

Federal Supply Service

Authorized Federal Supply Schedule Price List

Online access to contract ordering information, terms and conditions, pricing, and the option to create an electronic delivery order are available through GSA *Advantage*. The website for GSA *Advantage!*® is: <https://www.GSAAdvantage.gov>.

Multiple Award Schedule



FSC Groups: Professional Services and Information Technology Services
Contract Number: 47QTCA19D00F1

Contract Period: 09 July 2019 through 08 July 2024

CONTRACTOR NAME:	Metrica Inc.
ADDRESS:	100 N.E. Loop 410 Ste 520 San Antonio TX 78216
CONTRACTOR POC:	Peggy Schildt
PHONE:	210-822-2310
EMAIL:	metrica-contracts@metricanet.com
WEBSITE:	www.metricanet.com
BUSINESS SIZE:	Small
SOCIO ECONOMIC STATUS:	Woman Owned Business

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at [GSA.gov](https://www.GSA.gov).

Prices Shown Herein are Net (discount deducted)

Price list current as of Modification #PS-0016 effective May 26, 2023

1a. **Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).**

SINs	SIN Descriptions
511210	Software Licenses
54151	Software Maintenance Services
54151HACS	Highly Adaptive Cybersecurity Services
54151S	Information Technology Professional Services
ANCILLARY	Ancillary Supplies and Services
OLM	Order Level Materials

SINs	Recovery SINs	SIN Descriptions
541611	541611RC	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
541614	541614RC	Deployment, Distribution and Transportation Logistics Services
541614SV	541614SVCR	Supply and Value Chain Management
OLM	OLMRC	Order Level Materials

1b. **Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See Pages 4-8.**

1c. **If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility, and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See Pages 9-48.**

2. **Maximum Order:**

SINs	Maximum Order
541611, 541614, 541614SVC	\$1,000,000
54151, 54151S, 54151HACS	\$500,000
ANCILLARY, OLM	\$250,000

3. **Minimum Order:** \$100.00

4. **Geographic Coverage (Delivery Area):** Worldwide

5. **Point of production:** Same as company address

6. **Discount from list prices:** Government Net Prices (discounts already deducted.)

7. **Quantity Discounts:**

1% > \$500,000	
SINs	SIN Descriptions
511210	Software Licenses
54151	Software Maintenance Services
54151HACS	Highly Adaptive Cybersecurity Services
54151S	Information Technology Professional Services

None	
SINs	SIN Descriptions
541611	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
541614	Deployment, Distribution and Transportation Logistics Services
541614SVC	Supply and Value Chain Management

8. **Prompt Payment Terms:** Net 30

Note: “Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.”

9. **Foreign Items:** None

10a. **Time of Delivery:** As agreed in each task/delivery order level.

10b. **Expedited Delivery:** Contact Contractor

10c. **Overnight and 2-day Delivery:** Contact Contractor

10d. **Urgent Requirements:** Contact Contractor

11. **F.O.B. Point(s):** Destination

12a. **Ordering Address:** Same as company address

12b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. **Payment address(es):** Same as company address.

14. **Warranty provision:**

SINs 54151S, 511210, 54151, & 54151HACS: Standard 1 Year Warranty

SINs 541611, 541614, & 541614SVC: Contractor’s standard commercial warranty

15. **Export packing charges, if applicable:** N/A

16. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A

17. **Terms and conditions of installation (if applicable):** N/A

METRICA, INC.

- 18a. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 18b. **Terms and conditions for any other services (if applicable):** N/A
- 19. **List of service and distribution points (if applicable):** N/A
- 20. **List of participating dealers (if applicable):** N/A
- 21. **Preventive maintenance (if applicable):** N/A
- 22a. **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 22b. **Section 508 Compliance:** N/A
- 23. **Unique Entity Identifier (UEI) number:** RDFCM3FF8BJ3
- 24. **Notification regarding registration in Central Contractor Registration (CCR) database:** Contractor is registered and active in SAM

Final Pricing: The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

SINs 54151S and 54151HACS

SIN	Labor Category	Site	Rate
54151S	Analyst - Junior	Both	\$87.36
54151S	Analyst - Mid	Both	\$110.53
54151S	Analyst - Senior	Both	\$115.88
54151S	Analyst - Master	Both	\$129.25
54151S	Application Developer - Junior	Both	\$103.84
54151S	Application Developer - Mid	Both	\$118.82
54151S	Application Developer - Senior	Both	\$133.80
54151S	Application Developer - Master	Both	\$147.17
54151S	Cloud Specialist - Junior	Both	\$129.25
54151S	Cloud Specialist - Mid	Both	\$142.61
54151S	Cloud Specialist - Senior	Both	\$164.90
54151S	Cloud Specialist - Master	Both	\$178.27
54151S	Configuration Manager - Junior	Both	\$98.06
54151S	Configuration Manager - Mid	Both	\$115.88
54151S	Configuration Manager - Senior	Both	\$133.70
54151S	Configuration Manager - Master	Both	\$147.07
54151S	Database Administrator - Junior	Both	\$86.31
54151S	Database Administrator - Mid	Both	\$100.82
54151S	Database Administrator - Senior	Both	\$111.42
54151S	Database Administrator - Master	Both	\$124.79
54151S	Database Architect - Junior	Both	\$95.99
54151S	Database Architect - Mid	Both	\$110.50
54151S	Database Architect - Senior	Both	\$142.61
54151S	Database Architect - Master	Both	\$155.98
54151S	Help Desk Tech - Junior	Both	\$75.76
54151S	Help Desk Tech - Mid	Both	\$93.58
54151S	Help Desk Tech - Senior	Both	\$102.51
54151S	Information Assurance Engineer - Mid	Both	\$123.00
54151S	Information Assurance Engineer - Senior	Both	\$134.06
54151S	Information Assurance Engineer - Master	Both	\$148.48
54151S	IT Consultant -Mid	Both	\$98.06
54151S	IT Consultant - Senior	Both	\$115.88
54151S	IT Consultant - Master	Both	\$138.67
54151S	Network Administrator - Junior	Both	\$84.69
54151S	Network Administrator - Mid	Both	\$102.51
54151S	Network Administrator - Senior	Both	\$123.08
54151S	Network Administrator - Master	Both	\$136.45
54151S	Network Engineer - Junior	Both	\$123.08

SIN	Labor Category	Site	Rate
54151S	Network Engineer - Mid	Both	\$138.67
54151S	Network Engineer - Senior	Both	\$154.23
54151S	Network Engineer - Master	Both	\$167.61
54151S	Process Engineer - Junior	Both	\$100.37
54151S	Process Engineer - Mid	Both	\$114.79
54151S	Process Engineer - Senior	Both	\$129.25
54151S	Process Engineer - Master	Both	\$142.60
54151S	Program Manager	Both	\$153.30
54151S	Program Manager - Senior	Both	\$173.80
54151S	Project Manager	Both	\$101.61
54151S	Project Manager - Senior	Both	\$131.03
54151S	Quality Assurance Analyst - Junior	Both	\$75.76
54151S	Quality Assurance Analyst - Mid	Both	\$93.58
54151S	Quality Assurance Analyst - Senior	Both	\$102.51
54151S	Quality Assurance Analyst - Master	Both	\$111.42
54151S	Software Architect - Junior	Both	\$106.95
54151S	Software Architect - Mid	Both	\$129.25
54151S	Software Architect - Senior	Both	\$142.61
54151S	Software Architect - Master	Both	\$155.98
54151S	Systems Administrator - Junior	Both	\$90.91
54151S	Systems Administrator - Mid	Both	\$104.77
54151S	Systems Administrator - Senior	Both	\$114.98
54151S	Systems Administrator - Master	Both	\$128.35
54151S	Systems Engineer - Junior	Both	\$106.95
54151S	Systems Engineer - Mid	Both	\$129.25
54151S	Systems Engineer - Senior	Both	\$150.17
54151S	Systems Engineer - Master	Both	\$163.54
54151S	Technology SME - Mid	Both	\$124.93
54151S	Technology SME - Senior	Both	\$140.06
54151S	Technology SME - Master	Both	\$155.19
54151S	Telecommunications Specialist - Junior	Both	\$62.39
54151S	Telecommunications Specialist - Mid	Both	\$75.76
54151S	Telecommunications Specialist - Senior	Both	\$95.38
54151S	Telecommunications Specialist –Master	Both	\$114.98
54151S	Web Architect- Junior	Both	\$76.15
54151S	Web Architect - Mid	Both	\$128.35
54151S	Web Architect - Senior	Both	\$155.09
54151S	Web Architect - Master	Both	\$168.45
54151S	Technical Writer - Junior**	Both	\$72.05
54151S	Technical Writer - Mid**	Both	\$85.30
54151S	Technical Writer – Senior**	Both	\$99.52
54151HACS	Cyber Information Assurance Engineer - Mid	Both	\$123.00

SIN	Labor Category	Site	Rate
54151HACS	Cyber Information Assurance Engineer - Senior	Both	\$134.06
54151HACS	Cyber Information Assurance Engineer - Master	Both	\$148.48
54151HACS	Cyber IT Consultant -Mid	Both	\$98.06
54151HACS	Cyber IT Consultant - Senior	Both	\$115.88
54151HACS	Cyber IT Consultant - Master	Both	\$138.67
54151HACS	Cyber Technology SME - Mid	Both	\$124.93
54151HACS	Cyber Technology SME - Senior	Both	\$140.06
54151HACS	Cyber Technology SME - Master	Both	\$155.19

SINs 541611, 541614 and 541614SVC

Base Period Pricing

SINs	Awarded Labor Categories	Site	Year 4	Year 5
541611	Administrative Assistant, Senior**	Customer	\$33.30	\$34.10
541611	Administrative Assistant**	Customer	\$27.71	\$28.38
541611	Administrative Assistant, Associate**	Customer	\$21.95	\$22.47
541611	Business Process Engineer, Senior	Customer	\$145.49	\$148.98
541611	Business Process Engineer	Customer	\$102.56	\$105.03
541611	Business Process Engineer, Associate	Customer	\$67.14	\$68.75
541611	Cost Analyst	Customer	\$63.50	\$65.03
541611	Database Analyst	Customer	\$83.18	\$85.18
541611	Database Manager, Senior	Customer	\$105.00	\$107.52
541611	Data Base Manager	Customer	\$83.49	\$85.50
541611	Data Entry, Senior	Customer	\$32.68	\$33.47
541611	Data Entry**	Customer	\$31.97	\$32.73
541611	Date Entry, Associate**	Customer	\$28.86	\$29.55
541611	Functional Analyst, Senior	Customer	\$92.66	\$94.89
541611	Functional Analyst	Customer	\$79.80	\$81.72
541611	Functional Analyst, Associate	Customer	\$41.36	\$42.35
541611	General Scientific Professional, Senior	Customer	\$105.90	\$108.44
541611	General Scientific Professional	Customer	\$79.80	\$81.72
541611	General Scientific Professional, Associate	Customer	\$46.76	\$47.88
541611	Information Systems Training Specialist, Senior	Customer	\$65.21	\$66.77
541611	Operations Manager	Customer	\$85.47	\$87.52
541611	Program Manager	Customer	\$150.65	\$154.26
541611	Quality Assurance Analyst	Customer	\$65.98	\$67.57
541611	Quality Assurance Manager	Customer	\$85.12	\$87.16
541611	Software Engineer	Customer	\$124.48	\$127.47
541611	Software Programmer, Senior	Customer	\$88.30	\$90.42
541611	Software Programmer	Customer	\$65.77	\$67.35
541611	Software Programmer, Associate	Customer	\$46.33	\$47.44
541611	Software Systems Specialist	Customer	\$85.33	\$87.38
541611	Subject Matter Expert I	Customer	\$292.84	\$299.87
541611	Subject Matter Expert II	Customer	\$254.24	\$260.34
541611	Subject Matter Expert III	Customer	\$222.34	\$227.68
541611	Subject Matter Expert IV	Customer	\$159.96	\$163.79
541611	Systems Analyst, Senior	Customer	\$90.96	\$93.14
541611	Systems Analyst	Customer	\$68.52	\$70.16
541611	Systems Analyst, Associate	Customer	\$64.20	\$65.74
541611	Task Manager	Customer	\$146.82	\$150.35
541611	Technical Writer	Customer	\$57.80	\$59.19
541611	Training Specialist, Senior**	Customer	\$71.40	\$73.12
541611	Training Specialist**	Customer	\$57.41	\$58.79
541611	Administrative Assistant, Senior**	Contractor	\$43.74	\$44.79

