



Ordering Guide

Future Research Corporation Information Technology Services – Small Business (ITS-SB)

Contract Number W91QUZ-11-D-0006

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1. Future Research Corporation Overview

Future Research Corporation (FRC) is a minority-owned business founded in 1995 by Jesse W. Nunn, President and CEO. FRC provides information technology services; engineering services; logistics support; programmatic support; base operations support; multimedia/video/distance learning support; and manufacturing. FRC is headquartered in Huntsville, Alabama where the corporate staff is primarily located. Geographically we also have locations at Rock Island, Illinois; Mechanicsburg, Pennsylvania; Oak Ridge, Tennessee; Tullahoma, Tennessee; Washington, D.C.; Springfield, Virginia; Colorado Springs, Colorado; Vicksburg, Mississippi; Nellis AFB, Nevada; and at several other on-site government facilities. Under the ITS-SB contract, FRC will work in partnership with Army, DoD and federal agency clients to solve their toughest problems and to help them achieve their missions.

FRC supports a growing customer base of government agencies including the Department of Defense, NASA, Department of Energy, U.S. Department of Agriculture, Department of the Air Force, and the Department of the Army, as well as private industry. FRC is well versed in the latest technological developments and well-positioned to take advantage of the local technological climate. FRC is an appraised and approved CMMI Level 3 organization, and is also ISO 9001:2008 certified.

2. Information Technology Services – Small Business (ITS-SB) Background

ITS-SB is a multiple award, indefinite delivery/indefinite quantity contract vehicle. It is the Army's source of set asides for Small Business Service contracts of information technology (IT)-related services within CONUS, Alaska, and Hawaii. The purpose of ITS-SB is to meet the Army's enterprise infrastructure and infostructure goals with a full range of innovative, world-class information technology support services and solutions at a reasonable price.

Working in partnership with the prime contractors, the U.S. Computer Hardware, Enterprise Software and Solutions (CHESS) manages the contracts, in coordination with the Army Contracting Command - National Capital Region (ACC-NCR). Through the use of ITS-SB, users have a flexible means of meeting IT service needs quickly, efficiently, and cost-effectively.

Ordering under the contracts is decentralized and is authorized to meet the needs of the Army, Department of Defense (DoD), and other federal agencies. Orders may be placed by any contracting officer from the aforementioned agencies. ***There is no fee to place orders against the ITS-SB contract.***

3. Scope

The ITS-SB contract scope encompasses a full range of innovative, world-class information technology support services and solutions at a reasonable price. Contract line items (CLINs) cover the following services and contract types:

- IT solution services – firm fixed price (FFP), time and material (T&M), and cost reimbursement (CR)
- IT subject-matter expert – FFP, T&M, and CR
- IT functional area expert – FFP, T&M, and CR
- Incidental construction – FFP

- Other direct costs – CR
- IT solution equipment – CR for FP, T&M, and CR task orders
- Travel and per diem – CR for FP, T&M, and CR task orders
- IT solution software – CR for FP, T&M, and CR task orders
- IT solution – other ODCs – CR for FP, T&M, and CR task orders

4. ITS-SB Task Areas

The IT services solutions are categorized in the list of task areas identified below. The task areas are further subdivided into sub-task areas to further define the scope of the task areas.

Electronic Product Environment Assessment Tool (EPEAT)

Site Surveys
 Analysis/Planning for Energy Use Mitigation/Reduction
 Recycling End-of-Life Products
 Battery Recycling
 Energy Management Services

Information Assurance

Biometrics
 CAC/PKI
 Disaster Recovery
 Continuity of Operations
 Contingency Planning
 Remote Monitoring/Intrusion Detection
 Security Architecture Design
 Security Hardening
 Secure Video Teleconferencing
 System Certification and Accreditation (DIACAP)

Independent Verification & Validation (IV&V)

IV&V Plan Development
 Review Functional Requirements
 Test Plan Development
 Software/Program Certification
 Analysis/Assessment

Internet Protocol Version 6 (IPv6) Engineering Services

Site Surveys
 Analysis/Planning
 Assessment & Migration Services
 Network Infrastructure Development
 Traffic Engineering Analysis

Migration / Integration IT Services

Site Surveys

Wireless Network Management
 Middleware
 Installation and Integration of systems
 Analysis/Planning
 Education/Training

Warranty and Maintenance

Legacy Systems Maintenance
 Computer Center Technical Support
 Commercial Off-the-Shelf Software Products and Support
 Computer Systems Administration
 Computer Systems Facilities Management and Maintenance
 Licensing Support
 Software License Management
 Network Management
 Help Desk Support
 Desktop Support
 Property Management
 Network Support
 Network and Telecommunications Infrastructure Support
 Office Automation Support
 Seat Management / Asset Management

The *IT e-mart* Web site is <https://chess.army.mil>. Services will be acquired by issuing individual task orders. Contract types will be determined in accordance with the Federal Acquisition Regulation (FAR) and Defense Federal Acquisition Regulation Supplement (DFARS) based on the circumstances of each order.

5. Contract Terms and Conditions

Contract Number	W91QUZ-11-D-0006
Contract Type	This is an Indefinite Delivery/Indefinite Quantity (ID/IQ) contract under which it is planned to award Fixed Price (FP), Cost Plus Award Fee (CPAF), Firm Fixed Price (FFP), Cost Plus Fixed Fee (CPFF), and Time and Materials (T&M)
Contract Ceiling	The total amount of all orders placed against all ITS-SB contracts shall not exceed \$400,000,000.00 over the life of the contract
Period of Performance	Five (5) years: <ul style="list-style-type: none"> • 36-month base period • One (1) 24-month option period
Pricing Structure	Firm Fixed Price Time and Material Cost Reimbursement
Cage Code	06DW3
DUNS Number	036660686
Place of Performance	CONUS
ITS-SB Website	www.its-sb-frc.com
Additional Information	TeamFRC@its-sb-frc.com

6. Performance-based Service Acquisition (PBSA)

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

7. Fair Opportunity to Be Considered

In accordance with 10 U.S. Code § 2304c(b) and FAR 16.505(b), the contracting officer must provide each ITS-SB contractor a fair opportunity to be considered for each order exceeding \$3,000 unless an exception applies.

In addition, orders placed by or on behalf of the DoD must also comply with the requirements of DFARS 216.505-70. For orders exceeding \$150,000, DFARS 216.505-70 requires the contracting officer to (i) provide a fair notice of the intent to make the purchase, including a description of the supplies to be delivered or the services to be performed and the basis upon which the contracting officer will make the selection, to all ITS-SB contractors; and (ii) afford all contractors responding to the notice a fair opportunity to submit an offer and have that offer fairly considered.

FAR 16.505, DFARS 216.5 contains procedures on exceptions to the fair opportunity process, as well as details on the applicability and implementation of fair opportunity to be considered.

8. FRC ITS-SB Program Management Team

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9. FRC ITS-SB Subcontractors

TEAM FRC is comprised of a group of qualified small and large businesses that possess the specific capabilities to effectively and efficiently support the Army's Information Technology Services –Small Business (ITS-SB) IDIQ contract in every function area and sub-task described in the Statement of Objectives. The teammates we selected were not only selected because of their technical excellence and their proven track record of delivering quality services and products, but because they share similar philosophies in full commitment to customer satisfaction, and full commitment to employees by providing equitable total compensation packages. *TEAM FRC* believes these latter two are of equal importance and result in an integrated, seamless team committed to ITS-SB mission success.

The subcontractors FRC has selected for this contract are *CACI, SRA International, Scientific Research Corporation, Northrop Grumman Corporation, SYNEX, International Logistics Group, LOGZONE, Inc., Millenium Media, New World Solutions, Pinnacle Solutions, Patrick Wolfe Group, Reynolds Research & Technology Corporation, Specialized Business Software (SBS), Software ADE, SONA Networks, Superior Solutions, Inc., Stanfield Systems, TBM Solutions, Tec-Masters, Inc., Tactical Missiles & Tactical Systems, Optimum Solutions, Inc., Spectrum Partners LLC, and Alabama A&M University Research Institute (AAMURI)*. Five of the subcontractors listed are considered major or prime sub-contractors and will perform ten percent or more of the work on the ITS-SB contract.

Principal Services/Supplies to Be Provided by FRC's Teaming Partners

Type of Business	Name of Company	Type of Supply/Service
Large	CACI	Information Assurance, IPv6, IV&V, Warranty/Maintenance, Migration/Integration IT Services
	Northrop Grumman Corporation (NGC)	Information Assurance, IPv6, Migration/Integration IT Services, Warranty/Maintenance, I V&V
	SRA International	IV&V, IPv6, Information Assurance, EPEAT, Warranty and Maintenance, Migration/Integration IT Services
	SYNNEX	Hardware Provider, Software Provider
	Scientific Research Corporation (SRC)	IV&V, System Integration, Analysis/Planning
Small Disadvantaged Business	LOGZONE, Inc. (LZI)	Information Technology, Warranty/Maintenance, Information Assurance
	New World Solutions (NWS)	Information Assurance
	Patrick Wolfe Group (PWG)	Analysis/Planning, Warranty/Maintenance
	Reynolds Research & Technology Corporation (R2TC)	Warranty/Maintenance, Migration/Integration IT Services
	SONA Networks	Integration, Help Desk, Software Development, Disaster Recovery, Continuity of Operations, Database Administration
	Superior Solutions, Inc. (SSI)	IT Services
	TBM Solutions	Information Assurance, DIACAP
	Tactical Missiles & Tactical Systems (TMTS)	Causative Analysis, Program Management, Fielding
Women-Owned Small Business	Superior Solutions, Inc. (SSI)	IT Services
	Millennium Media	Warranty/Maintenance, Integration, Planning, Validation
SDVO SB (continued on next page)	International Logistics Group (ILG)	Engineering Services, Maintenance/Warranty
	LOGZONE, Inc (LZI)	Information Technology,

