

**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE**

**AUTHORIZED  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is:

<http://www.gsadvantage.gov> .

**Applicable Special Item Numbers, FSC Classes. and FPDS Codes:**

Special Item No. 132-34 Maintenance of Software as a Service  
Special Item No. 132-51 Information Technology Professional Services  
Special Item No. 132-52 Electronic Commerce Services

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

**Contract Number: GS-35F-0363V  
Contract Period: 16 April 2009 through 15 April 2014**

For more information on ordering from Federal Supply Schedules  
Click on the FSS Schedules button at: <http://www.fss.gsa.gov>

**Contractor:** LLH & Associates, LLC  
300 Turners Neck Road  
Toano, VA 23168

**Business Size:** Small, Woman Owned Business

**Telephone:** 757-566-0445

**Fax Number:** 757-566-0559

**Web Site:** <http://www.llh-associates.com>

**E-mail:** [laura.hineman@llh-associates.com](mailto:laura.hineman@llh-associates.com)

**Contract Administration:** Laura L. Hineman

**SPECIAL ITEM NUMBER 132-34 - MAINTENANCE OF SOFTWARE AS A SERVICE**

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

**SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

**Note 1:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

**Note 2:** Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

**Note 3:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

**SPECIAL ITEM NUMBER 132-52 - ELECTRONIC COMMERCE (EC) SERVICES**

FPDS Code D304	Value Added Network Services (VANs)
FPDS Code D304	E-Mail Services
FPDS Code D304	Internet Access Services
FPDS Code D304	Navigation Services
FPDS Code D399	Other Data Transmission Services, Not Elsewhere Classified - Except “Voice” and Pager Services

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APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

**SPECIAL NOTICE TO AGENCIES: Small Business Participation**

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!<sup>TM</sup> on-line shopping service ([www.gsaadvantage.gov](http://www.gsaadvantage.gov)). The catalogs/pricelists, GSA Advantage!<sup>TM</sup> and the Federal Acquisition Service Home Page ([www.fss.gsa.gov](http://www.fss.gsa.gov)) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

**1. GEOGRAPHIC SCOPE OF CONTRACT:**

*Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

*Overseas delivery* is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area: N/A

**2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

ORDERING ADDRESS
LLH & Associates, LLC
ATTN: Laura L. Hineman
300 Turners Neck Road
Toano, VA 23168

PAYMENT ADDRESS
LLH & Associates, LLC
ATTN: Laura L. Hineman
300 Turners Neck Road
Toano, VA 23168

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency will agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

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

**757 865-1001**

**3. LIABILITY FOR INJURY OR DAMAGE**

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

**4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 01-611-5953

Block 30: Type of Contractor - B. Other Small Business

Block 31: Woman-Owned Small Business - Yes

Block 36: Contractor's Taxpayer Identification Number (TIN): 54-2030427

a. CAGE Code: 1TNQ9

b. Contractor has registered with the Central Contractor Registration Database.

**5. FOB: DESTINATION**

**6. DELIVERY SCHEDULE**

a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
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<u>132-34</u>	As agreed upon between the contractor and the ordering activity.
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<u>132-51</u>	As agreed upon between the contractor and the ordering activity.
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<u>132-52</u>	As agreed upon between the contractor and the ordering activity.
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b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt.

(Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

**7. DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.

**8. TRADE AGREEMENTS ACT OF 1979, as amended:**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

**9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:** None

**10. Small Requirements:** The minimum dollar value of orders to be issued is \$ 100.00.

**11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
  - Special Item Number 132-34 - Maintenance of Software as a Service
  - Special Item Number 132-51 - Information Technology Professional Services
  - Special Item Number 132-52 - Electronic Commerce (EC) Services

**12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

**13. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)**

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order

will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

- (c) **Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) **Overtime:** For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).



#### **14. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:**

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

#### **15. GSA ADVANTAGE!**

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsaadvantage.gov>

#### **16. PURCHASE OF OPEN MARKET ITEMS**

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

#### **17. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS**

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

## **18. OVERSEAS ACTIVITIES**

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below: **N/A**

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

## **19. BLANKET PURCHASE AGREEMENTS (BPAs)**

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

## **20. CONTRACTOR TEAM ARRANGEMENTS**

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

## **21. INSTALLATION, DEINSTALLATION, REINSTALLATION**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

## **22. SECTION 508 COMPLIANCE.**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

<http://www.llh-associates.com>

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

## **23. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:  
This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

## **24. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997) (FAR 52.228-5)**

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
  - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
  - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

## **25. SOFTWARE INTEROPERABILITY.**

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

## 26. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

<p style="text-align: center;"><b>TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE</b></p>
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### 1. INSPECTION/ACCEPTANCE

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

### 2. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

### 3. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number (757) 865-1001 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 0800 to 1700 EST.

### 4. SOFTWARE MAINTENANCE

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

\_\_\_\_\_ **1. Software Maintenance as a Product (SIN 132-32 or SIN 132-33)**

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

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

  X                      2. Software Maintenance as a Service (SIN 132-34)

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

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

**5. PERIODS OF TERM LICENSES (SIN 132-32) AND MAINTENANCE (SIN 132-34)**

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

b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

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

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

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

**6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE**

a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is

contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.

b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.

c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to 50% of all term license payments during the period that the software was under a term license within the ordering activity.

#### **7. TERM LICENSE CESSATION**

a. After a software product has been on a continuous term license for a period of 24 months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

#### **8. UTILIZATION LIMITATIONS - (SIN 132-32, SIN 132-33, AND SIN 132-34)**

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

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

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

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

documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

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

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

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

#### **10. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

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

#### **11. RIGHT-TO-COPY PRICING**

The Contractor shall insert the discounted pricing for right-to-copy licenses.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

**3. ORDER**

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

**4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the



travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

**5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

## **6. INSPECTION OF SERVICES**

The Inspection of Services–Fixed Price (AUG 1996) (Deviation 1 – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (May 2001) (Deviation 1 – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

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

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

## **9. INDEPENDENT CONTRACTOR**

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

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **11. INVOICES**

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

## **12. PAYMENTS**

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

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

## **13. RESUMES**

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

## **14. INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

## 15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

## 16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

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

**EXAMPLE:** Commercial Job Title: System Engineer

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

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

Minimum Education: Bachelor's Degree in Computer Science

<p style="text-align: center;"><b>TERMS AND CONDITIONS APPLICABLE TO ELECTRONIC-COMMERCE (EC) (SPECIAL IDENTIFICATION NUMBER 132-52)</b></p>
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### 1) SCOPE

a) The prices, terms and conditions stated under Special Item Number 132-52 Electronic Commerce (EC) Services apply exclusively to EC Services within the scope of this Information Technology Schedule.

b) The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

## **2) PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

- a) Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract .
- b) The ordering activity must establish a maximum performance incentive price for the services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c) Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks. Incentives shall be based on objectively measurable tasks.

