer Service Specialist**	$76.91	$78.57	$81.01	$83.52
3	Word Processor**	$89.24	$91.17	$94.01	$96.92
4	Graphics Specialist**	$89.24	$91.17	$94.01	$96.92
5	Technical Writer	$93.52	$95.54	$98.50	$101.55
6	Senior Technical Writer	$106.95	$109.26	$112.64	$116.14
7	Entry Level Energy Analyst	$73.54	$75.13	$77.46	$79.86
8	Junior Energy Analyst	$100.18	$102.34	$105.51	$108.79
9	Energy Analyst	$126.30	$129.03	$133.03	$137.15
10	Senior Energy Analyst	$157.17	$160.56	$165.54	$170.67
11	Entry Level Engineer	$85.34	$87.18	$89.88	$92.68
12	Junior Engineer	$117.96	$120.51	$124.25	$128.10
13	Engineer	$154.37	$157.70	$162.59	$167.63
14	Senior Engineer	$195.10	$199.31	$205.49	$211.86
15	Principal Engineer	$249.68	$255.07	$262.98	$271.13
16	Data Architect	$195.10	$199.31	$205.49	$211.86
17	Database Management Specialist	$89.16	$91.09	$93.91	$96.83
18	Senior Database Management Specialist	$119.32	$121.90	$125.68	$129.58
19	Information Assurance Analyst	$105.42	$107.70	$111.03	$114.48
20	Senior Information Assurance Analyst	$160.60	$164.07	$169.16	$174.40
21	Computer Specialist/ Systems Designer	$125.72	$128.44	$132.42	$136.52
22	Junior Systems Engineer**	$113.07	$115.51	$119.08	$122.77
23	Systems Engineer	$159.00	$162.43	$167.47	$172.65
24	Senior Systems Engineer	$190.00	$194.10	$200.11	$206.32
25	Principal Systems Engineer	$218.65	$223.37	$230.29	$237.43
26	Building Analyst/Operator Trainer	$143.92	$147.03	$151.59	$156.28
27	Energy Code Specialist	$176.21	$180.02	$185.60	$191.36
28	Financial Analyst	$118.64	$121.20	$124.96	$128.83
29	Marketing Manager	$108.12	$110.46	$113.88	$117.41
30	Program Analyst	$95.89	$97.96	$101.00	$104.13
31	Project Coordinator**	$76.61	$78.26	$80.69	$83.18
32	Program Manager/Director	$253.32	$258.79	$266.81	$275.08
33	Strategic Planner	$178.78	$182.64	$188.30	$194.14
34	Subject Matter Expert	$316.25	$323.08	$333.10	$343.43
35	Principal Subject Matter Expert	$369.81	$377.80	$389.51	$401.58
36	Technician**	$77.86	$79.54	$82.01	$84.54
37	Senior Telecom Analyst	$127.55	$130.31	$134.35	$138.51

	LABOR CATEGORY (Contractor Site)	3/31/2022 - 06/25/2022	06/26/2022 06/25/2023	06/26/2023 06/25/2024	06/26/2024 06/25/2025
38	Project Manager	$170.79	$174.48	$179.89	$185.46
39	Senior Project Manager	$190.91	$195.03	$201.08	$207.31
40	Entry Level Scientist**	$77.46	$79.13	$81.58	$84.11
41	Junior Scientist	$82.74	$84.53	$87.15	$89.85
42	Scientist	$96.63	$98.72	$101.78	$104.94
43	Senior Scientist	$125.66	$128.37	$132.35	$136.45
44	Principal Scientist	$154.69	$158.03	$162.92	$167.97

SERVICE CONTRACT LABOR STANDARDS MATRIX

SCA Eligible Contract Labor Category	SCA Equivalent Code – Title	WD Number
Administrative Support**	01113 - General Clerk III	2015-4281
Customer Service Specialist**	10141 – Customer Service Representative	2015-4281
Word Processor**	01611 - Word Processor I	2015-4281
Graphics Specialist**	15080 - Graphics Artist	2015-4281
Junior Systems Engineer**	14170 – System Support Specialist	2015-4281
Project Coordinator**	01113 - General Clerk III	2015-4281
Technician**	30081 – Engineering Technician I	2015-4281
Entry Level Scientist**	30081 – Engineering Technician I	2015-4281

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

Subject to change periodically in accordance with the Wage Determination Codes and Titles.

SIN Order Level Materials (OLM)

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) program contract or BPA. OLM pricing is not established at the FSS contract, but at the order level. Since OLMs are identified and acquired at the order or BPA level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs using FAR 15.404 techniques for commercial price determinations.

OLM SIN-Level Requirements/Ordering Instructions: OLMs are:

- Identified at the order or BPA level (either at the time the order is placed or as the requirement for OLMs develop during the course of performance)
- Defined, priced and purchased at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials.
- OLMs are not "open market items."
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time- and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Prices for items provided under the Order-Level Materials SIN must be inclusive of the IFF. Subject to a Not -To-Exceed (NTE) ceiling price limited to 33.33%of the total value of the order or BPA.
- Terms and conditions that otherwise apply to the FSS contract also apply to the Order-Level Materials SIN. Examples include but are not limited to: • Trade Agreements Act (TAA) • Sales reporting and IFF remittance • Environmental Attributes clauses • AbilityOne Program Essentially the Same (ETS) compliance

-

OLMs are not items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level).

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.