Type of Business	Name of Company	Type of Supply/Service
Service Disabled Veteran-Owned Small Business		Warranty/Maintenance, Information Assurance
	Millennium Media	Warranty/Maintenance, Integration, Planning, Validation
	Pinnacle Solutions	Software Solutions, Analysis/Design, Integration, Training
	Reynolds Research & Technology Corporation (R2TC)	Warranty/Maintenance, Migration/Integration IT Services
	Stanfield Systems	Information Security, Information Technology, Software Solutions
	TBM Solutions	Information Assurance, DIACAP
	Tactical Missiles & Tactical Systems (TMTS)	Causative Analysis, Program Management, Fielding
Veteran Owned Small Business	International Logistics Group (ILG)	Engineering Services, Maintenance/Warranty
	LOGZONE, Inc (LZI)	Information Technology, Warranty/Maintenance, Information Assurance
	Millennium Media	Warranty/Maintenance, Integration, Planning, Validation
	Pinnacle Solutions	Software Solutions, Analysis/Design, Integration, Training
	Reynolds Research & Technology Corporation (R2TC)	Warranty/Maintenance, Migration/Integration IT Services
	Stanfield Systems	Information Security, Information Technology, Software Solutions
	TBM Solutions	Information Assurance, DIACAP
	Tactical Missiles & Tactical Systems (TMTS)	Causative Analysis, Program Management, Fielding
HUBZone Small Business	SONA Networks	Integration, Help Desk, Software Development, Disaster Recovery, Continuity of Operations, Database Administration
HBCU/MI	Alabama A&M University Research Institute (AAMURI)	Education/Training

10. ITS-SB Roles and Responsibilities

The following is a summary of the roles and responsibilities for the primary organizations in the Information Technology Services – Small Business (ITS-SB) contract process.

10.1 Army Contracting Command – National Capital Region (ACC-NCR)

- Provides the Procuring Contracting Office (PCO) for the ITS-SB contracts. The PCO has overall contractual responsibility for the ITS-SB contracts. All orders issued are subject to the terms and conditions of the contract. The contract takes precedence in the event of conflict with any order.
- The PCO provides advice and guidance to requiring activities, Ordering Contracting Officers, and contractors regarding contract scope, acquisition regulation requirements, and contracting policies.
- The PCO approves and issues contract modifications.
- Represents the contracting officer position at various contract-related meetings, including ITS-SB Executive Council Meetings, in-progress reviews (IPRs), negotiating sessions, and working meetings.

10.2 U.S Army Computer Hardware, Enterprise Software and Solutions (CHES)

- Designated by the Secretary of the Army as the Army's primary source for commercial IT.
- Performs the functions of Program Director (PD) for the ITS-SB contracts.
- Maintains the **IT e-mart**, a Web-based, e-commerce ordering and tracking system. The **IT e-mart** Web site is: <https://chess.army.mil>.
- With support from the Communications-Electronics Command, Information Systems Engineering Command (ISEC), Technology Integration Center (TIC), assists Army organizations in defining and analyzing requirements for meeting the Army's enterprise infrastructure and infostructure goals.
- Works with requiring activities, including those outside of the Army, to help them understand how ITS-SB can best be used to meet their enterprise requirements.
- Conducts periodic meetings with the prime contractors, e.g., quarterly IPRs, to ensure requirements, such as approved Department of Defense (DoD) standards, are understood.
- Provides the contract level Contracting Officer's Representative (COR).

10.3 Requiring Activity

Defined as any organizational element within the Army, DoD, or other federal agencies.

- Adheres to the requirements and procedures defined in the ITS-SB contracts and these ordering guidelines.
- Defines requirements.
- Prepares task order requirements packages.

- Funds the work to be performed under ITS-SB orders.
- Provides personnel to evaluate proposals submitted.
- Provides past performance assessments.
- Monitors and evaluates contractor performance.

10.4 Ordering Contracting Officer

- Ordering Contracting Officers within the Army, DoD, and other federal agencies are authorized to place orders within the terms of the contract and within the scope of their authority.
- They are not authorized to make changes to the contract terms. The Ordering Contracting Officer's authority is limited to the individual orders.
- Serves as the interface between the contractor and the government for individual orders issued under the ITS-SB contracts.
- Responsible for determining if bundling of requirements, (see Federal Acquisition Regulation (FAR) 2.101), is in compliance with FAR 7.107.
- Responsible for determining whether consolidation of requirements, compliance, and approval are in accordance with Defense Federal Acquisition Regulations Supplement (DFARS) 207.170.
- Responsible for requesting, obtaining, and evaluating proposals and for obligating funds for orders issued

10.5 Order Contracting Officer's Representative

- Ordering Contracting Officer's Representative (CORs) will be designated by letter of appointment from the Ordering Contracting Officer.
- Serves as the focal point for all task activities and primary point of contact for the contractors.
- Provides technical guidance in direction of the work; is not authorized to change any of the terms and conditions of the contract or order.
- Obtains required COR training.

10.6 Contractors

The principal role of the contractors is to perform services and/or deliver related products that meet requirements and/or achieve objectives/outcomes described in orders issued under the ITS-SB contracts.

10.7 Ombudsman

In accordance with 10 U.S. Code § 2304c(e) and FAR 16.505(b)(6), ITS-SB contractors that are not selected for award under a task order competition may seek independent review by the designated ombudsman for the ITS-SB contracts. The ombudsman is responsible for reviewing complaints from the contractors and ensuring that all ITS-SB contractors are afforded a fair opportunity to be considered, consistent with applicable procedures and established guidelines. The designated ombudsman for the ITS-SB contracts is:

Steve Carrano, Army Contracting Command,
ACC-NCR
Alexandria, VA 2331 (703) 325-9760
Stephen.Carrano@us.army.mil

Note: FAR 16.505(a)(9)(i) provides,

No protest under [Subpart 33.1](#) is authorized in connection with the issuance or proposed issuance of an order under a task-order contract or delivery-order contract, except for—

- (A) A protest on the grounds that the order increases the scope, period, or maximum value of the contract; or
- (B) *A protest of an order valued in excess of \$10 million.* Protests of orders in excess of \$10 million may only *be filed with the Government Accountability Office, in accordance with the procedures at [33.104](#).*

11. ITS-SB Ordering Guidance

11.1 General

All Information Technology Services – Small Business (ITS-SB) contracts located in the CHES *IT e-mart* at <https://chess.army.mil> contain Task Order Procedures in Contract Section J, Attachment 4. Additional detailed procedures are included herein.

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

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

Upon request, the PCO is available to provide guidance to Ordering Contracting Officers executing orders under the ITS-SB contracts.

The Computer Hardware, Enterprise Software and Solutions (CHES) *IT e-mart* at <https://chess.army.mil> is available to make price comparisons among all awardees and solicit competitive quotes. The Ordering Contracting Officer will initiate the TO process by issuing a TOR to all awardees via the CHES *IT e-mart*, <https://chess.army.mil> posting a TOR, customers will identify specific delivery instructions for proposal responses. Contractors will indicate their interest via CHES *IT e-mart*, however, proposal packages shall be delivered by means identified in the TOR.

11.2 Pricing

Contract line items allow for pricing of TOs on a firm fixed price (FFP) or time and material (T&M) basis. All TOs awarded pursuant to this contract, whether awarded on a FFP or

T&M must be priced in accordance with the pricing set forth in the Labor Rate Table, Contract Section J, Attachment 1 and Labor Category Descriptions, Contract Section J, Attachment 2. The labor rates in the labor rate table reflect the fully burdened composite rates for each labor category and will apply to all direct labor hours. The composite rates include separate rates for work performed at the contractor site and at the government site for each labor category. An ITS-SB contractor may propose labor rates that are lower than those specified in its Labor Rate Table but may not exceed the labor rates in its Labor Rate Table. FRC's Labor Rate Table is in Appendix A of this guide.

The government's minimum requirements for each labor category are identified in Labor Category Descriptions. TO proposals shall be limited to only those labor categories contained within the base contract. The contractor may propose to the government, at its discretion, additional labor categories and job descriptions within the scope of ITS-SB. The PCO is the only official authorized to add a labor category to the base contract via contract modification. FRC's Labor Category Descriptions are in Appendix B of this guide.

Unlike other labor categories, the IT subject-matter expert (SME), IT functional area expert (FAE), and incidental construction category may only be used if no other labor category can satisfy the requirement. If an ITS-SB contractor proposes these categories when not directed by the Ordering Contracting Officer, no fee or profit is allowed. Ordering Contracting Officers are discouraged from directing the use of FAEs and SMEs. However, if the Ordering Contracting Officer deems it necessary to direct the ITS-SB contractor to propose these categories, a fixed fee of 3% is allowable. ITS-SB contractors are required to seek and obtain approval from the Ordering Contracting Officer for the use of these categories when proposed in a TO. There is no fixed labor rate associated with the SME, FAE, and incidental construction categories.

Contractor costs for ESI source software shall be reimbursed at the prices charged to the contractor, with no mark-up percentage for loadings, fee or profit, regardless of whether the contract type of the task order is FP, T&M or cost reimbursement. For CHES contract source equipment, a fixed mark-up percentages for associated indirect loading shall be applied to the CHES contract source equipment for FP or T&M TOs; profit or fee shall not be allowed.

11.3 Order Forms and Numbering

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

Ordering Contracting Officers shall not use any order beginning with 0001 thru 9999, which are reserved for ACC-NCR. DoD agencies should use ordering numbers as specified in DFARS 204.7004(d)(2)(i). Non-DoD federal agencies may use any numbering system provided it does not conflict with either of these numbering systems.

11.4 Delivery Requirements

Delivery of services shall be in accordance with individual orders.

11.5 Security Considerations

Contract Section H.8 requires that the level of classified access be incorporated into individual

TOs as necessary. If determined necessary based on the level of classification, a DD Form 254, Contract Security Classification Specification, should be prepared and included in the TO request and resulting order.