## **3) ORDER**

- a) Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b) All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

## **4) PERFORMANCE OF SERVICES**

- a) The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b) The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c) The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d) Any Contractor travel required in the performance of EC Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

- a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to

the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- 1) Cancel the stop-work order; or
  - 2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- c) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- d) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- e) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

#### **6) INSPECTION OF SERVICES**

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

#### **7) RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

#### **8) RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

#### **9) INDEPENDENT CONTRACTOR**

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

## **10) ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a) Definitions.**

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b) To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **11) INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for EC services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

## **12) PAYMENTS**

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

a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- 1) **The offeror;**
- 2) **Subcontractors; and/or**
- 3) **Divisions, subsidiaries, or affiliates of the offeror under a common control.**

### **13) INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

### **14) APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

### **15) DESCRIPTION OF ELECTRONIC COMMERCE (EC) SERVICES AND PRICING**

- a) LLH will provide E-Mail Services and /or Other Data Transmission Service, Not elsewhere classified.
- b) Pricing for all EC Services shall be in accordance with LLH's customary commercial practices; e.g., hourly rates, monthly rates, term rates, unit prices and/or fixed prices; as they apply to the service.

<b>USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS</b>
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#### PREAMBLE

LLH & Associates, LLC provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

#### COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.



To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact:

LLH & Associates, LLC  
ATTN: Laura L. Hineman  
300 Turners Neck Road  
Toano, VA 23168  
Phone: 757 566-0445; Fax: 757 566-0559  
Email: [laura.hineman@llh-associates.com](mailto:laura.hineman@llh-associates.com)

LLH Associates GSA Price List

LLH Labor Code	LLH Labor Category	2009 GSA Rate	2010 GSA Rate	2011 GSA Rate	2012 GSA Rate	2013 GSA Rate
LLH-SC-001	Specialized Consultant Level 1	\$ 233.99	\$ 241.01	\$ 248.24	\$255.69	\$ 263.36
LLH-SC-002	Specialized Consultant Level 2	\$ 200.99	\$ 207.02	\$ 213.23	\$219.63	\$ 226.22
LLH-SC-003	Specialized Consultant Level 3	\$ 171.99	\$ 177.15	\$ 182.46	\$187.94	\$ 193.58
LLH-SC-004	Specialized Consultant Level 4	\$ 149.99	\$ 154.49	\$ 159.12	\$163.90	\$ 168.82
LLH-SC-005	Specialized Consultant Level 5	\$ 129.99	\$ 133.89	\$ 137.91	\$142.04	\$ 146.30
LLH-SC-006	Specialized Consultant Level 6	\$ 114.99	\$ 118.44	\$ 121.99	\$125.65	\$ 129.42
LLH-IT-001	Program Manager	\$ 101.01	\$ 104.04	\$ 107.16	\$110.38	\$ 113.69
LLH-IT-002	Deputy Program Manager	\$ 94.25	\$ 97.08	\$ 99.99	\$102.99	\$ 106.08
LLH-IT-003	Principal Project Manager/Team Leader	\$ 85.84	\$ 88.42	\$ 91.07	\$ 93.80	\$ 96.61
LLH-IT-004	Project Manager, Level I	\$ 68.34	\$ 70.39	\$ 72.50	\$ 74.68	\$ 76.92
LLH-IT-005	Project Manager, Level II	\$ 52.94	\$ 54.53	\$ 56.16	\$ 57.85	\$ 59.58
LLH-IT-006	Systems Architect	\$ 193.48	\$ 199.28	\$ 205.26	\$211.42	\$ 217.76
LLH-IT-007	Senior Systems Analyst	\$ 125.15	\$ 128.90	\$ 132.77	\$136.75	\$ 140.86
LLH-IT-008	Systems Analyst	\$ 103.34	\$ 106.44	\$ 109.63	\$112.92	\$ 116.31
LLH-IT-009	Junior Systems Analyst	\$ 65.59	\$ 67.56	\$ 69.58	\$ 71.67	\$ 73.82
LLH-IT-010	Senior Systems Engineer	\$ 147.52	\$ 151.95	\$ 156.50	\$161.20	\$ 166.04
LLH-IT-011	Systems Engineer	\$ 124.99	\$ 128.74	\$ 132.60	\$136.58	\$ 140.68
LLH-IT-012	Junior Systems Engineer	\$ 105.71	\$ 108.88	\$ 112.15	\$115.51	\$ 118.98
LLH-IT-013	Senior Network Engineer	\$ 89.84	\$ 92.54	\$ 95.31	\$ 98.17	\$ 101.12
LLH-IT-014	Network Engineer	\$ 75.67	\$ 77.94	\$ 80.28	\$ 82.69	\$ 85.17
LLH-IT-015	Network Technician	\$ 55.62	\$ 57.29	\$ 59.01	\$ 60.78	\$ 62.60
LLH-IT-016	Senior Programmer/Analyst	\$ 82.24	\$ 84.71	\$ 87.25	\$ 89.87	\$ 92.56
LLH-IT-017	Programmer/Analyst	\$ 60.62	\$ 62.44	\$ 64.31	\$ 66.24	\$ 68.23
LLH-IT-018	Junior Programmer/Analyst	\$ 55.61	\$ 57.28	\$ 59.00	\$ 60.77	\$ 62.59
LLH-IT-019	Senior Software Engineer, Distributed	\$ 107.74	\$ 110.97	\$ 114.30	\$117.73	\$ 121.26
LLH-IT-020	Software Engineer, Distributed Computing	\$ 84.96	\$ 87.51	\$ 90.13	\$ 92.84	\$ 95.62
LLH-IT-021	Senior Software Engineer, Client	\$ 108.35	\$ 111.60	\$ 114.95	\$118.40	\$ 121.95
LLH-IT-022	Software Engineer, Client Development	\$ 91.94	\$ 94.70	\$ 97.54	\$100.47	\$ 103.48
LLH-IT-023	Administrative Support	\$ 59.23	\$ 61.01	\$ 62.84	\$ 64.72	\$ 66.66
LLH-IT-024	Senior Trainer	\$ 105.75	\$ 108.92	\$ 112.19	\$115.56	\$ 119.02
LLH-IT-025	Training Specialist	\$ 71.65	\$ 73.80	\$ 76.01	\$ 78.29	\$ 80.64
LLH-IT-026	Quality Assurance Analyst	\$ 65.09	\$ 67.04	\$ 69.05	\$ 71.13	\$ 73.26
LLH-IT-027	Project Control Specialist	\$ 82.43	\$ 84.90	\$ 87.45	\$ 90.07	\$ 92.78
LLH-IT-028	Systems Administrator	\$ 61.82	\$ 63.67	\$ 65.58	\$ 67.55	\$ 69.58
LLH-IT-029	Systems Operator	\$ 58.16	\$ 59.90	\$ 61.70	\$ 63.55	\$ 65.46
LLH-IT-030	Help Desk Manager	\$ 102.20	\$ 105.27	\$ 108.42	\$111.68	\$ 115.03
LLH-IT-031	Help Desk Specialist	\$ 66.58	\$ 68.58	\$ 70.63	\$ 72.75	\$ 74.94
LLH-IT-032	Hardware/Software Specialist	\$ 75.83	\$ 78.10	\$ 80.45	\$ 82.86	\$ 85.35
LLH-IT-033	Hardware/Software Installation Technician	\$ 56.68	\$ 58.38	\$ 60.13	\$ 61.94	\$ 63.79
LLH-IT-034	Draftsman	\$ 41.92	\$ 43.18	\$ 44.47	\$ 45.81	\$ 47.18
LLH-IT-035	Senior Network Installation Technician	\$ 63.50	\$ 65.41	\$ 67.37	\$ 69.39	\$ 71.47
LLH-IT-036	Cost Analyst	\$ 85.43	\$ 87.99	\$ 90.63	\$ 93.35	\$ 96.15
LLH-IT-037	Senior Technical Writer/Editor	\$ 65.09	\$ 67.04	\$ 69.05	\$ 71.13	\$ 73.26
LLH-IT-038	Technical Writer/Editor	\$ 51.19	\$ 52.73	\$ 54.31	\$ 55.94	\$ 57.61
LLH-IT-039	Internet/Intranet Specialist I	\$ 52.46	\$ 54.03	\$ 55.65	\$ 57.32	\$ 59.04
LLH-IT-040	Internet/Intranet Specialist II	\$ 74.16	\$ 76.38	\$ 78.68	\$ 81.04	\$ 83.47
LLH-IT-041	Internet/Intranet Specialist III	\$ 91.65	\$ 94.40	\$ 97.23	\$100.15	\$ 103.15