SINs	Awarded Labor Categories	Site	Year 4	Year 5
541611	Administrative Assistant**	Contractor	\$36.38	\$37.25
541611	Administrative Assistant, Associate**	Contractor	\$28.79	\$29.48
541611	Business Process Engineer, Senior	Contractor	\$191.03	\$195.61
541611	Business Process Engineer	Contractor	\$134.67	\$137.90
541611	Business Process Engineer, Associate	Contractor	\$88.20	\$90.31
541611	Cost Analyst	Contractor	\$83.37	\$85.37
541611	Database Analyst	Contractor	\$103.15	\$105.63
541611	Database Manager, Senior	Contractor	\$134.72	\$137.96
541611	Data Base Manager	Contractor	\$107.13	\$109.70
541611	Data Entry, Senior	Contractor	\$42.19	\$43.20
541611	Data Entry**	Contractor	\$41.24	\$42.23
541611	Date Entry, Associate**	Contractor	\$37.02	\$37.91
541611	Functional Analyst, Senior	Contractor	\$119.21	\$122.07
541611	Functional Analyst	Contractor	\$104.85	\$107.37
541611	Functional Analyst, Associate	Contractor	\$54.29	\$55.59
541611	General Scientific Professional, Senior	Contractor	\$139.07	\$142.41
541611	General Scientific Professional	Contractor	\$104.85	\$107.37
541611	General Scientific Professional, Associate	Contractor	\$61.39	\$62.86
541611	Information Systems Training Specialist, Senior	Contractor	\$84.14	\$86.16
541611	Operations Manager	Contractor	\$105.97	\$108.51
541611	Program Manager	Contractor	\$194.33	\$198.99
541611	Quality Assurance Analyst	Contractor	\$86.64	\$88.72
541611	Quality Assurance Manager	Contractor	\$111.71	\$114.39
541611	Software Engineer	Contractor	\$154.37	\$158.08
541611	Software Programmer, Senior	Contractor	\$115.96	\$118.75
541611	Software Programmer	Contractor	\$86.34	\$88.41
541611	Software Programmer, Associate	Contractor	\$60.82	\$62.28
541611	Software Systems Specialist	Contractor	\$105.84	\$108.38
541611	Subject Matter Expert I	Contractor	\$366.63	\$375.43
541611	Subject Matter Expert II	Contractor	\$318.31	\$325.95
541611	Subject Matter Expert III	Contractor	\$278.34	\$285.02
541611	Subject Matter Expert IV	Contractor	\$200.26	\$205.07
541611	Systems Analyst, Senior	Contractor	\$119.48	\$122.34
541611	Systems Analyst	Contractor	\$90.00	\$92.16
541611	Systems Analyst, Associate	Contractor	\$82.57	\$84.55
541611	Task Manager	Contractor	\$182.03	\$186.40
541611	Technical Writer	Contractor	\$71.68	\$73.40
541611	Training Specialist, Senior**	Contractor	\$93.77	\$96.02
541611	Training Specialist**	Contractor	\$66.00	\$67.59
541614 & 541614SVC	Program Manager	Customer	\$155.17	\$158.89
541614 & 541614SVC	Task Manager	Customer	\$132.97	\$136.16
541614 & 541614SVC	Logistics Specialist I	Customer	\$105.01	\$107.53
541614 & 541614SVC	Logistics Specialist II	Customer	\$102.34	\$104.79
541614 & 541614SVC	Logistics Specialist III	Customer	\$97.96	\$100.31
541614 & 541614SVC	Logistics Specialist IV	Customer	\$71.83	\$73.56
541614 & 541614SVC	Logistics Specialist V	Customer	\$60.38	\$61.83
541614 & 541614SVC	Facility Coordinator	Customer	\$46.75	\$47.87
541614 & 541614SVC	Administrative Assistant I	Customer	\$34.19	\$35.01
541614 & 541614SVC	Administrative Assistant II	Customer	\$29.25	\$29.95
541614 &	Administrative Assistant III	Customer	\$23.26	\$23.82

SINs	Awarded Labor Categories	Site	Year 4	Year 5
541614SVC				
541614 & 541614SVC	Subject Matter Expert I	Customer	\$292.93	\$299.96
541614 & 541614SVC	Subject Matter Expert II	Customer	\$254.28	\$260.39
541614 & 541614SVC	Subject Matter Expert III	Customer	\$222.39	\$227.73
541614 & 541614SVC	Subject Matter Expert IV	Customer	\$160.02	\$163.86
541614 & 541614SVC	Program Manager	Contractor	\$200.18	\$204.98
541614 & 541614SVC	Task Manager	Contractor	\$171.51	\$175.63
541614 & 541614SVC	Logistics Specialist I	Contractor	\$135.45	\$138.70
541614 & 541614SVC	Logistics Specialist II	Contractor	\$132.03	\$135.20
541614 & 541614SVC	Logistics Specialist III	Contractor	\$126.40	\$129.43
541614 & 541614SVC	Logistics Specialist IV	Contractor	\$92.67	\$94.90
541614 & 541614SVC	Logistics Specialist V	Contractor	\$77.91	\$79.78
541614 & 541614SVC	Facility Coordinator	Contractor	\$60.31	\$61.76
541614 & 541614SVC	Administrative Assistant I	Contractor	\$44.12	\$45.18
541614 & 541614SVC	Administrative Assistant III	Contractor	\$37.71	\$38.61
541614 & 541614SVC	Administrative Assistant III	Contractor	\$30.00	\$30.72
541614 & 541614SVC	Subject Matter Expert I	Contractor	\$366.76	\$375.56
541614 & 541614SVC	Subject Matter Expert II	Contractor	\$318.43	\$326.07
541614 & 541614SVC	Subject Matter Expert III	Contractor	\$278.41	\$285.09
541614 & 541614SVC	Subject Matter Expert IV	Contractor	\$200.30	\$205.10

OFFERED SOFTWARE PRODUCTS & MAINTENANCE: 511210 & 54151

Manufacturer	PART #	Unit Price
TRAC Labs, Inc.	PRIDE - AUTHOR (1-10 Concurrent Users)	\$8,452.90
TRAC Labs, Inc.	PRIDE - VIEW (1-250 Concurrent Users)	\$498.74
Metrica Inc.	Software Maintenance	15% of Software Cost