11.6 Fair Opportunity to be Considered

In accordance with FAR 16.505(b)(2), for all orders exceeding \$3,000 but less than \$150,000, the Ordering Contracting Officer shall give every ITS-SB contractor a fair opportunity to be considered for a TO unless one of the exceptions to fair opportunity applies. This means the Ordering Contracting Officer must consider all ITS-SB contractors for the work though he/she is not necessarily required to contact any of them. The Ordering Contracting Officer must document his/her rationale if applying one of the exceptions to fair opportunity; however, no special format is required.

All orders exceeding \$150,000 for Defense agencies must be placed on a competitive basis in accordance with FAR 16.505 and DFARS 216.505-70(c) unless a written waiver is obtained, using the limited sources justification and approval format in FAR 8.405-6. Refer to your agency's approval authorities for placing orders on other than a competitive basis. This competitive basis requirement applies to all orders by or on behalf of DoD. Each Non-DoD agency shall comply with its own agency's procedures.

For orders by or on behalf of DoD exceeding \$150,000, the requirement to place orders on a competitive basis is met only if the Ordering Contracting Officer:

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

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

Exceptions to Fair Opportunity. As provided in FAR 16.505(b)(2) and DFARS 216.505-70(b), the Ordering Contracting Officer may waive the requirement to place an order on a competitive basis with a written limited sources justification and approval if one of the following circumstances applies:

- The agency's need for the supplies or services is so urgent that providing a fair opportunity would result in unacceptable delays. Use of this exception requires a justification that includes reasons why the ITS-SB processing time for a fair opportunity to be considered will result in an unacceptable delay to the agency. The justification should identify when the effort must be competed and describe the harm to the agency caused by such a delay.
- Only one contractor is capable of providing the supplies or services at the level of quality required because the supplies or services ordered are unique or highly specialized. Use of this exception should be rare. When using this exception, explain (1) what is unique or highly specialized about the supply or service; and (2) why only the specified contractor

can meet the requirement. See DFARS Procedures, Guidance and Information (PGI) 216.505-70(1) for additional guidance.

- The order must be issued on a sole-source basis in the interest of economy and efficiency because it is a logical follow-on to an order already issued under this contract, provided that all awardees were given a fair opportunity to be considered for the original order. See DFARS PGI 216.505-70(2) for additional guidance.
- A statute expressly authorizes or requires that the purchase be made from a specified source.
- When it is necessary to place an order to satisfy a minimum guarantee.

FAR 16.505(b)(1)(ii) provides that the Ordering Contracting Officer is not required to contact each of the awardees if information is available that will ensure that each awardee is provided a fair opportunity to be considered for each order. As noted above, however, a “mini-competition” — including contact with the contractors — is required by DFARS 216.505-70 for orders in excess of \$150,000 unless an exception applies.

The Ordering Contracting Officer must follow his/her agency’s procedures for documenting the process and rationale for selection of the awardee for each task order. At a minimum, the Ordering Contracting Officer must document his/her selection and the selection must consider price.

11.7 Ordering Procedures

11.7.1 Task Order Request

The requiring activity prepares the TOR package and submits it to the Ordering Contracting Officer.

At a minimum, the package should contain the following:

Statement of Work (SOW), Performance Work Statement (PWS), or Statement of Objectives (SOO)

The requiring activity may select from these work statements, depending on their specific requirements. However, performance-based orders must be used to the maximum extent possible for services as required by FAR 37.102 and FAR 16.505(a).

a. The PWS identifies the technical, functional, and performance characteristics of the government’s requirements. The PWS describes the work in terms of the purpose of the work to be performed rather than either “how” the work is to be accomplished or the number of hours to be provided.

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

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

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

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

11.7.2 Funding Document

ITS-SB orders are funded by the requiring activity. Individual Ordering Contracting Officers should provide specific instructions as to the format and content.

11.7.3 Evaluation Criteria

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

a. Technical/management approach:

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

b. Cost/Price

This part of the proposal will vary depending upon the contract type planned for the TO. It should include detailed cost/price amounts of all resources required to

accomplish the TO (labor hours, rates, travel, etc.). The contractor may not exceed the labor rates specified in the Labor Rate Table, Contract Section J, Attachment 1. However, the contractor is permitted to propose labor rates that are lower than those established in the Labor Rate Table. The contractor shall fully explain the basis for proposing lower rates. The proposed reduced labor rates will not be subject to audit; however, the rates will be reviewed to ensure the government will not be placed at risk of nonperformance. The reduced labor rates will apply only to the respective TO and will not change the fixed rates in Labor Rate Tables. The level of detail required shall be primarily based on the contract type planned for use, as further discussed below.

- **Fixed Price (FP) and Time and Materials (T&M).** The proposal shall identify labor categories in accordance with the Labor Rate Tables and the number of hours required for performance of the task. The proposal must identify and justify use of all non-labor cost elements. It must also identify any government-furnished equipment and/or government-furnished information required for task performance. If travel is specified in the TOR, airfare and/or local mileage, per diem rates by total days, number of trips, and number of contractor employees traveling shall be included in the cost / price proposal. Other information shall be provided as requested in the proposal request.
- **Cost -Reimbursement.** Both “sanitized” and “unsanitized” cost/price proposals will be required for cost reimbursement-type TOs only. “Unsanitized” cost proposals are complete cost proposals that include all required information. “Sanitized” cost proposals shall exclude all company proprietary or sensitive data but must include a breakdown of the total labor hours proposed and a breakout of the types and associated costs of all proposed other direct charges (ODCs). Unless otherwise noted, unsanitized proposals will only be provided to the Ordering Contracting Officer, while sanitized proposals may be provided to the evaluator(s) and other personnel involved in the procurement. Cost/ price proposals shall include, at a minimum unless otherwise indicated in the proposal request, a complete work breakdown structure that coincides with the detailed technical approach and provides proposed labor categories, hours, wage rates, direct/indirect rates, ODCs, and fees. Cost reimbursement proposals shall be submitted in accordance with FAR clause 52.215-20 “Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data.”

11.7.4 Evaluation

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

Evaluations must be conducted fairly and in accordance with the selection criteria in the solicitation. After an initial evaluation of proposals, negotiations (discussions) may be held. Refer to FAR Part 15 for general guidance on the proper conduct of discussions.

11.7.5 Award

Once evaluations are completed, an authorized selection official must make an award decision and document the rationale for his/her decision. Prior to making a decision, copies of all evaluations must be forwarded to the selection official for his/her review and consideration. The form is signed by the selection official and forwarded to the Ordering Contracting Officer. This form can also be used to document an exception to the fair opportunity requirements.

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

- Date of order.
- Contract and order number.
- Point of contact (name), commercial telephone and fax numbers, and e-mail address.
- Ordering Contracting Officer's commercial telephone number and e-mail address
- Description of the services to be provided, quantity unit price and extended price, or estimated cost and/or fee. The work statement should be attached; the contractor's proposal may be incorporated by reference.
- Performance period and delivery date for supplies, including any option period, for services and delivery of supplies, if applicable.
- Address and place of performance or delivery, if applicable.
- Packaging, packing, and shipping instructions, if any.
- Accounting and appropriation data and Contract Accounting Classification Reference Number (ACRN) (DFAS requires an ACRN(s) on all orders.)
- Specific instructions regarding how payments are to be assigned when an order contains multiple ACRNs.
- Invoice and payment instructions.
- Any other pertinent information.

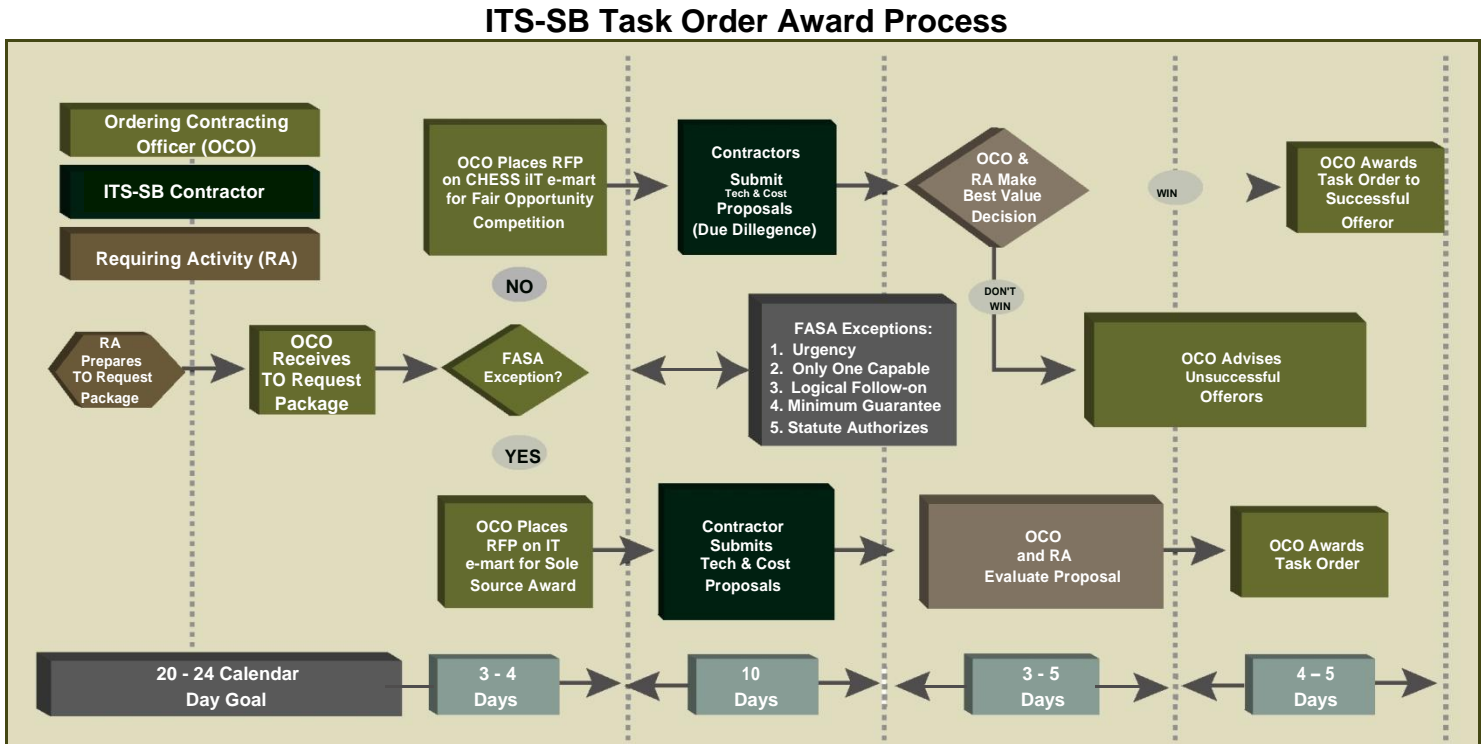
In accordance with 10 U.S. Code § 2304c(d) and FAR 16.505(a)(9), the ordering agency's award decision on each order that is valued at less than \$10 million is generally not subject to protest under FAR Subpart 33.1 except for a protest that an order increases the scope, period, or maximum value of the contract. In lieu of pursuing a bid protest, ITS-SB contractors may seek independent review by the designated ombudsman. The ombudsman will review complaints from the contractors and ensure that all contractors are afforded a fair opportunity to be considered for each order, consistent with the procedures in the contract. The designated ombudsman is identified in Section 10.7 of this guide.