LLH Associates GSA Price List

LLH Labor Code	LLH Labor Category	2009 GSA Rate	2010 GSA Rate	2011 GSA Rate	2012 GSA Rate	2013 GSA Rate
LLH-IT-042	Data Warehouse Specialist I	\$ 43.77	\$ 45.08	\$ 46.44	\$ 47.83	\$ 49.26
LLH-IT-043	Data Warehouse Specialist II	\$ 51.34	\$ 52.88	\$ 54.47	\$ 56.10	\$ 57.78
LLH-IT-044	Data Warehouse Specialist III	\$ 65.73	\$ 67.70	\$ 69.73	\$ 71.82	\$ 73.98
LLH-IT-045	Data Warehouse Specialist IV	\$ 73.94	\$ 76.16	\$ 78.44	\$ 80.80	\$ 83.22
LLH-IT-046	Data Warehouse Specialist V	\$ 80.74	\$ 83.16	\$ 85.66	\$ 88.23	\$ 90.87
LLH-IT-047	Information Engineer, Level I	\$ 35.05	\$ 36.10	\$ 37.18	\$ 38.30	\$ 39.45
LLH-IT-048	Information Engineer, Level II	\$ 46.28	\$ 47.67	\$ 49.10	\$ 50.57	\$ 52.09
LLH-IT-049	Information Engineer, Level III	\$ 56.56	\$ 58.26	\$ 60.00	\$ 61.80	\$ 63.66
LLH-IT-050	Information Engineer, Level IV	\$ 66.84	\$ 68.85	\$ 70.91	\$ 73.04	\$ 75.23
LLH-IT-051	Information Engineer, Level V	\$ 80.11	\$ 82.51	\$ 84.99	\$ 87.54	\$ 90.16
LLH-IT-052	Senior Web Developer	\$ 89.97	\$ 92.67	\$ 95.45	\$ 98.31	\$ 101.26
LLH-IT-053	Web Developer	\$ 56.65	\$ 58.35	\$ 60.10	\$ 61.90	\$ 63.76
LLH-IT-054	Senior Administrative Technician	\$ 34.71	\$ 35.75	\$ 36.82	\$ 37.93	\$ 39.07
LLH-IT-055	Administrative Technician	\$ 27.35	\$ 28.17	\$ 29.02	\$ 29.89	\$ 30.78
LLH-IT-056	Senior Instructional Architect	\$ 113.75	\$ 117.16	\$ 120.68	\$ 124.30	\$ 128.03
LLH-IT-057	Senior Instructional Designer	\$ 98.24	\$ 101.19	\$ 104.22	\$ 107.35	\$ 110.57
LLH-IT-058	Instructional Designer	\$ 70.61	\$ 72.73	\$ 74.91	\$ 77.16	\$ 79.47
LLH-IT-059	Senior Courseware Developer	\$ 61.39	\$ 63.23	\$ 65.13	\$ 67.08	\$ 69.09
LLH-IT-060	Courseware Developer	\$ 50.76	\$ 52.28	\$ 53.85	\$ 55.47	\$ 57.13
LLH-IT-061	Senior Curriculum Developer	\$ 62.81	\$ 64.69	\$ 66.64	\$ 68.63	\$ 70.69
LLH-IT-062	Curriculum Developer	\$ 52.10	\$ 53.66	\$ 55.27	\$ 56.93	\$ 58.64
LLH-IT-063	Senior Graphics Designer	\$ 39.09	\$ 40.26	\$ 41.47	\$ 42.71	\$ 44.00
LLH-IT-064	Graphics Designer	\$ 34.51	\$ 35.55	\$ 36.61	\$ 37.71	\$ 38.84
LLH-IT-065	Senior Instructor	\$ 48.18	\$ 49.63	\$ 51.11	\$ 52.65	\$ 54.23
LLH-IT-066	Instructor	\$ 42.14	\$ 43.40	\$ 44.71	\$ 46.05	\$ 47.43
LLH-IT-067	Facilitator	\$ 39.66	\$ 40.85	\$ 42.08	\$ 43.34	\$ 44.64
LLH-IT-068	Sr. Management Consultant/Facilitator	\$ 65.09	\$ 67.04	\$ 69.05	\$ 71.13	\$ 73.26
LLH-IT-069	Management Consultant/Facilitator	\$ 56.05	\$ 57.73	\$ 59.46	\$ 61.25	\$ 63.08
LLH-IT-070	Assistant Management Consultant/Facilitator	\$ 50.03	\$ 51.53	\$ 53.08	\$ 54.67	\$ 56.31
LLH-IT-071	Associate Management	\$ 43.15	\$ 44.44	\$ 45.78	\$ 47.15	\$ 48.57
LLH-IT-072	Apprentice Management	\$ 27.83	\$ 28.66	\$ 29.52	\$ 30.41	\$ 31.32
LLH-IT-073	Sr. Data Analyst	\$ 92.24	\$ 95.01	\$ 97.86	\$ 100.79	\$ 103.82
LLH-IT-074	Data Analyst	\$ 85.63	\$ 88.20	\$ 90.84	\$ 93.57	\$ 96.38
LLH-IT-075	Data Analyst Assistant	\$ 68.74	\$ 70.80	\$ 72.93	\$ 75.11	\$ 77.37
LLH-IT-076	Data Analyst Associate	\$ 58.16	\$ 59.90	\$ 61.70	\$ 63.55	\$ 65.46
LLH-IT-077	Data Analyst Apprentice	\$ 42.46	\$ 43.73	\$ 45.05	\$ 46.40	\$ 47.79
LLH-IT-078	Data Entry Clerk	\$ 46.12	\$ 47.50	\$ 48.93	\$ 50.40	\$ 51.91
LLH-IT-079	Senior Database Management Specialist	\$ 108.31	\$ 111.56	\$ 114.91	\$ 118.35	\$ 121.90
LLH-IT-080	Database Management Specialist	\$ 91.53	\$ 94.28	\$ 97.10	\$ 100.02	\$ 103.02
LLH-IT-081	Sr. Information Technology (IT) Consultant	\$ 123.27	\$ 126.97	\$ 130.78	\$ 134.70	\$ 138.74
LLH-IT-082	IT Consultant	\$ 110.94	\$ 114.27	\$ 117.70	\$ 121.23	\$ 124.86
LLH-IT-083	IT Consultant Assistant	\$ 80.86	\$ 83.29	\$ 85.78	\$ 88.36	\$ 91.01
LLH-IT-084	IT Consultant Associate	\$ 73.57	\$ 75.78	\$ 78.05	\$ 80.39	\$ 82.80
LLH-IT-085	IT Consultant Apprentice	\$ 51.11	\$ 52.64	\$ 54.22	\$ 55.85	\$ 57.52

