



Information Technology Enterprise Solutions-3 Services (ITES-3S)

Ordering Guidelines: CACI-ISS, Inc.

Submitted to:

Enterprise Solutions Division (ESD) PEO EIS - CHESS

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This Ordering Guide contains information needed to use the CACI Information Technology Enterprise Solutions-3 Services (ITES-3S) contract to obtain Information Technology (IT) services worldwide. The CACI ITES-3S contract is structured as an Indefinite Delivery/Indefinite Quantity (IDIQ) contract, using task orders for acquisition of specified services. This contract is available to the Army, Department of Defense, and other Federal agencies.

Questions regarding this ordering guide and services available from CACI through the ITES-3S contract should be directed to the CACI ITES-3S Program Management Office (PMO).

Questions regarding guidelines and procedures for placing orders under ITES-3S can be directed to the Army PD CHES Program Office (PD CHES). Questions of a contractual nature should be directed to the Procuring Contracting Office (PCO), Army Contracting Agency (ACA), Rock Island (ACC-RI).



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1.0 GENERAL INFORMATION

1.1 BACKGROUND

Information Technology Enterprise Solutions-3 Services (ITES-3S) is a multiple award, Indefinite Delivery/Indefinite Quantity (ID/IQ) contract vehicle. It is the Army's primary source of Information Technology (IT)-related services worldwide. The purpose of ITES-3S is to meet the Army's enterprise infrastructure and infostructure goals with a full range of innovative, world-class IT support services and solutions at a reasonable price.

Working in partnership with the prime contractors, the U.S. Army PD CHESS Program manages the ITES-3S contracts in coordination with the Army Contracting Command Rock Island program requirements.

With ITES-3S, users have a flexible means of meeting IT Service needs quickly, efficiently, and cost effectively.

Ordering under the CACI ITES-3S contract is decentralized and authorized to meet the needs of the Army, Department of Defense (DoD), and other Federal agencies. Orders may be placed by any Army, DoD, or Federal agency Contracting Officer.

1.2 SCOPE

The ITES-3S contract scope encompasses a full range of innovative, world-class IT support services and solutions at a reasonable price, that include:

- Cyber Security Services
- Business Process Reengineering (BPR)
- Information Systems Security
- Information Assurance
- Information Technology Services
- Enterprise Design, Integration, and Consolidation
- Education/Training
- Program/Project Management
- Network Systems Operation and Maintenance
- Network Support
- Telecommunications/Infrastructure
- IT Supply Chain.

Contract Line Items (CLINs) cover the following services and contract types:

- BASE PERIOD CLINS (60 Months)
 - 0001 Firm Fixed Price Line Item
 - 0002 Cost Reimbursable Line Item
 - 0003 Time and Materials Line Item
 - 0004 Guaranteed Minimum
 - 0005 Contractor Manpower Reporting
 - 0006 Other Direct Costs

- OPTION PERIOD 1 CLINS (12 Months), if exercised
 - 1001 Firm Fixed Price Line Item
 - 1002 Cost Reimbursable Line Item
 - 1003 Time and Materials Line Item
 - 1004 Reserved
 - 1005 Contractor Manpower Reporting
 - 1006 Other Direct Costs
- OPTION PERIOD 2 CLINS (12 Months), if exercised
 - 2001 Firm Fixed Price Line Item
 - 2002 Cost Reimbursable Line Item
 - 2003 Time and Materials Line Item
 - 2004 Reserved
 - 2005 Contractor Manpower Reporting
 - 2006 Other Direct Costs
- OPTION PERIOD 3 CLINS (12 Months), if exercised
 - 3001 Firm Fixed Price Line Item
 - 3002 Cost Reimbursable Line Item
 - 3003 Time and Materials Line Item
 - 3004 Reserved
 - 3005 Contractor Manpower Reporting
 - 3006 Other Direct Costs
- OPTION PERIOD 4 CLINS (12 Months), if exercised
 - 4001 Firm Fixed Price Line Item
 - 4002 Cost Reimbursable Line Item
 - 4003 Time and Materials Line Item
 - 4004 Reserved
 - 4005 Contractor Manpower Reporting
 - 4006 Other Direct Costs.

A list of the task areas covered in the contract can be found on the PD CHESS website for ITES-3S. Services will be acquired by issuing individual task orders. Contract type will be determined in accordance with the FAR and DFARS, based on the circumstances of each order.

1.3 THE CACI ITES-3S TEAM

CACI was awarded a prime ITES-3S contract, W52P1J-18-D-A138. The CACI ITES-3S team consists of many specialized vendors with a solid history of providing outstanding IT solutions and support to the Army community and the Federal Government.

Ace Electronics Defense Systems, LLC	Agil3 Technology Solutions
Alion Science and Technology Corp	American Cyber, Inc
Advanced Resource Technologies, Inc. (ARTI)	APEX Systems LLC
Barquin International	Bluehawk, LLC
CMS2, LLC	COLSA Corporation
Configuration Management Consultants, LLC	Cowan and Associates, Inc.
DataVise Information Technology Services, Inc.	Eiden Systems Corporation

Engineering Services Network, Inc.	Federal Resources Corp.
Futron, Inc	Genex Systems, LLC
Green Cloud Consulting, LLC	IMS Government Solutions, Inc
Hi-Tec Systems, Inc.	Information Gateways, Inc.
IntelliCog, Inc.	Intercom Federal Systems
KMA Business Solutions, Inc.	Logistics Support, Inc.
Logistico, LLC	Main Sail, LLC
MainSpring, Inc.	Microsoft Corporation
Marjau Systems Corporation	Marjau Systems Corporation
MaxiSoft Corporation	M&M Technical Services, Inc.
Micro Systems Consultants, Inc	NIS Solutions
Plateau Software, Inc.	SENTEL Corporation
SigmaRiver LLC	Spin Systems, Inc.
Strategic Systems Group, LLC	Super Systems, Inc. (SSI)
Trabus Technologies	UEC Electronics, LLC
Valkyrie Enterprise, LLC	Voletude, LLC
Visual Awareness Technologies and Consulting Inc.	Visual Integrator Consulting, Inc
VSolvit, LLC	Wete and Company, Inc.

1.4 CONTRACT TERMS

The CACI ITES-3S contract has the following contract terms and provisions:

Contract Ceiling	<ul style="list-style-type: none"> The total amount of all orders placed against all ITES-3S contracts shall not exceed \$12,100,000,000 over nine years (60-month base period and four 12-month options).
Period of Performance	<ul style="list-style-type: none"> Nine years: <ul style="list-style-type: none"> 60-month base period Four 12-month options
Pricing Structure	<ul style="list-style-type: none"> Firm Fixed Price Time and Materials Cost Reimbursement
Performance-based Contracting	<ul style="list-style-type: none"> Preferred method for acquiring services
Fair Opportunity to be Considered	<ul style="list-style-type: none"> Subject to FAR 16.505 and DFARS 216.505-70
Ordering Guidance and Process	<ul style="list-style-type: none"> See Chapter 3 below and Contract Section J, Attachment 4, Ordering Process

1.5 PERFORMANCE-BASED SERVICE ACQUISITION (PBSA)

PBSA means an acquisition structured around the results to be achieved, as opposed to the manner by which the work is to be performed. Orders placed under ITES-3S are not required to be performance-based under all circumstances. However, policy promulgated by the FY 2001 Defense Authorization Act (PL 106-398, Section 821), FAR 37.102, and FAR 16.505(a), establishes PBSA as the preferred method for acquiring services. In addition, for Defense agencies, DFARS 237.170-2 requires higher level approval for any acquisition of services that is not performance-based. Accordingly, it is expected that most ITES-3S orders will be performance-based. A Performance Work Statement (PWS) or Statement of Objectives (SOO) should be prepared to accompany the Task Order Request (TOR) to ITES-3S contractors.

See *Attachments 2, 3, 4, and 5* for further information on PBSA and specific details and resources for the preparation of a PWS or SOO.

1.6 FAIR OPPORTUNITY TO BE CONSIDERED

In accordance with 10 USC § 2304c(b) and FAR 16.505(b), the contracting officer must provide each ITES-3S contractor a fair opportunity to be considered for each order exceeding \$2,500, unless an exception applies.

In addition, orders placed by or on behalf of the Department of Defense must also comply with the requirement of DFARS 216.505-70. For orders exceeding \$100,000, DFARS 216.505-70 requires the contracting officer to: (i) provide a fair notice of the intent to make the purchase, including a description of the supplies to be delivered or the services to be performed and the basis upon which the contracting officer will make the selection, to all ITES-3S contractors; and (ii) afford all contractors responding to the notice a fair opportunity to submit an offer and have that offer fairly considered.

FAR 16.505, DFARS 216.5, and Chapter 3, Paragraph 6 of this document contain procedures on exceptions to the fair opportunity process, as well as details on the applicability and implementation of fair opportunity to be considered.

1.7 SITUATIONS REQUIRING SOFTWARE OR COTS HARDWARE AND RELATED SOFTWARE ACQUISITION

1.7.1 Software

In situations where it is necessary to purchase new commercial software, including preloaded software, to satisfy the requirements of a particular Task Order (TO), CACI will first be required to review and use available Department of Defense Enterprise Software Initiative (DoD ESI) agreements. If software is not available to CACI through a DoD ESI source, CACI shall be authorized to obtain the software through an alternate source. For Army users, a waiver is required from PD CHESS when acquiring non-ESI software, regardless of the dollar value.

1.7.2 Commercial off-the-shelf (COTS) Hardware and Related Software

If hardware and related software are required for a particular TO, the PD CHESS hardware contracts are the preferred source of supply. PD CHESS also has a list on their website of Commercial IT Products and Services authorized for use by Army customers worldwide. No waiver is required to use these sources. If the hardware and related software required is not available from a CHESS contract or the authorized list, CACI shall be authorized to obtain the hardware through an alternate source. A waiver is required for purchase of products from another source valued at more than \$25,000.

2.0 ROLES AND RESPONSIBILITIES

This section provides a summary of the roles and responsibilities for the primary organizations in the ITES-3S contract process.

2.1 ARMY CONTRACTING COMMAND ROCK ISLAND (ACC-RI)

- Serves as the Procuring Contracting Office (PCO) for the ITES-3S contracts. The PCO has overall contractual responsibility for the ITES-3S contracts. All orders issued are subject to the terms and conditions of the contract. The contract takes precedence in the event of conflict with any order.
- Provides advice and guidance to requiring activities, ordering contracting officers, and contractors regarding contract scope, acquisition regulation requirements, and contracting policies.
- Approves and issues contract modifications.
- Represents the Contracting Officer position at various contract-related meetings, including ITES-3S Executive Council Meetings, IPRs, negotiating sessions, and working meetings.

2.2 U.S. ARMY PROJECT DIRECTOR CHESS (PDCHESS)

- Designated by the Secretary of the Army as the Army's primary source for commercial IT.
- Performs the functions of Program Manager (PM) for the ITE3-3S contracts.
- Maintains the IT e-mart, a web-based, e-commerce ordering and tracking system.
- With support from the PEO-EIS customers, assists Army organizations in defining and analyzing requirements for meeting the Army's enterprise infrastructure and infostructure goals.
- Works with requiring activities, including those outside of the Army, to help them understand how ITES-3S can best be used to meet their enterprise requirements.
- Conducts periodic meetings with the prime contractors, e.g., quarterly In-Process Reviews (IPRs), to ensure requirements, such as approved DoD standards, are understood.
- Serves as the Contracting Officer's Representative.

2.3 REQUIRING ACTIVITY

Defined as any organizational element within the Army, Department of Defense, or other Federal agency.

- Adheres to the requirements and procedures defined in the ITES-3S contracts and these ordering guidelines
- Defines requirements
- Prepares Task Order Requirements packages
- Funds the work to be performed under ITES-3S orders
- Provides personnel to evaluate proposals submitted
- Provides past performance assessments
- Monitors and evaluates contractor performance

2.4 ORDERING CONTRACTING OFFICER

- Ordering Contracting Officers within the Army, Department of Defense, and other Federal agencies are authorized to place orders within the terms of the contract and within the scope

of their authority. They are not authorized to make changes to the contract terms. The Ordering Contracting Officer's authority is limited to the individual orders.

- Serves as the interface between the contractor and the Government for individual orders issued under the ITES-3S contracts.
- Responsible for requesting, obtaining, and evaluating proposals and for obligating funds for orders issued.

2.5 ORDER CONTRACTING OFFICER'S REPRESENTATIVE

- Order Contracting Officer's Representatives (CORs) will be designated by letter of appointment from the Ordering Contracting Officer.
- Serves as the focal point for all task activities and primary point of contact with the contractors.
- Provides technical guidance in direction of the work; not authorized to change any of the terms and conditions of the contract or order.
- Obtains required COR training. Note: The Army Contracting Agency, Contracting Officer Representative Guide provides a list of approved COR training courses:
<http://aca.saalt.army.mil/docs/Community/COR%20Guide.doc>.

2.6 CACI

The principle role of CACI is to perform services and/or deliver related products that meet requirements and/or achieve objectives/outcomes described in orders issued under the ITES-3S contracts.

2.7 OMBUDSMAN

ITES-3S task order competitions ordinarily are not subject to bid protest under FAR Subpart 33.1. However, in accordance with 10 USC § 2304c(e) and FAR 16.505(b)(5), ITES-3S contractors that are not selected for award under a task order competition may seek independent review by the designated Ombudsman for the ITES-3S contracts. The Ombudsman is responsible for reviewing complaints from the contractors and ensuring that all ITES-3S contractors are afforded a fair opportunity to be considered, consistent with applicable procedures and established guidelines. The designated Ombudsman for the ITES-3S contracts is:

U.S. Army Sustainment Command
ATTN: AMSAS-GCB/Task and Delivery Order Ombudsman
Rock Island, IL 61299
Phone: 309-782-7287 Facsimile: 309-782-8469

3.0 ITES-3S ORDERING GUIDANCE

3.1 GENERAL

All ITES-3S Contracts contain Task Order Procedures and examples as called out in Attachments 4-10 in Contract Management Section of this Ordering Guide, which will be used to assist customers and users of the vehicle. Additional detailed procedures are included herein.

Ordering is decentralized for all ITES-3S requirements. Ordering under the contracts is authorized to meet the needs of the Army, Department of Defense, and other Federal agencies. There are no approvals, coordination, or oversight imposed by the PCO on any Ordering Contracting Officer. Ordering Contracting Officers are empowered to place orders in accordance with the terms and conditions of the contracts, ITES-3S ordering guidelines, the FAR, DFARS (as applicable), and their own agency procedures.

The PCO will not make judgments or determinations regarding orders awarded under the ITES-3S contracts by an Ordering Contracting Officer. All issues must be resolved consistent with individual agency procedures and/or oversight.

Upon request, the PCO is available to provide guidance to Ordering Contracting Officers executing orders under the ITES-3S contracts.

The PD CHESS site is available to make price comparisons among all awardees and solicit competitive quotes. The Ordering Contracting Officer will initiate the task order process by issuing a Task Order Request (TOR) to all awardees via the PD CHESS website.

Upon award, the Ordering Contracting Officer will post the awardee and the award amount via the PD CHESS.

3.2 PRICING

Contract Line Items allow for pricing of task orders on a Firm Fixed Price (FFP), Time and Materials (T&M), or Cost Reimbursement (CR) basis. All task orders awarded pursuant to this contract, whether on a FFP, T&M, or CR basis, must be priced in accordance with the pricing/tables, Attachment 15, and Labor Category Descriptions/requirements. The labor rates in the Labor Rate Table reflect the fully burdened composite rates for each labor category; they will apply to all direct labor hours. The composite rates include separate rates for work performed at the contractor site and at the Government site for each labor category. An ITES-3S contractor may propose labor rates that are lower than those specified in its Labor Rate Table but may not exceed the labor rates in its Labor Rate Table.

The Government's minimum requirements for each labor category are identified in Labor Category Descriptions. The contractor may augment their labor categories and job descriptions on a task order basis. The contractor may propose to the Government, at their discretion, additional labor categories and job descriptions within the scope of ITES-3S.

Unlike other labor categories, the "IT Subject Matter Expert (SME)" category may be used only upon the Government's request or if no other labor category or description contained within can satisfy the operational requirement. ITES-3S contractors are required to seek and obtain approval from the Ordering Contracting Officer for the use of a SME when proposed in a task order. There is no fixed labor rate associated with the SME category.

33 ORDER FORMS AND NUMBERING

An appropriate order form (DD Form 1155, Order for Supplies or Services, or Non-DoD Federal agencies equivalent) shall be issued for each task order.

Ordering Contracting Officers shall not use any order numbers that are identified by numbers beginning with 0001 through 9999. DoD agencies should use ordering numbers as specified in DFARS 204.7004(d)(2)(i). Non-DoD Federal agencies may use any numbering system, provided it does not conflict with either of these numbering systems.

34 DELIVERY REQUIREMENTS

Delivery of services shall be in accordance with individual orders.

35 SECURITY CONSIDERATIONS

Contract Section H.2 requires that OPSEC and the level of classified access be incorporated into individual TOs as necessary. If determined necessary, based on the level of classification, a DD Form 254, Contract Security Classification Specification should be prepared and included in the TOR and resulting order.

36 FAIR OPPORTUNITY TO BE CONSIDERED

In accordance with FAR 16.505(b)(2), for all orders exceeding \$2,500 but less than \$100,000, the Ordering Contracting Officer shall give every ITES-3S contractor a fair opportunity to be considered for a task order, unless one of the exceptions to fair opportunity applies. (See Section 3.6.4 below for further discussion of exceptions.) This means the Ordering Contracting Officer must consider all ITES-3S contractors for the work, though he/she is not required to contact any of them. The Ordering Contracting Officer must document his/her rationale if applying one of the exceptions to fair opportunity; however, no special format is required.

All orders exceeding \$100,000 for defense agencies must be placed on a competitive basis in accordance with FAR 16.505 and DFARS 216.505-70(c) unless a written waiver is obtained, using the limited sources justification and approval format in FAR 8.405-6. Refer to your agency's approval authorities for placing orders on an other-than-competitive basis. This competitive basis requirement applies to all orders by or on behalf of DoD. Non-DoD agencies shall comply with their own agency's procedures.

For orders by or on behalf of DoD exceeding \$100,000, the requirement to place orders on a competitive basis is met only if the Ordering Contracting Officer:

- Provides a notice of intent to purchase to every ITES-3S contractor, including a description of work to be performed and the basis upon which the selection will be made
- Affords all ITES-3S contractors responding to the notice a fair opportunity to submit an offer and to be fairly considered.

In making the award, the Ordering Contracting Officer must document his/her selection and the selection must consider price. Finally, though not required, the Ordering Contracting Officer should consider past performance on earlier orders under ITES-3S and use streamlined procedures.

Exceptions to Fair Opportunity. As provided in FAR 16.505(b)(2) and DFARS 216.505-70(b), the Ordering Contracting Officer may waive the requirement to place an order on a competitive

basis if providing a written limited sources justification and approval if one of the following circumstances applies:

- The agency's need for the supplies or services is so urgent that providing a fair opportunity would result in unacceptable delays. Use of this exception requires a justification that includes reasons why the ITES-3S processing time for a fair opportunity to be considered will result in an unacceptable delay to the agency. The justification should identify when the effort must be completed and describe the harm to the agency caused by such a delay.
- Only one contractor is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized. Use of this exception should be rare. When using this exception, explain: (1) what is unique or highly specialized about the supply or service; and (2) why only the specified contractor can meet the requirement. See DFARS Procedures, Guidance, and Information (PGI) 216.505-70(1) for additional guidance.
- The order must be issued on a sole-source basis in the interest of economy and efficiency because it is a logical follow-on to an order already issued under this contract, provided that all awardees were given a fair opportunity to be considered for the original order. See DFARS PGI 216.505-70(2) for additional guidance.
- A statute expressly authorizes or requires that the purchase be made from a specified source.

FAR 16.505(b)(1)(ii) provides that the Ordering Contracting Officer is not required to contact each of the awardees if information is available that will ensure that each awardee is provided a fair opportunity to be considered for each order. As noted above, however, a "mini-competition"—including contact with the contractors—is required by DFARS 216.505-70 for orders in excess of \$100,000, unless an exception applies.

The Ordering Contracting Officer must follow their agency procedures for documenting the process and rationale for selection of the awardee for each Task Order. At a minimum, the Ordering Contracting Officer must document their selection and the selection must consider price.

3.7 ORDERING PROCEDURES

3.7.1 Task Order Request

The Requiring Activity prepares the Task Order Request (TOR) package and submits it to the Ordering Contracting Officer. *Attachment 2* contains a Task Order Request Checklist and Instructions recommended for use when submitting Task Order requirements to the Ordering Contracting Officer. The checklist describes all documents needed for a complete requirements package. At a minimum, the package should contain:

- **Statement of Work (SOW), Performance Work Statement (PWS), or Statement of Objectives (SOO).** The requiring activity may select from these work statements, depending on their specific requirements. However, performance-based orders must be used to the maximum extent possible for services as required by FAR 37.102 and FAR 16.505(a) (See *Attachment 3*). Specific formats have been developed to streamline the processing time. See examples of the SOW at *Attachment 4*; the PWS at *Attachment 5*, and the SOO at *Attachment 6*.
 - The PWS identifies the technical, functional, and performance characteristics of the Government's requirements. The PWS describes the purpose of the work to be performed

rather than either “how” the work is to be accomplished or the number of hours to be provided.