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

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

11.7.6 ITS-SB Task Order Award Process

The ITS-SB Task Order award process is illustrated below.



11.7.7 Post Award Debriefing

Under 10 USC 2304a, unsuccessful offerors in competitions for task orders exceeding \$5,000,000.00 have the right to a post-award debriefing if they meet certain request deadline requirements. The deadline requirements can be found in FAR 15.506(a)(1). Under FAR 15.506(a)(4), untimely debriefing requests may be accommodated, and 15.506 is not limited to unsuccessful offerors. Timely requests for a post-award debriefing for task orders meeting the threshold above must be honored, and their debriefings must meet the requirements of FAR 15.506. Also, contracting officers are encouraged to provide debriefings to untimely offerors under competitions exceeding \$5,000,000.00 and to offer a debriefing to all other offerors under task order competitions, even those valued below the mandatory threshold described above. Non-mandatory debriefings should follow all of the requirements in FAR 15.506(d), (e), and (f). Debriefings may be done orally, in writing, or by any method acceptable to the contracting officer.

11.7.8 Evaluation of Contractor's Task Order Performance

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

Appendix A. FRC ITS-SB Labor Rates

ITS-SB Base Period - Year 1 (7/11/11 - 7/10/12)

LABOR CATEGORY	GOVT. SITE RATE	CONTRACTOR SITE RATE
Program Manager - Senior	\$134.30	\$145.05
Program Manager - Intermediate	\$109.59	\$118.36
Program Manager - Associate	\$87.67	\$94.68
Project Manager – Senior	\$114.88	\$124.07
Project Manager – Intermediate	\$98.70	\$106.60
Project Manager – Associate	\$83.79	\$90.49
Project Planning Manager	\$96.03	\$103.71
Project Administrator	\$56.95	\$61.51
Project Engineer - Senior	\$114.88	\$124.07
Project Engineer - Intermediate	\$84.21	\$90.95
Project Engineer - Associate	\$72.51	\$78.32
Quality Assurance Analyst – Senior	\$90.28	\$97.50
Quality Assurance Analyst – Intermediate	\$79.40	\$85.75
Quality Assurance Analyst – Associate	\$65.88	\$71.15
Software Architect	\$136.07	\$146.96
Systems Engineer - Senior	\$123.19	\$133.05
Systems Engineer - Intermediate	\$102.92	\$111.15
Systems Engineer - Associate	\$77.74	\$83.96
Software Engineer - Senior	\$111.52	\$120.45
Software Engineer - Intermediate	\$92.77	\$100.19
Software Engineer - Associate	\$79.30	\$85.65
IT Certified Professional - Senior	\$96.27	\$103.97
IT Certified Professional - Intermediate	\$80.23	\$86.65
IT Certified Professional - Associate	\$68.99	\$74.51
Configuration Management (CM) Specialist - Senior	\$92.69	\$100.10
Configuration Management (CM) Specialist - Intermediate	\$77.52	\$83.73
Configuration Management (CM) Specialist - Associate	\$59.86	\$64.65
Computer Operator - Senior	\$61.35	\$66.26
Computer Operator - Intermediate	\$54.06	\$58.38
Computer Operator - Associate	\$46.73	\$50.47
Information Assurance Engineer - Senior	\$112.35	\$121.34
Information Assurance Engineer - Intermediate	\$97.64	\$105.45
Information Assurance Engineer - Associate	\$70.29	\$75.91
Information Systems Auditor - Senior	\$92.29	\$99.67
Information Systems Auditor - Intermediate	\$76.17	\$82.26
Information Systems Auditor - Associate	\$61.92	\$66.88
Data Security Analyst - Senior	\$114.09	\$123.22
Data Security Analyst - Intermediate	\$95.36	\$102.99
Data Security Analyst - Associate	\$76.29	\$82.39
Disaster Recovery/COOP/Contingency Administrator	\$78.81	\$85.11
Information Security Specialist - Senior	\$98.61	\$106.50
Information Security Specialist - Intermediate	\$90.31	\$97.54
Information Security Specialist - Associate	\$76.30	\$82.40
Seat Management Administrator	\$73.79	\$79.69
Managed Systems Engineer – Senior	\$102.87	\$111.10
Managed Systems Engineer – Intermediate	\$87.83	\$94.86

Managed Systems Engineer – Associate	\$63.63	\$68.72
Systems Administrator - Senior	\$97.89	\$105.72
Systems Administrator - Intermediate	\$80.77	\$87.23
Systems Administrator - Associate	\$68.10	\$73.55
Help Desk Coordinator	\$51.76	\$55.90
Help Desk Support Service Specialist - Senior	\$78.11	\$84.36
Help Desk Support Service Specialist - Intermediate	\$56.72	\$61.26
Help Desk Support Service Specialist - Associate	\$45.47	\$49.11
PC Support Manager	\$93.89	\$101.40
PC Systems Specialist	\$69.96	\$75.56
IT Technician	\$61.35	\$66.26
PC Maintenance Technician	\$56.72	\$61.26
Network Administrator - Senior	\$98.31	\$106.18
Network Administrator - Intermediate	\$80.11	\$86.52
Network Administrator - Associate	\$55.22	\$59.64
Network Engineer - Senior	\$107.10	\$115.66
Network Engineer - Intermediate	\$84.77	\$91.55
Network Engineer - Associate	\$65.86	\$71.13
Network Support Technician - Senior	\$86.40	\$93.31
Network Support Technician - Intermediate	\$72.97	\$78.81
Network Support Technician - Associate	\$54.64	\$59.01
Documentation Specialist - Senior	\$56.72	\$61.26
Documentation Specialist - Intermediate	\$48.25	\$52.11
Documentation Specialist - Associate	\$41.79	\$45.13
Technical Editor	\$59.10	\$63.83
CAD Specialist	\$64.84	\$70.03
Graphics Specialist	\$60.27	\$67.23
Information Systems Training Manager	\$103.50	\$111.78
Information Systems Training Specialist – Senior	\$84.14	\$90.87
Information Systems Training Specialist – Intermediate	\$65.99	\$71.27
Information Systems Training Specialist – Associate	\$56.72	\$61.26
Other Direct Costs (ODCs)		
ODC-Fixed Price (Estimated)	4.00%	
ODC-Time and Material (Estimated)	4.00%	
CHES Contract Source Equipment (Estimated)	4.00%	
Travel and Per Diem (Estimated)	10.00%	
ESI Source Software (Estimated)	0.00%	

ITS-SB Base Period - Year 2 (7/11/12 - 7/10/13)

LABOR CATEGORY	GOVT. SITE RATE	CONTRACTOR SITE RATE
Program Manager - Senior	\$136.99	\$147.95
Program Manager - Intermediate	\$111.78	\$120.73
Program Manager - Associate	\$89.42	\$96.57
Project Manager – Senior	\$117.18	\$126.55
Project Manager – Intermediate	\$100.67	\$108.73
Project Manager – Associate	\$85.47	\$92.30
Project Planning Manager	\$97.95	\$105.78
Project Administrator	\$58.09	\$62.74
Project Engineer - Senior	\$117.18	\$126.55
Project Engineer - Intermediate	\$85.89	\$92.77
Project Engineer - Associate	\$73.96	\$79.89
Quality Assurance Analyst – Senior	\$92.09	\$99.45
Quality Assurance Analyst – Intermediate	\$80.99	\$87.47
Quality Assurance Analyst – Associate	\$67.20	\$72.57
Software Architect	\$138.79	\$149.90
Systems Engineer - Senior	\$125.65	\$135.71
Systems Engineer - Intermediate	\$104.98	\$113.37
Systems Engineer - Associate	\$79.29	\$85.64
Software Engineer - Senior	\$113.75	\$122.86
Software Engineer - Intermediate	\$94.63	\$102.19
Software Engineer - Associate	\$80.89	\$87.36
IT Certified Professional - Senior	\$98.20	\$106.05
IT Certified Professional - Intermediate	\$81.83	\$88.38
IT Certified Professional - Associate	\$70.37	\$76.00
Configuration Management (CM) Specialist - Senior	\$94.54	\$102.10
Configuration Management (CM) Specialist - Intermediate	\$79.07	\$85.40
Configuration Management (CM) Specialist - Associate	\$61.06	\$65.94
Computer Operator - Senior	\$62.58	\$67.59
Computer Operator - Intermediate	\$55.14	\$59.55
Computer Operator - Associate	\$47.66	\$51.48
Information Assurance Engineer - Senior	\$114.60	\$123.77
Information Assurance Engineer - Intermediate	\$99.59	\$107.56
Information Assurance Engineer - Associate	\$71.70	\$77.43
Information Systems Auditor - Senior	\$94.14	\$101.66
Information Systems Auditor - Intermediate	\$77.69	\$83.91
Information Systems Auditor - Associate	\$63.16	\$68.22
Data Security Analyst - Senior	\$116.37	\$125.68
Data Security Analyst - Intermediate	\$97.27	\$105.05
Data Security Analyst - Associate	\$77.82	\$84.04
Disaster Recovery/COOP/Contingency Administrator	\$80.39	\$86.81
Information Security Specialist - Senior	\$100.58	\$108.63
Information Security Specialist - Intermediate	\$92.12	\$99.49
Information Security Specialist - Associate	\$77.83	\$84.05
Seat Management Administrator	\$75.27	\$81.28
Managed Systems Engineer – Senior	\$104.93	\$113.32
Managed Systems Engineer – Intermediate	\$89.59	\$96.76
Managed Systems Engineer – Associate	\$64.90	\$70.09