## **LLH-SC-001**

### **Specialized Consultant Level 1**

**Minimum/General Experience:** Minimum of eight (8) years general work experience in relevant field. Specialist that has broad, high-level knowledge and experience relevant to the specific task being performed. Demonstrated experience in directing, designing, or developing plans, implementation or cutover plans, integration plans, or interoperability plans based on different business environments. Demonstrated experience in using experience and technical judgment to reach conclusions in the face of limited and/or uncertain data. Demonstrated ability to supervise multiple teams of specialty individuals working on highly complex projects.

**Functional Responsibility:** Supervises or manages the planning and is considered a leading expert in the field. Provides lead analysis for translating customer needs into usable products, plans, or implementation plans. Provides leadership or direction on innovative research associated with project execution. Performs management responsibilities for a program or staff for assigned projects. Provides in-depth analysis on network interoperability, topologies, technologies, interfaces, and protocols. May perform other duties as required.

**Minimum Education:** Doctorate in related field or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e., twelve (12) years experience is equivalent to a Master's degree).

## **LLH-SC-002**

### **Specialized Consultant Level 2**

**Minimum/General Experience:** Six (6) years general work experience in relevant field. Demonstrated experience as a specialist that has in-depth knowledge of multiple aspects of plan and project integration. Demonstrated ability to use experience and technical judgment to reach conclusions in the face of limited and/or uncertain data. Is capable of supervising a team of specialty Engineers working on highly complex projects.

**Functional Responsibility:** Supervises or manages the implementation of specific aspects of project planning. Provides lead specialty expertise for specific projects. Provides technical support in one or more specific areas associated with project execution, interoperability, or integration. Performs technical lead management responsibilities for specific technical areas of assigned projects. Provides in-depth analyses on network interoperability, topologies, technologies, interfaces, and protocols. May perform other duties as required.

**Minimum Education:** Doctorate in related field or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's degree).

## **LLH-SC-003**

### **Specialized Consultant Level 3**

**Minimum/General Experience:** Four (4) years general work experience in relevant field. A demonstrated specialist that has broad knowledge of multiple aspects of plan or program integration. This individual possesses broad knowledge in one or more relevant

areas and may possess specialized knowledge in one or more areas. Capable of working alone on specific tasks associated with the implementation of specific aspects of a complex project.

**Functional Responsibility:** Provides limited guidance or supervision of Engineers or specialists in highly complex projects. Provides general support for plan and program integration. Provides technical support in one or more specific areas of research associated with assigned tasks. Provides support for the development of technical analysis, white papers, or research for specific technical areas on a project. Provides general analysis on interoperability with existing protocols or services. May perform other duties as required.

**Minimum Education:** A Master's Degree in related field. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's degree).

#### **LLH-SC-004**

##### **Specialized Consultant Level 4**

**Minimum/General Experience:** Three (3) years general work experience in relevant field. A demonstrated specialist that has broad knowledge of multiple aspects of plan or program integration. This individual possesses broad knowledge in one or more relevant areas and may possess specialized knowledge in one or more areas. Capable of working alone on specific tasks associated with the implementation of specific aspects of a complex project and is capable of providing limited guidance or supervision of Engineers or specialists in highly complex projects.

**Functional Responsibility:** Provides general support for plan and program integration. Provides technical support in one or more specific areas of research associated with assigned tasks. Provides support for the development of technical analysis, white papers, or research for specific technical areas on a project. Provides general analysis on interoperability with existing protocols or services. May perform other duties as required.

**Minimum Education:** A Master's Degree in related field. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's degree).

#### **LLH-SC-005**

##### **Specialized Consultant Level 5**

**Minimum/General Experience:** Two (2) years general work experience in relevant field. A demonstrated specialist that has broad knowledge of multiple aspects of plan or program integration. This individual possesses broad knowledge in one or more relevant areas and may possess specialized knowledge in one or more areas. Capable of working alone on specific tasks associated with the implementation of specific aspects of a complex project and is capable of providing limited guidance or supervision of Engineers or specialists in highly complex projects.

**Functional Responsibility:** Provides general support for plan and program integration. Provides technical support in one or more specific areas of research associated with

assigned tasks. Provides support for the development of technical analysis, white papers, or research for specific technical areas on a project. Provides general analysis on interoperability with existing protocols or services. May perform other duties as required.

**Minimum Education:** A Master's Degree in related field. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's degree).

#### **LLH-SC-006)**

##### **Specialized Consultant Level 6**

**Minimum/General Experience:** One (1) year or less general work experience in relevant field. A demonstrated specialist that has broad knowledge of multiple aspects of plan or program integration. This individual possesses broad knowledge in one or more relevant areas and may possess specialized knowledge in one or more areas. Capable of working alone on specific tasks associated with the implementation of specific aspects of a complex project and is capable of providing limited guidance or supervision of Engineers or specialists in highly complex projects.

**Functional Responsibility:** Provides general support for plan and program integration. Provides technical support in one or more specific areas of research associated with assigned tasks. Provides support for the development of technical analysis, white papers, or research for specific technical areas on a project. Provides general analysis on interoperability with existing protocols or services. May perform other duties as required.

**Minimum Education:** A Master's Degree in related field. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's degree).

#### **LLH-IT-001**

##### **Commercial Job Title: Program Manager**

**Minimum/General Experience:** Minimum of ten (10) years of experience in information technology with at least five (5) years involving program management. Specific experience areas include requirements definition, work planning, control of budget, schedule, task execution, and personnel management and supervision. Demonstrated ability to direct the performance of a variety of related projects, which may be organized by technology, program, or client. Ultimately responsible for project planning, execution, and performance. Demonstrates extensive subject matter expertise and communication skills to interface with all levels of management. Maintains the development and execution of business opportunities based on broad, general guidance. Confers with project manager to provide technical advice and to assist with problem resolution. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc.

**Functional Responsibility:** Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of all contractual items.

Operates within client guidance, contractual limitations, and Company business and policy directives. Serves as LLH focal point of contact with client regarding program activities. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for program implementation. Manages program consisting of multiple projects including project identification, design, development and delivery. Regularly exercises independent judgment as well as a high level of analytical skill in solving complex and unusual technical, administrative, and managerial problems. Establishes work plan and staffing for each phase of project. Responsible for marketing new technology and follow-on business acquisitions. May perform other duties as assigned.

**Minimum Education:** Master's Degree in Science or Business. Two (2) years experience is equivalent to one (1) year of education (i.e., twelve (12) years experience is equivalent to a Master's Degree).