- The SOO is an alternative to the PWS. It is a brief document (commonly about 2 to 10 pages, depending upon complexity, although there is no maximum or minimum required length) that summarizes key agency goals and outcomes, to which contractors respond. It is different from a PWS in that, when an SOO is used, offerors are asked to develop and propose a PWS as part of their solution. Typically, offerors propose a technical approach, performance standards, incentives/disincentives, and a QASP, based on commercial practices.

At a minimum, an SOO must contain the following information:

- Purpose
- Scope or mission
- Period and place of performance
- Background
- Performance objectives (*i.e.*, required results)
- Any operating constraints.

Upon award, the winning offeror’s solution to the SOO should be incorporated into the resulting task order. The SOO itself is not part of the task order.

- **Funding Document.** ITES-3S orders are funded by the requiring activity. Individual Ordering Contracting Officers should provide specific instructions regarding the format and content.
- **Independent Government Cost Estimate (IGCE).** The IGCE will assist the Ordering Contracting Officer in determining the reasonableness of contractors’ cost and technical proposals. Ordinarily, the IGCE is for GOVERNMENT USE ONLY and should not be made available to the ITES-3S contractors. However, if an ordering agency chooses to disclose the IGCE, the agency should ensure that all ITES-3S contractors have equal access to the information.
- **Basis for Task Order Award.** The Ordering Contracting Officer, in conjunction with the requiring activity, develops the evaluation criteria and associated weights that form the basis for task order award. *Attachment 7*, Proposal Evaluation Plan, has been developed as a recommended format for documenting the basis for award.

3.7.2 Proposal Preparation Request

The Ordering Contracting Officer will issue a proposal request to all contractors, unless a waiver has been documented, using the PD CHESS portal. The request will include a transmittal letter identifying the TO strategy, contract type, proposal receipt date and time, estimated contract start date, period of performance, name of incumbent contractor, and any other related information not contained elsewhere; the appropriate Work Statement, instructions for submission of a technical and cost/price proposal and selection criteria/basis for award, any special requirements (e.g., security clearances, travel, special knowledge), and other information deemed appropriate for the order. *Attachment 8* contains a recommended memo requesting proposals; and *Attachment 9* contains sample instructions/basis for award.

A submission date of 30 calendar days after issuing a Task Order request is recommended for receipt of proposals. Contractors are required to submit within that period, unless a longer or shorter period is established.

If unable to perform a requirement, the contractor shall submit a “no bid” reply in response to the proposal request. All “no bids” shall include a brief statement as to why the contractor is unable to perform, e.g., conflict of interest.

In responding to proposal requests that include a requirement to provide products, ITES-3S contractors are expected to use CHES hardware contracts as preferred sources of supply. Other sources may be proposed; but they will require justification by the contractor and the approval of the Ordering Contracting Officer. In addition, contractors are expected to facilitate maximum utilization of Enterprise Software Initiative (ESI) source software.

3.7.3 Evaluation Criteria

All evaluation criteria must be identified and clearly explained in the solicitation. The solicitation also must describe the relative importance of the evaluation criteria. The Ordering Contracting Officer, in conjunction with the requiring activity, may consider the following evaluation criteria (price or cost also must be a factor in the selection criteria) to evaluate contractors' proposals:

- Technical/Management Approach
 - Understanding of the requirement
 - Corporate experience
 - Staffing Plan (e.g., skill mix, personnel experience or qualifications and their personnel availability, performance location)
 - Areas of expertise
 - Past performance on prior task orders under this contract (e.g., approach, personnel, responsiveness, timeliness, quality, and cost control). (Note: If practicable, automated systems such as Past Performance Information Management System (PPIMS) or Past Performance Information Retrieval System (PPIRS) should be used, in lieu of requesting past performance information from the contractors)
 - Current distribution of workload
 - Knowledge of the customer's organization
 - Teaming arrangements (including subcontracting)
 - Security (including clearance level)
 - Performance-based approach
 - Other specific criteria as applicable to the individual TO
- Cost/Price

This part of the proposal will vary depending upon the contract type planned for the TO. It should include detailed cost/price amounts of all resources required to accomplish the TO (e.g., labor hours, rates, travel). The contractor may not exceed the labor rates specified in the Labor Rate Table, Section J, Attachment 1. However, the contractor is permitted to propose labor rates that are lower than those established in the Labor Rate Table. The contractor shall fully explain the basis for proposing lower rates. The proposed, reduced labor rates will not be subject to audit; however, the rates will be reviewed to ensure the Government will not be placed at risk of nonperformance. The reduced labor rates will apply only to the specific TO and will not change the fixed rates in Labor Rate Tables. The level of detail required shall be based primarily on the contract type planned for use, as discussed below.

 - Fixed Price (FP) and Time and Materials (T&M). The proposal shall identify labor categories in accordance with the Labor Rate Tables and the number of hours required for

performance of the task. The proposal must identify and justify use of all non-labor cost elements. It also must identify any GFE and/or GFI required for task performance. If travel is specified in the TOR, airfare and/or local mileage, per diem rates by total days, number of trips, and number of contractor employees traveling shall be included in the cost/price proposal. Other information shall be provided as requested in the proposal request.

- **Cost-Reimbursement.** Both “sanitized” and “unsanitized” cost/price proposals will be required for cost-reimbursement type task orders only. Unsanitized cost proposals are complete cost proposals that include all required information. Sanitized cost proposals shall exclude all company proprietary or sensitive data, but must include a breakdown of the total labor hours proposed and a breakout of the types and associated costs of all proposed Other Direct Charges (ODCs). Unless otherwise noted, unsanitized proposals will be provided only to the Ordering Contracting Officer, while sanitized proposals may be provided to the evaluator(s) and other personnel involved in the procurement. Cost/price proposals shall include as a minimum, unless otherwise indicated in the proposal request, a complete Work Breakdown Structure (WBS), which coincides with the detailed technical approach and provides proposed labor categories, hours, wage rates, direct/indirect rates, ODCs, and fee. Cost-reimbursement proposals shall be submitted in accordance with FAR clause 52.215-20 “Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data.”

3.7.4 Evaluation

If a “mini-competition” is conducted, a panel of evaluators should be appointed to review the proposals submitted by ITES-3S vendors. For each non-Price evaluation factor, the evaluators should identify strengths and weaknesses in the proposals and should assign an adjectival rating (e.g., Outstanding, Good) for each non-Price factor. The evaluators’ findings should be documented in a written evaluation report. The Price factor should be evaluated independently from the non-Price factors. Individuals who are evaluating non-Price aspects of the proposal should not have access to pricing information while performing their evaluations.

Evaluations must be conducted fairly and in accordance with the selection criteria in the solicitation.

After an initial evaluation of proposals, negotiations (discussions) may be held. Refer to FAR Part 15 for general guidance on the proper conduct of discussions.

3.7.5 Award

Once evaluations are completed, an authorized selection official must make an award decision and document the rationale for his/her decision. Prior to the decision, copies of all evaluations must be forwarded to the selection official for his/her review and consideration.

Attachment 10 is an example of the Selection Recommendation Document. The form is signed by the selection official and forwarded to the Ordering Contracting Officer. This form also can be used to document an exception to the Fair Opportunity requirements.

At a minimum, the following information shall be specified in each task order awarded:

- Date of order
- Point of contact (name), commercial telephone, facsimile number, and email address
- Ordering Contracting Officer’s commercial telephone number and email address

- Description of the services to be provided, quantity unit price and extended price, or estimated cost and/or fee (including the Contract Line Item Number from Part B). The work statement should be attached; the contractor's proposal may be incorporated by reference
- Delivery date for supplies
- Address and place of performance
- Packaging, packing, and shipping instructions, if any
- Accounting and appropriation data and contract Accounting Classification Reference Number (ACRN) (DFAS requires an ACRN(s) on all orders)
- Specific instructions regarding how payments are to be assigned when an order contains multiple ACRNs
- Invoice and payment instructions
- Any other pertinent information.

In accordance with 10 USC § 2304c(d) and FAR 16.505(a)(9), the ordering agency's award decision on each order generally is not subject to protest under FAR Subpart 33.1, except for a protest that an order increases the scope, period, or maximum value of the contract. In lieu of pursuing a bid protest, ITES-3S contractors may seek independent review by the designated Ombudsman. The Ombudsman will review complaints from the contractors and ensure that all contractors are afforded a fair opportunity to be considered for each order, consistent with the procedures in the contract. The designated Ombudsman is identified in Chapter 2, Paragraph 7 of these guidelines.

The executed order will be transmitted via facsimile, email, or by verbal direction from the Ordering Contracting Officer. If verbal direction is given, written confirmation will be provided within five working days.

After award, timely notification shall be provided to the unsuccessful offerors and will identify, at a minimum, the awardee and award amount.

3.8 EVALUATION OF CONTRACTOR'S TASK ORDER PERFORMANCE

Section G.4 of the contract requires that, at task order completion, the contractor submit a request for a performance evaluation to the Order Contracting Officer's Representative (OCOR) or his/her designated representative. The OCOR or designated representative shall complete these evaluations for each task order, regardless of dollar value, within 30 days of completion. Performance evaluations also shall be completed annually for orders that have a performance period in excess of one year. Annual performance evaluation shall be completed within 30 days of task order renewal. Performance evaluations also may be done as otherwise considered necessary throughout the duration of the order (but generally no more than quarterly).

ATTACHMENT 1: CACI'S ITES-3S TEAM

Information Technology Enterprise Solutions-3 Services (ITES-3S)

Contract Number: W52P1J-18-D-A138

Prime: CACI-ISS

Subcontractors:	
Ace Electronics Defense Systems, LLC	Agil3 Technology Solutions
Alion Science and Technology Corp	American Cyber, Inc
Advanced Resource Technologies, Inc. (ARTI)	APEX Systems LLC
Barquin International	Bluehawk, LLC
CMS2, LLC	COLSA Corporation
Configuration Management Consultants, LLC	Cowan and Associates, Inc.
DataVise Information Technology Services, Inc.	Eiden Systems Corporation
Engineering Services Network, Inc.	Federal Resources Corp.
Futron, Inc	Genex Systems, LLC
Green Cloud Consulting, LLC	IMS Government Solutions, Inc
Hi-Tec Systems, Inc.	Information Gateways, Inc.
IntelliCog, Inc.	Intercom Federal Systems
KMA Business Solutions, Inc.	Logistics Support, Inc.
Logistico, LLC	Main Sail, LLC
MainSpring, Inc.	Microsoft Corporation
Marjau Systems Corporation	Marjau Systems Corporation
MaxiSoft Corporation	M&M Technical Services, Inc.
Micro Systems Consultants, Inc	NIS Solutions
Plateau Software, Inc.	SENTEL Corporation
SigmaRiver LLC	Spin Systems, Inc.
Strategic Systems Group, LLC	Super Systems, Inc. (SSi)
Trabus Technologies	UEC Electronics, LLC
Valkyrie Enterprise, LLC	Voletude, LLC
Visual Awareness Technologies and Consulting Inc.	Visual Integrator Consulting, Inc
VSolvit, LLC	Wete and Company, Inc.

ATTACHMENT 2: ITES-3S TASK ORDER REQUEST CHECKLIST AND INSTRUCTIONS

ITES-3S TASK ORDER REQUEST CHECKLIST AND INSTRUCTIONS

This form constitutes a request for contract support under the ITES-3S contracts. The Requiring Activity shall complete this form together with the associated attachments and forward the entire package to the appropriate Ordering Contracting Officer for processing.

1. Task Order (TO) Title:	
2. Requiring Activity Point of Contact: Include name, title, organization, commercial and DSN phone numbers for voice and fax, and email address:	
3. Designated Order Contracting Officer's Representative (OCOR): Include name, title, organization, commercial and DSN phone numbers for voice and fax, and email address: <i>(If same as Block 2, type "same").</i>	
4. Attachments Checklist: Complete package must include <u>all</u> of the following <u>mandatory</u> items. Send files electronically via email or fax to the Ordering Contracting Officer. <i>(All files shall be completed using MS Word Office 2000 or MS Excel Office 2000, as appropriate.)</i>	
<input type="checkbox"/> Work Statement <i>(check one)</i> <input type="checkbox"/> Statement of Work (SOW) <input type="checkbox"/> Performance Work Statement (PWS), includes Quality Assurance Surveillance Plan (QASP) <input type="checkbox"/> Statement of Objectives (SOO) <input type="checkbox"/> Funding Document(s) (scanned or other electronic version is preferable) <input type="checkbox"/> Independent Government Cost Estimate (IGCE) <input type="checkbox"/> Proposal Evaluation Plan <input type="checkbox"/> Justification for Work Statement that is not Performance-based <input type="checkbox"/> TO-unique DD Form 254 <i>(only if security requirements)</i>	
5. Task Order Information:	
a. Contract Type <i>(check one)</i> : Time and Materials (T&M) and Cost Reimbursement (CR) contract types require justification in accordance with Federal Acquisition Regulations <i>(the Ordering Contracting Officer makes the final determination of which order type is in the best interest of the Government).</i>	
<input type="checkbox"/> Firm Fixed Price (FFP) (no justification required) <input type="checkbox"/> Cost Reimbursement (CR) (provide justification in the box below) <input type="checkbox"/> Time and Materials (T&M) (provide justification in the box below)	
b. Rationale: T&M and CR contract types require justification in accordance with Federal Acquisition Regulations	

c. FASA Exception: If you are citing a FASA exception to Fair Opportunity Competition, designate which one below with a justification.

- The agency need for services is of such urgency that providing such opportunity would result in unacceptable delays
- Only one such contractor is capable of providing services required at the level of quality required because they are unique or highly specialized
- The order should be issued on a sole-source basis in the interest of economy and efficiency as a logical follow-on to an order already issued under this contract, provided that all ITES-3S contractors were given a fair opportunity to be considered for the original order
- It is necessary to place an order to satisfy a minimum guarantee
- A statute expressly authorizes or requires that the purchase be made from specified source

d. FASA Exception Justification:

6. Order COR Training Certification: Army Order CORs are required to have Contracting Officer's Representative (COR) training prior to appointment in accordance with Paragraph 1.7 of the ACA Acquisition Instruction. Appendix A of the ACA Acquisition Instruction contains a list of ACA-approved training courses. Refer to: <http://aca.saalt.army.mil/Library/Acq-Instructions.htm>

Order COR Training Certification Date:

ATTACHMENT 3: PERFORMANCE-BASED SERVICE ACQUISITION (PBSA)

1. General. PBSA is the preferred method of contracting for services and supplies. PBSA means an acquisition structured around the results to be achieved as opposed to the manner by which the work is to be performed. Essential elements of PBSA include: (1) performance requirements, expressed in either a Performance Work Statement (PWS) or Statement of Objectives (SOO); performance requirements should be described in terms of "what" the required output is and should not specify "how" the work is to be accomplished; (2) performance standards or measurements, which are criteria for determining whether the performance requirements are met; (3) appropriate performance incentives, either positive or negative; and (4) a surveillance plan that documents the Government's approach to monitoring the contractor's performance. These elements are discussed further below.

2. Policy. FAR 37.102 has established the policy to use a PBSA approach, to the maximum extent practicable, for all services. Services exempted from this policy are: architect-engineer, construction, utility, and services that are incidental to supply purchases. Use of any other approach must be justified to the Ordering Contracting Officer. For Defense agencies, DFARS 237.170-2 requires higher level approval for any acquisition of services that is not performance-based.

3. Contract-Type. The order of precedence set forth in FAR 37.102(a)(2) must be followed for all task orders. It is:

- (i) A firm-fixed price performance-based contract or task order.
- (ii) A performance-based contract or task order that is not firm-fixed price.
- (iii) A contract or task order that is not performance-based.

Requiring activities should use the contract type most likely to motivate contractors to perform at optimal levels. Firm Fixed-Price is the preferred contracting type for PBSA. Work statements should be developed in sufficient detail to permit performance on a fixed-price basis.

4. Performance Work Statement (PWS). The PWS identifies the technical, functional, and performance characteristics of the Government's requirements. The PWS describes the work in terms of the purpose of the work to be performed rather than either "how" the work is to be accomplished or the number of hours to be provided. The format for the PWS is similar to the traditional Statement of Work (SOW). In addition, the PWS will include performance standards, incentives, and a Quality Assurance Surveillance Plan (QASP).

4.1. Performance Standards/Metrics. Performance standards and metrics reflect the level of service required by the Government to meet performance objectives. Standards may be objective (e.g., response time) or subjective (e.g., customer satisfaction).

- Use commercial standards where practicable, e.g., ISO 9000.
- Ensure the standard is needed and not unduly burdensome.
- Standards must be measurable, easy to apply, and attainable.

If performance standards are not available, the PWS may include a requirement for the contractor to provide a Performance Matrix as a deliverable, to assist in the development of performance standards for future task orders.

4.2. Performance Incentives. Incentives may be positive or negative; they may be monetary or non-monetary. Note: If a financial incentive is promised, ensure that adequate funds are available at time of task order award to pay incentives that may be earned. Examples of monetary incentives include:

- Incentive fees
- Share-in-Savings.

A negative incentive can be included if the desired results are not achieved (deduction should be equal to the value of the service lost).

Examples of Non-monetary incentives include:

- Revised schedule
- Positive performance evaluation
- Automatic extension of contract term or option exercise
- Lengthened contract term (award term contracting) or purchase of extra items (award purchase)
- Letters of appreciation to individual employees may translate to bonuses.

4.3. Quality Assurance Surveillance Plan (QASP). The QASP is a plan for assessing contractor performance to ensure compliance with the Government's performance objectives. It describes the surveillance schedule, methods, performance measures, and incentives.

- The level of surveillance should be commensurate with the dollar amount, risk, and complexity of the requirement
- Don't inspect the process, just the outputs
- QASP is included as part of the PWS.

A PWS sample format, including a QASP, is provided in Attachment 5.

5. Statement of Objectives (SOO). The SOO is an alternative to the PWS. It is a brief document (commonly 2 to 10 pages, depending upon complexity, although there is no maximum or minimum length) that summarizes key agency goals and outcomes, to which contractors respond. It is different from a PWS in that, when an SOO is used, offerors are asked to develop and propose a PWS as part of their solution. Typically, offerors also propose a technical approach, performance standards, incentives/disincentives, and a QASP, based upon commercial practices. At a minimum, an SOO must contain the following information:

- Purpose
- Scope or mission
- Period and place of performance
- Background
- Performance objectives (i.e., required results)
- Any operating constraints.

Upon award, the winning offeror's solution to the SOO should be incorporated into the resulting task order. The SOO itself is not part of the task order.

An SOO sample format is provided in *Attachment 6*.

ATTACHMENT 4: FORMAT FOR ITES-3S STATEMENT OF WORK (SOW)

- 1. Project Title.** Provide a short, descriptive title of the work to be performed.
- 2. Background.** Describe the need for the services, the current environment, and the office's mission as it relates to this requirement. Provide a brief description/summary of the services sought.
- 3. Scope.** Indicate which ITES-3S contract task area(s) apply to the work to be performed. Include a high-level view of the procurement, its objectives, size, and projected outcomes. Do not include anything that will not contribute to the expected result. Do include impacts/implications.
- 4. Applicable Documents.** List legal, regulatory, policy, security, and other documents that are relevant. Include publication number, title, version, date, where the document can be obtained, and other helpful information. If only portions of documents apply, so state.
- 5. Specific Tasks.** Provide a narrative of the specific tasks that make up the SOW. Number the tasks sequentially, e.g., Task 1 – Title of Task and description, Task 2 – Title of Task and description, etc. Describe in clear terms, using active language, what work will be performed. The requirement must be defined sufficiently for the contractor to submit a realistic proposal and for the Government to negotiate a meaningful price or estimated cost. SOWs must be "outcome-based," i.e., they must include the development and delivery of actual products (e.g., assessment report, migration strategy, implementation plan).
- 6. Deliverables and Delivery Schedule.** List all outputs/outcomes with specific due dates or time frames. Include media type, quantity, and delivery point(s). State due dates in terms of calendar days after task order award.
- 7. Government-furnished Equipment and Information (GFE/GFI).** Identify the Government-furnished equipment and information, if any, to be provided to the contractor, and identify any limitations on use. Be as specific as possible.
- 8. Place of Performance.** Specify whether the work will be performed at the contractor's site or at a Government site, with the exact address if possible. Describe any local or long distance travel the contractor will be required to perform.
- 9. Period of Performance.** State the period of performance in terms of total calendar days after TO award (e.g., 365 calendar days after TO award), or in terms of start and end date (e.g., October 1, 20XX through September 30, 20XX).
- 10. Security.** State whether the work will be UNCLASSIFIED, CONFIDENTIAL, SECRET, TOP SECRET or TOP SECRET/SCI. Contract Section H.8 requires that the level of classified access be incorporated into individual TOs as necessary. The Contract Security Classification Specification, DD Form 254 should be included if required.