LABOR CATEGORY DESCRIPTIONS: 54151S

Labor Category:	Analyst - Junior
Minimum Experience:	1 Years of related Technical Experience
Functional Responsibility:	Works with multiple IT departments/sources to research, collect, identify and report software or system requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis. Critically evaluates information gathered, reconcile conflicts; decomposes high-level information into detail functional and development or system requirements. Assist IT project managers with project plan, version scopes and timelines Work with development or systems team to implement requirements related to IT projects. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel
Minimum Education:	Associate's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Analyst - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Works with multiple IT departments/sources to research, collect, identify and report software or system requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis. Critically evaluates information gathered, reconcile conflicts; decomposes high-level information into detail functional and development or system requirements. Assist IT project managers with project plan, version scopes and timelines Work with development or systems team to implement requirements related to IT projects. Can complete tasks of intermediate complexity alone, and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Analyst - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Works with multiple IT departments/sources to research, collect, identify and report software or system requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis. Critically evaluates information gathered, reconcile conflicts; decomposes high-level information into detail functional and development or system requirements. Assist IT project managers with project plan, version scopes and timelines Work with development or systems team to implement requirements related to IT projects. Can solve all problems with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Analyst - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Works with multiple IT departments/sources to research, collect, identify and report software or system requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis. Critically evaluates information gathered, reconcile conflicts; decomposes high-level information into detail functional and development or system requirements. Assist IT project managers with project plan, version scopes and timelines Work with development or systems team to implement requirements related to IT projects. Can solve all problems with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Application Developer - Junior
Minimum Experience:	1 Year of related Technical Experience
Functional Responsibility:	Plans, designs, and implements various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Developer may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Application Developer - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Plans, designs, and implements various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Developer may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Can complete tasks of intermediate complexity alone, and may only require supervision provided by more experienced personnel for more
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Application Developer - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Plans, designs, and implements various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Developer may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Application Developer - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Plans, designs, and implements various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Developer may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Cloud Specialist - Junior
Minimum Experience:	1 Year of related Technical Experience
Functional Responsibility:	Cloud Specialist must have the skills to continue hands-on development activities. The Cloud Specialist will be implementing prototypes using new technologies and innovative techniques. This individual will research, architect, develop, and/or modify enterprise-wide systems and/or applications software including DevOps, security, and data analytic solutions. The Cloud Specialist will be involved in planning of system and development deployment as well as meeting software compliance standards with a particular focus involving integrations and data analytic solutions. This individual must be well versed in DevOps using industry standards and open source resources. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Cloud Specialist - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Cloud Specialist must have the skills to continue hands-on development activities. The Cloud Specialist will be implementing prototypes using new technologies and innovative techniques. This individual will research, architect, develop, and/or modify enterprise-wide systems and/or applications software including DevOps, security, and data analytic solutions. The Cloud Specialist will be involved in planning of system and development deployment as well as meeting software compliance standards with a particular focus involving integrations and data analytic solutions. This individual must be well versed in DevOps using industry standards and open source resources. Can complete tasks of intermediate complexity alone, and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Cloud Specialist - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Cloud Specialist must have the skills to continue hands-on development activities. The Cloud Specialist will be implementing prototypes using new technologies and innovative techniques. This individual will research, architect, develop, and/or modify enterprise-wide systems and/or applications software including DevOps, security, and data analytic solutions. The Cloud Specialist will be involved in planning of system and development deployment as well as meeting software compliance standards with a particular focus involving integrations and data analytic solutions. This individual must be well versed in DevOps using industry standards and open source resources. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Cloud Specialist - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Cloud Specialist must have the skills to continue hands-on development activities. The Cloud Specialist will be implementing prototypes using new technologies and innovative techniques. This individual will research, architect, develop, and/or modify enterprise-wide systems and/or applications software including DevOps, security, and data analytic solutions. The Cloud Specialist will be involved in planning of system and development deployment as well as meeting software compliance standards with a particular focus involving integrations and data analytic solutions. This individual must be well versed in DevOps using industry standards and open source resources. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Configuration Manager - Junior
Minimum Experience:	1 Year of related Technical Experience
Functional Responsibility:	Provide configuration/data management, data modeling and configuration control. May also perform software component configuration, analysis, software monitoring, and performance optimization. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Configuration Manager - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Provide configuration/data management, data modeling and configuration control. May also perform software component configuration, analysis, software monitoring, and performance optimization. Can complete tasks of intermediate complexity alone and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Configuration Manager - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Provide configuration/data management, data modeling and configuration control. May also perform software component configuration, analysis, software monitoring, and performance optimization. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Configuration Manager - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Provide configuration/data management, data modeling and configuration control. May also perform software component configuration, analysis, software monitoring, and performance optimization. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Database Administrator - Junior
Minimum Experience:	1 Year of related Technical Experience
Functional Responsibility:	The database administrator administers the organization's databases, using database management system to organize and store data. The Database Administrator ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Associate's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Database Administrator - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	The database administrator administers the organization's databases, using database management system to organize and store data. The Database Administrator ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Can complete tasks of intermediate complexity alone and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Database Administrator - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	The database administrator administers the organization's databases, using database management system to organize and store data. The Database Administrator ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Database Administrator - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	The database administrator administers the organization's databases, using database management system to organize and store data. The Database Administrator ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Database Architect - Junior
Minimum Experience:	1 Year of related Technical Experience
Functional Responsibility:	Provides technical expertise in the design and use of DBMS on an enterprise wide basis. Evaluate and recommend available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Design large DBMS systems for enterprise wide solutions and supervise others in the development of large database applications. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Database Architect - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Provides technical expertise in the design and use of DBMS on an enterprise wide basis. Evaluate and recommend available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Design large DBMS systems for enterprise wide solutions and supervise others in the development of large database applications. Can complete tasks of intermediate complexity alone and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Database Architect - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Provides technical expertise in the design and use of DBMS on an enterprise wide basis. Evaluate and recommend available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Design large DBMS systems for enterprise wide solutions and supervise others in the development of large database applications. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Database Architect - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Provides technical expertise in the design and use of DBMS on an enterprise wide basis. Evaluate and recommend available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Design large DBMS systems for enterprise wide solutions and supervise others in the development of large database applications. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Help Desk Tech - Junior
Minimum Experience:	1 Year of related Technical Experience
Functional Responsibility:	Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems. Specialized experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Associate’s Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Help Desk Tech - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems. Specialized experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Can complete tasks of intermediate complexity alone, and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Associate’s Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Help Desk Tech - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems. Specialized experience includes: knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk. Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Information Assurance Engineer - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Has advanced understanding of area of expertise related to Information Assurance disciplines. Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the team to identify the best solution to organizational, process or technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Can perform basic tasks under general supervision.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Information Assurance Engineer - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Has advanced understanding of area of expertise related to Information Assurance disciplines. Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the team to identify the best solution to organizational, process or technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Can perform most tasks with minimal supervision required.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Information Assurance Engineer - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Has advanced understanding of area of expertise related to Information Assurance disciplines. Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the team to identify the best solution to organizational, process or technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Can perform basic tasks under general supervision.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	IT Consultant - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Professional providing General IT assistance to help customers achieve a specific solution related to the organization's utilization of information technology products and services. Demonstrates exceptional oral and written communication skills.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	IT Consultant - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Professional providing General IT assistance to help customers achieve a specific solution related to the organization's utilization of information technology products and services. Demonstrates exceptional oral and written communication skills. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	IT Consultant - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Professional providing General IT assistance to help customers achieve a specific solution related to the organization's utilization of information technology products and services. Demonstrates exceptional oral and written communication skills. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Network Administrator - Junior
Minimum Experience:	1 Year of related Technical Experience
Functional Responsibility:	Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Associate's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Network Administrator - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures. Can complete tasks of intermediate complexity alone and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Network Administrator - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Network Administrator - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Network Engineer - Junior
Minimum Experience:	1 Year of related Technical Experience
Functional Responsibility:	Applies extremely complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans and supervises installations, transitions, and cutovers of network components and capabilities. Reviews existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Network Engineer - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Applies extremely complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans and supervises installations, transitions, and cutovers of network components and capabilities. Reviews existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. Can complete tasks of intermediate complexity alone, and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Network Engineer - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Applies extremely complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans and supervises installations, transitions, and cutovers of network components and capabilities. Reviews existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Network Engineer - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Applies extremely complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans and supervises installations, transitions, and cutovers of network components and capabilities. Reviews existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Process Engineer - Junior
Minimum Experience:	1 Year of related Technical Experience
Functional Responsibility:	Applies business process improvement practices to reengineer IT and business processes, data flow, organizational structure, and technology throughout an organization. Develops current “as-is” model. Develops target “to-be” model. Constructs relevant reengineering recommendations consistent with client’s reengineering objectives. Outlines details for implementation (costs, resources, timeframe, responsibilities, approvals, etc.) in reengineering recommendations. Uses BPR modeling tools to aid in project model development. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Process Engineer - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Applies business process improvement practices to reengineer IT and business processes, data flow, organizational structure, and technology throughout an organization. Develops current “as-is” model. Develops target “to-be” model. Constructs relevant reengineering recommendations consistent with client’s reengineering objectives. Outlines details for implementation (costs, resources, timeframe, responsibilities, approvals, etc.) in reengineering recommendations. Uses BPR modeling tools to aid in project model development. Can complete tasks of intermediate complexity alone, and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Process Engineer - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Applies business process improvement practices to reengineer IT and business processes, data flow, organizational structure, and technology throughout an organization. Develops current “as-is” model. Develops target “to-be” model. Constructs relevant reengineering recommendations consistent with client’s reengineering objectives. Outlines details for implementation (costs, resources, timeframe, responsibilities, approvals, etc.) in reengineering recommendations. Uses BPR modeling tools to aid in project model development. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Process Engineer - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Applies business process improvement practices to reengineer IT and business processes, data flow, organizational structure, and technology throughout an organization. Develops current “as-is” model. Develops target “to-be” model. Constructs relevant reengineering recommendations consistent with client’s reengineering objectives. Outlines details for implementation (costs, resources, timeframe, responsibilities, approvals, etc.) in reengineering recommendations. Uses BPR modeling tools to aid in project model development. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Program Manager
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Organizes, directs, and manages contract operation support functions, involving multiple, complex, and inter-related IT project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and delegates responsibilities to subordinates and oversees the successful completion of all assigned tasks. Performs under supervision of a senior program manager.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Program Manager - Senior
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Organizes, directs, and manages contract operation support functions, involving multiple, complex, and inter-related IT project tasks. Manages teams of contract support personnel at multiple locations. Maintains and manages the client interface at the senior levels of the client organization. Meets with customer and contractor personnel to formulate and review task plans and deliverable items. Ensures conformance with program task schedules and costs. Establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and delegates responsibilities to subordinates and oversees the successful completion of all assigned tasks. Shall supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Project Manager
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Serves as the project manager for a large, complex IT task orders (or a group of IT task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the task order-level Task Managers (TM), Government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems, including the development of conceptual systems requirements; systems integration requirements; systems phasing plan; business application consultation; problem tracking/management; and preparation and delivery of presentations. May supervise others.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Project Manager - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Serves as the project manager for a large, complex IT task order (or a group of IT task orders affecting the same common/standard/migration system) and shall assist the Program Manager in working with the Government Contracting Officer (CO), the task order-level Task Managers (TM), Government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems, including the development of conceptual systems requirements; systems integration requirements; systems phasing plan; business application consultation; problem tracking/management; and preparation and delivery of presentations. Shall supervise others.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Quality Assurance Analyst - Junior
Minimum Experience:	1 Year of related Technical Experience
Functional Responsibility:	Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Reviews information systems requirements and develops and implements test plans ensuring proposed data processing systems modules, programs, and systems are stress tested, error free and meet stated requirements before implementation. Must be adept at problem definition and resolution. Must be capable of documenting problems and preparing recommendations for their solution. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Associate's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Quality Assurance Analyst - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Reviews information systems requirements and develops and implements test plans ensuring proposed data processing systems modules, programs, and systems are stress tested, error free and meet stated requirements before implementation. Must be adept at problem definition and resolution. Must be capable of documenting problems and preparing recommendations for their solution. Can complete most tasks with minimal supervision required.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Quality Assurance Analyst - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Reviews information systems requirements and develops and implements test plans ensuring proposed data processing systems modules, programs, and systems are stress tested, error free and meet stated requirements before implementation. Must be adept at problem definition and resolution. Must be capable of documenting problems and preparing recommendations for their solution. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Quality Assurance Analyst - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Reviews information systems requirements and develops and implements test plans ensuring proposed data processing systems modules, programs, and systems are stress tested, error free and meet stated requirements before implementation. Must be adept at problem definition and resolution. Must be capable of documenting problems and preparing recommendations for their solution. Can complete all tasks with no supervision required. Shall supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Software Architect – Junior
Minimum Experience:	1 Year of related Technical Experience
Functional Responsibility:	Develops and customizes application servers and toolsets to enhance business processes, including workflow development, knowledge and data management. Research, test and report capabilities of technology products, application server and toolsets, with business analysts to map business and functional requirements. Develops and applies departmental and organization-wide business modernization and process improvements models for use in designing and customizing integrated, shared application servers and knowledge and data management systems. Analyzes and resolves application software and toolset issues. Relies on experience and judgment to plan and accomplish goals. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Software Architect – Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Develops and customizes application servers and toolsets to enhance business processes, including workflow development, knowledge and data management. Research, test and report capabilities of technology products, application server and toolsets, with business analysts to map business and functional requirements. Develops and applies departmental and organization-wide business modernization and process improvements models for use in designing and customizing integrated, shared application servers and knowledge and data management systems. Analyzes and resolves application software and toolset issues. Relies on experience and judgment to plan and accomplish goals. Can complete tasks of intermediate complexity alone and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Software Architect – Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Develops and customizes application servers and toolsets to enhance business processes, including workflow development, knowledge, and data management. Research, test and report capabilities of technology products, application server and toolsets, with business analysts to map business and functional requirements. Develops and applies departmental and organization-wide business modernization and process improvements models for use in designing and customizing integrated, shared application servers and knowledge and data management systems. Analyzes and resolves application software and toolset issues. Relies on experience and judgment to plan and accomplish goals. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Software Architect – Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Develops and customizes application servers and toolsets to enhance business processes, including workflow development, knowledge and data management. Research, test and report capabilities of technology products, application server and toolsets, with business analysts to map business and functional requirements. Develops and applies departmental and organization-wide business modernization and process improvements models for use in designing and customizing integrated, shared application servers and knowledge and data management systems. Analyzes and resolves application software and toolset issues. Relies on experience and judgment to plan and accomplish goals. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Systems Administrator - Junior
Minimum Experience:	1 Year of related Technical Experience
Job Description:	Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Associate’s Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Systems Administrator - Mid
Minimum Experience:	5 Years of related Technical Experience
Job Description:	Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Can complete tasks of intermediate complexity alone, and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Systems Administrator - Senior
Minimum Experience:	10 Years of related Technical Experience
Job Description:	Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Systems Administrator - Master
Minimum Experience:	15 Years of related Technical Experience
Job Description:	Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Systems Engineer - Junior
Minimum Experience:	1 Year of related Technical Experience
Job Description:	Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices, and systems. Directs overall system level testing. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Systems Engineer - Mid
Minimum Experience:	5 Years of related Technical Experience
Job Description:	Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing. Can complete tasks of intermediate complexity alone and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Systems Engineer - Senior
Minimum Experience:	10 Years of related Technical Experience
Job Description:	Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Systems Engineer - Master
Minimum Experience:	15 Years of related Technical Experience
Job Description:	Provides analysis related to the design, development, and integration of hardware, software, man-machine interfaces and all system level requirements to provide an integrated IT solution. Develops integrated system test requirement, strategies, devices and systems. Directs overall system level testing. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Technology SME - Mid
Minimum Experience:	5 Years of related Technical Experience
Job Description:	Provides consulting services at the highest level of expertise in a given area. Develops and recommends process improvement methods; Provides expert advice regarding information technology, engineering, cost and economic analysis, resource management, or other applicable technical areas; Possesses highly developed knowledge to be used in identification of complex problems and their solutions.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Technology SME - Senior
Minimum Experience:	10 Years of related Technical Experience
Job Description:	Provides consulting services at the highest level of expertise in a given area. Develops and recommends process improvement methods; Provides expert advice regarding information technology, engineering, cost and economic analysis, resource management, or other applicable technical areas; Possesses highly developed knowledge to be used in identification of complex problems and their solutions. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Technology SME - Master
Minimum Experience:	15 Years of related Technical Experience
Job Description:	Provides consulting services at the highest level of expertise in a given area. Develops and recommends process improvement methods; Provides expert advice regarding information technology, engineering, cost and economic analysis, resource management, or other applicable technical areas; Possesses highly developed knowledge to be used in identification of complex problems and their solutions. May supervise senior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Telecommunications Specialist – Junior
Minimum Experience:	1 Year of related Technical Experience
Job Description:	Must be technically current in telecommunications systems design functions, implementations and project planning relating to large scale distributed computer systems and equivalent design work related to medium and smaller scale "stand-alone" systems. Provides expertise in design decisions and implementations relating to hardware systems configurations, software design and database, user interface design, and display features for operational display systems. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Associate's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Telecommunications Specialist - Mid
Minimum Experience:	5 Years of related Technical Experience
Job Description:	Must be technically current in telecommunications systems design functions, implementations and project planning relating to large scale distributed computer systems and equivalent design work related to medium and smaller scale "stand-alone" systems. Provides expertise in design decisions and implementations relating to hardware systems configurations, software design and database, user interface design, and display features for operational display systems. Can complete tasks of intermediate complexity alone, and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Associate's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Telecommunications Specialist - Senior
Minimum Experience:	10 Years of related Technical Experience
Job Description:	Must be technically current in telecommunications systems design functions, implementations and project planning relating to large scale distributed computer systems and equivalent design work related to medium and smaller scale "stand-alone" systems. Provides expertise in design decisions and implementations relating to hardware systems configurations, software design and database, user interface design, and display features for operational display systems. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Telecommunications Specialist -Master
Minimum Experience:	15 Years of related Technical Experience
Job Description:	Must be technically current in telecommunications systems design functions, implementations and project planning relating to large scale distributed computer systems and equivalent design work related to medium and smaller scale "stand-alone" systems. Provides expertise in design decisions and implementations relating to hardware systems configurations, software design and database, user interface design, and display features for operational display systems. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Web Architect - Junior
Minimum Experience:	1 Year of related Technical Experience
Job Description:	Responsible for designing, developing and debugging web sites and web-based applications utilizing various technologies. Skill to design, develop and manage application databases. Create and maintain all documents during lifecycle of project. Can solve simple problems, and most often times will require direct supervision provided by more experienced personnel.
Minimum Education:	Associate's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Web Architect - Mid
Minimum Experience:	5 Years of related Technical Experience
Job Description:	Responsible for designing, developing, and debugging web sites and web-based applications utilizing various technologies. Skill to design, develop and manage application databases. Create and maintain all documents during lifecycle of project. Can complete tasks of intermediate complexity alone, and may only require supervision provided by more experienced personnel for more complex problems.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Web Architect - Senior
Minimum Experience:	10 Years of related Technical Experience
Job Description:	Responsible for designing, developing, and debugging web sites and web-based applications utilizing various technologies. Skill to design, develop and manage application databases. Create and maintain all documents during lifecycle of project. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Web Architect - Master
Minimum Experience:	15 Years of related Technical Experience
Job Description:	Responsible for designing, developing and debugging web sites and web-based applications utilizing various technologies. Skill to design, develop and manage application databases. Create and maintain all documents during lifecycle of project. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Technical Writer – Junior*
Minimum Experience:	1 Year of related Technical Experience
Job Description:	Works with management, technical personnel, authors, and subject matter experts to define documentation content, guidelines, specifications, and development schedules. Prepares required documentation in an appropriate format. Adheres to required configuration management or quality assurance standards of associated IT projects. Analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Ensures that documents follow the appropriate style guide. Can perform basic tasks under general supervision.
Minimum Education:	Associate’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Technical Writer – Mid*
Minimum Experience:	5 Years of related Technical Experience
Job Description:	Works with management, technical personnel, authors, and subject matter experts to define documentation content, guidelines, specifications, and development schedules. Prepares required documentation in an appropriate format. Adheres to required configuration management or quality assurance standards of associated IT projects. Analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Ensures that documents follow the appropriate style guide. Can perform most tasks with minimal supervision required.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