Systems Administrator - Senior	\$99.85	\$107.83
Systems Administrator - Intermediate	\$82.39	\$88.97
Systems Administrator - Associate	\$69.46	\$75.02
Help Desk Coordinator	\$52.80	\$57.02
Help Desk Support Service Specialist - Senior	\$79.67	\$86.05
Help Desk Support Service Specialist - Intermediate	\$57.85	\$62.49
Help Desk Support Service Specialist - Associate	\$46.38	\$50.09
PC Support Manager	\$95.77	\$103.43
PC Systems Specialist	\$71.36	\$77.07
IT Technician	\$62.58	\$67.59
PC Maintenance Technician	\$57.85	\$62.49
Network Administrator - Senior	\$100.28	\$108.30
Network Administrator - Intermediate	\$81.71	\$88.25
Network Administrator - Associate	\$56.32	\$60.83
Network Engineer - Senior	\$109.24	\$117.97
Network Engineer - Intermediate	\$86.47	\$93.38
Network Engineer - Associate	\$67.18	\$72.55
Network Support Technician - Senior	\$88.13	\$95.18
Network Support Technician - Intermediate	\$74.43	\$80.39
Network Support Technician - Associate	\$55.73	\$60.19
Documentation Specialist - Senior	\$57.85	\$62.49
Documentation Specialist - Intermediate	\$49.22	\$53.15
Documentation Specialist - Associate	\$42.63	\$46.03
Technical Editor	\$60.28	\$65.11
CAD Specialist	\$66.14	\$71.43
Graphics Specialist	\$61.48	\$68.57
Information Systems Training Manager	\$105.57	\$114.02
Information Systems Training Specialist – Senior	\$85.82	\$92.69
Information Systems Training Specialist – Intermediate	\$67.31	\$72.70
Information Systems Training Specialist – Associate	\$57.85	\$62.49
Other Direct Costs (ODCs)		
ODC-Fixed Price (Estimated)	4.00%	
ODC-Time and Material (Estimated)	4.00%	
CHES Contract Source Equipment (Estimated)	4.00%	
Travel and Per Diem (Estimated)	10.00%	
ESI Source Software (Estimated)	0.00%	

ITS-SB Base Period - Year 3 (7/11/13 - 7/10/14)

LABOR CATEGORY	GOVT. SITE RATE	CONTRACTOR SITE RATE
Program Manager - Senior	\$139.73	\$150.91
Program Manager - Intermediate	\$114.02	\$123.14
Program Manager - Associate	\$91.21	\$98.51
Project Manager – Senior	\$119.52	\$129.08
Project Manager – Intermediate	\$102.69	\$110.91
Project Manager – Associate	\$87.18	\$94.15
Project Planning Manager	\$99.91	\$107.90
Project Administrator	\$59.25	\$64.00
Project Engineer - Senior	\$119.52	\$129.08
Project Engineer - Intermediate	\$87.61	\$94.62
Project Engineer - Associate	\$75.44	\$81.48
Quality Assurance Analyst – Senior	\$93.93	\$101.44
Quality Assurance Analyst – Intermediate	\$82.61	\$89.21
Quality Assurance Analyst – Associate	\$68.54	\$74.02
Software Architect	\$141.57	\$152.90
Systems Engineer - Senior	\$128.17	\$138.43
Systems Engineer - Intermediate	\$107.08	\$115.64
Systems Engineer - Associate	\$80.88	\$87.35
Software Engineer - Senior	\$116.03	\$125.32
Software Engineer - Intermediate	\$96.52	\$104.24
Software Engineer - Associate	\$82.50	\$89.11
IT Certified Professional - Senior	\$100.16	\$108.17
IT Certified Professional - Intermediate	\$83.47	\$90.15
IT Certified Professional - Associate	\$71.78	\$77.52
Configuration Management (CM) Specialist - Senior	\$96.43	\$104.14
Configuration Management (CM) Specialist - Intermediate	\$80.65	\$87.11
Configuration Management (CM) Specialist - Associate	\$62.28	\$67.26
Computer Operator - Senior	\$63.83	\$68.94
Computer Operator - Intermediate	\$56.24	\$60.74
Computer Operator - Associate	\$48.62	\$52.51
Information Assurance Engineer - Senior	\$116.89	\$126.24
Information Assurance Engineer - Intermediate	\$101.58	\$109.71
Information Assurance Engineer - Associate	\$73.13	\$78.98
Information Systems Auditor - Senior	\$96.02	\$103.70
Information Systems Auditor - Intermediate	\$79.25	\$85.58
Information Systems Auditor - Associate	\$64.42	\$69.58
Data Security Analyst - Senior	\$118.70	\$128.20
Data Security Analyst - Intermediate	\$99.21	\$107.15
Data Security Analyst - Associate	\$79.37	\$85.72
Disaster Recovery/COOP/Contingency Administrator	\$81.99	\$88.55
Information Security Specialist - Senior	\$102.59	\$110.80
Information Security Specialist - Intermediate	\$93.96	\$101.48
Information Security Specialist - Associate	\$79.38	\$85.73
Seat Management Administrator	\$76.77	\$82.91
Managed Systems Engineer – Senior	\$107.03	\$115.59
Managed Systems Engineer – Intermediate	\$91.38	\$98.69
Managed Systems Engineer – Associate	\$66.20	\$71.50

Systems Administrator - Senior	\$101.84	\$109.99
Systems Administrator - Intermediate	\$84.03	\$90.75
Systems Administrator - Associate	\$70.85	\$76.52
Help Desk Coordinator	\$53.85	\$58.16
Help Desk Support Service Specialist - Senior	\$81.27	\$87.77
Help Desk Support Service Specialist - Intermediate	\$59.01	\$63.73
Help Desk Support Service Specialist - Associate	\$47.31	\$51.09
PC Support Manager	\$97.68	\$105.50
PC Systems Specialist	\$72.79	\$78.61
IT Technician	\$63.83	\$68.94
PC Maintenance Technician	\$59.01	\$63.73
Network Administrator - Senior	\$102.28	\$110.47
Network Administrator - Intermediate	\$83.35	\$90.02
Network Administrator - Associate	\$57.45	\$62.05
Network Engineer - Senior	\$111.43	\$120.33
Network Engineer - Intermediate	\$88.19	\$95.25
Network Engineer - Associate	\$68.52	\$74.00
Network Support Technician - Senior	\$89.89	\$97.08
Network Support Technician - Intermediate	\$75.92	\$81.99
Network Support Technician - Associate	\$56.85	\$61.39
Documentation Specialist - Senior	\$59.01	\$63.73
Documentation Specialist - Intermediate	\$50.20	\$54.22
Documentation Specialist - Associate	\$43.48	\$46.95
Technical Editor	\$61.49	\$66.41
CAD Specialist	\$67.46	\$72.86
Graphics Specialist	\$62.70	\$69.95
Information Systems Training Manager	\$107.68	\$116.30
Information Systems Training Specialist – Senior	\$87.54	\$94.54
Information Systems Training Specialist – Intermediate	\$68.66	\$74.15
Information Systems Training Specialist – Associate	\$59.01	\$63.73
Other Direct Costs (ODCs)		
ODC-Fixed Price (Estimated)	4.00%	
ODC-Time and Material (Estimated)	4.00%	
CHESS Contract Source Equipment (Estimated)	4.00%	
Travel and Per Diem (Estimated)	10.00%	
ESI Source Software (Estimated)	0.00%	

ITS-SB Option Period - Year 1 (7/11/14 - 7/10/15)

LABOR CATEGORY	GOVT. SITE RATE	CONTRACTOR SITE RATE
Program Manager - Senior	\$141.82	\$153.17
Program Manager - Intermediate	\$115.73	\$124.99
Program Manager - Associate	\$92.58	\$99.98
Project Manager – Senior	\$121.31	\$131.02
Project Manager – Intermediate	\$104.23	\$112.57
Project Manager – Associate	\$88.48	\$95.56
Project Planning Manager	\$101.41	\$109.52
Project Administrator	\$60.14	\$64.95
Project Engineer - Senior	\$121.31	\$131.02
Project Engineer - Intermediate	\$88.93	\$96.04
Project Engineer - Associate	\$76.57	\$82.71
Quality Assurance Analyst – Senior	\$95.34	\$102.96
Quality Assurance Analyst – Intermediate	\$83.85	\$90.55
Quality Assurance Analyst – Associate	\$69.57	\$75.13
Software Architect	\$143.69	\$155.19
Systems Engineer - Senior	\$130.09	\$140.50
Systems Engineer - Intermediate	\$108.68	\$117.38
Systems Engineer - Associate	\$82.09	\$88.66
Software Engineer - Senior	\$117.77	\$127.20
Software Engineer - Intermediate	\$97.97	\$105.80
Software Engineer - Associate	\$83.74	\$90.45
IT Certified Professional - Senior	\$101.66	\$109.79
IT Certified Professional - Intermediate	\$84.72	\$91.50
IT Certified Professional - Associate	\$72.85	\$78.68
Configuration Management (CM) Specialist - Senior	\$97.88	\$105.71
Configuration Management (CM) Specialist - Intermediate	\$81.86	\$88.42
Configuration Management (CM) Specialist - Associate	\$63.21	\$68.27
Computer Operator - Senior	\$64.79	\$69.97
Computer Operator - Intermediate	\$57.09	\$61.65
Computer Operator - Associate	\$49.35	\$53.30
Information Assurance Engineer - Senior	\$118.64	\$128.14
Information Assurance Engineer - Intermediate	\$103.11	\$111.36
Information Assurance Engineer - Associate	\$74.23	\$80.16
Information Systems Auditor - Senior	\$97.46	\$105.25
Information Systems Auditor - Intermediate	\$80.44	\$86.87
Information Systems Auditor - Associate	\$65.39	\$70.63
Data Security Analyst - Senior	\$120.48	\$130.12
Data Security Analyst - Intermediate	\$100.70	\$108.76
Data Security Analyst - Associate	\$80.56	\$87.00
Disaster Recovery/COOP/Contingency Administrator	\$83.22	\$89.88
Information Security Specialist - Senior	\$104.13	\$112.46
Information Security Specialist - Intermediate	\$95.37	\$103.00
Information Security Specialist - Associate	\$80.57	\$87.01
Seat Management Administrator	\$77.92	\$84.15
Managed Systems Engineer – Senior	\$108.63	\$117.32
Managed Systems Engineer – Intermediate	\$92.75	\$100.17
Managed Systems Engineer – Associate	\$67.19	\$72.57