ATTACHMENT 5: FORMAT FOR ITES-3S PERFORMANCE WORK STATEMENT (PWS)

1. **Project Title.** Provide a short, descriptive title of the work to be performed.
2. **Background.** Describe the need for the services, the current environment, and the office's mission as it relates to this requirement. Provide a brief description/summary of the services sought.
3. **Scope.** Indicate which ITES-3S contract task area(s) apply to the work to be performed. Include a high-level view of the procurement, its objectives, size, and projected outcomes. Do not include anything that will not contribute to the expected result. Do include impacts/implications.
4. **Applicable Documents.** List legal, regulatory, policy, security, and other documents that are relevant. Include publication number, title, version, date, where the document can be obtained, and other helpful information. If only portions of documents apply, so state.
5. **Performance Requirements.** Provide a narrative of the specific performance requirements or tasks that make up the PWS. Describe the work in terms of the required output, i.e., what is expected from the contractor, rather than how the work is to be accomplished or the number of hours to be provided. Number the tasks sequentially, e.g., Task 1 – Title of Task and description, Task 2 – Title of Task and description, etc. The requirement must be defined sufficiently for the contractor to submit a realistic proposal and for the Government to negotiate a meaningful price or estimated cost.
6. **Performance Standards.** Performance standards establish the performance levels required by the Government. Examples of performance standards include:
 - Quality Standards: Condition, Error rates, Accuracy, Form/Function, Reliability, Maintainability
 - Quantity Standards: Capacity, Output, Volume, Amount
 - Timeliness Standards: Response times, Delivery, Completion times, Milestones.
7. **Incentives.** Incentives should be used when they will encourage better quality performance. They may be positive, negative, or a combination of both. Incentives may be monetary or non-monetary. Incentives do not need to be present in every performance-based contract as an additional fee structure. In a fixed price contract, the incentives would be embodied in the pricing and the contractor could maximize profit through effective performance or reduce payments because of failure to meet the performance standard.
 - Positive Incentives: Actions to take if the work exceeds the standards. Standards should be challenging, yet reasonably attainable.
 - Negative Incentives: Actions to take if work does not meet standards.
8. **Deliverables and Delivery Schedule.** List all outputs/outcomes with specific due dates or time frames. Include media type, quantity, and delivery point(s). State due dates in terms of calendar days after task order award.
9. **Government-furnished Equipment and Information (GFE/GFI).** Identify the Government-furnished equipment and information, if any, to be provided to the contractor, and identify any limitations on use. Be as specific as possible.

- 10. Place of Performance.** Specify whether the work will be performed at the contractor's site or at a Government site, with exact address if possible. Describe any local or long distance travel the contractor will be required to perform.
- 11. Period of Performance.** State the period of performance in terms of total calendar days after TO award (e.g., 365 calendar days after TO award), or in terms of start and end date (e.g., October 1, 20XX through September 30, 20XX).
- 12. Security.** State whether the work will be UNCLASSIFIED, CONFIDENTIAL, SECRET TOP SECRET or TOP SECRET/SCI and include Contract Security Classification Specification, DD Form 254, as required in individual TOs. ITES-3S Contract Section H.8 requires that the level of classified access be incorporated into individual TOs as necessary.
- 13. Quality Assurance Surveillance Plan (QASP).** This portion of the PWS explains to the contractor what the Government's expectations are, how (and how often) deliverables or services will be monitored and evaluated, and incentives that encourage the contractor to exceed the performance standards and that reduce payment or impose other negative incentives when the outputs/outcomes are below the performance standards. Attach the QASP to the PWS. An example is provided on the next page.

ATTACHMENT 5A: SAMPLE QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

SAMPLE QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

1. **Task Order Title:** Mainframe Maintenance Service (*Example*)
2. **Work Requirements:** (*list below the tasks specified in Paragraph 5 of the PWS*)

Examples:

- Task 1 – Predictive/Preventive Maintenance
- Task 2 – Equipment Repair
- Task 3 – Dispatch Center
- Task 4 – Work Documentation/Service Log Section
- Task 5 – Equipment Monitoring Section
- Task 6 – Configuration Management Section

3. **Primary Method of Surveillance:** (*choose a method that best fits your requirement, e.g., criticality of work to be performed, the relative importance of some tasks to others, lot size/frequency of service, surveillance period, stated performance standard, performance requirement, availability of agency people/resources, and cost-effectiveness of surveillance vs. task importance.*)

Acceptable surveillance methods include:

- ✓ **100% Inspection.** This is recommended only where health and safety are at issue; otherwise, it is not cost-effective and is too stringent.
- ✓ **Random Sampling.** Appropriate for recurring tasks or productions requirements.
- ✓ **Periodic Inspection.** Use a pre-determined plan based on analyses of agency resources and requirements.
- ✓ **Customer Input.** Suitable for service-oriented tasks; use a standard form to document.
- ✓ **Contractor Self-Reporting.** Appropriate for tasks like system maintenance, where the contractor can provide system records that document performance; for development projects, monthly reports can detail problems encountered.

Example: Random sampling is scheduled for Items 2, 3, 5, and 6. There will be 100% inspection for Items 1 and 4.

4. **Scope of Performance:** (*provide the scope of the requirement as described in Paragraph 3 of the PWS*)

Example: The contractor will provide remedial maintenance service on site, with problem resolution completed within the specified timeframe. Remedial maintenance is defined to include service, including parts replacement, as necessary to restore equipment that is in an inoperable or degraded condition to normal operating effectiveness. Equipment problems attributed to software malfunctions are excluded.

(insert other scope statements for remaining work requirements, as appropriate)

5. **Performance Standards:** (*insert the Performance Standards listed in Paragraph 6 of the PWS*)

Examples:

- Mainframe processing availability must be 95% during the hours 0800 – 1600.
- Response times for maintenance calls should occur within 4 hours of placing a call.

6. Acceptable Quality Level (AQL): *(must be realistic, stating the minimum standard, percentage of errors allowed, cost trade-offs, etc.)*

Example: The AQL for this project is 100%, due to the critical support provided by mainframe operations.

7. Evaluation Method:

Example: The COTR will document the time of verbal notification to the contractor. The COTR will document the official time and date of notification on the Maintenance Call Record. The COTR will review self-diagnostic systems logs, conduct a comparison with actual maintenance performance, and otherwise verify and validate contractor performance. The contractor shall enter in the record the official time the system is restored to full operational status. The COTR will confirm the date and time of problem resolution in the record.

8. Incentives (Positive and/or Negative): *(insert the Performance Incentives listed in Paragraph 7 of the PWS)*

Example: The following negative incentives apply:

- If resolution is completed within 4 hours of notification, there will be no adjustment to the invoice amount.
- If resolution time exceeds 4 hours, the monthly invoice amount will be reduced by 10%.

(insert any other appropriate incentives, or disincentives)

ATTACHMENT 6: STATEMENT OF OBJECTIVES (SOO)

The Statement of Objectives (SOO) provides basic, top-level objectives of a task order, and is provided in lieu of a Government-written Statement of Work (SOW) or Performance Work Statement (PWS). It provides contractors the flexibility to develop cost-effective solutions and the opportunity to propose innovative alternatives meeting the objectives.

Format**I. PURPOSE****II. SCOPE OR MISSION****III. PERIOD AND PLACE OF PERFORMANCE****IV. BACKGROUND****V. PERFORMANCE OBJECTIVES, GOALS, AND OUTCOMES**

Examples include:

A. Overall Objectives:

- Personnel – Provide a proper skill mix, experience, and required number of qualified personnel
- Materials – Provide all necessary supplies, spares, tools, and test equipment, consumables, hardware, software, automatic data processing equipment, documentation, and other applicable properties.
- Facilities – Provide administrative and workspaces.
- Organizational Processes – Provide internal controls, management oversight, and supply support.

B. Task Order Objectives:

Most objectives already will be identified within the contract document. You may include specific task order objectives here. If you include this type of objective, you may need to include instructions for how you wish the ITES-3S contractors to address these objectives within their proposals. Objectives identified within the SOO are addressed by the ITES-3S contractors within a SOW, which they write. Therefore, consider how objectives identified in this section could be addressed within a SOW.

C. Technical Objectives:

- Make maximum use of commercial products.
- Install the system with a minimum impact to other systems that may be located in the designated facility.
- Develop and document procedures for managing system engineering, software, and hardware development. Use commercial standards and procedures to the maximum extent in achievement of this objective. The system engineering process includes parts management, quality assurance, Electro-Static Discharge (ESD) control, reliability, maintainability, system safety, etc.

D. Program Objectives:

- Establish program management that provides accurate and timely schedule and performance information throughout the life cycle of the program.
- Establish a sound risk management system that mitigates program risks and provides special emphasis on software development efforts through integration of metrics to monitor program status.
- Establish a comprehensive configuration management system.
- Obtain sufficient rights in technical data—both software and hardware—such that the Government can maintain and modify the training system using Government personnel and third-party contractors.
- Use electronic technologies to reduce paper copies of program information generated throughout the life of this contract.
- Use electronic technologies to communicate and pass data between Government and contractor organizations.

VI. OPERATING OR PROGRAMMATIC CONSTRAINTS

The following specifications, standards, policies, and procedures represent the constraints placed on this Task Order:

ATTACHMENT 7: ITES-3S PROPOSAL EVALUATION PLAN

ITES-3S PROPOSAL EVALUATION PLAN

Basis of evaluation (check one): <input type="checkbox"/> Best Value Trade-Off <input type="checkbox"/> Lowest-Price, Technically Acceptable	
Non-Price Factors	
<p><i>Note:</i> Describe the relative weight of each evaluation factor compared with the other evaluation factors. For example, the evaluation factors might all be approximately equal in importance, or one factor may be more important than other factors.</p> <p><i>List the specific areas of your technical/management requirements to be evaluated. These areas should correspond with, and relate to, specific requirements.</i></p>	
1. Technical/Management Approach	
a.	
b.	
c.	
d.	
<i>List the specific areas of your past performance requirements to be evaluated. These areas should relate to specific work statement requirements.</i>	
2. Past Performance	
a.	
b.	
c.	
d.	
<i>List any other evaluation criteria important to you, and the associated weights, below.</i>	
3. Other Factors (if applicable)	
a.	
b.	
c.	
d.	
Price Factor	
<p>Adjectival ratings (e.g., Outstanding, Good) are assigned to corporate experience, technical/management approach, and any other non-Price criteria for which you may want to evaluate contractor proposals. Note that balancing Price against the non-Price factors is how you make your best value trade-off decision; therefore, a rating is not assigned to the Price factor. Indicate whether all non-Price evaluation factors, when combined are:</p>	
<input type="checkbox"/> Significantly more important than <input type="checkbox"/> More important than <input type="checkbox"/> Comparatively equal to <input type="checkbox"/> Less important than <input type="checkbox"/> Significantly less important than	
...the Price Factor	

ATTACHMENT 8: MEMORANDUM TO ITES-3S CONTRACTORS

ARMY CONTRACTING AGENCY (ACA)

LETTERHEAD

IN REPLY REFER TO:

(DATE)

MEMORANDUM TO: ITES-3S Contractors

SUBJECT: Request for Task Order Proposals

1. The Director of Information Management (DOIM) for *[insert command]* has a requirement for *[insert, as appropriate]*. The period of performance is *[insert duration of order]*. The anticipated contract type is *[insert, as appropriate]*. This requirement has been assigned Tracking Number *[insert number]*.

2. As provided by Part J, Attachment 4, Paragraph (c), Task Order Procedures, of the contract, it is requested that you submit written technical and price proposals in response to the attached *[insert, as appropriate, e.g., SOW, PWS or SOO]* (Attachment 1). Specific proposal instructions and evaluation criteria are also attached (Attachment 2). Your proposal or “no-bid reply” shall be submitted no later than *[insert date/time]*. Any “no-bid reply” must include a brief statement as to why you are unable to perform. Please upload your proposal or no-bid reply to the PD CHES website.

3. Virtual Reading Room. A Virtual Reading Room has been established to provide access to information related to this acquisition *[insert specific information as appropriate]*.

4. Due Diligence. As part of the proposal preparation process, the Government will offer the ITES-3S contractors the opportunity for Due Diligence. This will enhance your understanding of the requirements, and is in keeping with the principles identified by FAR Part 15.201, Exchanges With Industry Before Receipt of Proposals. The following arrangements have been made for interested contractors to contact appropriate Government representatives to ask questions that by their very nature they would not ask if the response would be posted and provided to their competition:

[insert information, as appropriate]

5. Resolution of Issues. The Ordering Contracting Officer (OCO) reserves the right to withdraw and cancel the proposed task. In such event, the contractor shall be notified in writing of the OCO’s decision. This decision is final and conclusive and shall not be subject to the “Disputes” clause or the “Contract Disputes Act.”

6. Questions should be addressed to the OCO at the following email address: *[insert address]*. Please provide any questions no later than *[insert date/time]*. Questions received after this date may or may not be answered. Contact *[insert name/telephone number]* if you have any questions or require additional information.

Sincerely,

ITES-3S Ordering Contracting Officer

Attachments:

- (1) Work Statement
- (2) Proposal Submission Instructions and Evaluation Criteria

ATTACHMENT 9: PROPOSAL SUBMISSION INSTRUCTIONS AND EVALUATION CRITERIA

1. Proposal Submission Instructions. Technical and Price Proposals shall be separate documents and consist of the following tabs:

a. Tab 1 – Technical Proposal. Technical proposal information will be streamlined. Page limits are specified below. At a minimum, technical proposals shall address the following elements:

- Technical/Management Approach
- Key Personnel Assigned
- Teaming Arrangements (including subcontractors)
- Risks and Risk Mitigation Plan
- Period of Performance
- Government-Furnished Equipment (GFE)/Government-Furnished Information (GFI)
- Security (including clearance level)
- Other Pertinent Data.

(10 pages/or as determined suitable to support acquisition)

While the Technical Proposal must not contain any reference to price, resource information (e.g., data concerning labor hours and categories, materials, subcontracts) must be provided so that the contractor's understanding of the requirements may be evaluated.

NOTE: If instructions are for a performance-based task order, and if a Performance Work Statement (PWS) is not already included in the solicitation, the Technical Proposal shall also include the offeror's proposed Statement of Work (SOW) or PWS detailing the performance requirements resulting from the Statement of Objectives (SOO). **(No Page Limit)**

b. Tab 2 – Cost/Price Proposal. This part of the proposal shall include details for all resources required to accomplish the requirements (e.g., labor hours, rates, travel, incidental equipment). The price proposal shall identify labor categories in accordance with the Labor Rate Tables contained in Section B. It also must identify any GFE and/or GFI required for task performance. If travel is specified in the SOW or PWS, airfare and/or local mileage, per diem rates by total days, number of trips, and number of contractor employees traveling shall be included.

2. Evaluation Criteria. This is a best value award. The evaluation criteria for this award will be based on the following factors and weights assigned to each factor.

Insert criteria as appropriate. Describe the relative weight of each evaluation factor compared with the other evaluation factors. For example, the evaluation factors may be approximately equal in importance, or one factor may be more important than other factors.

a. Technical/Management Approach

- (1)
- (2)
- (3)

b. Past Performance

- (1)
- (2)
- (3)

c. Other Factors

- (1)
- (2)
- (3)

d. Cost/Price

In performing the best value trade-off analysis, all non-price evaluation factors, when combined, are approximately equal in importance to cost/price.

ATTACHMENT 10: ITES-3S SELECTION RECOMMENDATION DOCUMENT (SRD)

ITES-3S SELECTION RECOMMENDATION DOCUMENT (SRD)	
<p>A. Task Order Title: <i>(enter the Title as shown in the Work Statement)</i></p>	
<p>B. Recommended Prime Contractor: <i>Check the name/number of the ITES-3S prime contractor to whom you are recommending an award.</i></p>	<p><input type="checkbox"/> Contractor ABC – Contract # 123</p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
<p>C. Justification: <i>Note - the "Fair Opportunity to be Considered" evaluation and justification is mandatory unless the requirement meets one of the five FASA-specified/Section 803 exceptions described in part D, below. If one of the exceptions applies, leave Section C blank and complete Sections D and E.</i></p>	<p>Attach a narrative summarizing the evaluation results, including the adjectival ratings for each non-Price evaluation factor and the identified strengths and weakness of the proposals received. Describe the evaluation methodology and the Best Value analysis that led to the recommendation of the prime contractor that should be awarded the task order, in accordance with the ITES-3S Proposal Evaluation Plan. The justification should be streamlined while containing the following:</p> <ol style="list-style-type: none"> 1. Results of non-Price Evaluations. Discuss the results of the non-Price evaluations for each vendor that submitted a proposal. 2. Results of the Price Evaluations. Discuss the results of the Price evaluations for each vendor that submitted a proposal. 3. Tradeoff analysis. Describe the analysis that led to the recommendation of the prime contractor that should be awarded the task order.
<p>D. Exception: <i>Note: Complete Section D only if an exception to the "Fair Opportunity to be Considered" process is being claimed.</i></p>	<p>If the specific requirements meet the criteria for one of the five FASA-allowed (Section 803) exceptions to Fair Opportunity and therefore is exempt from the evaluation described in Section C above, check the appropriate exception and provide justification for why this TO is exempt from Fair Opportunity.</p> <p><input type="checkbox"/> 1. The agency need for services is of such urgency that providing such opportunity would result in unacceptable delays <i>(attach justification)</i>.</p> <p><input type="checkbox"/> 2. Only one such contractor is capable of providing such services required at the level of quality required because the services ordered are unique or highly specialized <i>(attach justification)</i>.</p> <p><input type="checkbox"/> 3. The order should be issued on a sole-source basis in the interest of economy and efficiency as a logical follow-on to a TO already issued under the ITES-3S contract, provided that all the contractors were given fair opportunity to be considered for the original order. (enter the Contract and Task Order No. of the original task order): Contract W52P1J-18-D-A138 Task Order RX01 (example)</p> <p><input type="checkbox"/> 4. It is necessary to place an order to satisfy a minimum guarantee.</p> <p><input type="checkbox"/> 5. A statute expressly authorizes or requires that the purchase be made from a specified source.</p>
<p>E. Authorized Official</p>	<p><i>(SRD must be signed by the Authorized Selection Official e.g., Ordering Contracting Officer – electronic signature (/s/) is acceptable.)</i></p>
<p>Name, Signature, and Date:</p>	

ATTACHMENT 11: REQUIRED PERSONNEL TO SUPPORT ITES-3S CONTRACT VEHICLE

Key and required personnel are as updated from the CACI-ISS Management Plan submission, Mr. William Mickler, Senior Business Development Executive, lead the ITES-3S Program Management Office (PMO), with support from our Contracts, Subcontracts, Pricing, Business Development, and Small Business partners. Mr. Mickler reports directly to GWAC Sales organization. Our Program Manager function for ITES-3S is supported by Ms. Mary Baggett. Ms. Baggett and Mr. Mickler have direct access to senior level executives for quick and responsive action regarding contract, task order, or performance issues that may rise to that level.

The following table lists current information for key support functions:

William Mickler	Sr BD Executive	wmickler@caci.com	ITES-3S PMO	(703) 679-3866
Howard Porter	Sr Vice President	hporter@caci.com	Corporate Director of Contracts	(703) 679-3477
Mary Baggett	Vice President	mbaggett@caci.com	Program Mgr.	(703) 635-4133
Natalie Walker	Contracts	natalie.Walker@caci.com	Contracts Mgr.	(703) 679-3141
Brett Lowden	Subcontracts	blowden@caci.com	Subcontracts Mgr.	(703) 679-4174

CACI’s PMO is augmented by seasoned Army, DoD, and Federal IT Services professionals, who bring unique understanding and operational perspectives to help drive successful TO execution efforts in support of our customers. Our PMO team is built on indirect labor pools at no cost to the Government, allowing the team to make the best decisions in support of the Army. CACI’s ITES-3S PMO is structured to codify clear lines of authority, bidirectional communications, and immediate access to essential personnel to ensure responsiveness to our customers. Our successful IDIQ management approach facilitates the alignment of the most complementary teammates for TO response in a systematic and deliberate manner.