Labor Category:	Technical Writer – Senior*
Minimum Experience:	10 Years of related Technical Experience
Job Description:	Works with management, technical personnel, authors, and subject matter experts to define documentation content, guidelines, specifications, and development schedules. Prepares required documentation in an appropriate format. Adheres to required configuration management or quality assurance standards of associated IT projects. Analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Ensures that documents follow the appropriate style guide. Can complete all tasks with no supervision required. May supervise junior personnel.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business, or equivalent field

LABOR CATEGORY DESCRIPTIONS: 54151HACS

Labor Category:	Cyber Information Assurance Engineer Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility :	Has advanced understanding of area of expertise related to Information Assurance disciplines. Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the team to identify the best solution to organizational, process or technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Can perform basic tasks under general supervision.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Cyber Information Assurance Engineer - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility :	Has advanced understanding of area of expertise related to Information Assurance disciplines. Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the team to identify the best solution to organizational, process or technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Can perform most tasks with minimal supervision required.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Cyber Information Assurance Engineer - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility :	Has advanced understanding of area of expertise related to Information Assurance disciplines. Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the team to identify the best solution to organizational, process or technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Can perform basic tasks under general supervision.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Cyber IT Consultant - Mid
Minimum Experience:	5 Years of related Technical Experience
Functional Responsibility:	Professional providing cyber security assistance to help customers achieve a specific solution related to the organization's utilization of information technology products and services. Demonstrates exceptional oral and written communication skills.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Cyber IT Consultant - Senior
Minimum Experience:	10 Years of related Technical Experience
Functional Responsibility:	Professional providing cyber security assistance to help customers achieve a specific solution related to the organization's utilization of information technology products and services. Demonstrates exceptional oral and written communication skills. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Cyber IT Consultant - Master
Minimum Experience:	15 Years of related Technical Experience
Functional Responsibility:	Professional providing cyber security assistance to help customers achieve a specific solution related to the organization's utilization of information technology products and services. Demonstrates exceptional oral and written communication skills. May supervise junior personnel.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Cyber Technology SME - Mid
Minimum Experience:	5 Years of related Technical Experience
Job Description:	Provides consulting services at the highest level of expertise within the cyber security functional area. Develops and recommends process improvement methods; Provides expert advice regarding information technology, engineering, cost and economic analysis, resource management, or other applicable technical areas; Possesses highly developed knowledge to be used in identification of complex problems and their solutions.
Minimum Education:	Bachelor's Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Cyber Technology SME - Senior
Minimum Experience:	10 Years of related Technical Experience
Job Description:	Provides consulting services at the highest level of expertise within the cyber security functional area. Develops and recommends process improvement methods; Provides expert advice regarding information technology, engineering, cost and economic analysis, resource management, or other applicable technical areas; Possesses highly developed knowledge to be used in identification of complex problems and their solutions.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business or equivalent field

Labor Category:	Cyber Technology SME - Master
Minimum Experience:	15 Years of related Technical Experience
Job Description:	Provides consulting services at the highest level of expertise within the cyber security functional area. Develops and recommends process improvement methods; Provides expert advice regarding information technology, engineering, cost and economic analysis, resource management, or other applicable technical areas; Possesses highly developed knowledge to be used in identification of complex problems and their solutions.
Minimum Education:	Bachelor’s Degree in Computer Science, Information Systems, Business or equivalent field

SUBSTITUTION OF EDUCATION/EXPERIENCE

The following substitutions apply to the labor categories in SINs 54151S and 54151HACS. The substitutions may be made for either education or experience.

Education and experience may be substituted for each other. Each year of relevant experience may be substituted for 1 year of education, and vice versa. In addition, each year of vocational technical training completed may be substituted for experience or education on a one-for-one basis. Also, certifications and professional licenses may be substituted for education or experience based on approval from the ordering activity.

Degree	Relevant Experience Equivalence*	Other Equivalence
Associate’s	2 years experience	Vocational or technical training in work-related field
Bachelor’s	4 years experience	Professional certification
Master’s	6 years experience	Professional license
Doctorate	8 years experience	

*Successful completion of each year of higher education that has not yet resulted in a degree may be counted one for one for a year of experience.

LABOR CATEGORY DESCRIPTIONS (SIN 541611)

I1011, Administrative Assistant, Senior

Functional Responsibility: This professional level includes clerical personnel, administrative service personnel, illustrator/graphics personnel, technical editors, and technical publication personnel who have experience in their field.

Education/Experience: High school diploma or equivalent and 4 years' experience in administrative typing, technical typing, and using word processing equipment. Experience with computer graphics or computer terminals can be used as substitute for experience with word processing equipment.

I1012, Administrative Assistant

Functional Responsibility: This professional level includes clerical personnel, administrative service personnel, illustrator/graphics personnel, technical editors, and technical publication personnel who have experience in their field.

Education/Experience: High school diploma or equivalent and 2 years' experience in filing techniques, administrative typing, and using word processing equipment. Experience with computer graphics or computer terminals can be used as substitute for experience with word processing equipment.

I1013, Administrative Assistant, Associate

Functional Responsibility: This professional level includes clerical personnel, administrative service personnel, illustrator/graphics personnel, technical editors, and technical publication personnel.

Education/Experience: High school diploma or equivalent and 1 year of experience in filing techniques and administrative typing. Must have a thorough knowledge of English grammar, syntax, spelling, punctuation, and abbreviation.

I1021, Business Process Engineer, Senior

Functional Responsibility: Designs systems and procedures to more efficiently conduct an organization's practices and procedures. Conducts organizational studies and evaluations to find inefficient business processes and programs. Provides daily supervision and direction to support staff.

Education/Experience: Master's degree or equivalent in computer science, information systems, engineering, business, education, management sciences, human resources, or other related discipline, and 8 years' experience, of which at least 6 must be specialized.

I1022, Business Process Engineer

Functional Responsibility: Designs systems and procedures to more efficiently conduct an organization's practices and procedures. Conducts organizational studies and evaluations to find inefficient business processes and programs. May provide daily supervision and direction to support staff.