Systems Administrator - Senior	\$103.37	\$111.64
Systems Administrator - Intermediate	\$85.29	\$92.12
Systems Administrator - Associate	\$71.91	\$77.67
Help Desk Coordinator	\$54.66	\$59.03
Help Desk Support Service Specialist - Senior	\$82.48	\$89.08
Help Desk Support Service Specialist - Intermediate	\$59.90	\$64.69
Help Desk Support Service Specialist - Associate	\$48.02	\$51.86
PC Support Manager	\$99.15	\$107.08
PC Systems Specialist	\$73.88	\$79.79
IT Technician	\$64.79	\$69.97
PC Maintenance Technician	\$59.90	\$64.69
Network Administrator - Senior	\$103.82	\$112.13
Network Administrator - Intermediate	\$84.60	\$91.37
Network Administrator - Associate	\$58.31	\$62.98
Network Engineer - Senior	\$113.10	\$122.14
Network Engineer - Intermediate	\$89.52	\$96.68
Network Engineer - Associate	\$69.55	\$75.11
Network Support Technician - Senior	\$91.24	\$98.54
Network Support Technician - Intermediate	\$77.06	\$83.22
Network Support Technician - Associate	\$57.70	\$62.31
Documentation Specialist - Senior	\$59.90	\$64.69
Documentation Specialist - Intermediate	\$50.95	\$55.03
Documentation Specialist - Associate	\$44.13	\$47.66
Technical Editor	\$62.41	\$67.40
CAD Specialist	\$68.47	\$73.95
Graphics Specialist	\$63.65	\$71.00
Information Systems Training Manager	\$109.30	\$118.04
Information Systems Training Specialist – Senior	\$88.85	\$95.96
Information Systems Training Specialist – Intermediate	\$69.69	\$75.26
Information Systems Training Specialist – Associate	\$59.90	\$64.69
Other Direct Costs (ODCs)		
ODC-Fixed Price (Estimated)	4.00%	
ODC-Time and Material (Estimated)	4.00%	
CHES Contract Source Equipment (Estimated)	4.00%	
Travel and Per Diem (Estimated)	10.00%	
ESI Source Software (Estimated)	0.00%	

ITS-SB Option Period - Year 2 (7/11/15 - 7/10/16)

LABOR CATEGORY	GOVT. SITE RATE	CONTRACTOR SITE RATE
Program Manager - Senior	\$143.24	\$154.71
Program Manager - Intermediate	\$116.88	\$126.24
Program Manager - Associate	\$93.51	\$100.98
Project Manager – Senior	\$122.53	\$132.33
Project Manager – Intermediate	\$105.27	\$113.70
Project Manager – Associate	\$89.37	\$96.51
Project Planning Manager	\$102.42	\$110.61
Project Administrator	\$60.74	\$65.60
Project Engineer - Senior	\$122.53	\$132.33
Project Engineer - Intermediate	\$89.82	\$97.00
Project Engineer - Associate	\$77.34	\$83.53
Quality Assurance Analyst – Senior	\$96.29	\$103.99
Quality Assurance Analyst – Intermediate	\$84.69	\$91.46
Quality Assurance Analyst – Associate	\$70.27	\$75.89
Software Architect	\$145.13	\$156.74
Systems Engineer - Senior	\$131.39	\$141.91
Systems Engineer - Intermediate	\$109.77	\$118.55
Systems Engineer - Associate	\$82.91	\$89.55
Software Engineer - Senior	\$118.94	\$128.47
Software Engineer - Intermediate	\$98.95	\$106.86
Software Engineer - Associate	\$84.58	\$91.35
IT Certified Professional - Senior	\$102.68	\$110.89
IT Certified Professional - Intermediate	\$85.57	\$92.42
IT Certified Professional - Associate	\$73.58	\$79.47
Configuration Management (CM) Specialist - Senior	\$98.86	\$106.76
Configuration Management (CM) Specialist - Intermediate	\$82.68	\$89.30
Configuration Management (CM) Specialist - Associate	\$63.84	\$68.95
Computer Operator - Senior	\$65.43	\$70.67
Computer Operator - Intermediate	\$57.66	\$62.27
Computer Operator - Associate	\$49.84	\$53.83
Information Assurance Engineer - Senior	\$119.83	\$129.42
Information Assurance Engineer - Intermediate	\$104.14	\$112.47
Information Assurance Engineer - Associate	\$74.97	\$80.96
Information Systems Auditor - Senior	\$98.43	\$106.30
Information Systems Auditor - Intermediate	\$81.24	\$87.74
Information Systems Auditor - Associate	\$66.04	\$71.33
Data Security Analyst - Senior	\$121.68	\$131.42
Data Security Analyst - Intermediate	\$101.71	\$109.85
Data Security Analyst - Associate	\$81.37	\$87.87
Disaster Recovery/COOP/Contingency Administrator	\$84.06	\$90.78
Information Security Specialist - Senior	\$105.17	\$113.59
Information Security Specialist - Intermediate	\$96.32	\$104.03
Information Security Specialist - Associate	\$81.38	\$87.89
Seat Management Administrator	\$78.70	\$84.99
Managed Systems Engineer – Senior	\$109.72	\$118.50
Managed Systems Engineer – Intermediate	\$93.68	\$101.17
Managed Systems Engineer – Associate	\$67.87	\$73.29

Systems Administrator - Senior	\$104.41	\$112.76
Systems Administrator - Intermediate	\$86.15	\$93.04
Systems Administrator - Associate	\$72.63	\$78.45
Help Desk Coordinator	\$55.21	\$59.62
Help Desk Support Service Specialist - Senior	\$83.31	\$89.98
Help Desk Support Service Specialist - Intermediate	\$60.50	\$65.34
Help Desk Support Service Specialist - Associate	\$48.50	\$52.38
PC Support Manager	\$100.14	\$108.15
PC Systems Specialist	\$74.62	\$80.59
IT Technician	\$65.43	\$70.67
PC Maintenance Technician	\$60.50	\$65.34
Network Administrator - Senior	\$104.85	\$113.25
Network Administrator - Intermediate	\$85.44	\$92.28
Network Administrator - Associate	\$58.90	\$63.61
Network Engineer - Senior	\$114.23	\$123.36
Network Engineer - Intermediate	\$90.41	\$97.64
Network Engineer - Associate	\$70.24	\$75.86
Network Support Technician - Senior	\$92.15	\$99.52
Network Support Technician - Intermediate	\$77.83	\$84.06
Network Support Technician - Associate	\$58.28	\$62.94
Documentation Specialist - Senior	\$60.50	\$65.34
Documentation Specialist - Intermediate	\$51.46	\$55.58
Documentation Specialist - Associate	\$44.57	\$48.13
Technical Editor	\$63.03	\$68.08
CAD Specialist	\$69.16	\$74.69
Graphics Specialist	\$64.28	\$71.71
Information Systems Training Manager	\$110.39	\$119.22
Information Systems Training Specialist – Senior	\$89.74	\$96.92
Information Systems Training Specialist – Intermediate	\$70.38	\$76.01
Information Systems Training Specialist – Associate	\$60.50	\$65.34
Other Direct Costs (ODCs)		
ODC-Fixed Price (Estimated)	4.00%	
ODC-Time and Material (Estimated)	4.00%	
CHES Contract Source Equipment (Estimated)	4.00%	
Travel and Per Diem (Estimated)	10.00%	
ESI Source Software (Estimated)	0.00%	

Appendix B. FRC ITS-SB Labor Category Descriptions

The government's minimum requirements for each labor category are identified in the paragraphs below. The Contractor may augment their labor categories and job descriptions on a task order basis.

Program Manager – Senior

Description: Under indirect supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.

Program Manager – Intermediate

Description: Under general direction, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.

Program Manager – Associate

Description: Under immediate supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.

Project Manager – Senior

Description: Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Project Manager – Intermediate

Description: Under general direction, responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates,

resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Project Manager – Associate

Description: Under direct supervision, responsible for assigned aspects of the development and implementation of assigned projects and provides a single point of contact for those aspects. Interfaces with all areas affected by the project including end users, computer services, and client services. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Recommends action to direct the analysis and solutions of problems.

Project Planning Manager

Description: Manages technical projects of a medium to high priority. Responsible for meeting budget and time goals. Supervises activities of medium sized (15-25) multi-disciplinary team. Typically has 8-10 years of progressive business experience including management of projects. Reports to the Project Director or to the Corporate IT Planning Director.