### **LLH-IT-002**

**Commercial Job Title: Deputy Program Manager**

**Minimum/General Experience:** Minimum eight (8) years of experience including supervisory or management experience. Specific experience areas include requirements definition, work planning, control of budget, schedule, task execution, and personnel management and supervision. Demonstrates extensive subject matter expertise and communication skills to interface with all levels of management.

**Functional Responsibility:** Provides management and technical direction to Project Managers and project personnel. Regularly exercises independent judgment as well as a high level of analytical skill in solving complex and unusual technical, administrative, and managerial problems. Establishes work plan and staffing for each phase of project. Ultimately responsible for project planning, execution, and performance, to include but not limited to the effective management of funds and personnel, and is accountable for the quality and timely delivery of all contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Serves as LLH focal point of contact with client regarding program activities. Ensures that all required resources including manpower, production standards, computer time, and facilities are available for program implementation. Manages program consisting of multiple projects including project identification, design, development and delivery. Establishes work plan and staffing for each phase of project. Responsible for marketing new technology and follow-on business acquisitions. May perform other duties as assigned.

**Minimum Education:** Master's Degree in Science or Business. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's Degree).

### **LLH-IT-003**

**Commercial Job Title: Principal Project Manager/Team Leader**

**Minimum/General Experience:** 15 years of experience in developing, specifying, managing, directing, controlling and executing simple to complex tasks, projects and programs. Demonstrated leadership and management skills commensurate with

experience. Capable of managing multiple projects and exercising overall program management. Subject matter specialist, engineer, administrator or technologist.

**Functional Responsibility:** Plans, directs, coordinates, and controls technical and administrative activities for an entire program. Plans and directs technological improvements and project management implementation. Manages a diverse group of functional activities, subordinate groups of technical and administrative personnel. Oversees the technology development and/or application, marketing, and resource allocation within program client base. Reviews and maintains the quality of technical work performed on the program. Makes technical judgments and provides advice on resolving technical problems. Ensures goals and objectives of program are accomplished within contract terms and conditions. Maintains the development and execution of business opportunities based on broad, general guidance. Interfaces with client management personnel and has excellent oral and written communications. May perform other duties as assigned.

**Minimum Education:** Master's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's Degree).

#### **LLH-IT-004**

**Commercial Job Title: Project Manager, Level I**

**Minimum/General Experience:** 10 years of experience in developing, specifying, managing, directing, controlling and executing simple to complex tasks, projects and programs. Demonstrated leadership and management skills commensurate with experience. Capable of managing multiple projects and exercising overall program management, or working as deputy to a client program manager to the extent specified in the delivery order. Subject matter specialist, engineer, administrator or technologist.

**Functional Responsibility:** Manages multiple projects, manages and mentors two or more Level 2 Project Managers, and may serve as the contractor's single contract manager. Responsible for instituting effective project management processes and providing project management guidance and training for less experienced project managers or task leaders. Conducts periodic project reviews with clients to ensure high quality work is performed on the program. Able to perform any or all of the functional responsibility of Project Manager and may serve as a backup to any Project Manager Level 2. May perform other duties as assigned.

**Minimum Education:** Bachelor's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-005**

**Commercial Job Title: Project Manager, Level II**

**Minimum/General Experience:** 8 years of experience in developing, specifying, managing, directing, controlling and executing simple to complex tasks, projects and programs. Demonstrated leadership and management skills commensurate with experience. Capable of exercising overall program management, or working as deputy



to a client program manager to the extent specified in the delivery order. Subject matter specialist, engineer, administrator or technologist.

**Functional Responsibility:** Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Directs the performance of a variety of related projects that may be organized by technology, program or client. Program areas typically represent more than three functional areas that may include engineering, systems analysis, quality control, administration, etc. Develops cost, technical, and schedule baselines and controls program(s) accordingly. Establishes individual performance criteria, hires appropriate people and oversees their performance. May perform some or all of the duties of Subject Matter Specialists, engineers, or technologists to the extent qualified and appropriate. Responsible for the effective management of funds and personnel, and is accountable for the quality and timely delivery of all contractual items. May perform other duties as assigned.

**Minimum Education:** Bachelor's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-006**

##### **Commercial Job Title: Systems Architect**

**Minimum/General Experience:** Minimum of 10 years experience in the analysis, design, and integration of information systems and commercial-off-the-shelf (COTS) software. Well versed in understanding structured analysis and design methodologies for the translation of systems requirements from business needs, and is considered a Subject Matter Expert (SME) in one or more specific areas of computer system design and networking. Capable of supervising a team of Sr. System Analysts, Sr. Systems Engineers, Systems Engineers, Sr. Network Engineers, and Network Engineers.

**Functional Responsibility:** Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and client specifications. As Systems Architect, independently performs a variety of system design and engineering tasks which are broad in nature and are concerned with design and implementation of major enterprise systems development and integration, including supporting personnel, hardware, software, and support facilities and/or equipment. Supervises a team of Sr. System Analysts, Sr. Systems Engineers, Systems Engineers, Sr. Network Engineers, and Network Engineers. Responsible for highly complex technical/engineering projects. Coordinates the activities of Sr. System Analysts, Sr. Systems Engineers, Systems Engineers, Sr. Network Engineers, and Network Engineers assigned to specific system and network engineering projects. Lead technical authority on the project. May perform other duties, as assigned.

**Minimum Education:** Masters Degree in Engineering, Computer Science, Physics, Mathematics or other Information Technology discipline. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's Degree).

### **LLH-IT-007**

#### **Commercial Job Title: Sr. Systems Analyst**

**Minimum/General Experience:** Minimum of 8 years experience in the analysis and automation of work processes through commercial workflow engines. Has ability to adapt to new situations and environments. Possesses keen troubleshooting skills to assist other Sr. Systems Analysts and Program Managers.

**Functional Responsibility:** Performs systems analysis of computer and networking systems. Supports other Sr. Systems Analysts and Program Managers, as required. Oversees the overall integration of all systems peripherals so that they can operate correctly within a predefined environment. Acts as lead in performing systems analysis of computer and communication/network systems. Oversees the overall installation of computer operating systems, network, and application software. Oversees hotline support to customers. Analyzes and develops technical documentation detailing the installation procedures. May perform other duties, as assigned.

**Minimum Education:** Masters Degree in Engineering, Computer Science, Physics, Mathematics or other Information Technology discipline. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's Degree).

### **LLH-IT-008**

#### **Commercial Job Title: Systems Analyst**

**Minimum/General Experience:** Minimum of 5 years experience in the analysis and automation of work processes through commercial workflow engines. Under general supervision, is able to perform systems analysis of computer and communication/network systems. Has ability to adapt to new situations and environments. Possesses keen troubleshooting skills to assist Sr. Systems Analysts.

**Functional Responsibility:** Performs systems installation of computer operating systems, network, and applications software, and computer/network hardware. Performs systems analysis of computer and networking systems. Supports a Sr. Systems Analyst, as required. Provides overall integration of all systems peripherals so that they operate correctly within a predefined environment. Provides hotline support to clients. Develops technical documentation detailing the installation procedures. May perform other duties, as assigned.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Physics, Mathematics or other Information Technology discipline. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

### **LLH-IT-009**

#### **Commercial Job Title: Jr. Systems Analyst**

**Minimum/General Experience:** Minimum of 2 years experience in the analysis and automation of work processes through commercial workflow engines. Under supervision, is able to perform systems analysis of computer and communication/network systems. Is able to support the installation of computer operating systems,

network, and application software, and computer/network hardware. Possesses troubleshooting skills to assist Systems Analysts.