**ATTACHMENT 12: CONTRACT REPORTING – SMALL BUSINESS
PARTICIPATION REPORT (SBPR)**

ITES-3S -- SMALL BUSINESS PARTICIPATION REPORT

1. Company Name: CACI-ISS, Inc
2. ITES-3S Contract Number: W52P1J-18-D-A138
3. Date Submitted: 12/15/2018
 3a. Small Business Participation Report Period Start Date: 25-Sep-2018
 3b. Small Business Participation Report Period End Date: 15-Nov-2018
- 4a. Total *Obligated* Dollars based on *Current* Total Contract Value: \$5,000
 4b. Total **ACTUAL Cumulative** Dollars Subcontracted out (Large and Small Business) \$5,100
 4c. Total percentage of *Obligated* Dollars subcontracted out (Large and Small Business) 102%

5. *Obligated Dollar Value* and percent of participation as a Prime Contractor

Total Subcontracted

TYPE	PROPOSED GOAL (PERCENT)	ACTUAL (WHOLE DOLLARS/PERCENT)	
5a. Small Business Concerns	30%	\$2,500	50%
5b. Large Business Concerns	70%	\$2,600	52%

Subcategory Breakout

TYPE <i>(See instructions below)</i>	PROPOSED GOAL (PERCENT)	ACTUAL (WHOLE DOLLARS/PERCENT)	
Small Disadvantaged Business	5%	\$1,200	24.00%
Women Owned Small Business	5%	\$2,300	46.00%
Historically Underutilized Business Zone	5%	\$3,200	64.00%
Veteran Owned Small Business	5%	\$4,300	86.00%
Service Disabled Veteran Owned Small Business	5%	\$2,400	48.00%

This report is an example of only for future SBPR reporting

CACI has modified the reporting in this report to reflect the instructions provided for blocks 6 through 12 - per below guidance.

CACI has and will continue to work with our ITES-3S exclusive small business teammates listed on the CACI ITES-3.

14. Name of Individual Responsible for Administering Form: Mr. Calvin Freeman - CACI Small Business Reporting

15. Email address of Individual Responsible for Administering Form: cfreeman@caci.com

Instructions for BLOCKS 6 through 12: For each small business concern, provide breakout. Each of these items is a subcategory of Block 5a. Note that in some cases the same dollars may be reported in more than one block (e.g., SDBs owned by women); likewise, subcontracts to HBCUs or MIs should be reported on both Block 6 and 8.

As of January 2019 reporting timeframe, and counts SB credit in multiple categories as SB are disclosed/classified.

Vendors added to ITES-2S in addition to exclusive teammates that were exclusive since teaming with CACI. XYZ Vendor for task order ZX01 - example only

ATTACHMENT 13: CONTRACT REPORTING – MONTHLY TASK ORDER STATUS REPORT

Monthly Task Order Status Report			
Period Covered: 9/25/2018-11/15/2018			
1.0 Contract Overview Charts			
Task Order Number	Task Order Type	Performance Based Contract? Yes or No	TO Value without Options
ZX01	FFP	Yes	\$5,000.00
ZX02	C/PAF	Yes	\$3,000.00
ZX03	C/PAF	Yes	\$10,000.00
			\$7,500
			\$4,000
			\$15,000

Codes/Abbreviations for Task Order Type:

Abbreviation	Long Description
C/PAF	Cost Plus Award Fee
CPFF	Cost Plus Fixed Fee
CR	Cost-Reimbursable
CT	Cost Type Contract
FP	Fixed Price
FFP	Firm Fixed Price
LH	Labor Hours
T&M	Time-and-Materials

2.0 Major Accomplishments and Milestone Achievements
All tasks highlighted in blue below reviewed/updated for month of November - Example only

Task Order # / Task Order Name / Status / PM

ZX01	- in progress with no performance issues at this time
ZX02	-in progress with no performance issues at this time
ZX03	- in progress with no performance issues at this time

ATTACHMENT 14: CONTRACT REPORTING – MONTHLY OPEN TRANSACTION REPORT (OT REPORT)

Contract #	Order #	MOD #	RFP #	POP Start	POP End	Type	Transaction	Date of Transaction	Date Canceled	Transaction	UNSPSC	Task Order Type	Performance Based	CLIN #	Item Description	CLIN Quantity	CLIN Unit Price	CLIN Extended Dollar Amount	Dollar Amount of Transaction	Estimated TO Value
W52PJ-18-D-A138	ZX99		RFP-1000024-586-147568-80	39203	39551	DO		39198		39198	81.11.18.01.00	T&M	N	2002	Operation Support Services	1	5000	5000	5000	5000
W52PJ-18-D-A138	ZX99		RFP-1000024-586-147568-80	39203	39551	DO		39198		39198	81.11.18.01.00	T&M	N	2005	Subject Matter Expert	1	5000	5000	5000	5000
W52PJ-18-D-A138	ZX99		RFP-1000024-586-147568-80	39203	39551	DO		39198		39198	81.11.18.01.00	CR	N	2011	ODC - Travel	1	5000	5000	5000	5000

Continued – due to extended size of table (example only)

POC Last Name	POC First Name	POC Title	Telephone Number	Email Address	Street Address 1	Street Address 2	Street Address 3	City	State	Country	5 Digit Zip	4 Digit Zip Extension	Agency	Service or Agency	Army Activity	Comments	Projected Final POP End Date	Reserved	File Name	Shipping Item Palletization (SIP)	Total for OT Report
Eischen	Brad	Contracts Specialist	(434) 980-7864	roland.neal.smith@us.army.mil	Rock Island Bldg 60/62		Charlottesville	VA	US	US	22911	22911	0 USA	0 USA	ACC RI		41012	2	W52PJ-18-D-A138		942783898.3
Eischen	Brad	Contracts Specialist	(434) 980-7864	roland.neal.smith@us.army.mil	Rock Island Bldg 60/62		Charlottesville	VA	US	US	22911	22911	0 USA	0 USA	ACC RI		41012		W52PJ-18-D-A138		942783898.3
Eischen	Brad	Contracts Specialist	(434) 980-7864	roland.neal.smith@us.army.mil	Rock Island Bldg 60/62		Charlottesville	VA	US	US	22911	22911	0 USA	0 USA	ACC RI		41012		W52PJ-18-D-A138		942783898.3

ATTACHMENT 15: CONTRACT REPORTING – LABOR CATEGORIES (ON-SITE GOVERNMENT)

Escalation	Not to Exceed Hourly Rate	Fill in These Cells								
		YR 1	103.00% YR 2	103.00% YR 3	103.00% YR 4	103.00% YR 5	103.00% YR 6	103.00% YR 7	103.00% YR 8	103.00% YR 9
Labor Category										
Program Management										
Program Manager – Senior	\$131.85	\$136.81	\$139.88	\$144.08	\$148.40	\$152.85	\$157.44	\$162.16	\$167.02	
Program Manager – Intermediate	\$87.23	\$89.85	\$92.54	\$95.32	\$98.18	\$101.12	\$104.16	\$107.28	\$110.50	
Program Manager – Associate	\$22.13	\$22.79	\$23.48	\$24.18	\$24.91	\$25.65	\$26.42	\$27.22	\$28.03	
Project Management										
Project Manager - Senior	\$102.10	\$105.16	\$108.32	\$111.57	\$114.91	\$118.36	\$121.91	\$126.57	\$129.34	
Project Manager - Intermediate	\$27.43	\$28.25	\$29.10	\$29.97	\$30.87	\$31.80	\$32.75	\$33.74	\$34.75	
Project Manager - Associate	\$22.13	\$22.79	\$23.48	\$24.18	\$24.91	\$25.65	\$26.42	\$27.22	\$28.03	
Enterprise Architect	\$66.22	\$68.21	\$70.25	\$72.36	\$74.53	\$76.77	\$79.07	\$81.44	\$83.89	
Business Analyst - Functional	\$51.43	\$52.97	\$54.56	\$56.20	\$57.88	\$59.62	\$61.41	\$63.25	\$65.15	
Business Analyst - Technical	\$51.43	\$52.97	\$54.56	\$56.20	\$57.88	\$59.62	\$61.41	\$63.25	\$65.15	
Project Administrator	\$25.40	\$26.16	\$26.95	\$27.76	\$28.59	\$29.45	\$30.33	\$31.24	\$32.18	
Project Administrator - Associate	\$21.55	\$22.21	\$22.87	\$23.56	\$24.27	\$24.99	\$25.74	\$26.52	\$27.31	
Facility Staff Support – Senior	\$46.03	\$47.41	\$48.83	\$50.30	\$51.81	\$53.36	\$54.96	\$56.61	\$58.31	
Facility Staff Support – Intermediate	\$19.83	\$20.42	\$21.04	\$21.67	\$22.32	\$22.99	\$23.68	\$24.39	\$25.12	
Facility Staff Support – Associate	\$24.88	\$25.63	\$26.40	\$27.19	\$28.00	\$28.84	\$29.71	\$30.60	\$31.52	
Quality Assurance										
Quality Assurance Manager – Senior	\$68.50	\$70.56	\$72.67	\$74.85	\$77.10	\$79.41	\$81.79	\$84.25	\$86.77	
Quality Assurance Analyst – Intermediate	\$27.43	\$28.25	\$29.10	\$29.97	\$30.87	\$31.80	\$32.75	\$33.74	\$34.75	
Quality Assurance Analyst – Associate	\$40.87	\$42.10	\$43.36	\$44.66	\$46.00	\$47.38	\$48.80	\$50.26	\$51.77	
IT Systems Architecture										
Chief Enterprise Architect	\$68.50	\$70.56	\$72.67	\$74.85	\$77.10	\$79.41	\$81.79	\$84.25	\$86.77	
Lead Enterprise Architect	\$122.95	\$126.64	\$130.44	\$134.35	\$138.38	\$142.53	\$146.81	\$151.21	\$155.75	
Senior IT Systems Solution Architect	\$68.22	\$68.21	\$70.25	\$72.36	\$74.53	\$76.77	\$79.07	\$81.44	\$83.89	
Client/Server Network Architect	\$66.22	\$68.21	\$70.25	\$72.36	\$74.53	\$76.77	\$79.07	\$81.44	\$83.89	
Software Architect	\$81.67	\$84.12	\$86.64	\$89.24	\$91.92	\$94.68	\$97.52	\$100.44	\$103.46	
Systems Engineer - Senior	\$105.99	\$109.17	\$112.44	\$115.82	\$119.29	\$122.87	\$126.56	\$130.35	\$134.26	
Systems Engineer - Intermediate	\$76.31	\$78.60	\$80.96	\$83.39	\$85.89	\$88.46	\$91.12	\$93.85	\$96.67	
Systems Engineer - Associate	\$27.64	\$28.47	\$29.32	\$30.20	\$31.11	\$32.04	\$33.00	\$33.99	\$35.01	
Network Engineer – Senior	\$102.10	\$105.16	\$108.32	\$111.57	\$114.91	\$118.36	\$121.91	\$126.57	\$129.34	
Network Engineer – Intermediate	\$30.88	\$31.81	\$32.76	\$33.74	\$34.76	\$35.80	\$36.87	\$37.98	\$39.12	
Network Engineer – Associate	\$45.61	\$46.98	\$48.39	\$49.84	\$51.33	\$52.87	\$54.46	\$56.09	\$57.78	
Managed Systems Engineer - Senior	\$81.67	\$84.12	\$86.64	\$89.24	\$91.92	\$94.68	\$97.52	\$100.44	\$103.46	
Managed Systems Engineer - Intermediate	\$27.64	\$28.47	\$29.32	\$30.20	\$31.11	\$32.04	\$33.00	\$33.99	\$35.01	
Managed Systems Engineer - Associate	\$27.64	\$28.47	\$29.32	\$30.20	\$31.11	\$32.04	\$33.00	\$33.99	\$35.01	
Application Systems										
Applications Systems Analyst – Senior	\$66.22	\$68.21	\$70.25	\$72.36	\$74.53	\$76.77	\$79.07	\$81.44	\$83.89	
Applications Systems Analyst – Intermediate	\$22.13	\$22.79	\$23.48	\$24.18	\$24.91	\$25.65	\$26.42	\$27.22	\$28.03	
Applications Systems Analyst – Associate	\$22.13	\$22.79	\$23.48	\$24.18	\$24.91	\$25.65	\$26.42	\$27.22	\$28.03	
Software Engineer – Senior	\$123.11	\$126.80	\$130.61	\$134.53	\$138.56	\$142.72	\$147.00	\$151.41	\$155.95	
Software Engineer – Intermediate	\$45.61	\$46.98	\$48.39	\$49.84	\$51.33	\$52.87	\$54.46	\$56.09	\$57.78	
Software Engineer – Associate	\$30.88	\$31.81	\$32.76	\$33.74	\$34.76	\$35.80	\$36.87	\$37.98	\$39.12	
Applications Programmer – Senior	\$110.23	\$113.54	\$116.94	\$120.45	\$124.06	\$127.79	\$131.62	\$136.57	\$139.64	
Applications Programmer – Intermediate	\$72.07	\$74.23	\$76.46	\$78.75	\$81.12	\$83.55	\$86.06	\$88.64	\$91.30	
Applications Programmer – Associate	\$30.88	\$31.81	\$32.76	\$33.74	\$34.76	\$35.80	\$36.87	\$37.98	\$39.12	
IT Certified Professional – Senior	\$68.50	\$70.56	\$72.67	\$74.85	\$77.10	\$79.41	\$81.79	\$84.25	\$86.77	
IT Certified Professional – Intermediate	\$51.43	\$52.97	\$54.56	\$56.20	\$57.88	\$59.62	\$61.41	\$63.25	\$65.15	
IT Certified Professional – Associate	\$27.64	\$28.47	\$29.32	\$30.20	\$31.11	\$32.04	\$33.00	\$33.99	\$35.01	
Operations and Logistics										
Seat Management Administrator	\$55.26	\$56.92	\$58.63	\$60.38	\$62.20	\$64.06	\$65.98	\$67.96	\$70.00	

Configuration Management (CM) Specialist - Senior	\$89.03	\$91.70	\$94.45	\$97.29	\$100.20	\$103.21	\$106.31	\$109.50	\$112.78
Configuration Management (CM) Specialist - Intermediate	\$45.61	\$46.98	\$48.39	\$49.84	\$51.33	\$52.87	\$54.46	\$56.09	\$57.78
Configuration Management (CM) Specialist - Associate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Computer Operator - Senior	\$55.26	\$56.92	\$58.63	\$60.38	\$62.20	\$64.06	\$65.98	\$67.96	\$70.00
Computer Operator - Intermediate	\$23.83	\$24.54	\$25.28	\$26.04	\$26.82	\$27.63	\$28.45	\$29.31	\$30.19
Computer Operator - Associate	\$20.93	\$21.25	\$21.89	\$22.54	\$23.22	\$23.92	\$24.63	\$25.37	\$26.13
Distribution Operations Specialist - Senior	\$85.10	\$87.65	\$90.28	\$92.99	\$95.78	\$98.65	\$101.61	\$104.66	\$107.80
Distribution Operations Specialist - Intermediate	\$24.88	\$25.63	\$26.40	\$27.19	\$28.00	\$28.84	\$29.71	\$30.60	\$31.52
Distribution Operations Specialist - Associate	\$36.69	\$37.79	\$38.92	\$40.09	\$41.29	\$42.53	\$43.81	\$45.12	\$46.48
Information Assurance									
Information Assurance Engineer - Senior	\$93.27	\$96.07	\$98.95	\$101.92	\$104.98	\$108.13	\$111.37	\$114.71	\$118.15
Information Assurance Engineer - Intermediate	\$72.07	\$74.23	\$76.46	\$78.75	\$81.12	\$83.55	\$86.06	\$88.64	\$91.30
Information Assurance Engineer - Associate	\$51.43	\$52.97	\$54.56	\$56.20	\$57.88	\$59.62	\$61.41	\$63.25	\$65.15
Information Systems Auditor - Senior	\$102.10	\$105.16	\$108.32	\$111.57	\$114.91	\$118.36	\$121.91	\$125.57	\$129.34
Information Systems Auditor - Intermediate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Information Systems Auditor - Associate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Data Security Analyst - Senior	\$66.22	\$68.21	\$70.25	\$72.36	\$74.53	\$76.77	\$79.07	\$81.44	\$83.89
Data Security Analyst - Intermediate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Data Security Analyst - Associate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Disaster Recovery/COOP/Contingency Administrator	\$55.26	\$56.92	\$58.63	\$60.38	\$62.20	\$64.06	\$65.98	\$67.96	\$70.00
Information Security Specialist - Senior	\$81.67	\$84.12	\$86.64	\$89.24	\$91.92	\$94.68	\$97.52	\$100.44	\$103.46
Information Security Specialist - Intermediate	\$30.88	\$31.81	\$32.76	\$33.74	\$34.76	\$35.80	\$36.87	\$37.98	\$39.12
Information Security Specialist - Associate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
IA Policy and Compliance Certified Professional - Senior	\$81.67	\$84.12	\$86.64	\$89.24	\$91.92	\$94.68	\$97.52	\$100.44	\$103.46
IA Policy and Compliance Certified Professional - Intermediate	\$30.88	\$31.81	\$32.76	\$33.74	\$34.76	\$35.80	\$36.87	\$37.98	\$39.12
IA Policy and Compliance Certified Professional - Associate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Cyber Operations Research Analyst - Senior	\$66.22	\$68.21	\$70.25	\$72.36	\$74.53	\$76.77	\$79.07	\$81.44	\$83.89
Cyber Operations Research Analyst - Intermediate	\$22.13	\$22.79	\$23.48	\$24.18	\$24.91	\$25.65	\$26.42	\$27.22	\$28.03
Cyber Operations Research Analyst - Associate	\$22.13	\$22.79	\$23.48	\$24.18	\$24.91	\$25.65	\$26.42	\$27.22	\$28.03
Cyber Operations Malware Analyst - Senior	\$55.26	\$56.92	\$58.63	\$60.38	\$62.20	\$64.06	\$65.98	\$67.96	\$70.00
Cyber Operations Malware Analyst - Intermediate	\$27.64	\$28.47	\$29.32	\$30.20	\$31.11	\$32.04	\$33.00	\$33.99	\$35.01
Cyber Operations Malware Analyst - Associate	\$27.64	\$28.47	\$29.32	\$30.20	\$31.11	\$32.04	\$33.00	\$33.99	\$35.01
Cyber Watch Operations Certified Analyst - Senior	\$123.11	\$126.80	\$130.61	\$134.53	\$138.56	\$142.72	\$147.00	\$151.41	\$155.95
Cyber Watch Operations Certified Analyst - Intermediate	\$45.61	\$46.98	\$48.39	\$49.84	\$51.33	\$52.87	\$54.46	\$56.09	\$57.78
Cyber Watch Operations Certified Analyst - Associate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
System Administration									
Systems Administrator - Senior	\$86.49	\$89.08	\$91.76	\$94.51	\$97.35	\$100.27	\$103.27	\$106.37	\$109.56
Systems Administrator - Intermediate	\$76.31	\$78.60	\$80.96	\$83.39	\$85.89	\$88.46	\$91.12	\$93.85	\$96.67
Systems Administrator - Associate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Data Administration									
Database Administrator	\$123.11	\$126.80	\$130.61	\$134.53	\$138.56	\$142.72	\$147.00	\$151.41	\$155.95
Database Analyst/Programmer - Senior	\$101.75	\$104.80	\$107.95	\$111.18	\$114.52	\$117.96	\$121.49	\$125.14	\$128.89
Database Analyst/Programmer - Intermediate	\$76.31	\$78.60	\$80.96	\$83.39	\$85.89	\$88.46	\$91.12	\$93.85	\$96.67
Database Analyst/Programmer - Associate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Advanced Database Analyst/Programmer - Senior	\$123.11	\$126.80	\$130.61	\$134.53	\$138.56	\$142.72	\$147.00	\$151.41	\$155.95
Advanced Database Analyst/Programmer - Intermediate	\$30.88	\$31.81	\$32.76	\$33.74	\$34.76	\$35.80	\$36.87	\$37.98	\$39.12
Advanced Database Analyst/Programmer - Associate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Database Librarian	\$19.83	\$20.42	\$21.04	\$21.67	\$22.32	\$22.99	\$23.68	\$24.39	\$25.12
Data Warehousing									
Data Warehousing Project Manager	\$81.67	\$84.12	\$86.64	\$89.24	\$91.92	\$94.68	\$97.52	\$100.44	\$103.46