Project Administrator

Description: Responsible for managing technical projects with strategic impact across the organization. Negotiates support from management, securing both financial and technical resources. Manages a multi-disciplinary team of 25 or more. Assesses opportunities, impacts and risks, develops and implements complex/new solutions.

Project Engineer – Senior

Description: Under general direction, has duties of instructing, directing, and checking the work of other project engineers. Responsible for the completion of assigned engineering projects within budgetary and scheduling guidelines. Leads a group of engineers, analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Does not have formal supervisory responsibilities, although may provide input for (project) team member performance appraisals.

Project Engineer - Intermediate

Description: Under general supervision, has duties of instructing, directing, and checking the work of other project engineers. Responsible for the completion of assigned engineering projects within budgetary and scheduling guidelines. Leads a group of engineers, analysts, and/or technicians assigned for the duration of a project or may function as ongoing lead within a group of engineers associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Does not have formal supervisory responsibilities, although may provide input for (project) team member performance appraisals.

Project Engineer – Associate

Description: Under direct supervision, has duties of completion of assigned engineering projects within budgetary and scheduling guidelines. Works with a group of engineers, analysts, and/or technicians assigned for the duration of a project or within a group of engineers

associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support).

IT Functional Area Expert

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

IT Subject Matter Expert

Description: Executes tasks and projects relevant to subject matter. Reduces issues to practical recommended options. Explains recommendation to decision-makers in terms that permit decisions. Performs studies and analyses on subjects within the technical scope of work. Develops requirements from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple to complex systems). Assists other project members with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; software development methodologies; and modeling and simulation. Recognized at the industry level in a technical field or specialized engineering or technology area and is proficient in relevant engineering principles and practices. Applies experience, skills, and expert knowledge within an engineering discipline to complex assignments. Generates unique concepts as evidenced by synthesis of new products or processes. Creates or uses engineering/scientific tools to solve technical problems. Utilizes and develops tools, techniques, processes and/or facilities such as state-of-the-art simulation environments, laboratories, and test facilities. Provides leadership for engineering activities in a specialized engineering or technology subject area. Serves as a major contributor to technical planning process and for providing technical management and guidance.

Quality Assurance Analyst – Senior

Description: Under general direction, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Quality Assurance Analyst – Intermediate

Description: Under general supervision, carries out procedures to ensure that all information systems products and services meet minimum organization standards and end-user

requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.

Quality Assurance Analyst – Associate

Description: Under direct supervision, carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Assists in the testing of software to ensure proper operation and freedom from defects. Documents and works to resolve basic problems. Reports progress on problem resolution to management. This position is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in quality assurance analysis.

Software Architect

Description: Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in design of highly complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

Systems Engineer – Senior

Description: Under general direction, performs high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a thorough knowledge of administrative, and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher-level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solution. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepare and deliver presentations and briefings as required by the Task Order. May be required to serve as Task Leader. Responsible for ensuring the quality and services delivered for particular task(s) for which this skill is performing the Task Leader position.

Systems Engineer – Intermediate

Description: Under general supervision, performs high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a thorough knowledge of administrative and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher-level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solution.

Systems Engineer – Associate

Description: Under direct supervision assists in performing systems analysis, evaluation, design, integration, documentation, and implementation of applications that require comprehensive knowledge and technical skills.

Software Engineer – Senior

Description: Under general direction, conducts or participates in multidisciplinary research and collaborates with equipment designers and/or hardware engineers in the planning, design, development, and utilization of electronic data processing systems software. Determines

computer user needs; advises hardware designers on machine characteristics that affect software systems such as storage capacity, processing speed, and input/output requirements; designs and develops compilers and assemblers, utility programs, and operating systems.

Software Engineer – Intermediate

Description: Under general supervision, conducts or participates in multidisciplinary research and collaborates with equipment designers and/or hardware engineers in the planning, design, development, and utilization of electronic data processing systems software. Determines computer user needs; advises hardware designers on machine characteristics that affect software systems such as storage capacity, processing speed, and input/output requirements; designs and develops compilers and assemblers, utility programs, and operating systems.

Software Engineer – Associate

Description: Under direct supervision, assists in designing and developing compilers and assemblers, utility programs, and operating systems.

IT Certified Professional – Senior

Description: Under general direction, responsible for the most complex testing and analysis of all elements of the network facilities including: power, software, communications devices, lines, modems and terminals. Monitors and controls the performance and status of the network resources. May function in a lead capacity within the department. Provides guidance and direction for less experienced personnel.

IT Certified Professional – Intermediate

Description: Under general supervision, responsible for moderately complex tasks typically relating to network monitoring, operations, installation or maintenance. Handles routine network activities and identifies and resolves routine network problems.

IT Certified Professional – Associate

Description: Under direct supervision, assists in monitoring and responding to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May provide LAN server support. May assist installing terminals and associated hardware. Requires knowledge of data scopes, patch panels, modems, concentrators, and associated terminal and network management software.

Configuration Management (CM) Specialist – Senior

Description: Under general direction, responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted Army baseline(s) standards. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action. Trains personnel by conducting workshops and seminars on the proper methodology to maintain a proactive CM program. Provides daily support and direction to staff as to change status requirements, deadlines, and problems.

Configuration Management (CM) Specialist – Intermediate

Description: Under immediate supervision, responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted Army baseline(s) standards. Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action.

Configuration Management (CM) Specialist – Associate

Description: Under immediate supervision, distributes and tracks all change packages resulting from approved Configuration Control Board action. Provides daily support to staff as to change status requirements, deadlines, and problems.

Computer Operator – Senior

Description: Under general direction, monitors and controls one or more servers by operating the central console or on-line terminals. Studies program operating instruction sheets to determine equipment setup and run operations. Continuously observes the operation of the console panel, storage devices, printers, and the action of the console printer to monitor the system and determine the point of equipment or program failure. Manipulates controls in accordance with standard procedures to rearrange sequence of job steps to continue operations when individual units of the system malfunction. Confers with software systems engineering or applications programming personnel in the event errors require a change of instructions or sequence of operations. Maintains operating records such as machine performance and production reports. Competent to work at the highest level of all computer operations phases.

Computer Operator – Intermediate

Description: Under general supervision, monitors and controls a computer by operating the central console or on-line terminals. May operate auxiliary equipment directly associated with the computer. May maintain records regarding output units and supply inventories. May assist in manipulating controls to rearrange sequence of job steps to continue operations when individual units of the system malfunction. Competent to work on most phases of computer operations, but still may require some instruction and guidance for other phases.

Computer Operator – Associate

Description: Under immediate supervision, assists in performing routine tasks associated with operating a computer in accordance with detailed instructions.

Information Assurance Engineer – Senior

Description: Under general direction, responsible for all activities relating to information assurance procedures and systems. Develops information systems assurance programs and control guidelines. Confers with and advises subordinates on administrative policies and procedures and resolving technical problems, priorities, and methods. Consults with and advises other sections regarding internal controls and security procedures. Prepares activity and progress reports relating to the information systems audit function.

Information Assurance Engineer – Intermediate

Description: Under general supervision, develops information systems assurance programs and control guidelines, assists in resolving technical problems, priorities, and methods.

Information Assurance Engineer – Associate

Description: Under general supervision, audits new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems procedures are in compliance with corporate standards

Information Systems Auditor – Senior

Description: Under general direction, audits the most complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that information systems procedures are in compliance with corporate standards. Competent to work at the highest level of all phases of information systems auditing.

Information Systems Auditor – Intermediate

Description: Under general supervision, audits moderately complex new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Competent to work on most phases of information systems auditing.

Information Systems Auditor – Associate

Description: Under direct supervision, carries out routine phases of the systems audit function. Assists in the auditing of new and existing information systems applications to ensure that appropriate controls exist, that processing is efficient and accurate, and that systems and procedures are in compliance with corporate standards. Staffed by skilled employees who have had sufficient educational background and/or experience in information systems auditing.

Data Security Analyst – Senior

Description: Under general direction, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management. Frequently reports to a Data Security Administration Manager.

Data Security Analyst – Intermediate

Description: Under general supervision, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management. Frequently reports to a Data Security Administration Manager.

Data Security Analyst – Associate

Description: Under direct supervision, performs all procedures necessary to ensure the safety of information, systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Conducts accurate evaluation of the level of security required. Provides management with status reports. Frequently reports to a Data Security Administration Manager.

Disaster Recovery/COOP/Contingency Administrator

Description: Responsible for preparing contingency plans for system software, hardware, and applications for the organization. Implements procedures to ensure business applications continue to function through disruptive incidents within an organization. Develops and maintains various security controls to protect technology assets from internal or inadvertent modification, disclosure or destruction. Provide reports to supervisors regarding effectiveness of data

security and make recommendations for the adoption of new procedures. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for ensuring the business resumption plan adequately addresses the organization's requirements and established timeframes. Responsible for day-to-day security administration of the organization's data systems and data networks including systems access administration.

Information Security Specialist – Senior

Description: Under general direction, uses current information security technology disciplines and practices to ensure the confidentiality, integrity and availability of corporate information assets in accordance with established standards and procedures. Develops and maintains knowledgebase on changing regulatory, threat, and technology landscapes to continually develop or maintain security policies and standards, and ensure compliance throughout the organization.

Information Security Specialist – Intermediate

Description: Under general supervision, uses current information security technology disciplines and practices to ensure the confidentiality, integrity and availability of corporate information assets in accordance with established standards and procedures. Develops and maintains knowledgebase on changing regulatory, threat, and technology landscapes to continually develop or maintain security policies and standards, and ensure compliance throughout the organization.

Information Security Specialist – Associate

Description: Under direct supervision, assists in developing and maintaining knowledgebase on changing regulatory, threat, and technology landscapes to continually develop or maintain security policies and standards, and ensure compliance throughout the organization.

Seat Management Administrator

Description: Performs duties such as configuration management, infrastructure management, asset management, help desk, system analysis, and infrastructure assessment. Performs duties on tasks that require expertise in system/processor architecture, wired for management baseline, desktop management interface, SNMP, client/server architecture, operating systems, software applications, network protocols, routers, switches, remote access servers, and firewalls.