**Functional Responsibility:** Performs systems analysis of computer and networking systems. Supports a Systems Analyst, as required. Technically supports the overall integration of all system peripherals so that they operate correctly within a predefined environment. Supports the installation of computer operating systems, network, and application software, and computer/network hardware. Provides hotline support to clients. Develops technical documentation detailing the installation procedures. May perform other duties, as assigned.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Physics, Mathematics or other Information Technology discipline. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

### **LLH-IT-010**

**Commercial Job Title: Sr. Systems Engineer**

**Minimum/General Experience:** 10-15 years experience in configuring hardware and software applications for the system(s)/environment being examined. Able to act as a lead in defining and executing systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan.

**Functional Responsibility:** Acts as a lead in defining and executing systems engineering activities within a project. Performs systems engineering planning, performance management, capacity planning, testing and validation, benchmarking, information engineering. Develops and staffs systems engineering management plan(s). Supports other Sr. Systems Engineers and Program Managers, as required. Analyzes and develops technical documentation detailing the integration and system performance. Coordinates the activities of Systems Engineers and Jr. Systems Engineers assigned to specific systems engineering projects. May perform other duties as assigned.

**Minimum Education:** Masters Degree in Engineering, Computer Science, Physics, Mathematics or other Information Technology discipline. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's Degree).

### **LLH-IT-011**

**Commercial Job Title: Systems Engineer**

**Minimum/General Experience:** 5-10 years experience in configuring hardware and software applications for the system(s)/environment being examined. Under general supervision, able to define and execute systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan.

**Functional Responsibility:** Performs systems engineering planning, performance management, capacity planning, testing and validation, benchmarking, information engineering. Under general supervision, defines and executes systems engineering activities within a project. Develops and staffs systems engineering management plan(s). Supports a Sr. Systems Engineer, as required. Analyzes and develops technical documentation detailing the integration and system performance. Coordinates the activities of Systems Engineers and Jr. Systems Engineers assigned to specific systems engineering projects. Under general supervision, defines and executes systems engineering activities within a project. May perform other duties as assigned.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Physics, Mathematics or other Information Technology discipline. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

### **LLH-IT-012**

**Commercial Job Title: Jr. Systems Engineer**

**Minimum/General Experience:** 2-5 years experience in configuring hardware and software applications for the system(s)/environment being examined. Under supervision, is able to assist in defining and executing systems engineering activities within a project. These activities may consist of systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan.

**Functional Responsibility:** Performs systems engineering planning, performance management, capacity planning, testing and validation, benchmarking, information engineering. Develops and staffs systems engineering management plan(s). Supports a Systems Engineer, as required. Analyzes and develops technical documentation detailing the integration and system performance. Under supervision, assists in defining and executing systems engineering activities within a project. May perform other duties as assigned.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Physics, Mathematics or other Information Technology discipline. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

### **LLH-IT-013**

**Commercial Job Title: Sr. Network Engineer**

**Minimum/General Experience:** 5-10 years in designing, implementing, managing, and maintaining small to large scale networks including both LAN and WAN. Responsible for supervising or leading major network and systems integration projects as well as designing and implementing network management systems, information systems security, and network cable plant infrastructure. Performs a variety of network engineering tasks, either independently or under supervision, which is broad in nature and is concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Supervises team of Network Engineers through project completion.

**Functional Responsibility:** Plans and performs network engineering research, design, development, and other assignments in conformance with network design, engineering and client specifications. Supervises team of Network Engineers in designing complex network architectures from inception through project completion. Supervises and monitors all aspects of system design, implementation, and operation of the network to ensure optimum network system performance. Oversees the design, implementation, and maintenance of cable plants and architecture, communications transmission lines and all other attached devices. Works with the project manager in generating design documents and project implementation plans. Assists in the development of standards, policies, and procedures for effectively managing the network as well as identifying and implementing best practice solutions. Provides technical support to end users. May perform other duties as assigned.

**Minimum Education:** Masters Degree in a recognized engineering, scientific, technical, or business management discipline from an accredited college or university and a vendor certification such as Microsoft CSE, Cisco CCIE, Novell CNE, RCCD. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's Degree

#### **LLH-IT-014**

##### **Commercial Job Title: Network Engineer**

**Minimum/General Experience:** 3-5 years experience in designing, implementing, managing, and maintaining small to large scale networks including both LAN and WAN. Participates in major network and systems integration projects as well as designing and implementing network management systems, information systems security, and network cable plant infrastructure. Experience in implementing and integrating office automation products and applications. May act as a Lead Network Engineer.

**Functional Responsibility:** Performs a variety of network engineering tasks, either independently or under supervision, which focuses on the design, integration, and implementation of LAN and/or WAN including hardware, software and support facilities and/or equipment. May supervise a team of Network Engineers in designing complex network architectures from inception through project completion. Performs design, installation, troubleshooting, and support of LAN/MAN/WAN hardware, software and applications. Installs and configures hardware such as routers, switches, hubs and network monitoring devices. Responsible for designing, implementing, and maintaining cable plants and architecture, communications transmission lines and all other attached devices. Analyzes Ethernet protocol packets and provides reports and recommendations on traffic analysis. Provides technical support to end users. Acts as point of contact for client needs. May perform other duties as assigned.

**Minimum Education:** Bachelor's Degree in a recognized engineering, scientific, technical, or business management discipline from an accredited college or university and a vendor certification such as Microsoft CSE, Cisco CCIE, Novell CNE, RCCD. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

## **LLH-IT-015**

### **Commercial Job Title: Network Technician**

**Minimum/General Experience:** 1-3 years experience in supporting small to large scale networks including both LAN and WAN. Experience in network and systems integration projects as well as implementing network cable plant infrastructure. Works under supervision to perform a variety of network engineering tasks, which are broad in nature and are concerned with the design and implementation of integrated networks, including personnel, hardware, software and support facilities and/or equipment. Works under the supervision of a Sr. Network Engineer or Network Engineer.

**Functional Responsibility:** Under supervision, performs a variety of network engineering tasks which focus on network related problem resolutions, technical performance monitoring, and other system administrative issues. May assist in the prioritization of network control center or network support center tasks. Operates and maintains hardware such as routers, switches, hubs and network monitoring devices. Responsible for implementing and/or troubleshooting cable plants and architecture, communication transmission lines and all other attached devices. Provides technical support to end users. May perform other duties as assigned.

**Minimum Education:** Associates Degree in a recognized engineering, scientific, technical, or business management discipline from an accredited college or university and/or a vendor certification such as Microsoft CSE, Cisco CCIE, Novell CNE, RCCD. Two (2) years experience is equivalent to one (1) year of education (i.e. four (4) years experience is equivalent to an Associates Degree).