Data Architect	\$66.22	\$68.21	\$70.25	\$72.36	\$74.53	\$76.77	\$79.07	\$81.44	\$83.89
Data Warehouse Analyst	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Data Warehousing Programmer	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Data Warehousing Administrator	\$66.22	\$68.21	\$70.25	\$72.36	\$74.53	\$76.77	\$79.07	\$81.44	\$83.89
Help Desk/End User Support									
Help Desk Coordinator	\$43.57	\$44.88	\$46.22	\$47.61	\$49.04	\$50.51	\$52.02	\$53.59	\$55.19
Help Desk Support Service Specialist – Senior	\$64.32	\$66.25	\$68.24	\$70.28	\$72.39	\$74.56	\$76.80	\$79.11	\$81.48
Help Desk Support Service Specialist – Intermediate	\$55.75	\$57.42	\$59.15	\$60.92	\$62.75	\$64.63	\$66.57	\$68.57	\$70.62
Help Desk Support Service Specialist – Associate	\$37.89	\$39.03	\$40.20	\$41.40	\$42.65	\$43.92	\$45.24	\$46.60	\$48.00
PC Support Manager	\$37.91	\$39.05	\$40.22	\$41.43	\$42.67	\$43.95	\$45.27	\$46.62	\$48.02
PC Systems Specialist	\$24.88	\$25.63	\$26.40	\$27.19	\$28.00	\$28.84	\$29.71	\$30.60	\$31.52
PC Maintenance Technician	\$29.26	\$30.14	\$31.04	\$31.97	\$32.93	\$33.92	\$34.94	\$35.99	\$37.07
Internet/Web Operations									
Web Project Manager	\$55.26	\$56.92	\$58.63	\$60.38	\$62.20	\$64.06	\$65.98	\$67.96	\$70.00
Web Designer - Senior	\$55.26	\$56.92	\$58.63	\$60.38	\$62.20	\$64.06	\$65.98	\$67.96	\$70.00
Web Designer - Intermediate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Web Designer - Associate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Web software Developer - Senior	\$66.22	\$68.21	\$70.25	\$72.36	\$74.53	\$76.77	\$79.07	\$81.44	\$83.89
Web software Developer - Intermediate	\$27.64	\$28.47	\$29.32	\$30.20	\$31.11	\$32.04	\$33.00	\$33.99	\$35.01
Web software Developer - Associate	\$27.64	\$28.47	\$29.32	\$30.20	\$31.11	\$32.04	\$33.00	\$33.99	\$35.01
Web Technical Administrator	\$55.26	\$56.92	\$58.63	\$60.38	\$62.20	\$64.06	\$65.98	\$67.96	\$70.00
Web Content Administrator	\$46.03	\$47.41	\$48.83	\$50.30	\$51.81	\$53.36	\$54.96	\$56.61	\$58.31
Network Administration/Support									
Network Administrator – Senior	\$68.50	\$70.56	\$72.67	\$74.85	\$77.10	\$79.41	\$81.79	\$84.25	\$86.77
Network Administrator – Intermediate	\$30.86	\$31.81	\$32.76	\$33.74	\$34.76	\$35.80	\$36.87	\$37.98	\$39.12
Network Administrator – Associate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Network Support Technician – Senior	\$42.87	\$44.16	\$45.48	\$46.85	\$48.25	\$49.70	\$51.19	\$52.72	\$54.31
Network Support Technician – Intermediate	\$29.26	\$30.14	\$31.04	\$31.97	\$32.93	\$33.92	\$34.94	\$35.99	\$37.07
Network Support Technician – Associate	\$27.41	\$28.23	\$29.08	\$29.95	\$30.85	\$31.78	\$32.73	\$33.71	\$34.72
Documentation									
Documentation Specialist – Senior	\$51.54	\$53.09	\$54.68	\$56.32	\$58.01	\$59.75	\$61.54	\$63.39	\$65.29
Documentation Specialist – Intermediate	\$36.69	\$37.79	\$38.92	\$40.09	\$41.29	\$42.53	\$43.81	\$45.12	\$46.48
Documentation Specialist –Associate	\$19.83	\$20.42	\$21.04	\$21.67	\$22.32	\$22.99	\$23.68	\$24.39	\$25.12
Technical Editor	\$73.94	\$76.16	\$78.44	\$80.80	\$83.22	\$85.72	\$88.29	\$90.94	\$93.66
CAD Specialist	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Graphics Specialist	\$19.83	\$20.42	\$21.04	\$21.67	\$22.32	\$22.99	\$23.68	\$24.39	\$25.12
Draftsman – Senior	\$46.03	\$47.41	\$48.83	\$50.30	\$51.81	\$53.36	\$54.96	\$56.61	\$58.31
Draftsman – Intermediate	\$45.61	\$46.98	\$48.39	\$49.84	\$51.33	\$52.87	\$54.46	\$56.09	\$57.78
Draftsman - Associate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
Enterprise Resource Planning (ERP)/Business Process									
Development									
ERP Business Analyst – Senior	\$165.34	\$170.30	\$175.41	\$180.67	\$186.09	\$191.67	\$197.42	\$203.35	\$209.45
ERP Business Analyst – Intermediate	\$135.67	\$139.74	\$143.93	\$148.25	\$152.70	\$157.28	\$162.00	\$166.86	\$171.86
ERP Business Analyst – Associate	\$105.99	\$109.17	\$112.44	\$115.82	\$119.29	\$122.87	\$126.56	\$130.35	\$134.26
Business Systems Analyst – Senior	\$84.79	\$87.33	\$89.95	\$92.65	\$95.43	\$98.29	\$101.24	\$104.28	\$107.41
Business Systems Analyst – Intermediate	\$63.59	\$66.50	\$69.49	\$71.57	\$73.72	\$75.93	\$78.21	\$80.55	\$82.95

Business Systems Analyst – Associate	\$24.81	\$25.55	\$26.32	\$27.11	\$27.92	\$28.76	\$29.62	\$30.51	\$31.43
IS Training									
Information Systems Training Manager	\$55.26	\$56.92	\$58.63	\$60.38	\$62.20	\$64.06	\$65.98	\$67.96	\$70.00
Information Systems Training Specialist – Senior	\$55.26	\$56.92	\$58.63	\$60.38	\$62.20	\$64.06	\$65.98	\$67.96	\$70.00
Information Systems Training Specialist – Intermediate	\$22.13	\$22.79	\$23.48	\$24.18	\$24.91	\$25.65	\$26.42	\$27.22	\$28.03
Information Systems Training Specialist – Associate	\$22.13	\$22.79	\$23.48	\$24.18	\$24.91	\$25.65	\$26.42	\$27.22	\$28.03
Instructor Technical Training – Senior	\$84.79	\$87.33	\$89.95	\$92.65	\$95.43	\$98.29	\$101.24	\$104.28	\$107.41
Instructor Technical Training – Intermediate	\$69.35	\$71.13	\$72.96	\$74.85	\$76.80	\$78.80	\$80.87	\$82.99	\$85.18
Instructor Technical Training – Associate	\$50.87	\$52.40	\$53.97	\$55.59	\$57.25	\$58.97	\$60.74	\$62.56	\$64.44
Audio Visual									
Audio Visual Fabrication Engineer - Senior	\$45.16	\$48.51	\$47.91	\$49.35	\$50.83	\$52.35	\$53.92	\$55.54	\$57.21
Audio Visual Fabrication Engineer - Intermediate	\$54.19	\$55.82	\$57.49	\$59.21	\$60.99	\$62.82	\$64.71	\$66.65	\$68.65
Audio Visual Fabrication Engineer - Associate	\$23.83	\$24.54	\$25.28	\$26.04	\$26.82	\$27.63	\$28.45	\$29.31	\$30.19
Audio Visual Programmer - Senior	\$45.16	\$48.51	\$47.91	\$49.35	\$50.83	\$52.35	\$53.92	\$55.54	\$57.21
Audio Visual Programmer - Intermediate	\$37.64	\$38.77	\$39.93	\$41.13	\$42.36	\$43.64	\$44.94	\$46.29	\$47.68
Audio Visual Programmer - Associate	\$23.83	\$24.54	\$25.28	\$26.04	\$26.82	\$27.63	\$28.45	\$29.31	\$30.19

ATTACHMENT 16: CONTRACT REPORTING – ON-SITE CONTRACTOR SITE RATES

Escalation	Not to Exceed	103.00%								
		YR 1	YR 2	YR 3	YR 4	YR 5	YR 6	YR 7	YR 8	YR 9
Fill in These Cells										
Labor Category										
Program Management										
Program Manager – Senior	\$143.82	\$148.13	\$152.58	\$157.16	\$161.87	\$166.73	\$171.73	\$176.88	\$182.19	
Program Manager – Intermediate	\$95.14	\$97.99	\$100.93	\$103.96	\$107.08	\$110.29	\$113.60	\$117.01	\$120.52	
Program Manager – Associate	\$24.14	\$24.86	\$25.61	\$26.38	\$27.17	\$27.98	\$28.82	\$29.69	\$30.58	
Project Management										
Project Manager - Senior	\$111.36	\$114.70	\$118.14	\$121.69	\$125.34	\$129.10	\$132.97	\$136.96	\$141.07	
Project Manager - Intermediate	\$29.92	\$30.82	\$31.74	\$32.69	\$33.68	\$34.69	\$35.73	\$36.80	\$37.90	
Project Manager - Associate	\$24.14	\$24.86	\$25.61	\$26.38	\$27.17	\$27.98	\$28.82	\$29.69	\$30.58	
Enterprise Architect	\$72.23	\$74.40	\$76.63	\$78.93	\$81.30	\$83.73	\$86.25	\$88.83	\$91.50	
Business Analyst -- Functional	\$56.09	\$57.77	\$59.51	\$61.29	\$63.13	\$65.02	\$66.97	\$68.98	\$71.05	
Business Analyst -- Technical	\$66.09	\$67.77	\$69.51	\$71.29	\$73.13	\$75.02	\$76.97	\$78.98	\$81.05	
Project Administrator	\$28.10	\$28.94	\$29.81	\$30.71	\$31.63	\$32.58	\$33.55	\$34.56	\$35.60	
Project Administrator - Associate	\$23.85	\$24.57	\$25.30	\$26.06	\$26.84	\$27.65	\$28.48	\$29.33	\$30.21	
Facility Staff Support – Senior	\$50.21	\$51.72	\$53.27	\$54.87	\$56.51	\$58.21	\$59.95	\$61.75	\$63.60	
Facility Staff Support – Intermediate	\$21.63	\$22.28	\$22.95	\$23.64	\$24.34	\$25.08	\$25.83	\$26.60	\$27.40	
Facility Staff Support – Associate	\$27.14	\$27.95	\$28.79	\$29.66	\$30.55	\$31.46	\$32.41	\$33.38	\$34.38	
Quality Assurance										
Quality Assurance Manager– Senior	\$74.71	\$76.95	\$79.26	\$81.64	\$84.09	\$86.61	\$89.21	\$91.88	\$94.64	
Quality Assurance Analyst – Intermediate	\$29.92	\$30.82	\$31.74	\$32.69	\$33.68	\$34.69	\$35.73	\$36.80	\$37.90	
Quality Assurance Analyst – Associate	\$44.59	\$45.93	\$47.31	\$48.72	\$50.19	\$51.69	\$53.24	\$54.84	\$56.49	
IT Systems Architecture										
Chief Enterprise Architect	\$74.71	\$76.95	\$79.26	\$81.64	\$84.09	\$86.61	\$89.21	\$91.88	\$94.64	
Lead Enterprise Architect	\$134.11	\$138.13	\$142.28	\$146.55	\$150.94	\$155.47	\$160.13	\$164.94	\$169.89	
Senior IT Systems Solution Architect	\$72.23	\$74.40	\$76.63	\$78.93	\$81.30	\$83.73	\$86.25	\$88.83	\$91.50	
Client/Server Network Architect	\$72.23	\$74.40	\$76.63	\$78.93	\$81.30	\$83.73	\$86.25	\$88.83	\$91.50	
Software Architect	\$89.08	\$91.75	\$94.50	\$97.34	\$100.26	\$103.27	\$106.37	\$109.56	\$112.84	
Systems Engineer - Senior	\$115.61	\$119.08	\$122.65	\$126.33	\$130.12	\$134.02	\$138.04	\$142.19	\$146.45	
Systems Engineer - Intermediate	\$83.24	\$85.74	\$88.31	\$90.96	\$93.69	\$96.50	\$99.39	\$102.37	\$105.45	
Systems Engineer - Associate	\$30.15	\$31.05	\$31.99	\$32.95	\$33.93	\$34.95	\$36.00	\$37.08	\$38.19	
Network Engineer – Senior	\$111.36	\$114.70	\$118.14	\$121.69	\$125.34	\$129.10	\$132.97	\$136.96	\$141.07	
Network Engineer – Intermediate	\$33.68	\$34.69	\$35.73	\$36.80	\$37.91	\$39.04	\$40.22	\$41.42	\$42.66	
Network Engineer – Associate	\$49.76	\$51.25	\$52.79	\$54.37	\$56.01	\$57.69	\$59.42	\$61.20	\$63.03	
Managed System Engineer - Senior	\$89.08	\$91.75	\$94.50	\$97.34	\$100.26	\$103.27	\$106.37	\$109.56	\$112.84	
Managed Systems Engineer - Intermediate	\$30.15	\$31.05	\$31.99	\$32.95	\$33.93	\$34.95	\$36.00	\$37.08	\$38.19	
Managed Systems Engineer - Associate	\$30.15	\$31.05	\$31.99	\$32.95	\$33.93	\$34.95	\$36.00	\$37.08	\$38.19	
Application Systems										
Applications Systems Analyst – Senior	\$72.23	\$74.40	\$76.63	\$78.93	\$81.30	\$83.73	\$86.25	\$88.83	\$91.50	
Applications Systems Analyst – Intermediate	\$24.14	\$24.86	\$25.61	\$26.38	\$27.17	\$27.98	\$28.82	\$29.69	\$30.58	
Applications Systems Analyst – Associate	\$24.14	\$24.86	\$25.61	\$26.38	\$27.17	\$27.98	\$28.82	\$29.69	\$30.58	
Software Engineer – Senior	\$134.29	\$138.32	\$142.47	\$146.74	\$151.14	\$155.68	\$160.35	\$165.16	\$170.11	
Software Engineer – Intermediate	\$49.76	\$51.25	\$52.79	\$54.37	\$56.01	\$57.69	\$59.42	\$61.20	\$63.03	
Software Engineer – Associate	\$33.68	\$34.69	\$35.73	\$36.80	\$37.91	\$39.04	\$40.22	\$41.42	\$42.66	
Applications Programmer – Senior	\$120.24	\$123.85	\$127.56	\$131.39	\$135.33	\$139.39	\$143.57	\$147.88	\$152.32	
Applications Programmer – Intermediate	\$78.62	\$80.98	\$83.41	\$85.91	\$88.49	\$91.14	\$93.88	\$96.69	\$99.59	
Applications Programmer – Associate	\$33.68	\$34.69	\$35.73	\$36.80	\$37.91	\$39.04	\$40.22	\$41.42	\$42.66	

IT Certified Professional – Senior	\$74.71	\$76.95	\$79.26	\$81.64	\$84.09	\$86.61	\$89.21	\$91.88	\$94.64
IT Certified Professional – Intermediate	\$56.09	\$57.77	\$59.51	\$61.29	\$63.13	\$65.02	\$66.97	\$68.98	\$71.05
IT Certified Professional – Associate	\$30.15	\$31.05	\$31.99	\$32.95	\$33.93	\$34.95	\$36.00	\$37.08	\$38.19
Operations and Logistics									
Seat Management Administrator.	\$60.28	\$62.09	\$63.95	\$65.87	\$67.85	\$69.88	\$71.98	\$74.14	\$76.36
Configuration Management (CM) Specialist - Senior	\$97.11	\$100.02	\$103.02	\$106.11	\$109.30	\$112.58	\$115.95	\$119.43	\$123.02
Configuration Management (CM) Specialist - Intermediate	\$49.76	\$51.25	\$52.79	\$54.37	\$56.01	\$57.69	\$59.42	\$61.20	\$63.03
Configuration Management (CM) Specialist - Associate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Computer Operator – Senior	\$60.28	\$62.09	\$63.95	\$65.87	\$67.85	\$69.88	\$71.98	\$74.14	\$76.36
Computer Operator – Intermediate	\$26.36	\$27.15	\$27.97	\$28.80	\$29.67	\$30.56	\$31.45	\$32.42	\$33.39
Computer Operator – Associate	\$22.82	\$23.50	\$24.21	\$24.94	\$25.68	\$26.45	\$27.25	\$28.07	\$28.91
Distribution Operations Specialist – Senior	\$92.83	\$95.61	\$98.48	\$101.44	\$104.48	\$107.62	\$110.84	\$114.17	\$117.59
Distribution Operations Specialist – Intermediate	\$27.14	\$27.95	\$28.79	\$29.66	\$30.55	\$31.46	\$32.41	\$33.38	\$34.38
Distribution Operations Specialist - Associate	\$40.03	\$41.23	\$42.47	\$43.74	\$45.05	\$46.41	\$47.80	\$49.23	\$50.71
Information Assurance									
Information Assurance Engineer - Senior	\$101.74	\$104.79	\$107.94	\$111.17	\$114.51	\$117.94	\$121.48	\$125.13	\$128.88
Information Assurance Engineer - Intermediate	\$78.62	\$80.98	\$83.41	\$85.91	\$88.49	\$91.14	\$93.88	\$96.69	\$99.59
Information Assurance Engineer - Associate	\$56.09	\$57.77	\$59.51	\$61.29	\$63.13	\$65.02	\$66.97	\$68.98	\$71.05
Information Systems Auditor – Senior	\$111.96	\$114.70	\$118.14	\$121.69	\$125.34	\$129.10	\$132.97	\$136.96	\$141.07
Information Systems Auditor – Intermediate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Information Systems Auditor – Associate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Data Security Analyst – Senior	\$72.23	\$74.40	\$76.63	\$78.93	\$81.30	\$83.73	\$86.25	\$88.83	\$91.50
Data Security Analyst – Intermediate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Data Security Analyst – Associate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Disaster Recovery/COOP/Contingency Administrator	\$60.28	\$62.09	\$63.95	\$65.87	\$67.85	\$69.88	\$71.98	\$74.14	\$76.36
Information Security Specialist - Senior	\$89.08	\$91.75	\$94.50	\$97.34	\$100.26	\$103.27	\$106.37	\$109.56	\$112.84
Information Security Specialist - Intermediate	\$34.68	\$36.69	\$38.73	\$40.80	\$42.91	\$45.07	\$47.29	\$49.56	\$51.89
Information Security Specialist - Associate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
IA Policy and Compliance Certified Professional – Senior	\$89.08	\$91.75	\$94.50	\$97.34	\$100.26	\$103.27	\$106.37	\$109.56	\$112.84
IA Policy and Compliance Certified Professional – Intermediate	\$33.68	\$34.69	\$35.73	\$36.80	\$37.91	\$39.04	\$40.22	\$41.42	\$42.66
IA Policy and Compliance Certified Professional – Associate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Cyber Operations Research Analyst – Senior	\$72.23	\$74.40	\$76.63	\$78.93	\$81.30	\$83.73	\$86.25	\$88.83	\$91.50
Cyber Operations Research Analyst – Intermediate	\$24.14	\$24.86	\$25.61	\$26.38	\$27.17	\$27.98	\$28.82	\$29.69	\$30.58
Cyber Operations Research Analyst – Associate	\$24.14	\$24.86	\$25.61	\$26.38	\$27.17	\$27.98	\$28.82	\$29.69	\$30.58
Cyber Operations Malware Analyst – Senior	\$60.28	\$62.09	\$63.95	\$65.87	\$67.85	\$69.88	\$71.98	\$74.14	\$76.36
Cyber Operations Malware Analyst – Intermediate	\$30.15	\$31.05	\$31.99	\$32.95	\$33.93	\$34.95	\$36.00	\$37.08	\$38.19
Cyber Operations Malware Analyst – Associate	\$30.15	\$31.05	\$31.99	\$32.95	\$33.93	\$34.95	\$36.00	\$37.08	\$38.19
Cyber Watch Operations Certified Analyst – Senior	\$134.29	\$138.32	\$142.47	\$146.74	\$151.14	\$155.68	\$160.35	\$165.16	\$170.11
Cyber Watch Operations Certified Analyst – Intermediate	\$49.76	\$51.25	\$52.79	\$54.37	\$56.01	\$57.69	\$59.42	\$61.20	\$63.03
Cyber Watch Operations Certified Analyst – Associate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
System Administration									
Systems Administrator – Senior	\$94.34	\$97.17	\$100.09	\$103.09	\$106.18	\$109.37	\$112.65	\$116.03	\$119.51
Systems Administrator – Intermediate	\$83.24	\$85.74	\$88.31	\$90.96	\$93.69	\$96.50	\$99.39	\$102.37	\$105.45
Systems Administrator -Associate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Data Administration									
Database Administrator	\$134.29	\$138.32	\$142.47	\$146.74	\$151.14	\$155.68	\$160.35	\$165.16	\$170.11
Database Analyst/Programmer – Senior	\$110.99	\$114.32	\$117.75	\$121.28	\$124.92	\$128.67	\$132.53	\$136.50	\$140.60
Database Analyst/Programmer – Intermediate	\$83.24	\$85.74	\$88.31	\$90.96	\$93.69	\$96.50	\$99.39	\$102.37	\$105.45
Database Analyst/Programmer – Associate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Advanced Database Analyst/Programmer - Senior	\$134.29	\$138.32	\$142.47	\$146.74	\$151.14	\$155.68	\$160.35	\$165.16	\$170.11