Managed System Engineer – Senior

Description: Under general direction, performs duties such as site surveys, architecture design, system evaluation, system analysis, and infrastructure assessment. The managed system engineer shall perform duties on tasks that require expertise in system/processor architecture, wired for management baseline, desktop management interface, SNMP, client/server architecture, operating systems, software applications, network protocols, routers, switches, remote access servers, and firewalls.

Managed Systems Engineer – Intermediate

Description: Under general supervision, performs duties such as site surveys, architecture design, system evaluation, system analysis, and infrastructure assessment. Performs duties on tasks that require expertise in system/processor architecture, wired for management baseline, desktop management interface, SNMP, client/server architecture, operating systems, software applications, network protocols, routers, switches, remote access servers, and firewalls.

Managed Systems Engineer – Associate

Description: Under direct supervision, assists in site surveys, architecture design, system evaluation, system analysis, and infrastructure assessment.

Systems Administrator – Senior

Description: Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

Systems Administrator – Intermediate

Description: Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

Systems Administrator – Associate

Description: Under direct supervision, maintains integrity of the operating system environment. Performs system software upgrades including planning and scheduling, testing, and coordination. Performs workstation and server administration setup. Coordinates disk space planning and management. Maintains growth statistics, space forecasts, tape libraries, and software and hardware inventories. Performs data backups and recoveries. Monitors and maintains continuity with system software licensing and maintenance agreements. Provides recommendations regarding hardware and system software planning and budgeting. Maintains production change control schedule and participates in change control.

Help Desk Coordinator

Description: Responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution and follow-up steps. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. Typically involves use of problem management database and help desk system. May provide guidance/training for less experienced personnel.

Help Desk Support Service Specialist – Senior

Description: Under general direction, provides second-tier support to end-users for PC, server, mainframe applications, and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates

or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

Help Desk Support Service Specialist – Intermediate

Description: Under general supervision, provides second-tier support to end-users for PC, server, mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to Senior Level.

Help Desk Support Service Specialist – Associate

Description: Under direct supervision, provides support to end-users for PC, server or mainframe applications, and hardware. May interact with network services, software systems engineering and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Refers more complex problems to intermediate and/or senior level.

PC Support Manager

Description: Responsible for overall personal computer activity. Establishes and implements PC policies, procedures and standards, and ensures their conformance with information systems goals and procedures. Studies and projects PC resource requirements including personnel, software, equipment and facilities, and makes recommendations to management. Maintains currency in new developments and technology. Provides for the training of department staff and end users. Directs setup and maintenance of library and materials for end user reference and reviews department staff. Ensures that security procedures are implemented and enforced. Provides leadership in the effective use of internal data processing, automated office systems and data communications. May also manage LAN services.

PC Systems Specialist

Description: Under general supervision, performs analytical, technical and administrative work in the planning, design and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software.

IT Technician

Description: Under general direction, research and resolve user issues by utilizing established procedures, user manuals, interacting with internal and external support groups. Troubleshoot and resolve hardware, software and communications issues by interacting with hardware vendors, application developers. Escalate issues within the defined standards. Provides first level support for users, ensures accuracy of information and provides installation and training services as needed. Develops productivity tools and processes that will increase the usability and effectiveness of the company's business software. Works with personnel in other departments to assure that system solutions meet informational and operational needs.

PC Maintenance Technician

Description: Under direct supervision, performs general maintenance tasks, troubleshoots and repairs computer systems and peripheral equipment located throughout the organization. Maintains an adequate spare parts inventory of systems, subsystems, and component parts used in repair work. Prepares progress reports for all work performed. Receives work direction from supervisor on work priorities and daily assignments. Frequently reports to a PC Support Manager.

Network Engineer – Senior

Description: Under general direction, installs, configures, and supports an organization's local area network (LAN), wide area network (WAN), Agency Internet Network (AIN), Intranet and Internet and other data communications systems or a segment of a network system; maintains network hardware and software; monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability; may supervise other network support and client server specialists and plan, coordinate, and implement network security measures; and will provide leadership/mentorship to junior & mid level network engineers.

Oversees network control center; provides support to projects that involve networks; performs a full range of complex network designs encompassing multiple technologies within a single network; evaluates new network technologies and makes recommendations to project managers regarding the integration of these technologies into the existing network; plans new configurations for integration into the network, using knowledge of the performance characteristics of the systems being added to the network and the specifications for network interfaces to insure effective integration and optimal network performance; ensures that adequate and appropriate planning is provided for hardware and communications facilities to develop and implement methodologies for analysis, installation and support of voice communications systems; and provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders. The overarching INFOSEC and COMSEC security requirements for the Agency network add to the complexity of these positions.

Network Engineer – Intermediate

Description: Will complete tasks assigned by Senior Network Engineer. Under general supervision will install, configure, and support an organization's local area network (LAN), wide area network (WAN), Agency Internet Network (AIN), Intranet and Internet and other data communications systems or a segment of a network system; maintain network hardware and software; monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability; provides support to projects that involve networks; and provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders.

Network Engineer – Associate

Description: Will complete tasks assigned by Senior Network Engineer. Under direct supervision will install, configure, and support an organization's local area network (LAN), wide area network (WAN), Agency Internet Network (AIN), Intranet and Internet and other data communications systems or a segment of a network system; maintain network hardware and software; monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability; provides support to projects that involve networks; and provides support in the translation of business requirements into

telecommunications (e.g., LAN, MAN, WAN, Voice and Video) requirements, designs and orders.

Network Administrator – Senior

Description: Under general direction, responsible for the acquisition, installation, maintenance and usage of the company's local area network. Studies contractor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages network performance and maintains network security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots network problems. Establishes and implements network policies, procedures and standards and ensures their conformance with information systems and company's objectives. Trains users on network operation.

Network Administrator – Intermediate

Description: Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the organization's local area network. Manages network performance and maintains network security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots network problems. Establishes and implements network policies, procedures, and standards and ensures their conformance with information systems and organization objectives. Trains users on network operation. Frequently reports to a PC support manager or Senior network Administrator.

Network Administrator – Associate

Description: Under direct supervision, assists in the installation, maintenance, and usage of the organization's local area network. Assists in the establishment of network procedures regarding access methods and time, security validation checks, and documentation. Maintains network software and hardware inventories. Researches software and hardware issues regarding the network. Inform users when there are network problems. Monitors and maintains continuity with software licensing and maintenance agreements. Troubleshoots network problems. Frequently reports to a PC Support Manager or Senior network Administrator

Network Support Technician – Senior

Description: Under general direction, monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with contractor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide network server support. Requires extensive knowledge of PC/network communications hardware/software in a multi-protocol environment, and network management software. May function as lead job providing guidance and training for less experienced technicians.

Network Support Technician – Intermediate

Description: Under general supervision, monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with contractor support service groups to ensure proper escalation during outages or period of degraded system performance. May assist with installation of terminals and associated hardware. May provide network server support. Requires strong knowledge of PC/Network communications hardware/software, in a multi-protocol environment, and network management software.

Network Support Technician – Associate

Description: Under direct supervision, assists in monitoring and responding to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May provide network server support. May assist with installation of terminals and associated hardware. Requires knowledge of data scopes, patch panels, modems, concentrators, and associated terminals and network management software.

Documentation Specialist – Senior

Description: Under general direction, accomplishes writing, rewriting, and editing reports, articles, and software documentation for information technology systems following DOD regulations, and new releases of technical material. Technical experience in journalism or related experience in the area of written communication and in information technology documentation directly supporting DoD Enterprise infrastructure and infostructure IT goals and projects. Must be capable of applying audio/visual communications techniques to scientific subject matter.

Documentation Specialist – Intermediate

Description: Under general supervision, accomplishes writing, rewriting, and editing reports, articles, and software documentation for information technology systems following DoD regulations, and new releases of technical material. Technical experience in journalism or related experience in the area of written communication and in information technology documentation directly supporting DoD Enterprise infrastructure and infostructure IT goals and projects. Must be capable of applying audio/visual communications techniques to scientific subject matter.

Documentation Specialist – Associate

Description: Under direct supervision, accomplishes writing, rewriting, and editing reports, articles, and software documentation for information technology systems following DoD regulations, and new releases of technical material. Technical experience in journalism or related experience in the area of written communication and in information technology documentation directly supporting DoD Enterprise infrastructure and infostructure IT goals and projects. Must be capable of applying audio/visual communications techniques to scientific subject matter.

Technical Editor

Description: Responsible for content of technical documentation. Checks author's document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization's style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate. Editor is often a technical writer who has moved to this position.

CAD Specialist

Description: Ability to prepare various drawings that communicate engineering ideas, designs, and information in support of engineering functions directly supporting infostructure IT goals and projects. Drawings consist of parts and assemblies including sectional profiles, irregular or reverse curves, hidden lines, and small or intricate details. Requires experience in current conventional computer-aided design drafting techniques and application programs.

Graphics Specialist

Description: Responsible for graphics design and use, operation and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling; coordinates production support with outside contractors, as needed. Ensures that graphic projects are completed on time, within budget and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. Troubleshoots computer equipment problems and performs minor preventive maintenance.

Information Systems Training Manager

Description: Responsible for all activities associated with education programs for both the information technology and end-user/PC personnel. Advises on administrative policies and procedures, technical problems, priorities, and methods. Assigns personnel to the various training tasks and directs their activities, reviews and evaluates their work, conducts performance appraisals and makes decisions on personnel.

Information Systems Training Specialist – Senior

Description: Under general direction, organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at the highest level of all phases of information systems training.

Information Systems Training Specialist – Intermediate

Description: Under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.

Information Systems Training Specialist – Associate

Description: Under direct supervision, organizes and conducts basic training and educational programs for information systems or user personnel. Maintains record of training activities, employee progress, and program effectiveness.