## **LLH-IT-016**

### **Commercial Job Title: Sr. Programmer/Analyst**

**Minimum/General Experience:** 10 years experience in analysis, design, development, implementation, and maintenance of simple to complex databases or client/server or application systems. At least five years experience in managing or supervising a team of developers in the development and support of small to large scale databases or client/server or application systems. Experience will include knowledge of commercial-off-the-shelf products and methods, which provide interoperable, portable, and scalable information technology platforms and solutions, such as MS SQL Server, Access, Oracle, C++, Visual Basic, Windows NT, Unix, Netware, etc. May include a working knowledge and/or familiarity with Defense Information Infrastructure Common Operating Environment (DII-COE), DoD acquisition practices and policies and the higher order programming language specified in the task order to develop the required software.

**Functional Responsibility:** Develops standards-compliant software utilizing industry-leading operating systems, languages, protocols, and relational databases. Directs and controls development of production application systems. Prepares project plans and schedules for significant application systems development efforts. Monitors assigned organization development projects to ensure consistency and satisfaction of interface requirements. Monitors and tracks application system development progress in order to appropriately recommend the deployment of resources to meet project deliverable

schedules. Assists in monitoring the direction and growth of business to ensure the application of appropriate technologies and support resources. Codes, tests, and troubleshoots programs. Designs implementations of large projects and prepares programming assignments. Performs project/problem resolution and support activities. Coordinates system testing and programming assignments. Researches system problems. Codes and compiles programs. Performs full system tests. Designs, plans and supervises implementation of medium to large scale system projects. Performs unit and assembly testing. Performs problem resolution and support activities. Trains new employees on all aspects of an application or system project. May perform other duties as assigned.

**Minimum Education:** Masters Degree in Engineering, Computer Science, Physics, Mathematics or other Information Technology discipline. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's Degree).

### **LLH-IT-017**

#### **Commercial Job Title: Programmer/Analyst**

**Minimum/General Experience:** 8 years experience in analysis, design, development, implementation, and maintenance of simple to complex database or client/server or application systems. At least five years experience in managing or supervising a team of developers in the development and support of small to large scale database or client/server or application systems. Experience will include knowledge of commercial-off-the-shelf products and methods, which provide interoperable, portable, and scalable information technology platforms and solutions, such as MS SQL Server, Access, Oracle, C++, Visual Basic, Windows NT, Unix, Netware, etc. May include a working knowledge and/or familiarity with Defense Information Infrastructure Common Operating Environment (DII-COE), DoD acquisition practices and policies and the higher order programming language specified in the task order to develop the required software.

**Functional Responsibility:** Develops standards-compliant software utilizing industry-leading operating systems, languages, protocols, and relational databases. Supports and develops programs/tools associated with client's software. Maintains and enhances source code management/release management activities. Analyzes problems. Designs, codes, and tests batch reporting processes. Provides technical leadership. Assists in new development and product support. Assists in the preparation of project plans and schedules for application systems development efforts. Ensures consistency and satisfaction of interface requirements for specific newly developing programs with other new and existing programs and systems within designated application systems. Creates and maintains source code management tools. Prepares application program unit test data. Coordinates testing activities for designated programs within assigned project(s), as required. Archives code and package releases. Analyzes embedded programs for performance, and recommends ways to improve them. Reviews performance recommendations of others. Executes performance tests of programs. Writes and tests programs to benchmark performance. Creates job schedule and interfaces with users. Performs enhancements, fixes bugs, and resolves coding issues for existing applications. Assists in monitoring assigned organization development projects to

ensure consistency and satisfaction of interface requirements for specific newly developing systems. May perform other duties as assigned.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Physics, Mathematics or other Information Technology discipline. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-018**

**Commercial Job Title: Jr. Programmer/Analyst**

**Minimum/General Experience:** 2-5 years experience in programming for the system(s)/environment being examined. Works under supervision to support the activities of a Programmer Analyst. Assists in the support of the maintenance and operating efficiency of a major system, such as the teleprocessing network, database management system, etc. Experience will include exposure to commercial-off-the-shelf products and methods, which provide interoperable, portable, and scalable information technology platforms and solutions, such as MS SQL Server, Access, Oracle, C++, Visual Basic, Windows NT, Unix, Netware, etc. May include a working knowledge and/or familiarity with Defense Information Infrastructure Common Operating Environment (DII-COE), DoD acquisition practices and policies and the higher order programming language specified in the task order to assist in the development of the required software.

**Functional Responsibility:** Assists programmer analysts in the assessment of the performance of appropriate software systems to identify and correct problems which impact operation and work quality. Assists in analyzing performance indicators such as system response time and number of programs being processed to ensure operational efficiency. Codes, in accordance with specific design parameters, system software modules as directed by the Programmer Analyst. Assists in the identification, evaluation, customizing and implementation of vendor-supplied software packages. Assists in the support of special systems regenerations, where applicable, to reflect changes in peripheral configurations. Assists the Programmer Analyst in end user training in applications programming and other user personnel in the use of systems software and related hardware. May perform other duties as assigned.

**Minimum Education:** Bachelor's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-019**

**Commercial Job Title: Sr. Software Engineer, Distributed Computing**

**Minimum/General Experience:** Minimum of 10 years of senior technical lead experience in client server distributed computing. Responsible for developing the internal framework for three tier client server computing using DCE or Corba frameworks. Under general supervision, engineers software solutions based upon client requirements. Generally, has one or more Software Engineers on staff and heads up projects that make use of commercially available or custom Computer Aided Software Engineering (CASE) tools as required.



**Functional Responsibility:** Engineers software solutions based upon client requirements. Supervises a staff of Software Engineers as required. Manages projects that make use of commercially available or custom Computer Aided Software Engineering (CASE) tools as required. Develops technical documentation detailing the project design parameters. May perform other duties as assigned.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Physics, Mathematics or other Information Technology discipline. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-020**

**Commercial Job Title: Software Engineer, Distributed Computing**

**Minimum/General Experience:** Minimum of 3-5 years of experience in client server distributed computing. Under general supervision, engineers software solutions based upon client requirements. Generally reports to a Sr. Software Engineer and makes use of commercially available or custom Computer Aided Software Engineering (CASE) tools as required.

**Functional Responsibility:** Engineers software solutions based upon client requirements. Supports a Sr. Software Engineer as required. Uses commercially available or custom Computer Aided Software Engineering (CASE) tools as required. Develops technical documentation detailing the project design parameters. May perform other duties as assigned.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Physics, Mathematics or other Information Technology discipline. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-021**

**Commercial Job Title: Sr. Software Engineer, Client Development**

**Minimum/General Experience:** Minimum of 10 years of senior technical lead experience in client server development. Responsible for developing the presentation layer in client server applications (User Interface). Under general supervision, engineers software solutions based upon client requirements. Generally, has one or more Software Engineers on staff and heads up projects that make use of commercially available or custom Computer Aided Software Engineering (CASE) tools as required.

**Functional Responsibility:** Using Windows based 32-bit API tools, responsible for developing the user interface of information systems. Engineers software solutions based upon client requirements. Supervises a staff of Software Engineers as required. Manages projects that make use of commercially available or custom Computer Aided Software Engineering (CASE) tools as required. Develops technical documentation detailing the project design parameters. May perform other duties as assigned.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Physics, Mathematics or other Information Technology discipline. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

### **LLH-IT-022**

#### **Commercial Job Title: Software Engineer, Client Development**

**Minimum/General Experience:** Minimum of 3-5 years of experience in client server development. Under general supervision, engineers software solutions based upon client requirements. Generally reports to a Sr. Software Engineer and makes use of commercially available or custom Computer Aided Software Engineering (CASE) tools as required.