Advanced Database Analyst/Programmer - Intermediate	\$33.68	\$34.69	\$35.73	\$36.80	\$37.91	\$39.04	\$40.22	\$41.42	\$42.66
Advanced Database Analyst/Programmer – Associate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Database Librarian	\$21.63	\$22.28	\$22.95	\$23.64	\$24.34	\$25.08	\$25.83	\$26.60	\$27.40
Data Warehousing									
Data Warehousing Project Manager	\$89.08	\$91.75	\$94.50	\$97.34	\$100.26	\$103.27	\$106.37	\$109.56	\$112.84
Data Architect	\$72.23	\$74.40	\$76.63	\$78.93	\$81.30	\$83.73	\$86.25	\$88.83	\$91.50
Data Warehouse Analyst	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Data Warehousing Programmer	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Data Warehousing Administrator	\$72.23	\$74.40	\$76.63	\$78.93	\$81.30	\$83.73	\$86.25	\$88.83	\$91.50
Help Desk/End User Support									
Help Desk Coordinator	\$48.20	\$49.65	\$51.14	\$52.67	\$54.25	\$55.88	\$57.55	\$59.28	\$61.06
Help Desk Support Service Specialist – Senior	\$71.16	\$73.29	\$75.49	\$77.76	\$80.09	\$82.49	\$84.97	\$87.52	\$90.14
Help Desk Support Service Specialist – Intermediate	\$61.67	\$63.52	\$65.43	\$67.39	\$69.41	\$71.49	\$73.64	\$75.85	\$78.12
Help Desk Support Service Specialist – Associate	\$41.92	\$43.18	\$44.47	\$45.81	\$47.18	\$48.60	\$50.05	\$51.56	\$53.10
PC Support Manager	\$41.35	\$42.59	\$43.87	\$45.18	\$46.54	\$47.94	\$49.37	\$50.86	\$52.38
PC Systems Specialist	\$27.14	\$27.95	\$28.79	\$29.66	\$30.55	\$31.46	\$32.41	\$33.38	\$34.38
PC Maintenance Technician	\$32.36	\$33.33	\$34.33	\$35.36	\$36.42	\$37.51	\$38.64	\$39.80	\$40.99
Internet/Web Operations									
Web Project Manager	\$60.28	\$62.09	\$63.95	\$65.87	\$67.85	\$69.88	\$71.98	\$74.14	\$76.36
Web Designer - Senior	\$60.28	\$62.09	\$63.95	\$65.87	\$67.85	\$69.88	\$71.98	\$74.14	\$76.36
Web Designer - Intermediate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Web Designer - Associate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Web software Developer - Senior	\$72.23	\$74.40	\$76.63	\$78.93	\$81.30	\$83.73	\$86.25	\$88.83	\$91.50
Web software Developer - Intermediate	\$30.15	\$31.05	\$31.99	\$32.95	\$33.93	\$34.95	\$36.00	\$37.08	\$38.19
Web software Developer - Associate	\$30.15	\$31.05	\$31.99	\$32.95	\$33.93	\$34.95	\$36.00	\$37.08	\$38.19
Web Technical Administrator	\$60.28	\$62.09	\$63.95	\$65.87	\$67.85	\$69.88	\$71.98	\$74.14	\$76.36
Web Content Administrator	\$50.21	\$51.72	\$53.27	\$54.87	\$56.51	\$58.21	\$59.95	\$61.75	\$63.60
Network Administration/Support									
Network Administrator – Senior	\$74.71	\$76.95	\$79.26	\$81.64	\$84.09	\$86.61	\$89.21	\$91.88	\$94.64
Network Administrator – Intermediate	\$33.68	\$34.69	\$35.73	\$36.80	\$37.91	\$39.04	\$40.22	\$41.42	\$42.66
Network Administrator - Associate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Network Support Technician – Senior	\$46.77	\$48.17	\$49.62	\$51.11	\$52.64	\$54.22	\$55.85	\$57.52	\$59.25
Network Support Technician – Intermediate	\$32.36	\$33.33	\$34.33	\$35.36	\$36.42	\$37.51	\$38.64	\$39.80	\$40.99
Network Support Technician – Associate	\$30.33	\$31.24	\$32.18	\$33.14	\$34.14	\$35.16	\$36.22	\$37.30	\$38.42
Documentation									
Documentation Specialist – Senior	\$56.22	\$57.91	\$59.64	\$61.43	\$63.28	\$65.17	\$67.13	\$69.14	\$71.22
Documentation Specialist – Intermediate	\$40.03	\$41.23	\$42.47	\$43.74	\$45.05	\$46.41	\$47.80	\$49.23	\$50.71
Documentation Specialist – Associate	\$21.63	\$22.28	\$22.95	\$23.64	\$24.34	\$25.08	\$25.83	\$26.60	\$27.40
Technical Editor	\$80.65	\$83.07	\$85.56	\$88.13	\$90.77	\$93.50	\$96.30	\$99.19	\$102.17
CAD Specialist	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Graphics Specialist	\$21.63	\$22.28	\$22.95	\$23.64	\$24.34	\$25.08	\$25.83	\$26.60	\$27.40
Draftsman – Senior	\$50.21	\$51.72	\$53.27	\$54.87	\$56.51	\$58.21	\$59.95	\$61.75	\$63.60
Draftsman – Intermediate	\$49.76	\$51.25	\$52.79	\$54.37	\$56.01	\$57.69	\$59.42	\$61.20	\$63.03
Draftsman - Associate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
Enterprise Resource Planning (ERP)/Business Process Development									
ERP Business Analyst – Senior	\$180.35	\$185.76	\$191.33	\$197.07	\$202.99	\$209.08	\$215.35	\$221.81	\$228.46
ERP Business Analyst – Intermediate	\$147.98	\$152.42	\$156.99	\$161.70	\$166.55	\$171.55	\$176.70	\$182.00	\$187.46
ERP Business Analyst – Associate	\$115.61	\$119.08	\$122.65	\$126.33	\$130.12	\$134.02	\$138.04	\$142.19	\$146.45
Business Systems Analyst – Senior	\$92.49	\$96.26	\$98.12	\$101.07	\$104.10	\$107.22	\$110.44	\$113.75	\$117.16

Business Systems Analyst – Intermediate	\$69.37	\$71.45	\$73.59	\$75.80	\$78.08	\$80.42	\$82.83	\$85.32	\$87.88
Business Systems Analyst – Associate	\$27.07	\$27.88	\$28.72	\$29.58	\$30.47	\$31.38	\$32.32	\$33.29	\$34.29
IS Training									
Information Systems Training Manager	\$60.28	\$62.09	\$63.95	\$65.87	\$67.85	\$69.88	\$71.98	\$74.14	\$76.36
Information Systems Training Specialist – Senior	\$60.28	\$62.09	\$63.95	\$65.87	\$67.85	\$69.88	\$71.98	\$74.14	\$76.36
Information Systems Training Specialist – Intermediate	\$24.14	\$24.86	\$25.61	\$26.38	\$27.17	\$27.98	\$28.82	\$29.69	\$30.58
Information Systems Training Specialist – Associate	\$24.14	\$24.86	\$25.61	\$26.38	\$27.17	\$27.98	\$28.82	\$29.69	\$30.58
Instructor Technical Training – Senior	\$92.49	\$95.26	\$98.12	\$101.07	\$104.10	\$107.22	\$110.44	\$113.75	\$117.16
Instructor Technical Training – Intermediate	\$64.74	\$66.68	\$68.68	\$70.74	\$72.87	\$75.05	\$77.30	\$79.62	\$82.01
Instructor Technical Training – Associate	\$55.49	\$57.15	\$58.87	\$60.64	\$62.45	\$64.33	\$66.26	\$68.25	\$70.29
Audio Visual									
Audio Visual Fabrication Engineer - Senior	\$49.97	\$51.47	\$53.01	\$54.60	\$56.24	\$57.93	\$59.67	\$61.46	\$63.30
Audio Visual Fabrication Engineer - Intermediate	\$59.95	\$61.75	\$63.60	\$65.51	\$67.47	\$69.50	\$71.58	\$73.73	\$75.94
Audio Visual Fabrication Engineer - Associate	\$26.36	\$27.15	\$27.97	\$28.80	\$29.67	\$30.56	\$31.48	\$32.42	\$33.39
Audio Visual Programmer - Senior	\$49.97	\$51.47	\$53.01	\$54.60	\$56.24	\$57.93	\$59.67	\$61.46	\$63.30
Audio Visual Programmer - Intermediate	\$41.64	\$42.89	\$44.18	\$45.50	\$46.87	\$48.27	\$49.72	\$51.21	\$52.75
Audio Visual Programmer - Associate	\$26.36	\$27.15	\$27.97	\$28.80	\$29.67	\$30.56	\$31.48	\$32.42	\$33.39

ATTACHMENT 17: ITES-3S LABOR CATEGORIES/DESCRIPTIONS

LABOR CATEGORIES/DESCRIPTIONS: 1-13

Labor Category	Work Description/Functional Responsibility	Skill Level	Minimum Education Level	Minimum Years	Substitute for Minimum Education/Years
Program Management					
Program Manager – Senior	Description: Responsible for the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.	Senior/Lead	MA/MS (PMI certification required)	10+ yrs	BA/BS w/12+ yrs
Program Manager – Intermediate	Description: Under general direction, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.	Intermediate/Journeyman	BA/BS (PMI certification desired)	5+ yrs	AA w/7+ yrs
Program Manager – Associate	Description: Under immediate supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.	Associate/Entry Level	BA/BS	<5 yrs	AA or 2yr Tech School w/2+ years
Project Management					
Project Manager - Senior	Description: Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.	Senior/Lead	MA/MS (PMI certification required)	10+ yrs	BA/BS w/12+ yrs
Project Manager - Intermediate	Description: Under general direction, responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.	Intermediate/Journeyman	BA/BS (PMI certification desired)	5+ yrs	AA w/7+ yrs
Project Manager - Associate	Description: Under direct supervision, responsible for assigned aspects of the development and implementation of assigned projects and provides a single point of contact for those aspects. Interfaces with all areas affected by the project including end users, computer services, and client services. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Recommends action to direct the analysis and solutions of problems.	Associate/Entry Level	BA/BS	<5 yrs	AA or 2yr Tech School w/2+ years
Enterprise Architect	Description: Responsible for instructing, directing, and checking the work of other project engineers. Responsible for developing strategies for technical IT infrastructures and the completion of assigned engineering projects within budgetary and scheduling guidelines. Leads a group of engineers, analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Does not have formal supervisory responsibilities, although may provide input for (project) team member performance appraisals.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Business Analyst -- Functional	Description: Under general supervision, has duties of instructing, directing, and checking the work of other project engineers. Responsible for the completion of assigned engineering projects within budgetary and scheduling guidelines. Leads a group of engineers, analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Does not have formal supervisory responsibilities, although may provide input for (project) team member performance appraisals.	Intermediate/Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Business Analyst -- Technical	Description: Under direct supervision, has duties of instructing, directing, and checking the work of other project engineers. Reviews design documents and ensures technical specifications and designs are correct. Responsible for the completion of assigned engineering projects within budgetary and scheduling guidelines. Leads a group of engineers, analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Does not have formal supervisory responsibilities, although may provide input for (project) team member performance appraisals.	Associate/Entry Level	BA/BS	<5 yrs	AA or 2yr Tech School w/2+ years

LABOR CATEGORIES/DESCRIPTIONS: 14-24

Project Administrator	Description: Under general direction, interpret and compose complex correspondences and presentations to include charts and diagrams directly supporting the DoD Enterprise infrastructure and infrastructure IT goals and projects. Accountable for financial budgeting and tracking project KPI's and goals. Apply effective networking skills to carry out job responsibilities. Gather pertinent information from a variety of sources to perform duties. Resolve administrative issues/problems that arise and recommend process improvements. Ensure timely completion of multiple, simultaneous, independent events and projects of moderate complexity. Coordinate multiple work projects and other responsibilities (i.e. Training/ status reporting, etc.). Some duties may be considered special assignments particular to either the department or manager. Prepare reports and correspondence from information gathered to support the entire effort. Interprets and applies standard policies and procedures to respond to complex inquiries, to resolve issues.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Project Administrator - Associate	Description: Under immediate supervision, interpret and compose complex correspondences and presentations to include charts and diagrams directly supporting the DoD Enterprise infrastructure and infrastructure IT goals and projects. Apply effective networking skills to carry out job responsibilities. Gather pertinent information from a variety of sources to perform duties. Resolve administrative issues/problems that arise and recommend process improvements. Ensure timely completion of multiple, simultaneous, independent events and projects of moderate complexity. Coordinate multiple work projects and other responsibilities (i.e. Training/ status reporting, etc.). Some duties may be considered special assignments particular to either the department or manager. Prepare reports and correspondence from information gathered to support the entire effort. Interprets and applies standard policies and procedures to respond to complex inquiries, to resolve issues.	Associate/ Entry Level	BA/BS	<5 yrs	AA or 2yr Tech School w/2+ years
Facility Staff Support – Senior	Description: Responsible for developing & monitoring assigned department budget and risk management efforts directly supporting DoD Enterprise infrastructure and infrastructure IT goals and projects. Can include tasks associated with receiving, distributing, or shipping of materials. Coordinate on-site emergencies. Must possess strategic planning skills and have a thorough understanding of internal & external compliance policies. Accurately completes paperwork or system transactions applicable to function, such as documentation of material movement (i.e., Receipt, Shop Order, and Packing Lists). Ability to organize, plan & schedule work with minimal supervision.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Facility Staff Support – Intermediate	Description: Under general direction, assists in developing & monitoring assigned department budget and risk management efforts directly supporting DoD Enterprise infrastructure and infrastructure IT goals and projects. Can include tasks associated with receiving, distributing, or shipping of materials. Coordinate on-site emergencies. Must possess strategic planning skills and have a thorough understanding of internal & external compliance policies. Accurately completes paperwork or system transactions applicable to function, such as documentation of material movement (i.e., Receipt, Shop Order, and Packing Lists). Ability to organize, plan & schedule work with minimal supervision.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Facility Staff Support – Associate	Description: Under immediate supervision, assists in developing & monitoring assigned department budget and risk management efforts directly supporting DoD Enterprise infrastructure and infrastructure IT goals and projects. Can include tasks associated with receiving, distributing, or shipping of materials. Coordinate on-site emergencies. Must possess strategic planning skills and have a thorough understanding of internal & external compliance policies. Accurately completes paperwork or system transactions applicable to function, such as documentation of material movement (i.e., Receipt, Shop Order, and Packing Lists). Ability to organize, plan & schedule work with minimal supervision.	Associate/ Entry Level	BA/BS	<5 yrs	AA or 2yr Tech School w/2+ years
Quality Assurance					
Quality Assurance Manager - Senior	Description: Responsible for carrying out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.	Senior/Lead	MA/MS Black Belt certification (Six Sigma)	10+ yrs	BA/BS w/12+ yrs
Quality Assurance Analyst – Intermediate	Description: Under general supervision, carries out procedures to ensure that all information systems products and services meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.	Intermediate/ Journeyman	BA/BS Green Belt Certification (Six Sigma)	5+ yrs	AA w/7+ yrs
Quality Assurance Analyst – Associate	Description: Under direct supervision, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Assists in the testing of software to ensure proper operation and freedom from defects. Documents and works to resolve basic problems. Reports progress on problem resolution to management. This position is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in quality assurance analysis.	Associate/ Entry Level	BA/BS	<5 yrs	AA or 2yr Tech School w/2+ years
IT Systems Architecture					
Chief Enterprise Architect	Description: Leads and directs large teams with diverse functional and technical disciplines to include enterprise architects, systems engineers, business analysts, and network engineers. Works directly with senior executives of the enterprise to consult, coach, and advise on strategy, business alignment, enterprise architecture, information technology solutions, and the associated impact on the organization and its stakeholders. Coordinates resolution of highly complex problems and tasks, selling new ideas and concepts in support of operational goals and objectives. Provides technical and analytical guidance to enterprise architecture team. Integrates and translates complex concepts into tactical action plans. Directs high-level enterprise architecture analysis, evaluation, design, integration, documentation, and development. Has a deep understanding of DoD business transformation and processes. DoD organizational structure, experience in developing briefings and responses to GAO, OMB, and executives within the department, and coordinated and developed BEA Compliance Guidance criteria and various BEA evolution strategies. Possesses extensive knowledge of the DoDAF, the DoD Net-Centric and Data Strategies, the DoD Information Assurance Guidance, and the DoD Federation Strategy, and has had hands-on experience with the Business Enterprise Architecture and Enterprise Transition Plan, Service Oriented Architecture, and the Business Mission Area Federation Strategy and Roadmap.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs

LABOR CATEGORIES/DESCRIPTIONS: 25-31

Lead Enterprise Architect	Description: Responsible for all aspects of the development and maintenance of assigned enterprise architecture project and takes project from planning through final delivery. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives and develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Leads a group of engineers, architects, and analysts and ensures adherence to quality standards and reviews enterprise architecture deliverables. Provides technical and analytical guidance to enterprise architecture team. Directs and participates in high-level enterprise architecture analysis, evaluation, design, integration, documentation, and development. Applies high-level business and technical principles and methods to very difficult technical problems to arrive at creative engineering solutions. Recommends and takes action to direct the analysis and solutions of problems. Has a deep understanding of DoD business transformation and processes, DoD organizational structure, and experience in developing briefings and responses to GAO, OMB, and executives within the department. Possesses extensive knowledge of and hands-on experience with the DoDAF, the Business Enterprise Architecture and Enterprise Transition Plan, Service Oriented Architecture, and the Business Mission Area Federation Strategy and Roadmap. Lead the development of the BEA and updates to the BEA Development Methodology and Architecture Planning Guide. Familiar with the Core Business Mission and Business Enterprise Priority architecture liaisons.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Senior IT Systems Solution Architect	Description: Participates in the design, creation, and maintenance of computerized databases. Responsible for the quality control and auditing of Telelogic System Architect (SA) databases to ensure accurate and appropriate use of data. Consults with and advises users on access, works directly with users to resolve data conflicts and inappropriate data usage, and directs the maintenance and use of the enterprise architecture encyclopedia. Consults with SA programming personnel to resolve system performance issues. Responsible for the installation, maintenance, configuration, and integrity of SA. Implements application enhancements that will improve the reliability and performance of the application. Works with network engineers to schedule installations and upgrades and maintains them in accordance with established IT policies and procedures. Responsible for file maintenance, control, and product support and facilitates change control, problem management, and communication among architects, engineers, and analysts. Establishes and enforces processes to ensure a consistent, well-managed, and well-integrated application infrastructure. Develops appropriate application and process documentation. Expertise with the BEA SA repository and its internal structure, Visual Basic, SA macros, Windows XT server, SQL server, and DoDAF modeling methodology. Has a deep understanding of BTA business transformation and enterprise architecture's role in it, the BTA organizational structure, and experience in coordinating delivery and publishing of the BEA.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Client/Server Network Architect	Description: Top-level technical expert responsible for design and development of a client/server environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Software Architect	Description: Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in design of highly complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Systems Engineer - Senior	Description: Responsible for performing high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a thorough knowledge of administrative, and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher-level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solution. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepare and deliver presentations and briefings as required by the Task Order. May be required to serve as Task Leader. Responsible for ensuring the quality and services delivered for particular task(s) for which this skill is performing the Task Leader position.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Systems Engineer - Intermediate	Description: Under general supervision, performs high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a thorough knowledge of administrative and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher-level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solution.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Systems Engineer - Associate	Description: Under direct supervision assists in performing systems analysis, evaluation, design, integration, documentation, and implementation of applications that require comprehensive knowledge and technical skills.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years