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, education, management sciences, human resources, or other related discipline, and 6 years' experience, of which at least 4 must be specialized.

I1023, Business Process Engineer, Associate

Functional Responsibility: Conducts organizational studies and evaluations, designs systems and procedures, conducts work simplifications and measurement studies, and prepares operations and procedures manuals to assist management in operating more efficiently and effectively.

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, education, management sciences, human resources, or other related discipline, and 5 years' experience, of which at least 3 must be specialized.

I1031, Cost Analyst

Functional Responsibility: Performs Functional Economic Analysis (FEA) to evaluate the costs of alternative ways to accomplish functional objectives. The FEA states investment costs, benefits, and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functionality, security, and other integration issues are addressed.

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, accounting, or other related discipline and 5 years' general experience, of which at least 3 years must be specialized. Specialized experience includes demonstrated experience in providing technical and financial justifications and cost/benefit analyses.

I1041, Data Base Analyst

Functional Responsibility: Manages and/or develops data base projects. Provides highly technical expertise in the use of Data Base Management Systems (DBMS) concepts. Evaluates and recommends available DBMS products and services to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, or other related discipline and 4 years' general experience.

I1051, Data Base Manager, Senior

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

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, or other related scientific or technical discipline, and 10 years' experience, of which at least 8 years must be specialized. Specialized experience includes demonstrated experience with DBMS design and system analysis, current operating systems software internals, and data manipulation languages. General experience includes increasing responsibilities in the development and maintenance of data base systems.

I1052, Data Base Manager

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

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, or other related scientific or technical discipline and 6 years' experience, of which at least 4 years must be specialized. Specialized experience includes demonstrated experience using current DBMS technologies, application design utilizing various DBMSes, and experience with DBMS internals. General experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction.

I1061, Data Entry, Senior

Functional Responsibility: Operates alphabetic and numeric data entry machine, similar in operation to electric typewriter, to transcribe data from source material onto disk, paper or magnetic tape, or magnetic cards, and to record accounting or statistical data for subsequent processing by automatic or electronic data processing equipment. Attaches skip bar to machine and previously punched program card around machine drum to control duplication and spacing of constant data. Loads machine with decks of tabulating punch cards, paper or magnetic tape, or magnetic cards. Moves switches and depresses keys to select automatic or manual duplication and spacing, select alphabetic or numeric punching, and transfer cards or tape through machine stations. Depresses keys to transcribe new data in prescribed sequence from source material into perforations on card, or as magnetic impulses on specified locations on tape or card. Inserts previously processed card into card gage to verify registration of punches. Observes machine to detect faulty feeding,

positioning, ejecting, duplication, skipping, punching, or other mechanical malfunctions.

Education/Experience: High school diploma or equivalent and 2-4 years of data entry experience.

I1062, Data Entry

Functional Responsibility: Operates alphabetic and numeric data entry machine, similar in operation to electric typewriter, to transcribe data from source material onto disk, paper or magnetic tape, or magnetic cards, and to record accounting or statistical data for subsequent processing by automatic or electronic data processing equipment. Attaches skip bar to machine and previously punched program card around machine drum to control duplication and spacing of constant data. Loads machine with decks of tabulating punch cards, paper or magnetic tape, or magnetic cards. Moves switches and depresses keys to select automatic or manual duplication and spacing, select alphabetic or numeric punching, and transfer cards or tape through machine stations. Depresses keys to transcribe new data in prescribed sequence from source material into perforations on card, or as magnetic impulses on specified locations on tape or card. Inserts previously processed card into card gage to verify registration of punches. Observes machine to detect faulty feeding, positioning, ejecting, duplication, skipping, punching, or other mechanical malfunctions.

Education/Experience: High school diploma or equivalent and 1-2 years of data entry experience.

I1063, Data Entry, Associate

Functional Responsibility: Operates keyboard or other data entry device to enter data into computer or onto magnetic tape or disk for subsequent entry. Enters alphabetic, numeric, or symbolic data from source documents into computer, using data entry device, such as keyboard or optical scanner, and following format displayed on screen.

Education/Experience: High school diploma or equivalent and 0-1 years of data entry experience.

I1071, Functional Analyst, Senior

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

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, or other related scientific or technical discipline and 10 years' experience, of which at least 8 years must be specialized. Specialized experience includes developing functional requirements for complex integrated ADP systems. Must demonstrate the ability to work independently or under only general direction.

I1072, Functional Analyst

Functional Responsibility: Applies analytical skills to support process improvement, studies, and analysis projects. Typical duties include analysis, planning, establishment of requirements, functional modeling, development of procedures, development of functional architectures, and other related management and technical duties. Requires expertise in specialty areas. Experience in or related to military medicine or general health care is highly desirable.

Education/Experience: Bachelor's degree or equivalent and 5 years' experience in the functional areas of Human Resources, Medical, Reserve Components, Finance, Procurement, Materiel Management, or C3I. Advanced professional military education in one of the primary functional areas above is highly desirable.

I1073, Functional Analyst, Associate

Functional Responsibility: Applies analytical skills to support process improvement, studies, and analysis projects. Typical duties include analysis, planning, establishment of requirements, functional modeling, development of procedures, development of functional architectures, and other related management and technical duties. Requires expertise in specialty areas. Experience in or related to military medicine or general health care is highly desirable.

Education/Experience: Bachelor's degree or equivalent and 0-5 years' experience in the functional areas of Human Resources, Medical, Reserve Components, Finance, Procurement, Materiel Management, or C3I.

I1081, General Scientific Professional, Senior

Functional Responsibility: Conducts research in a particular field of knowledge, such as Human Resources, Medical, Reserve Components, Finance, Procurement, Materiel Management, or C3I, and publishes findings in professional journals, books, and/or electronic media. Keeps abreast of developments in their field by reading current literature, talking with colleagues, and participating in professional conferences. Writes grant proposals to procure external research funding. Provides daily supervision and direction to other staff.

Education/Experience: Master's degree or equivalent and 8 years' experience in the area being supported. It is desirable that the master's degree is directly related to the support areas identified above.

I1082, General Scientific Professional

Functional Responsibility: Conducts research in a particular field of knowledge, such as Human Resources, Medical, Reserve Components, Finance, Procurement, Materiel Management, or C3I, and publishes findings in professional journals, books, and/or electronic media. Keeps abreast of developments in their field by reading current literature, talking with colleagues, and participating in professional conferences. May provide daily supervision and direction to other staff.

Education/Experience: Bachelor's degree or equivalent and 5 years' experience in the area being supported. It is desirable if the degree is directly related to the support areas identified above.

I1083, General Scientific Professional, Associate

Functional Responsibility: Conducts research in a particular field of knowledge, such as Human Resources, Medical, Reserve Components, Finance, Procurement, Materiel Management, or C3I, and publishes findings in professional journals, books, and/or electronic media. Keeps abreast of developments in their field by reading current literature, talking with colleagues, and participating in professional conferences.

Education/Experience: Bachelor's degree or equivalent and 1-5 years' experience in the area being supported. It is desirable that the degree is directly related to the support areas identified above.

I1091, Information Systems Training Specialist, Senior

Functional Responsibility: Supervises, monitors, develops, and conducts programs to train employees or customers of industrial or commercial establishment in installation, programming, safety, maintenance, and repair of machinery and equipment, such as robots, programmable controllers, and robot controllers, following manuals, specifications, blueprints, and schematics, and using hand-tools, measuring instruments, and testing equipment. Confers with management and staff or Technical Training Coordinator to determine training objectives. Writes training program, including outline, text, handouts, and tests, and designs laboratory exercises, applying knowledge of electronics, mechanics, hydraulics, pneumatics, and programming, and following machine, equipment, and tooling manuals. Schedules classes based on classroom and equipment availability. Lectures class on safety, installation, programming, maintenance, and repair of machinery and equipment, following outline, handouts, and texts, and using visual aids, such as graphs, charts, videotape, and slides. Demonstrates procedures being taught, such as programming and repair, applying knowledge of electrical wire color coding, programming, electronics, mechanics, hydraulics, and pneumatics, using hand-tools, measuring instruments, and testing equipment, and following course outline. Observes trainees in laboratory and rates trainees' performance. Participates in meetings, seminars, and training sessions to obtain information useful to training facility and integrates information into training program. May repair electrical and electronic components of robots in industrial establishments. May install, program, maintain, and repair robots in customer's establishment. May be designated according to subject taught as Instructor, Programmable Controllers (education) or Instructor, Robotics (education).

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, accounting, or other related discipline and 7 years' general experience, of which at least 4 years must be specialized. A Training certificate of some kind is also desirable.

I1101, Operations Manager

Functional Responsibility: Manages computer operations, including at government facilities. Schedules machine time and directs data entry efforts. Provides users with computer output. Oversees all operations to ensure downtime is minimized, necessary supplies are restocked in a timely manner, customer requests/complaints are readily resolved, etc.

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, accounting, or other related discipline and 5 years' general experience.

I1111, Program Manager

Functional Responsibility: Manages program to ensure that implementation and prescribed activities are carried out in accordance with specified objectives. Plans and develops methods and procedures for implementing program, directs and coordinates program activities, and exercises control over personnel responsible for specific functions or phases of program. Selects personnel according to knowledge and experience in area with which program is concerned, such as social or public welfare, education, economics, or public relations. Confers with staff to explain program and individual responsibilities for functions and phases of program. Directs and coordinates personally, or through subordinate managerial personnel, activities to ensure progress is being accomplished toward specified program objective and modifies or changes methodology as required to redirect activities and attain objectives. Prepares program reports for superiors. Controls expenditures in accordance with budget allocations.

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, accounting, or other related discipline and 15 years' general experience, of which at least 8 years must be specialized.

I1121, Quality Assurance Analyst

Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks, including review of work products for correctness, adherence to the design concept, user standards, and business rules; review of program documentation to assure government standards and requirements are adhered to; and review for progress in accordance with schedules. Coordinates with Project Manager and/or quality assurance manager to ensure problems are resolved to user's satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on system concepts.

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, or other related discipline and 6 years' experience, of which at least 3 years must be specialized. Specialized experience includes analysis and design of business applications on complex systems for large-scale computers, data base management, use of programming languages such as Ada or a 4GL, or use of DBMS.

I1123, Quality Assurance Manager

Functional Responsibility: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the software life cycle.

Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides daily supervision and direction to staff.

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, or other related discipline and 8 years' experience, of which at least 5 years must be specialized. Specialized experience includes configuration management, verification and validation, software testing and integration, and software metrics and their application to software quality assessment.

I1131, Software Engineer

Manages and/or performs the validation and certification of reusable software components and other software development artifacts for entry into the DoD Software Reuse Repository. Manages the implementation of and designs software tools and subsystems to support software reuse and domain

analysis. Manages software development and support using formal specifications, data flow diagrams, or other commonly accepted design techniques, and Computer-Aided Software Engineering (CASE) tools. Estimates software development cost and schedule, overseeing software configuration management, interpreting software requirements and design specifications, managing/performing independent verification and validation, managing integration, and performing software test activities.