LABOR CATEGORIES/DESCRIPTIONS: 32-41

Network Engineer – Senior	Description: Responsible for installation, configuration, and support of an organization's local area network (LAN), wide area network (WAN), Agency Internet Network (AIN), Intranet and Internet and other data communications systems or a segment of a network system; maintains network hardware and software; monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability; may supervise other network support and client server specialists and plan, coordinate, and implement network security measures; and will provide leadership/mentorship to junior & mid level network engineers. Oversees network control center, provides support to projects that involve networks; performs a full range of complex network designs encompassing multiple technologies within a single network; evaluates new network technologies and makes recommendations to project managers regarding the integration of these technologies into the existing network; plans new configurations for integration into the network, using knowledge of the performance characteristics of the systems being added to the network and the specifications for network interfaces to insure effective integration and optimal network performance; ensures that adequate and appropriate planning is provided for hardware and communications facilities to develop and implement methodologies for analysis, installation and support of voice communications systems; and provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. The overarching INFOSEC and COMSEC security requirements for the Agency network add to the complexity of these positions.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Network Engineer – Intermediate	Description: Will complete tasks assigned by Senior Network Engineer. Under general supervision will install, configure, and support an organization's local area network (LAN), wide area network (WAN), Agency Internet Network (AIN), Intranet and Internet and other data communications systems or a segment of a network system; maintain network hardware and software; monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability; provides support to projects that involve networks; and provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Network Engineer – Associate	Description: Will complete tasks assigned by Senior Network Engineer. Under direct supervision will install, configure, and support an organization's local area network (LAN), wide area network (WAN), Agency Internet Network (AIN), Intranet and Internet and other data communications systems or a segment of a network system; maintain network hardware and software; monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability; provides support to projects that involve networks; and provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders.	Associate/ Entry Level	BA/BS	<5 yrs	AA or 2yr Tech School w/2+ years
Managed System Engineer - Senior	Description: Responsible for performing duties such as site surveys, architecture design, system evaluation, system analysis, and infrastructure assessment. The managed system engineer shall perform duties on tasks that require expertise in system/processor architecture, wired for management baseline, desktop management interface, SNMP, client/server architecture, operating systems, software applications, network protocols, routers, switches, remote access servers, and firewalls.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Managed Systems Engineer - Intermediate	Description: Under general supervision, performs duties such as site surveys, architecture design, system evaluation, system analysis, and infrastructure assessment. Performs duties on tasks that require expertise in system/processor architecture, wired for management baseline, desktop management interface, SNMP, client/server architecture, operating systems, software applications, network protocols, routers, switches, remote access servers, and firewalls.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Managed Systems Engineer – Associate	Description: Under direct supervision, assists in site surveys, architecture design, system evaluation, system analysis, and infrastructure assessment.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
IT Functional Area Expert (Note: The IT Functional Area Expert may only be used if no other labor category can satisfy the requirement and is applicable at the task order level only. Education and experience levels are negotiable with individual task orders. Offerors are not required to submit rates for IT Functional Area Expert in this price model.)	Description: Recognized for strong expertise in industry issues and trends. Utilizes functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. 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/in 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. 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.	n/a	n/a	n/a	n/a
IT Subject Matter Expert (Note: The IT Subject Matter Expert may only be used if no other labor category can satisfy the requirement and is applicable at the task order level only. Education and experience levels are negotiable with individual task orders. Offerors are not required to submit rates for IT Subject Matter Expert in this price model.)	Description: Executes tasks and projects relevant to subject matter. Reduces issues to practical recommended options. Explains recommendation to decision-makers in terms that permit decisions. Performs studies and analyses on subjects within the technical scope of work. Develops requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Assists other project members with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Recognized at the industry level in a technical field or specialized engineering or technology area and is proficient in relevant engineering principles and practices. Applies experience, skills, and expert knowledge within an engineering discipline to complex assignments. Generates unique concepts as evidenced by synthesis of new products or processes. Creates or uses engineering/scientific tools to solve technical problems. Utilizes and develops tools, techniques, processes and/or facilities such as state-of-the-art simulation environments, laboratories, and test facilities. Provides leadership for engineering activities in a specialized engineering or technology subject area. Serves as a major contributor to technical planning process and for providing technical management and guidance.	n/a	n/a	n/a	n/a
Application Systems					
Applications Systems Analyst – Senior	Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of E-mail, directories, standard Windows desktop applications, and other network services. Manages personnel who serve as the first point of contact for troubleshooting hardware and software PC and printer problems.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs

LABOR CATEGORIES/DESCRIPTIONS: 42-58

Applications Systems Analyst – Intermediate	Description: Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Competent to work on most phases of applications systems analysis activities, but requires instruction and guidance in other phases. May use CASE tools.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Applications Systems Analyst – Associate	Description: Under immediate supervision, assists in research and fact-finding to develop or modify information systems. Assists in preparing detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. May use CASE tools.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Software Engineer – Senior	Description: Responsible for conducting or participating in multidisciplinary research and collaborates with equipment designers and/or hardware engineers in the planning, design, development, and utilization of electronic data processing systems software. Determines computer user needs; advises hardware designers on machine characteristics that affect software systems such as storage capacity, processing speed, and input/output requirements; designs and develops compilers and assemblers, utility programs, and operating systems.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Software Engineer – Intermediate	Description: Under general supervision, conducts or participates in multidisciplinary research and collaborates with equipment designers and/or hardware engineers in the planning, design, development, and utilization of electronic data processing systems software. Determines computer user needs; advises hardware designers on machine characteristics that affect software systems such as storage capacity, processing speed, and input/output requirements; designs and develops compilers and assemblers, utility programs, and operating systems.	Intermediate/ Journeyman	BS	5+ yrs	AA w/7+ yrs
Software Engineer – Associate	Description: Under direct supervision, assists in designing and developing compilers and assemblers, utility programs, and operating systems.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Applications Programmer – Senior	Description: Responsible for devising or modifying procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Designs, codes, tests, debugs and documents those programs. Competent to work at the highest technical level of all phases of applications programming activities. Note: This position does not perform systems analysis functions.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Applications Programmer – Intermediate	Description: Under general supervision, modifies moderately complex applications programs from detailed specification. Codes, tests, debug, and documents and maintains those programs. Competent to work on most phases of applications programming activities, but requires instruction and guidance in phases. Note: This position does not perform systems analysis functions.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Applications Programmer – Associate	Description: Under immediate supervision, modifies applications programs from detailed specifications. Codes, tests, debugs, documents and maintains those programs. This level is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in applications programming. Note: This position does not perform systems analysis functions.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
IT Certified Professional – Senior	Description: Responsible for the most complex testing and analysis of all elements of the network facilities including: power, software, communications devices, lines, modems and terminals. Monitors and controls the performance and status of the network resources. May function in a lead capacity within the department. Provides guidance and direction for less experienced personnel.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
IT Certified Professional –Intermediate	Description: Under general supervision, responsible for moderately complex tasks typically relating to network monitoring, operations, installation of maintenance. Handles routine network activities and identifies and resolves routine network problems.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
IT Certified Professional – Associate	Description: Under direct supervision, assists in monitoring and responding to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May provide LAN server support. May assist installing terminals and associated hardware. Requires knowledge of data scopes, patch panels, modems, concentrators, and associated terminal and network management software.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Operations and Logistics					
Seat Management Administrator.	The seat management administrator shall perform duties such as configuration management, infrastructure management, asset management, help desk, system analysis, and infrastructure assessment. The seat management administrator shall perform duties on tasks that require expertise in system/processor architecture, wired for management baseline, desktop management interface, SNMP, client/server architecture, operating systems, software applications, network protocols, routers, switches, remote access servers, and firewalls.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Configuration Management (CM) Specialist - Senior	Description: Responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted Army baseline(s) standards. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action. Trains personnel by conducting workshops and seminars on the proper methodology to maintain a proactive CM program. Provides daily support and direction to staff as to change status requirements, deadlines, and problems.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Configuration Management (CM) Specialist - Intermediate	Description: Under immediate supervision, responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted Army baseline(s) standards. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Configuration Management (CM) Specialist - Associate	Description: Under immediate supervision, distributes and tracks all change packages resulting from approved Configuration Control Board action. Provides daily support to staff as to change status requirements, deadlines, and problems.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Computer Operator – Senior	Description: Responsible for monitoring and controlling one or more servers by operating the central console or on-line terminals. Studies program operating instruction sheets to determine equipment setup and run operations. Continuously observes the operation of the console panel, storage devices, printers, and the action of the console printer to monitor the system and determine the point of equipment or program failure. Manipulates controls in accordance with standard procedures to rearrange sequence of job steps to continue operations when individual units of the system malfunction. Confers with software systems engineering or applications programming personnel in the event errors require a change of instructions or sequence of operations. Maintains operating records such as machine performance and production reports. Competent to work at the highest level of all computer operations phases.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs

LABOR CATEGORIES/DESCRIPTIONS: 59-73

Computer Operator – Intermediate	Description: Under general supervision, monitors and controls a computer by operating the central console or on-line terminals. May operate auxiliary equipment directly associated with the computer. May maintain records regarding output units and supply inventories. May assist in manipulating controls to rearrange sequence of job steps to continue operations when individual units of the system malfunction. Competent to work on most phases of computer operations, but still may require some instruction and guidance for other phases.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Computer Operator – Associate	Description: Under immediate supervision, assists in performing routine tasks associated with operating a computer in accordance with detailed instructions.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Distribution Operations Specialist – Senior	Description: Responsible for review/develop/modify/test procedures and systems requirements to manage property book requirements directly supporting DoD Enterprise infrastructure and infrastructure IT goals and projects. Train internal and external customers regarding procedures/ processes and software applications. Conduct internal audits and development/ review of corrective action plans. Negotiate supplier agreements and service contracts as required by job. Have knowledge of capital procurement processes. Perform duties and responsibilities as the lead on process improvement teams. Coordinate workflow and material movement to meet program and customer delivery requirements.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Distribution Operations Specialist – Intermediate	Description: Under general direction, responsible for review/develop/modify/test procedures and systems requirements to manage property book requirements directly supporting DoD Enterprise infrastructure and infrastructure IT goals and projects. Train internal and external customers regarding procedures/ processes and software applications. Conduct internal audits and development/ review of corrective action plans. Negotiate supplier agreements and service contracts as required by job. Have knowledge of capital procurement processes. Perform duties and responsibilities as the lead on process improvement teams. Coordinate workflow and material movement to meet program and customer delivery requirements.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Distribution Operations Specialist - Associate	Description: Under immediate supervision, responsible for review/develop/modify/test procedures and systems requirements to manage property book requirements directly supporting DoD Enterprise infrastructure and infrastructure IT goals and projects. Train internal and external customers regarding procedures/ processes and software applications. Conduct internal audits and development/ review of corrective action plans. Negotiate supplier agreements and service contracts as required by job. Have knowledge of capital procurement processes. Perform duties and responsibilities as the lead on process improvement teams. Coordinate workflow and material movement to meet program and customer delivery requirements.	Associate/ Entry Level	BA/BS	<5 yrs	AA or 2yr Tech School w/2+ years
Information Assurance					
Information Assurance Engineer - Senior	Description: Responsible for all activities relating to information assurance procedures and systems. Develops information systems assurance programs and control guidelines. Confers with and advises subordinates on administrative policies and procedures and resolving technical problems, priorities, and methods. Consults with and advises other sections regarding internal controls and security procedures. Prepares activity and progress reports relating to the information systems audit function.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Information Assurance Engineer - Intermediate	Description: Under general supervision, develops information systems assurance programs and control guidelines, assists in resolving technical problems, priorities, and methods.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Information Assurance Engineer - Associate	Description: Under general supervision, audits new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems procedures are in compliance with corporate standards.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Information Systems Auditor – Senior	Description: Responsible for auditing the most complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that information systems procedures are in compliance with corporate standards. Competent to work at the highest level of all phases of information systems auditing.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Information Systems Auditor – Intermediate	Description: Under general supervision, audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Information Systems Auditor – Associate	Description: Under direct supervision, carries out routine phases of the systems audit function. Assists in the auditing of new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Staffed by skilled employees who have had sufficient educational background and/or experience in information systems auditing.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Data Security Analyst – Senior	Description: Responsible for performing all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management. Frequently reports to a Data Security Administration Manager.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Data Security Analyst – Intermediate	Description: Under general supervision, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Frequently reports to a Data Security Administration Manager.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Data Security Analyst – Associate	Under direct supervision, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Conducts accurate evaluation of the level of security required. Provides management with status reports. Frequently reports to a Data Security Administration Manager.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years

LABOR CATEGORIES/DESCRIPTIONS: 74-83

Disaster Recovery/COOP/Contingency Administrator	Description: Responsible for preparing contingency plans for system software, hardware, and applications for the organization. Implements procedures to ensure business applications continue to function through disruptive incidents within an organization. Develops and maintains various security controls to protect technology assets from internal or inadvertent modification, disclosure or destruction. Provide reports to supervisors regarding effectiveness of data security and make recommendations for the adoption of new procedures. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for ensuring the business resumption plan adequately addresses the organization's requirements and established timeframes. Responsible for day-to-day security administration of the organization's data systems and data networks including systems access administration.	Senior/Lead	MS	10+ yrs	BS/12+ yrs
Information Security Specialist - Senior	Description: Responsible for using current information security technology disciplines and practices to ensure the confidentiality, integrity and availability of corporate information assets in accordance with established standards and procedures. Develops and maintains knowledgebase on changing regulatory, threat, and technology landscapes to continually develop or maintain security policies and standards, and ensure compliance throughout the organization.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Information Security Specialist - Intermediate	Description: Under general supervision, uses current information security technology disciplines and practices to ensure the confidentiality, integrity and availability of corporate information assets in accordance with established standards and procedures. Develops and maintains knowledgebase on changing regulatory, threat, and technology landscapes to continually develop or maintain security policies and standards, and ensure compliance throughout the organization.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Information Security Specialist - Associate	Description: Under direct supervision, assists in developing and maintaining knowledgebase on changing regulatory, threat, and technology landscapes to continually develop or maintain security policies and standards, and ensure compliance throughout the organization.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
IA Policy and Compliance Certified Professional – Senior	Responsible for performing and leading support of Certification and Accreditation (C&A) or other IA/CND Compliance and Auditing processes and inspections for all enterprise systems and networks; ensures validity and accuracy review of all associated documentation. Leads and performs compliance reviews of computer security plans, performs risk assessments, and validates and performs security test evaluations and audits. Analyzes and defines security requirements for information protection for enterprise systems and networks. Assists in the development of security policies. Analyzes the sensitivity of information and performs vulnerability and risk assessments on the basis of defined sensitivity and information flow. Professionally certified as Technical Level III as defined by DODI 8570 is a requirement.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
IA Policy and Compliance Certified Professional – Intermediate	Under general supervision, performs Certification and Accreditation (C&A) or other IA/CND Compliance and Auditing processes and inspections for all enterprise systems and networks; ensures validity and accuracy review of all associated documentation. Performs compliance reviews of computer security plans, performs risk assessments, and performs security test evaluations and audits. Analyzes security requirements for information protection for enterprise systems and networks. Assists in the development of security policies. Analyzes the sensitivity of information and performs vulnerability and risk assessments on the basis of defined sensitivity and information flow. Professionally certified as Technical Level II as defined by DODI 8570 is a requirement.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
IA Policy and Compliance Certified Professional – Associate	Under general supervision, assists in the support of Certification and Accreditation (C&A) or other IA/CND Compliance and Auditing processes and inspections for all enterprise systems and networks; assists in the development of all associated documentation. Assists in the compliance reviews of computer security plans, performs risk assessments, and assists in security test evaluations and audits. Analyzes security requirements for information protection for enterprise systems and networks. Professionally certified as Technical Level I as defined by DODI 8570 is a requirement.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Cyber Operations Research Analyst – Senior	Responsible for leading and participating in analysis of actual and predictable interacting operational activities of business to obtain a quantitative, rational basis for decision making through the application of logic and scientific or economic disciplines and techniques. Ability to devise modeling and measuring techniques; utilizes mathematics, statistical methods, engineering methods, operational mathematics techniques (linear programming, game theory, probability theory, symbolic language, etc.), and other principles and laws of scientific and economic disciplines. Ability to demonstrate a complete understanding and wide application of technical principles, theories, and concepts within the Cyber Research field and provide consultation to technical solutions over a wide range of complex difficult problems in which proposed solutions are imaginative, thorough, practicable, and consistent with organization objectives. Professionally certified as Technical Level III as defined by DODI 8570 is a requirement.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Cyber Operations Research Analyst – Intermediate	Under general supervision, participates in analysis of actual and predictable interacting operational activities of business to obtain a quantitative, rational basis for decision making through the application of logic and scientific or economic disciplines and techniques. Assists in devising models and measuring techniques; utilizes mathematics, statistical methods, engineering methods, operational mathematics techniques (linear programming, game theory, probability theory, symbolic language, etc.), and other principles and laws of scientific and economic disciplines. Ability to demonstrate a thorough understanding and ability to apply technical principles, theories, and concepts within the Cyber Research field and provide consultation to technical solutions over a wide range of complex difficult problems in which proposed solutions are imaginative, thorough, practicable, and consistent with organization objectives. Professionally certified as Technical Level II as defined by DODI 8570 is a requirement.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Cyber Operations Research Analyst – Associate	Under general supervision, assists in analysis of actual and predictable interacting operational activities of business to obtain a quantitative, rational basis for decision making through the application of logic and scientific or economic disciplines and techniques. Assists with devising models and measuring techniques; utilizes mathematics, statistical methods, engineering methods, operational mathematics techniques (linear programming, game theory, probability theory, symbolic language, etc.), and other principles and laws of scientific and economic disciplines. Ability to demonstrate an understanding and ability to apply technical principles, theories, and concepts within the Cyber Research field and assists in providing consultation to technical solutions over a wide range of complex difficult problems in which proposed solutions are imaginative, thorough, practicable, and consistent with organization objectives. Professionally certified as Technical Level I as defined by DODI 8570 is a requirement.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years

LABOR CATEGORIES/DESCRIPTIONS: 84-91

Cyber Operations Malware Analyst – Senior	Under general direction, leads and participates in the evaluation and analysis of complex malicious code through the utilization of tools, including disassemblers, debuggers, hex editors, un-packers, virtual machines, and network sniffers. Responsible for providing findings in a technical report with details of the malware, identification parameters, advanced capabilities, and mitigation strategies. Conducts research in the area of malicious software, vulnerabilities, and exploitation tactics. Requires experience with application security, network security, reverse engineering, or malware. Requires strong knowledge of worms, viruses, Trojans, rootkits, botnets, Windows internals, and the Win32 API. Extensive experience required in programming (assembly and web) and system analysis with various tools, including IDA Pro, Ollydbg, PCAP tools, or TCP Dump. Professionally certified, within a CND discipline, as Technical Level III as defined by DODI 8570 is a requirement.	Associate/ Entry Level	MA/MS	10+ yrs	BA/BS w/12+ yrs
Cyber Operations Malware Analyst – Intermediate	Under general supervision, participates in the evaluation and analysis of complex malicious code through the utilization of tools, including disassemblers, debuggers, hex editors, un-packers, virtual machines, and network sniffers. Responsible for providing findings in a technical report with details of the malware, identification parameters, advanced capabilities, and mitigation strategies. Conducts research in the area of malicious software, vulnerabilities, and exploitation tactics. Requires experience with application security, network security, reverse engineering, or malware. Requires thorough knowledge of worms, viruses, Trojans, rootkits, botnets, Windows internals, and the Win32 API. Additional experience required in programming (assembly and web) and system analysis with various tools, including IDA Pro, Ollydbg, PCAP tools, or TCP Dump. Professionally certified, within a CND discipline, as Technical Level II as defined by DODI 8570 is a requirement.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Cyber Operations Malware Analyst – Associate	Under general supervision, assists in the evaluation and analysis of complex malicious code through the utilization of tools, including disassemblers, debuggers, hex editors, un-packers, virtual machines, and network sniffers. Assists with providing findings in a technical report with details of the malware, identification parameters, advanced capabilities, and mitigation strategies. Provides research assistance in the area of malicious software, vulnerabilities, and exploitation tactics. Requires experience with application security, network security, reverse engineering, or malware. Requires knowledge of worms, viruses, Trojans, rootkits, botnets, Windows internals, and the Win32 API. Additional experience required in programming (assembly and web) and system analysis with various tools, including IDA Pro, Ollydbg, PCAP tools, or TCP Dump. Professionally certified, within a CND discipline, as Technical Level I as defined by DODI 8570 is a requirement.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Cyber Watch Operations Certified Analyst – Senior	Responsible for leading security event monitoring and correlation within a tiered Security Operations Center. Proven experience and ability to leverage CND analyst toolsets to detect and respond to IT security incidents. Ability to implement standard procedures for incident response interfacing with Information Security Officer and IT staff. Conducts research and document threats and their behavior to include monitoring external CSIRTS/CERTs. Provide recommendations to threat mitigation strategies. Employ effective web, email, and telephonic communications to clearly manage security incident response procedures. Perform routine event reporting over time including trend reporting and analysis. Experience required in security or network technology (Unix/Windows OS, Cisco/Juniper Routing-Switching) within a hands-on design/Implementation/Administration role. Demonstrates in-depth knowledge of TCP-IP protocol implementations for all common network services in addition to demonstrated capability to perform network packet analysis and anomaly detection. Professionally certified, within a CND discipline, as Technical Level III as defined by DODI 8570 is a requirement.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Cyber Watch Operations Certified Analyst – Intermediate	Under general supervision, participates in security event monitoring and correlation within a tiered Security Operations Center. Proven experience and ability to leverage CND analyst toolsets to detect and respond to IT security incidents. Conducts research and document threats and their behavior to include monitoring external CSIRTS/CERTs. Assist in providing recommendations to threat mitigation strategies. Employ effective web, email, and telephonic communications to clearly manage security incident response procedures. Perform routine event reporting over time including trend reporting and analysis. Experience required in security or network technology (Unix/Windows OS, Cisco/Juniper Routing-Switching) within a hands-on Implementation or Administration role. Demonstrates thorough knowledge of TCP-IP protocol implementations for all common network services in addition to demonstrated capability to perform network packet analysis and anomaly detection. Professionally certified, within a CND discipline, as Technical Level II as defined by DODI 8570 is a requirement.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Cyber Watch Operations Certified Analyst – Associate	Under general supervision, assists with security event monitoring, correlation, and daily event reporting within a tiered Security Operations Center. Experience with CND analyst toolsets to detect and respond to IT security incidents. Employ effective web, email, and telephonic communications to clearly manage security incident response procedures. Experience required in security or network technology (Unix/Windows OS, Cisco/Juniper Routing-Switching) within a hands-on Administration role. Demonstrates knowledge of TCP-IP protocol implementations for all common network services in addition to demonstrated capability to perform network packet analysis and anomaly detection. Professionally certified, within a CND discipline, as Technical Level I as defined by DODI 8570 is a requirement.	Intermediate/ Journeyman	BS	<5 yrs	AA or 2yr Tech School w/2+ years
System Administration					
Systems Administrator – Senior	Description: Responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs

LABOR CATEGORIES/DESCRIPTIONS: 92-102

Systems Administrator – Intermediate	Description: Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Systems Administrator -Associate	Description: Under direct supervision, maintains integrity of the operating system environment. Performs system software upgrades including planning and scheduling, testing, and coordination. Performs workstation and server administration setup. Coordinates disk space planning and management. Maintains growth statistics, space forecasts, tape libraries, and software and hardware inventories. Performs data backups and recoveries. Monitors and maintains continuity with system software licensing and maintenance agreements. Provides recommendations regarding hardware and system software planning and budgeting. Maintains production change control schedule and participates in change control.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Data Administration					
Database Administrator	Description: Participates in the design, creation, and maintenance of computerized databases. Responsible for the quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support organization requirements. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary.	Senior/Lead	MS	10+ yrs	BS/12+ yrs
Database Analyst/Programmer – Senior	Description: Responsible for the design, implementation and maintenance of complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design. Competent to work at the highest level of all phases of database management.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Database Analyst/Programmer – Intermediate	Description: Under general supervision, designs, implements, and maintains moderately complex databases. Includes maintenance of database dictionaries and integration of systems through database design. Competent to work on most phases of database administration, but may require some instruction and guidance in other phases.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Database Analyst/Programmer – Associate	Description: Under direct supervision, assists in the implementation and maintenance of databases.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Advanced Database Analyst/Programmer - Senior	Responsible for leading and participating in the development and maintenance of Cyber and IA database systems while also offering Database development resource to the development team. Required to review and provide technical solutions to projects which may be in different stages of the development life cycle. Requires knowledge and experience with Oracle or MS SQL Server DBMS, SQL Language, Unix/Linux including basic shell commands, data warehousing, report generation, job scheduling and monitoring tools, XML, HTML, open source development, and technical documenting skills (Windows Office/Visio/Cvs, etc.). Advanced Oracle or Microsoft SQL Server certification is required. Professionally certified as Technical Level III as defined by DODI 8570 is a requirement.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Advanced Database Analyst/Programmer - Intermediate	Under general supervision, participates in the development and maintenance of Cyber and IA database systems while also offering Database development resource to the development team. Required to review and provide technical solutions to projects which may be in different stages of the development life cycle. Requires knowledge and experience with Oracle or MS SQL Server DBMS, SQL Language, Unix/Linux including basic shell commands, data warehousing, report generation, job scheduling and monitoring tools, XML, HTML, open source development, and technical documenting skills (Windows Office/Visio/Cvs, etc.). Oracle or Microsoft SQL Server certification is required. Professionally certified as Technical Level II as defined by DODI 8570 is a requirement.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Advanced Database Analyst/Programmer – Associate	Under general supervision, assists in the development and maintenance of Cyber and IA database systems while also offering Database development resource to the development team. Assists with reviews and provides technical solutions to projects which may be in different stages of the development life cycle. Requires knowledge and experience with Oracle or MS SQL Server DBMS, SQL Language, Unix/Linux including basic shell commands, data warehousing, report generation, job scheduling and monitoring tools, XML, HTML, open source development, and technical documenting skills (Windows Office/Visio/Cvs, etc.). Oracle or Microsoft SQL Server certification is required. Professionally certified as Technical Level I as defined by DODI 8570 is a requirement.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Database Librarian	Description: Under general supervision, enters and maintains data dictionary information, data keyword lists, and dictionary forms. Reviews all information to be entered into the dictionary to assure adherence to standards and to ensure that all requirements are met. Maintains current library of each processing system's information recorded in the dictionary.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years

LABOR CATEGORIES/DESCRIPTIONS: 103-115

Data Warehousing					
Data Warehousing Project Manager	Description: Responsible for leading data warehouse team in development and enhancements of the data warehouse user interface. Works in a data warehouse environment that includes data design, database architecture, metadata and repository creation. Establishes user requirements. Creates new standards and procedures related to end user and internal interface development. Works with Data Architect on technical issues and system architecture definition. Translates high-level work plans and converts to detailed assignments for team members. Monitors status of assignments, and reviews work for completion/quality.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Data Architect	Description: Responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Works in a data warehouse environment that includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Conducts data cleaning to rid the system of old, unused, or duplicate data. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Data Warehouse Analyst	Description: Under general supervision is responsible for the development, maintenance and support of an enterprise data warehouse system and corresponding data marts. Works in a data warehouse environment that includes data design, database architecture, metadata and repository creation. Reviews data loaded into the data warehouse for accuracy. Troubleshoots and tunes existing data warehouse applications. Conducts research into new data warehouse applications and determines viability for adoption. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporated existing subject areas into an enterprise model. Creates new or enhanced components of the data warehouse.	Intermediate/Journeyman	BA/BS	5+	AA or 2yr Tech School w/2+ years
Data Warehousing Programmer	Description: Under general supervision, responsible for product support and maintenance of the data warehouse. Performs data warehouse design and construction. Codes and documents scripts and stored procedures. Designs and implements data strategy methods. Develops appropriate programs and systems documentation. Assists with metadata repository management. Prepares and implements data verification and testing methods for the data warehouse. Creates index and view scripts.	Intermediate/Journeyman	BA/BS	5+	AA or 2yr Tech School w/2+ years
Data Warehousing Administrator	Description: Responsible for coordinating the data administration technical function for both data warehouse development and maintenance. Plans and oversees the technical transitions between development, testing, and production phases of the workplace. Facilitates change control, problem management, and communication among data architects, programmers, analysts, and engineers. Establishes and enforces processes to ensure a consistent, well managed, and well-integrated data warehouse infrastructure. Expands and improves data warehouse to include data from all functions of the organization using data manipulation, transformation, and cleansing tools.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Help Desk/End User Support					
Help Desk Coordinator	Description: Responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution and follow-up steps. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. Typically involves use of problem management database and help desk system. May provide guidance/training for less experienced personnel.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Help Desk Support Service Specialist – Senior	Description: Responsible for providing second-tier support to end-users for PC, server, mainframe applications, and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Help Desk Support Service Specialist – Intermediate	Description: Under general supervision, provides second-tier support to end-users for PC, server, mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to Senior Level.	Intermediate/Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Help Desk Support Service Specialist – Associate	Description: Under direct supervision, provides support to end-users for PC, server or mainframe applications, and hardware. May interact with network services, software systems engineering and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Refers more complex problems to intermediate and/or senior level.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
PC Support Manager	Description: Responsible for overall personal computer activity. Establishes and implements PC policies, procedures and standards, and ensures their conformance with information systems goals and procedures. Studies and projects PC resource requirements including personnel, software, equipment and facilities, and makes recommendations to management. Maintains currency in new developments and technology. Provides for the training of department staff and end users. Directs setup and maintenance of library and materials for end user reference and reviews department staff. Ensures that security procedures are implemented and enforced. Provides leadership in the effective use of internal data processing, automated office systems and data communications. May also manage LAN services.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
PC Systems Specialist	Description: Under general supervision, performs analytical, technical and administrative work in the planning, design and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software.	Intermediate/Journeyman	BA/BS	5+ yrs	AA w/7+ yrs

LABOR CATEGORIES/DESCRIPTIONS: 116-130

PC Maintenance Technician	Description: Under direct supervision, performs general maintenance tasks, troubleshoots and repairs computer systems and peripheral equipment located throughout the organization. Maintains an adequate spare parts inventory of systems, subsystems, and component parts used in repair work. Prepares progress reports for all work performed. Receives work direction from supervisor on work priorities and daily assignments. Frequently reports to a PC Support Manager.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Internet/Web Operations					
Web Project Manager	Description: Responsible for web strategy and operations. Develops business plan and annual budget for website function. Accountable for budget, staff planning, management, and products and service delivery. Oversees operational activities of the website(s) with specific attention aimed at content creation and website maintenance.	Senior/Lead	MS	10+ yrs	BS/12+ yrs
Web Designer - Senior	Description: Responsible for designing and building web pages 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 online offerings. 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.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Web Designer - Intermediate	Description: Under general supervision, 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 online offerings. Designs the website to support the organization's strategies and goals relative to external communications. Develops applications based on current, new and future net-based applications. Requires significant graphics and design experience as well as HTML knowledge.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Web Designer - Associate	Description: Under direct supervision assists in designing and developing user interface features, site animation, and special-effects elements. Assists in designing the website to support the organization's strategies and goals relative to external communications. Requires graphics and design experience as well as HTML knowledge.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Web software Developer - Senior	Description: Responsible for design, development, troubleshooting, debugging, and implementation of software code (such as HTML, CGI, and JavaScript) for a component of the website. 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. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds, and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Web software Developer - Intermediate	Description: Under general supervision, develops, codes, tests, and debugs new software and enhancements to existing web software. Competent to work on fairly complex programs with guidance. Works with technical staff to understand problems with web software and resolve them.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Web software Developer - Associate	Description: Under direct supervision, assists in developing, coding, testing, and debugging new software and enhancements to existing web software.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Web Technical Administrator	Description: In role of onsite administrator, responsible for achieving overall technical integrity of organization's website. Maintains and upgrades hardware and software including website technical architecture related to hardware and telecommunication connectivity. Administers e-mail, chat, and FTP services. Communicates router configuration changes and troubleshoots system errors and bugs. Maintains servers, creates monitoring reports and logs, and ensures functionality of links. Monitors site for acceptable performance and user accessibility. Establishes backups and monitors site security.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Web Content Administrator	Description: Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates, and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML, and web graphics types and standards.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Network Administration/Support					
Network Administrator – Senior	Description: Responsible for the acquisition, installation, maintenance and usage of the company's local area network. Studies contractor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages network performance and maintains network security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots network problems. Establishes and implements network policies, procedures and standards and ensures their conformance with information systems and company's objectives. Trains users on network operation.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Network Administrator – Intermediate	Description: Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the organization's local area network. Manages network performance and maintains network security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots network problems. Establishes and implements network policies, procedures, and standards and ensures their conformance with information systems and organization objectives. Trains users on network operation. Frequently reports to a PC support manager or Senior network Administrator.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Network Administrator - Associate	Description: Under direct supervision, assists in the installation, maintenance, and usage of the organization's local area network. Assists in the establishment of network procedures regarding access methods and time, security validation checks, and documentation. Maintains network software and hardware inventories. Researches software and hardware issues regarding the network. Inform users when there are network problems. Monitors and maintains continuity with software licensing and maintenance agreements. Troubleshoots network problems. Frequently reports to a PC Support Manager or Senior network Administrator.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years

LABOR CATEGORIES/DESCRIPTIONS: 131-145

Network Support Technician – Senior	Description: Responsible for monitoring and responding to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with contractor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide network server support. Requires extensive knowledge of PC/network communications hardware/software in a multi-protocol environment, and network management software. May function as lead job providing guidance and training for less experienced technicians.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Network Support Technician – Intermediate	Description: Under general supervision, monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with contractor support service groups to ensure proper escalation during outages or period of degraded system performance. May assist with installation of terminals and associated hardware. May provide network server support. Requires strong knowledge of PC/Network communications hardware/software, in a multi-protocol environment, and network management software.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Network Support Technician – Associate	Description: Under direct supervision, assists in monitoring and responding to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May provide network server support. May assist with installation of terminals and associated hardware. Requires knowledge of data scopes, patch panels, modems, concentrators, and associated terminals and network management software.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Documentation					
Documentation Specialist – Senior	Description: Responsible for preparing and/or maintaining systems, programming, and operations documentation, procedures, and methods including user manuals and reference manuals. Maintains a current internal documentation library. Provides or coordinates special documentation services as required. Competent to work at the highest level of all phases of documentation. May act as project leader for large jobs.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Documentation Specialist – Intermediate	Description: Under general supervision, prepares and/or maintains systems, programming, and operations documentation, including user manuals. Maintains a current internal documentation library. Competent to work on most phases of documentation.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Documentation Specialist –Associate	Description: Under direct supervision, prepares and/or maintains systems, programming and operations documentation, including user manuals. Maintains a current internal documentation library.	Associate/ Entry Level	BA/BS	<5 yrs	AA or 2yr Tech School w/2+ years
Technical Editor	Description: Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections, redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate. Editor is often a technical writer who has moved to this position.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
CAD Specialist	Description: Under general direction , Ability to prepare various drawings that communicate engineering ideas, designs, and information in support of engineering functions directly supporting infrastructure IT goals and projects. Drawings consist of parts and assemblies including sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Requires experience in current conventional computer-aided design drafting techniques and application programs.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Graphics Specialist	Description: Under general direction , Responsible for graphics design and use, operation and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling, coordinates production support with outside contractors, as needed. Ensures that graphic projects are completed on time, within budget and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Draftsman – Senior	Description: Responsible for preparing various drawings that communicate engineering ideas, designs, and information in support of engineering functions directly supporting DoD Enterprise infrastructure and infrastructure IT goals and projects. Drawings consist of parts and assemblies including sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Requires experience in current conventional computer-aided design drafting techniques and application programs.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Draftsman – Intermediate	Description: Under general direction, responsible for preparing various drawings that communicate engineering ideas, designs, and information in support of engineering functions directly supporting DoD Enterprise infrastructure and infrastructure IT goals and projects. Drawings consist of parts and assemblies including sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Requires experience in current conventional computer-aided design drafting techniques and application programs.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Draftsman - Associate	Description: Under immediate supervision, responsible for preparing various drawings that communicate engineering ideas, designs, and information in support of engineering functions directly supporting DoD Enterprise infrastructure and infrastructure IT goals and projects. Drawings consist of parts and assemblies including sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Requires experience in current conventional computer-aided design drafting techniques and application programs.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Enterprise Resource Planning (ERP)/Business Process Development					
ERP Business Analyst – Senior	Description: Responsible for serving as senior subject matter expert associated with content, processes and procedures associated with ERP. Defines the detailed requirements, analyzes the business needs, and validates solutions with the client. Details requirements through the product development and other functions to support the project team. Monitors other business analysts in software development methods and processes and implementation of those methods. Evaluates development projects and assists in tailoring the development process to meet the project needs.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs

LABOR CATEGORIES/DESCRIPTIONS: 146-157

ERP Business Analyst – Intermediate	Description: Under general supervision, serves as subject matter expert associated with content, processes, and procedures associated with enterprise applications. Applies functional knowledge to design and customization of workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans, and works with production issues.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
ERP Business Analyst – Associate	Description: Under direct supervision, serves as subject matter expert associated with content, processes and procedures associated with enterprise applications. Applies functional knowledge to design and customization of workflow systems that provide seamless integration for client/server applications. Writes functional requirements, develops test plans and works with production issues.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Business Systems Analyst – Senior	Description: Responsible for formulating and defining systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Business Systems Analyst – Intermediate	Description: Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Business Systems Analyst – Associate	Description: Under direct supervision, assists in formulating and defining systems scope and objectives through research and fact-finding combined with a basic understanding of business systems and industry requirements. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary under direction of experienced Business System Analysts. Competent to consider most business implications of the application of technology to the current business environment.	Associate/ Entry Level	BA/BS	<5 yrs	AA or 2yr Tech School w/2+ years
IS Training					
Information Systems Training Manager	Description: Responsible for all activities associated with education programs for both the information technology and end-user/PC personnel. Advises on administrative policies and procedures, technical problems, priorities, and methods. Assigns personnel to the various training tasks and directs their activities, reviews and evaluates their work, conducts performance appraisals and makes decisions on personnel.	Senior/Lead	MS	10+ yrs	BS w/12+ yrs
Information Systems Training Specialist – Senior	Description: Responsible for organizing, preparing, and conducting complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at the highest level of all phases of information systems training.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Information Systems Training Specialist – Intermediate	Description: Under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Information Systems Training Specialist – Associate	Description: Under direct supervision, organizes and conducts basic training and educational programs for information systems or user personnel. Maintains record of training activities, employee progress, and program effectiveness.	Associate/ Entry Level	BA/BS	<5 yrs	AA or 2yr Tech School w/2+ years
Instructor Technical Training – Senior	Description: Responsible for provides technical expertise and instruction according to customer specifications and standards (operate, maintain, and repair in classroom or laboratory settings) supporting DoD Enterprise infrastructure and infrastructure IT goals and projects. Analyzes System and Network related information and interprets it into useable instruction/training for intended audience. Develops courseware/content in specific technical subject matter area. Provides advice to customers in system design and optimal configuration. Provides technical telephone support to customers with hardware and software problems. Also, provides technical and training input for development of training proposals. May be required to deploy and train US Forces in CONUS or OCONUS field locations.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Instructor Technical Training – Intermediate	Description: Under general direction, responsible for provides technical expertise and instruction according to customer specifications and standards (operate, maintain, and repair in classroom or laboratory settings) supporting DoD Enterprise infrastructure and infrastructure IT goals and projects. Analyzes System and Network related information and interprets it into useable instruction/training for intended audience. Develops courseware/content in specific technical subject matter area. Provides advice to customers in system design and optimal configuration. Provides technical telephone support to customers with hardware and software problems. Also, provides technical and training input for development of training proposals. May be required to deploy and train US Forces in CONUS or OCONUS field locations.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs

LABOR CATEGORIES/DESCRIPTIONS: 158-165

Instructor Technical Training – Associate	Description: Under immediate supervision, responsible for provides technical expertise and instruction according to customer specifications and standards (operate, maintain, and repair in classroom or laboratory settings) supporting DoD Enterprise infrastructure and infrastructure IT goals and projects. Analyzes System and Network related information and interprets it into useable instruction/training for intended audience. Develops courseware/content in specific technical subject matter area. Provides advice to customers in system design and optimal configuration. Provides technical telephone support to customers with hardware and software problems. Also, provides technical and training input for development of training proposals. May be required to deploy and train US Forces in CONUS or OCONUS field locations.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years
Audio Visual					
Audio Visual Fabrication Engineer - Senior	Description: Responsible for installing, pulling, terminating and testing all audio visual (AV) type cables, connectors, and interfaces. Ability to install projections screens, plasma TV's and different types of speakers. Installation of AV systems on client sites. Read blueprints and wire AV racks. Manage AV projects with various models and makes of equipment. Has a thorough understanding and working knowledge of testing, analyses and corrective action on systems, networks, hardware and software in a Professional Audio/Video environment. Know and understand all wire and connector types on all AV related cable.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Audio Visual Fabrication Engineer - Intermediate	Description: Under general direction, installs, pull, terminate and test all audio visual (AV) type cables, connectors, and interfaces. Ability to install projections screens, plasma TV's and different types of speakers. Installation of AV systems on client sites. Read blueprints and wire AV racks. Manage AV projects with various models and makes of equipment. Has a thorough understanding and working knowledge of testing, analyses and corrective action on systems, networks, hardware and software in a Professional Audio/Video environment. Know and understand all wire and connector types on all AV related cable.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Audio Visual Fabrication Engineer - Associate	Description: Under immediate supervision, installs, pull, terminate and test all audio visual (AV) type cables, connectors, and interfaces. Ability to install projections screens, plasma TV's and different types of speakers. Installation of AV systems on client sites. Read blueprints and wire AV racks. Manage AV projects with various models and makes of equipment. Has a thorough understanding and working knowledge of testing, analyses and corrective action on systems, networks, hardware and software in a Professional Audio/Video environment. Know and understand all wire and connector types on all AV related cable.	Associate/ Entry Level	BA/BS	<5 yrs	AA or 2yr Tech School w/2+ years
Audio Visual Programmer - Senior	Description: Responsible for designing and programming control interface touch panels for audio visual systems. Works with Design Engineer and Contracting Officer's Technical Representative to ensure a user-friendly operating environment for controlling audio/visual equipment. Provide training to users to ensure proper use and care.	Senior/Lead	MA/MS	10+ yrs	BA/BS w/12+ yrs
Audio Visual Programmer - Intermediate	Description: Under general direction, designs and programs control interface touch panels for audio visual systems. Works with Design Engineer and Contracting Officer's Technical Representative to ensure a user-friendly operating environment for controlling audio/visual equipment. Provide training to users to ensure proper use and care.	Intermediate/ Journeyman	BA/BS	5+ yrs	AA w/7+ yrs
Audio Visual Programmer - Associate	Description: Under immediate supervision, designs and programs control interface touch panels for audio visual systems. Works with Design Engineer and Contracting Officer's Technical Representative to ensure a user-friendly operating environment for controlling audio/visual equipment. Provide training to users to ensure proper use and care.	Associate/ Entry Level	BS	<5 yrs	AA or 2yr Tech School w/2+ years