Must have experience managing or performing software engineering activities. Work may require expertise in the following areas:

1. 3GL and 4GL programming languages (Ada, C+, C++, etc.)
2. 4GL, object-oriented, client-server development tools (Visual Basic, etc.)
3. Data base technology (SQL, ODBMS, RDBMS [INFORMIX, MS ACCESS, ODBC], etc.)
4. Network Operating System environments (Windows NT, UNIX, etc.)
5. Electronic publishing tools, techniques, and environments (Folio Views, MS WOSA, etc.)
6. Internet Web Technology, such as design and implementation of Web pages and servers

Education/Experience: Master's degree or equivalent in computer science or a software-related discipline and 8 years' experience in the software engineering field.

I1141, Software Programmer, Senior

Functional Responsibility: Develops and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modifies existing software and creates special purpose software and ensures systems efficiency and integrity. Analyzes systems requirements and design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including project plans, software program and user documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to less experienced programmers. Experience in ADP system analysis and programming and utilizing major concepts of application programming on large-scale data base management systems. Knowledge of state-of-the-art computer equipment and high-level computer languages.

Education/Experience: Master's degree or equivalent in computer science or related study and 8 years' experience in systems analysis and programming. Requires project planning, technical writing, and verbal/presentation skills. Experience in applications development under MIL-STD-498 and a software engineering environment (SEE) that integrates at least 2 of the following: Ada, CASE tools, relational/object-oriented DBMS, repository/data dictionary, optical-imaging/large-scale mass storage technology, and client/server networks is desired.

I1142, Software Programmer

Functional Responsibility: Develops and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modifies existing software and creates special purpose software, and ensures system's efficiency and integrity. Analyzes systems requirements and design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including project plans, software program and user documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to less experienced programmers. Experience in ADP system analysis and programming and utilizing major concepts of application programming on large-scale data base management systems. Knowledge of state-of-the-art computer equipment and high-level computer languages. Experience in applications development under MIL-STD-498 and a Software Engineering Environment (SEE) that integrates at least 2 of the following: Ada, CASE tools, relational/object-oriented DBMS, repository/data dictionary, optical-imaging/large-scale mass storage technology, and client/server networks is desired.

Education/Experience: Bachelor's degree or equivalent in a field applicable to this position, i.e., computer science, information systems, or engineering, and 5 years' experience in systems analysis and programming.

I1143, Software Programmer, Associate

Functional Responsibility: Develops and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modifies existing software and creates special purpose software and ensures system's efficiency and integrity. Analyzes systems requirements and design specifications. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including project plans, software program, and user documentation. Enhances software to reduce operating time or improve efficiency. Experience in ADP system analysis and programming and utilizing major concepts of application programming on large-scale data base management systems. Knowledge of state-of-the-art computer equipment and high-level computer languages. Experience in applications development under MIL-STD-498 and a Software Engineering Environment (SEE) that integrates at least 2 of the following: Ada, CASE tools, relational/object-oriented DBMS, repository/data dictionary, optical-imaging/large-scale mass storage technology, and client/server networks is desired.

Education/Experience: Bachelor's degree or equivalent in a field applicable to this position, i.e., computer science, information systems, or engineering, and 0-5 years' experience in systems analysis and programming.

I1151, Software Systems Specialist

Functional Responsibility: Monitors network and systems for performance, security, and other issues. Installs, configures, maintains, upgrades, and troubleshoots file, email, and authentication servers, as well as Internet access and other network services. Assists users with software, hardware, and connectivity issues. Recommends, installs, configures, maintains, and upgrades all computer and networking software and hardware for use in an office, department, or small company.

Education/Experience: Doctorate or equivalent in a scientific field or information systems/system engineering related area and 5 years' experience in the information systems/software engineering field, with participation in an information technology standards working group desired. Must be familiar with current research and/or standards in at least 2 of the following technology/standards areas: POSIX, GOSIP, GUI, Ada/4GL, CASE, object oriented technologies, OPENbus, DBMS, SQL, IRDS (repository), ODA/ODIF, CALS/EDI, DCD, simulation and modeling, automated systems security, software metrics/system effectiveness measure/tools, multimedia, OLTP, distributed computing, and process/data/BCA modeling methods and tools.

I1201, Subject Matter Expert I

Functional Responsibility: Supports process improvement, studies, and analysis projects. Provides a wide range of policy, technical, and managerial advice on various process improvement projects such as the policies and procedures affecting the growth and stability of a country's economy. The knowledge areas can include Tax Policy and Administration, Government Debt Issuance and Management, Enforcement Policy and Administration, Budget Policy and Management, Financial Institutions Policy and Regulation, Economic Modeling, and Psychological Modeling and Measurement.

Education/Experience: Master's degree or equivalent and 15 years of relevant experience with at least 10 years in the area of expertise.

I1202, Subject Matter Expert II

Functional Responsibility: Supports process improvement, studies, and analysis projects. Provides a wide range of policy, technical, and managerial advice on various process improvement projects such as the policies and procedures affecting the growth and stability of a country's economy. The knowledge areas can include Tax Policy and Administration, Government Debt Issuance and Management, Enforcement Policy and Administration, Budget Policy and Management, Financial Institutions Policy and Regulation, Economic Modeling, and Psychological Modeling and Measurement.

Education/Experience: Master's degree or equivalent and 10 years of relevant experience with at least 8 years in the area of expertise.

I1203, Subject Matter Expert III

Functional Responsibility: Supports process improvement, studies, and analysis projects. Provides a wide range of policy, technical, and managerial advice on various process improvement projects such as the policies and procedures affecting the growth and stability of a country's economy. The knowledge areas can include Tax Policy and Administration, Government Debt Issuance and Management, Enforcement Policy and Administration, Budget Policy and Management, Financial Institutions Policy and Regulation, Economic Modeling, and Psychological Modeling and Measurement.

Education/Experience: Bachelor's degree or equivalent and at least 5 years of directly related functional experience.

I1204, Subject Matter Expert IV

Functional Responsibility: Supports process improvement, studies, and analysis projects. Provides a wide range of policy, technical, and managerial advice on various process improvement projects such as the policies and procedures affecting the growth and stability of a country's economy. The knowledge areas can include Tax Policy and Administration, Government Debt Issuance and Management, Enforcement Policy and Administration, Budget Policy and Management, Financial Institutions Policy and Regulation, Economic Modeling, and Psychological Modeling and Measurement.

Education/Experience: Bachelor's degree or equivalent and 1-5 years of directly related functional experience.

I1161, Systems Analyst, Senior

Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end-user representatives. Provides daily supervision and direction to support staff.

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, or other related scientific or technical discipline and 10 years' experience, of which at least 8 years must be specialized. Specialized experience includes analysis and design of business applications on complex systems for large-scale computers, data base management, and use of programming languages such as Ada, COBOL, 4GL, and/or DBMS. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specification for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in assignments of a technical nature. Proven ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.

I1162, Systems Analyst

Functional Responsibility: Performs systemwide analysis, primarily with respect to computer functions allocations. Performs systemwide analysis, primarily with respect to software development, hardware development and reliability, maintainability, and availability.

Education/Experience: Bachelor's degree or equivalent in computer science/management information systems, and 4 years' experience that provides the required knowledge and skills.

I1163, Systems Analyst, Associate

Functional Responsibility: Analyzes information requirements. Evaluates analytically and systematically problems of work flows, organization, and planning, and assists Senior Systems Analyst and Systems Analyst in developing appropriate corrective action. Helps develop plans for automated information systems from project inception to conclusion. Defines the problem and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Under the

supervision of a Senior Systems Analyst or a Systems Analyst, coordinates closely with programmers to ensure proper implementation of program and system specification. Develops, in conjunction with functional users, system alternative solutions.

Education/Experience: Bachelor's degree or equivalent in computer science, information systems, engineering, business, or other related scientific or technical discipline and 0-1 years' experience.

I1171, Task Manager

Functional Responsibility: Serves as the contractor's Task Manager and shall be the contractor's authorized point of contact with the government Task Manager. Under the guidance of the Program Manager, responsible for the overall management of a specific Delivery Order, or, in the case of particularly complex Delivery Orders, responsible for management of a Delivery Order Task under the guidance of the Delivery Order Task Manager. Interfaces with government management personnel, contract managers, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work quality, and communicating policies, purposes, and goals of the organization to subordinates. The Task Manager shall also have demonstrated capability in the overall management of complex tasks, and strong team-building skills.

Education/Experience: Bachelor's degree or equivalent in a field applicable to this position, i.e., computer science, information systems, engineering, business, or other related scientific or technical discipline and 10 years of progressively more responsible experience is required in both information systems design and management.

I1181, Technical Writer

Functional Responsibility: Gathers, analyzes, and composes technical information required for preparation of user manuals, training materials, installation guides, proposals, reports, etc. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

Education/Experience: Bachelor's degree or equivalent, preferably in computer science/management information systems, and 3 years' experience that provides the required knowledge and skills.

I1191, Training Specialist, Senior

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

Education/Experience: Bachelor's degree or equivalent and 7 years' experience, of which at least 5 years must be specialized. Specialized experience includes experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing. Demonstrated ability to work independently or under only general direction.

I1192, Training Specialist

Functional Responsibility: Conducts the research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids.) Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education/Experience: Bachelor's degree or equivalent and 4 years' experience, of which at least 2 years must be specialized. Specialized experience includes experience in developing and providing technical and end-user training on computer hardware and application software. General experience includes information systems development, training, or related fields. Demonstrated ability to communicate orally and in writing.

LABOR CATEGORY DESCRIPTIONS (SIN 541614 and 541614SVC)

L5011 Program Manager

Functional Responsibility: Manages program to ensure that implementation and prescribed activities are carried out in accordance with specified objectives. Plans and develops methods and procedures for implementing program, directs and coordinates program activities, and exercises control over personnel responsible for specific functions or phases of program. Selects personnel according to knowledge and experience in area with which program is concerned, such as social or public welfare, education, economics, or public relations. Confers with staff to explain program and individual responsibilities for functions and phases of program. Directs and coordinates, personally or through subordinate managerial personnel, activities to ensure progress is being accomplished toward specified program objective and modifies or changes methodology as required to redirect activities and attain objectives. Develops and installs administrative systems such as inventory programs, standardization of equipment and procedures, electronic filing, quality control, procurement systems, and reporting systems. Supervises, evaluates, and provides direction for the logistical support staff on specific task orders from the client. Reviews all subcontractor invoices and procurement orders for specific tasks to ensure that only approved charges are paid. Prepares program reports for superiors. Controls expenditures in accordance with budget allocations.

Education/Experience: Bachelor's degree or equivalent in a field applicable to this position, i.e., business, accounting, or other related scientific or technical discipline and 15 years of progressively more responsible experience in management.

L5021 Task Manager

Functional Responsibility: Serves as the contractor's Task Manager and shall be the contractor's authorized point of contact with the government Task Manager. Under the guidance of the Program Manager, responsible for the overall management of a specific Delivery Order, or, in the case of particularly complex Delivery Orders, responsible for management of a Delivery Order Task under the guidance of the Delivery Order Task Manager. Interfaces with government management personnel, contract managers, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, and reviewing work quality, as well as communicating policies, purposes, and goals of the organization to subordinates. The Task Manager shall also have demonstrated capability in the overall management of complex tasks and have strong team-building skills. In an international capacity, duties can include: assessment missions to host countries as required by the client; location of new subcontractors; instruction of logistical support requirements and accounting principles; reviewing and resolving any logistical support problems that may arise between the client, Metrica's host country subcontractor, and/or the local authorities; research of host-country legal issues that may arise during dispute resolution and in response to inquiries from the client; and general trouble-shooting.

Education/Experience: Bachelor's degree or equivalent in a field applicable to this position, i.e., business, accounting, or other related scientific or technical discipline and 10 years of progressively more responsible experience in management.

L5031 Logistics Specialist I

Functional Responsibility: Serves as the project manager for a large, complex delivery order (or a group of delivery orders affecting the same migratory or target system), and shall assist the program manager in working with the Government Contracting Officer (CO), the Contracting Officer's Representative (COR), the Contracting Officer's Technical Representative(s) (COTR[s]), government management personnel, and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall administration of specific delivery order(s) and ensuring that the technical solutions and schedules in the delivery order are implemented in a timely manner. Performs enterprise-wide horizontal planning and interfaces to other functional systems. In an international capacity, duties can include familiarity with the FAR and AIDFAR, contract management, procurement, and corporate management practices.

Education/Experience: Bachelor's degree or equivalent in a field applicable to this position, i.e., business, accounting, or other related scientific or technical discipline, and 8-10 years of progressively more responsible experience.

L5032 Logistics Specialist II

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

Education/Experience: Bachelor's degree or equivalent in a field applicable to this position, i.e., business, accounting, or other related scientific or technical discipline, and 6-8 years of progressively more responsible experience.

L5033 Logistics Specialist III

Functional Responsibility: Applies analytical skills to support process improvement, studies, and analysis projects. Typical duties include analysis, planning, establishment of requirements, functional modeling, development of procedures, development of functional architectures, and other related management and technical duties.

Education/Experience: Bachelor's degree or equivalent in a field applicable to this position, i.e., business, accounting, or other related scientific or technical discipline, and 4-6 years of progressively more responsible experience.

L5034 Logistics Specialist IV

Functional Responsibility: Assists Program and Task Managers in the management of financial and administrative activities such as budgeting, personnel, manpower, and resource planning. Assists in the preparation of management plans and reports. Coordinates personnel schedules to facilitate completion of proposals, contract deliverables, task order reviews, briefings, presentations, and preparation for In Process Reviews (IPRs).

Performs evaluations of procedures, processes, or techniques related to contract management. Reviews employee timecards for project reporting accuracy, monitors current contract financial status, and prepares required government status reports and documentation. Provides daily guidance to employees concerning contract issues.

Education/Experience: Bachelor's degree or equivalent in a field applicable to this position, i.e., business, accounting, or other related scientific or technical discipline, and 2-4 years of progressively more responsible experience.

L5035 Logistics Specialist V

Functional Responsibility: Applies analytical skills to support process improvement, studies, and analysis projects. Typical duties include analysis, planning, establishment of requirements, functional modeling, development of procedures, development of functional architectures, and other related management and technical duties.

Education/Experience: Bachelor's degree or equivalent in a field applicable to this position, i.e., business, accounting, or other related scientific or technical discipline, and 1-2 years of progressively more responsible experience.

L5041 Facility Coordinator

Functional Responsibility: Provides coordination of arrangements for conferences, workshops, OECD seminars, and foreign national delegations for events held in either the United States or in one of the host countries where advisors are posted. The Facility Coordinator provides overall direction of logistical arrangements for each event, including hotel lodging, conference room rentals, formal dinners, transportation to and from airports, airline tickets for foreign national attendees, visas and entry documentation, translation of working papers and agendas by a translation agency, simultaneous interpretation from English to another language and vice versa, audiovisual equipment, photocopying services, and distribution of per diem stipends to foreign nationals attending each event. Prior to and during each event, the Facility Coordinator maintains regular contact with the designated contact person of the government and the hosting subcontractor by telephone and electronic mail. The Facility Coordinator reports to the Program or Task Manager on a daily basis the status of each event.

Education/Experience: Bachelor's degree or equivalent in a field applicable to this position, i.e., business, accounting, or other related scientific or technical discipline, and 5-8 years of progressively more responsible experience.

L5051 Administrative Assistant I

Functional Responsibility: This professional level includes clerical personnel, administrative service personnel, illustrator/graphics personnel, technical editors, and technical publication personnel who have a minimum of 2 years' experience in their field.

Education/Experience: Bachelor's degree or equivalent and 1-2 years of related experience. Must have a thorough knowledge of English grammar, syntax, spelling, punctuation, and abbreviation.

L5052 Administrative Assistant II

Functional Responsibility: This professional level includes clerical personnel, administrative service personnel, illustrator/graphics personnel, technical editors, and technical publication personnel.

Education/Experience: High school diploma or equivalent and 2-3 years of related experience. Must have a thorough knowledge of English grammar, syntax, spelling, punctuation, and abbreviation.

L5053 Administrative Assistant III

Functional Responsibility: This professional level includes clerical personnel, administrative service personnel, illustrator/graphics personnel, technical editors, and technical publication personnel.

Education/Experience: High school diploma or equivalent and 1-2 years of related experience. Must have a thorough knowledge of English grammar, syntax, spelling, punctuation, and abbreviation.

L5061 Subject Matter Expert I

Functional Responsibility: Provides a wide range of policy, technical, and managerial advice on logistics policies and procedures in areas affecting asset management, region and global resource capability and integration, and public and private resource management in various countries. These areas can include Tax Policy and Administration, Government Debt Issuance and Management, Enforcement Policy, and Administration, Budget Policy and Management, Financial Institutions Policy and Regulation, and Economic Modeling.

Education/Experience: Master's degree or equivalent and 15 years of relevant experience with at least 10 years in the area of expertise.

L5062 Subject Matter Expert II

Functional Responsibility: Provides a range of policy, technical, and managerial advice on logistics policies and procedures in areas affecting asset management, region and global resource capability and integration, and public and private resource management in various countries. These areas can include Tax Policy and Administration, Government Debt Issuance and Management, Enforcement Policy and Administration, Budget Policy and Management, Financial Institutions Policy and Regulation, and Economic Modeling.

Education/Experience: Master's degree or equivalent and 10 years of relevant experience with at least 8 years in the area of expertise.

L5063 Subject Matter Expert III

Functional Responsibility: Provides a limited range of policy, technical, and managerial advice on logistics policies and procedures in areas affecting asset management, region and global resource capability and integration, and public and private resource management in various countries. These areas can include Tax Policy and Administration, Government Debt Issuance and Management, Enforcement Policy and Administration, Budget Policy and Management, Financial Institutions Policy and Regulation, and Economic Modeling.

Education/Experience: Bachelor's degree or equivalent and at least 5 years of directly related functional experience.

L5064 Subject Matter Expert IV

Functional Responsibility: Provides a limited range of policy, technical, and managerial advice on logistics policies and procedures in areas affecting asset management, region and global resource capability and integration, and public and private resource management in various countries. These areas can include Tax Policy and Administration, Government Debt Issuance and Management, Enforcement Policy and Administration, Budget Policy and Management, Financial Institutions Policy and Regulation, and Economic Modeling.

Education/Experience: Bachelor's degree or equivalent and 1- 5 years of directly related functional experience.

EDUCATION/EXPERIENCE EQUIVALENCY

The following substitutions apply to the labor categories in SINs 541611, 541614, and 541614SVC. The substitutions may be made for either education or experience.

- GED or vocational degree = High School (HS) Diploma
- Associate’s Degree = Two years of experience
- Bachelor’s Degree = Four years of experience
- Master’s Degree = Six years of experience
- Doctorate (PhD) = Eight years of experience

EDUCATION	EXPERIENCE EQUIVALENCY
Associate’s Degree	HS diploma + 2 years of experience
Bachelor’s Degree	Associate’s degree + 2 years of experience; or 4 years of experience
Master’s Degree	Associate’s degree + 4 years of experience; or Bachelor’s degree + 2 years of experience; or 6 years of experience
Doctorate (PhD)	Associate’s degree + 6 years of experience; or Bachelor’s degree + 4 years of experience; or Master’s degree + 2 years of experience; or 8 years of experience

Note: Successful completion of higher education which has not resulted in a degree may be counted as experience as follows: Each year of higher education completed = 1 year of experience.

SCLS Eligible Labor Category	SCLS Equivalent Code title	WD Number
Technical Writer - Junior**	30461 - Technical Writer I	2015-5253 Rev 20 12/27/22
Technical Writer - Mid**	30462 - Technical Writer II	2015-5253 Rev 20 12/27/22
Technical Writer - Senior**	30463 - Technical Writer III	2015-5253 Rev 20 12/27/22
Administrative Assistant, Senior**	01113-General Clerk III	2015-4281 Rev 25 12/27/22
Administrative Assistant**	01111-General Clerk I	2015-4281 Rev 25 12/27/22
Administrative Assistant, Associate**	01111-General Clerk I	2015-4281 Rev 25 12/27/22
Data Entry**	01051-Data Entry Operator I	2015-4281 Rev 25 12/27/22
Date Entry, Associate**	01051-Data Entry Operator I	2015-4281 Rev 25 12/27/22
Training Specialist, Senior**	15090-Technical Instructor	2015-4281 Rev 25 12/27/22
Training Specialist**	15095-Tech Instr/Course Dev	2015-4281 Rev 25 12/27/22

TERMS AND CONDITIONS APPLICABLE TO SOFTWARE LICENSES (SPECIAL ITEM NUMBER 511210) AND SOFTWARE MAINTENANCE SERVICES (SPECIAL ITEM NUMBER 54151)

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

See Attached

3. GUARANTEE/WARRANTY

a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated will apply to this contract.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 210-828-8343 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8:00-5:00 eastern standard time.

5. SOFTWARE MAINTENANCE

a. Software maintenance as it is defined: (select software maintenance type):

(1) Software Maintenance as a Product (SIN 511210)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

METRICA, INC.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

(2) Software Maintenance as a Service (SIN 54151)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**

6. PERIODS OF MAINTENANCE (SIN 54151)

a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.

b. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. Annual Funding. When annually appropriated funds are cited on an order for maintenance, the period of the term maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the maintenance orders citing the new appropriation shall be required, if the maintenance is to be continued during any remainder of the contract period.

d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12-month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the maintenance is to be terminated at that time. Orders for the continuation of term maintenance will be required if the maintenance is to be continued during the subsequent period.

7. UTILIZATION LIMITATIONS - (SIN 511210 AND SIN 54151)

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data.

(3) The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(4) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(5) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(6) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

8. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

9. RIGHT-TO-COPY PRICING

The Contractor does not offer any Rights-to-Copy.

**General Terms and Conditions
For Software License and Maintenance Agreement**

Definitions.

As used in this Agreement, the following definitions shall apply:

“End User” means the Ordering Activity under GSA Schedule contracts identified in the Purchase Order, Statement of Work, or similar document.

“End User Data” means any data, information, or material relating to End User or Users submitted or provided by End User through the use of the Services, excluding data and information of third parties.

“Licensed Program” means all of Licensor’s proprietary technology and documentation (including any software, hardware, processes, user interfaces, algorithms, know-how, techniques comprising the Services, and tangible or intangible technical material, documentation or information, and specifications describing the features, functionality, or operation of the Services) made available to End User through the Services, including in Licensor’s online end user support portal.

“Maintenance and Support Services” are available as a product that is offered on an annual basis. This product is essential to maintaining an ongoing relationship with Technical Support and ensuring the Licensee full and immediate access to all the latest upgrades and information.

“Product Upgrades” are periodic releases that may introduce new features, provide major improvements to functionality, or fix problems discovered in earlier versions. Customers with current maintenance contracts receive these upgrades at no additional cost.

“Services” means the online hosting, Maintenance and Support Services, professional services, and any other services or products of Licensor ordered by End User through Licensor’s authorized reseller.

“Technical Support” is received by maintenance customers for issues covered under the scope of the maintenance agreement. Technical Support is available via telephone, facsimile, or email.

“Users” means End User’s employees, representatives, consultants, contractors, or agents who are authorized to use the Services on behalf of End User and have been issued user identifications and passwords for the Services.

Grant of License; Title to Intellectual Property.

Grant of License. Subject to the terms and conditions of this Agreement, and payment of all applicable fees for the Services in accordance with submitted order forms, Licensor hereby grants End User a nonexclusive, non-transferable, non-sublicensable subscription-based license

(the “License(s)”) to access and use the Licensed Program and Services for the number of Users, Licenses, or systems specified in applicable order forms placed by an authorized reseller and accepted by Licensor. The Licensed Program and Services are for the exclusive use of End User and its Users and do not extend to third parties. End User is fully responsible for the use of the Licensed Program and Services by its Users in compliance with this Agreement.

License Use Restrictions. End User agrees (i) to use the Licensed Program and Services solely for its own internal business purposes and agrees not to rent, lease, sublicense, copy, reproduce, or otherwise distribute the Licensed Program or Services for resale, or to host applications to provide service bureau, time-sharing, or other computer services to third parties, or otherwise make available the Licensed Program or Services to any third parties; (ii) not to reverse-engineer, decompile, disassemble, modify, create derivative works of, or copy all or any part of the Licensed Program or Services; (iii) not to sublicense or transfer any of End User’s rights hereunder; (iv) not to create internet links to or from the Licensed Program or Services or “frame” or “mirror” any Licensed Program or Services content that forms part of the Licensed Program or Services (other than End User’s own internal intranets); and (v) to take appropriate actions to protect the Licensed Program and Services and all parts thereof from unauthorized copying, modification, or disclosure by its Users and other third parties. End User may not remove any disclaimer, copyright, trademark, proprietary rights, or other notice included on or embedded in the Licensed Program or Services.

Title to Intellectual Property. End User hereby agrees that all right, title, and interest in and to the Licensed Program and Services and all intellectual property rights therein, including patent, unpatented inventions, copyright, trademark, trade secret, proprietary information, and technology used in or comprising the Licensed Program and the Services and any suggestions, ideas, enhancement requests, feedback, recommendations, or other information provided by End User relating to the Services or the Licensed Program (collectively, the “Intellectual Property”) are owned by, and are vested in, Licensor (or its applicable licensors/suppliers). Other than as expressly set forth in this Agreement, no license or other rights in the Intellectual Property are granted to End User, and all such rights are hereby expressly reserved by Licensor. The Intellectual Property does not include any End User Data excluding de-identified data.

Aggregated Data Use. Licensor shall own all rights in the de-identified aggregated and statistical data derived from the operation of the Services, including, without limitation, the number of records, the number and types of transactions, configurations, and reports processed using the Services and the performance results of the Services (the “Aggregated Data”). Nothing herein shall be construed as prohibiting Licensor from collecting, utilizing, transferring, or sharing the Aggregated Data for purposes of Licensor’s businesses subject to applicable law, provided that such use of Aggregated Data will not reveal the identity, or contents, whether directly or indirectly, of any End User Data. In no event will the Aggregated Data include any personally identifiable information.

End User Obligations.

Access and Security Guidelines. Use of the Services is conditioned on End User obtaining and maintaining access to the internet, and all equipment necessary for proper operation of the Services, and maintaining and using secure user names and passwords issued by Licensor or its authorized reseller. End User shall be responsible for ensuring the security and confidentiality of such user names and passwords and shall use commercially reasonable efforts to prevent unauthorized access to, or use of, the Services, and shall notify Licensor immediately of any such unauthorized use or other known breach of security. End User is responsible for all activities that occur under End User's user names and passwords. End User shall report to Licensor immediately and use reasonable efforts to stop immediately any copying or distribution of the Licensed Programs that is known or suspected by End User.

Acceptable Use. End User shall abide by all applicable United States laws in connection with End User's use of the Services and the Licensed Program, including those related to data privacy, international communications, and the transmission of personal data or confidential information, and in accordance with End User's obligations under this Agreement. Any use of the Services or the Licensed Program in violation of End User's obligations hereunder shall be a material breach of this Agreement as determined pursuant to the Contract Disputes Act. Licensor has no liability to End User or any party for the use of the Services by End User to transmit data containing privileged or confidential information of End User's customers or clients. Licensee is on notice and agrees that the Licensed Program has been identified by the U.S. Government as a "Dual Use" item that is controlled for export under the United States International Trafficking in Arms Regulations (ITAR), 22 C.F.R. § 120-130. Exports of this product require an export license issued by the U.S. Department of State. Furthermore, this agreement shall be subject to any and all laws, regulations, orders, or other restrictions on exports from the United States of America which may be enacted from time to time by the U.S. Government or any agency thereof. Licensee hereby agrees and assures Licensor that Licensee shall not export, ship, transmit, assign, transfer control of, transfer registration of, or disclose (directly or indirectly) the Licensed Program (including any technology and information in connection therewith) outside of the United States, except as specifically approved by the U.S. Department of State in a valid export license.

End User Data. End User will be solely responsible for providing all End User Data required for the proper operation of the Services and agrees not to enter, submit, or upload any data or information of any party that is not End User's or its Users, or that is not required to operate the Services including without limitation data or information related to End User's clients, customers, or other third parties, or data voluntarily entered or submitted by End User or its Users in free text areas. End User shall have sole responsibility for the accuracy, quality, integrity, reliability, appropriateness, and intellectual property ownership or right to use of all End User Data or other data submitted to the Services, including as outlined in this Agreement. Licensor is not under any obligation to review End User Data for accuracy, acceptability, or potential liability and shall not be liable or responsible for the content, accuracy, or appropriateness of, or the right to use, such data to perform the Services. End User grants to

Licensor and its authorized reseller all necessary licenses in and to such End User Data solely as necessary to provide the Services to End User. End User retains all right, title, and interest in and to its End User Data.

Notifications and Consents. End User is responsible for and warrants that it will provide all necessary notifications to, and obtain all necessary consents from, its Users whose data is entered into the Services and that End User's use of the Services and Licensed Programs in this regard will comply with any applicable law relating to the processing, privacy, and use of personal data, including without limitation any guidance, guidelines, codes of practice, approved codes of conduct, or approved certification mechanisms issued by any relevant data protection agency or regulator.

Audit. Licensor, itself or through its authorized reseller, shall have the right to audit End User's use of the Services and the Licensed Program on an annual basis during End User's normal business hours, subject to Government security requirements, and upon reasonable advance notice to End User, to ensure compliance with any order forms and the terms of this Agreement. If End User is not in compliance, End User shall promptly pay any applicable Services fees.

Disputes. Violation of any of the terms and/or provisions in this Agreement may be considered a material breach and shall be handled in accordance with the Contract Disputes Act, 41 USC 7101 et seq. Federal Acquisition Regulation (FAR) 52.233-1, which requires the Licensor to submit a claim to the contracting officer if it believes the End User to be in breach, and to continue performance during the pendency of the claim.

Limited Warranty. The Services and the Licensed Program are tools that Licensor hopes End User will find useful. However, End User and its reseller are solely responsible for the selection, use, performance, backup, and results associated with the Services and Licensed Program. Licensor warrants that the Services will be provided in a workmanlike manner. In the event of a breach of this section, End User may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. If repair/replacement or reperformance will not correct the defects or is not possible, the ordering activity may seek an equitable price reduction or adequate consideration for acceptance of nonconforming supplies or services.

Limitation of Liability. Licensor shall not be liable to End User, its authorized reseller, its Users, or any third parties for any incidental, indirect, special, punitive, or consequential damages of any kind, including, but not limited to, any loss of use, loss of business, loss of profit, loss or corruption of data, interruption of business, loss of goodwill, or any and all other similar damages or loss whether in contract, tort, product liability, indemnity or otherwise in connection with or arising out of this agreement or the use of the Services or the Licensed Program, even if advised of the possibility of such damages. In no event shall Licensor's total cumulative liability hereunder to End User or any third party on a combined and aggregated basis, from any cause of action of any kind whether in contract, tort, indemnity, or otherwise, exceed the amounts actually paid to Licensor for the use of the Services and the Licensed Program by End User for the Purchase Order(s) giving rise to the claim. All claims will be aggregated to

satisfy this limit, and multiple claims will not enlarge this limit. This is the sole and exclusive remedy, and the foregoing limitations shall survive and apply even if any remedy is found to have failed of its essential purpose. The foregoing exclusions/limitation of liability shall not apply to (i) personal injury or death resulting from Licensor's negligence; (ii) fraud; (iii) any other matter for which liability cannot be excluded by law; or (iv) express remedies provided under any FAR, GSAR, or Schedule 70 solicitation clauses incorporated herein.

Confidentiality. End User acknowledges that the Licensed Program and Services and other materials furnished by Licensor constitute valuable, proprietary information and trade secrets of Licensor, the disclosure or misuse of which would cause Licensor irreparable harm. Accordingly, End User agrees to maintain such Licensed Product and materials in confidence, using at least the same degree of care as End User uses to safeguard its own confidential information, but in no event less than reasonable care. End User further agrees that it will promptly inform Licensor of any known or suspected unauthorized use or misuse of such Licensed Product or materials, whether by End User or by any third party, and will cooperate with Licensor in investigating and halting such unauthorized use or misuse. Licensor recognizes, however, that the Freedom of Information Act (FOIA) (5 USC 552) requires that information that does not fall under certain exceptions must be released when requested and that release of such information does not constitute a breach of this Agreement.

Force Majeure. Excusable delays shall be governed by FAR 52.212-4(f).

Notices. All notices or other communications will be in writing, in English and deemed given if sent by either (i) registered or certified mail, return requested postage prepaid three days after such mailing or (ii) international recognized overnight courier service on the next business day. All notices shall be addressed to the parties at the addresses specified on the signature page or to such other address as hereafter designated in writing by the applicable party in the manner provided in this section for the giving of notices.

General Provisions.

Entire Agreement. This Agreement, along with the applicable FAR and GSAR and Multiple Award Schedule Terms and Conditions, constitutes the entire understanding and agreement between End User and Licensor with respect to the subject matter hereof and supersedes all proposals and prior agreements and understandings, oral or written, and any other communications between the parties regarding this subject matter.

Assignment. Assignment of this Agreement is governed by FAR 42.12.

No Amendment or Waiver. No provision of this Agreement will be deemed waived, amended, or modified unless made in writing and signed by both parties. No waiver of rights shall constitute a subsequent waiver of any rights whatsoever. The failure of either party to enforce any provision hereof shall not constitute the permanent waiver of such provision.

METRICA, INC.

Severability. The provisions of this Agreement are severable, and any provision determined to be void or unenforceable shall be ineffective to the extent of such invalidity only, without in any way affecting the remaining parts of this Agreement. Such invalid provision shall be replaced with an enforceable provision that achieves to the greatest extent possible the parties' original intent.

Governing Law. This Agreement shall be governed by and construed in accordance with