**Functional Responsibility:** Engineers software solutions based upon client requirements. Supports a Sr. Software Engineer as required. Uses commercially available or custom Computer Aided Software Engineering (CASE) tools as required. Develops technical documentation detailing the project design parameters. May perform other duties as assigned.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Physics, Mathematics or other Information Technology discipline. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

### **LLH-IT-023**

#### **Commercial Job Title: Administrative Support**

**Minimum/General Experience:** 1 year of experience that applies to standard typing and language skills and operating automated typing equipment. Provides administrative-type support to technical and management-level personnel. This includes, but is not limited to, documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc.

**Functional Responsibility:** Specializes in coordinating and planning office administration and support. Reports directly to a client, usually at the client location, to support its operations as required. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments. May perform other duties as assigned.

**Minimum Education:** High School Diploma or G.E.D. or other equivalent degree program.

### **LLH-IT-024**

#### **Commercial Job Title: Senior Trainer**

**Minimum/General Experience:** Identifies, develops, implements, and conducts training and instruction of technical-based subject matter related to computer hardware/software, communications, local and wide area networking (LAN and WAN), internet, video, imaging, business processes, government regulations, procurement/acquisition, strategic planning, etc., as required for a particular situation.

**Functional Responsibility:** Designs, develops, prepares and refines training curriculum and course materials for various classroom and other instructional

environments. Possesses skills and knowledge in computer-based and multimedia training environments. Conducts training requirements surveys, designs computer-based and multimedia curriculum in response to specific system training requirements during the life cycle. Is intimately knowledgeable in the subject matters for which he/she is developing curriculum. Supervises Training Specialists in the instruction of individual trainees as well as classes of students in a variety of technical-based subject matter. Collaborates, when necessary, with outside entities.

**Minimum Education:** Bachelor's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-025**

##### **Commercial Job Title: Training Specialist**

**Minimum/General Experience:** Conducts the research necessary to develop and revise training courses.

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

**Minimum Education:** Bachelor's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-026**

##### **Commercial Job Title: Quality Assurance Analyst**

**Minimum/General Experience:** 2 years general experience. Establishes and maintains a process for evaluating systems and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the project life cycle.

**Functional Responsibility:** Conducts formal and informal reviews at pre-determined points throughout the development life cycle. Provides technical and administrative direction for personnel performing systems development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports/deliveries and presentations on the system concept to colleagues, subordinates, and end user representatives.

**Minimum Education:** Bachelor's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

**LLH-IT-027****Commercial Job Title: Project Control Specialist**

**Minimum/General Experience:** Directs all financial management and administrative activities, such as budgeting, manpower and resource planning, and financial reporting.

**Functional Responsibility:** Performs complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommends solutions. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems. Provides daily supervision and direction to staff.

**Minimum Education:** Bachelor's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

**LLH-IT-028****Commercial Job Title: Systems Administrator**

**Minimum/General Experience:** 2 years general experience. Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based.

**Functional Responsibility:** Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

**Minimum Education:** Bachelor's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

**LLH-IT-029****Commercial Job Title: Systems Operator**

**Minimum/General Experience:** Monitors and supports computer processing.

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

**Minimum Education:** High School Diploma and 2 years of general experience. There is no experience substitution for a High School Diploma; however a G.E.D., other degree equivalency program, or a technical trade school certificate is acceptable.

**LLH-IT-030****Commercial Job Title: Help Desk Manager**

**Minimum/General Experience:** 6 years of general experience. Manages the help desk function and personnel.

**Functional Responsibility:** Provides daily supervision and direction to staff that are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed or deployed under

the contract. The personnel serve as the first point of contact for troubleshooting hardware/software, PC and printer problems.

**Minimum Education:** Bachelor's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-031**

**Commercial Job Title: Help Desk Specialist**

**Minimum/General Experience:** Serves as the initial point of contact for troubleshooting hardware/software PC and printer problems.

**Functional Responsibility:** Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under the contract or predecessors.

**Minimum Education:** Bachelor's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-032**

**Commercial Job Title: Hardware/Software Specialist**

**Minimum/General Experience:** Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware/software.

**Functional Responsibility:** Prepares functional requirements and specifications for hardware/software acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user's requirements.

**Minimum Education:** Bachelor's Degree or equivalent. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-033**

**Commercial Job Title: Hardware/Software Installation Technician**

**Minimum/General Experience:** 2 years general experience. Conducts site surveys; assesses and documents current site configuration and user requirements and installs new configurations.

**Functional Responsibility:** Designs and optimizes network topologies. Analyzes existing requirements and prepares specifications for hardware/software acquisitions. Prepares engineering plans and site installation Technical Design Packages. Develops hardware/software installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Configures systems, communication devices, and peripheral equipment. Installs network hardware/software. Trains site personnel in proper use of hardware/software. Builds specialized interconnecting cables.

**Minimum Education:** High School Diploma or equivalent.

**LLH-IT-034****Commercial Job Title: Draftsman**

**Minimum/General Experience:** 3 years general experience. Develops engineering drawings, using computer based drawing packages.

**Functional Responsibility:** Develops engineering drawings for site plans, electrical interconnects, mechanical plans for specialized hardware, etc.

**Minimum Education:** High School Diploma or equivalent

**LLH-IT-035****Commercial Job Title: Sr. Network Installation Technician**

**Minimum/General Experience:** 5 years general experience. Organizes and directs network installations and site surveys.

**Functional Responsibility:** Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops installation schedules. Mobilizes network installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

**Minimum Education:** High School Diploma or equivalent.

**LLH-IT-036****Commercial Job Title: Cost Analyst**

**Minimum/General Experience:** Performs Functional Economic Analysis (FEA) to evaluate the cost of alternative ways to accomplish functional objectives.

**Functional Responsibility:** The FEA states investment costs, benefits, and risks as a net change to the functional baseline cost, the cost of doing business now and in the future. Ensures that cross-functional, security, and other integration issues are addressed.

**Minimum Education:** Bachelor's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

**LLH-IT--37****Senior Technical Writer**

**Position Description:** Develops concept and doctrine papers, technical descriptions and manuals, training products and documentation for various subject matters in development, operational, and academic environments. Organizes or conducts the necessary research to develop or revise existing materials. Integrates with other contractors or customer personnel to ensure project milestones are met. Performs independent research on agency requirements, technical systems, communications and management information systems planning requirements and other efforts using strong oral and written communication skills. Evaluates business plans, policies, organization,

and implementation. Supplies knowledge of systems management from a business viewpoint, including staffing, budgeting, costing, process improvement, and acquisitions.

**Minimum Education:** B.S./B.A. or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor degree).

**Experience:** Minimum two (2) years of technical writing experience.

#### **LLH-IT-038**

**Commercial Job Title: Technical Writer/Editor**

**Minimum/General Experience:** Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables.

**Functional Responsibility:** Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

**Minimum Education:** Bachelor's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-039**

**Commercial Job Title: Internet/Intranet Specialist I**

**Minimum/General Experience:** 1 year general experience. Performs system analysis and design techniques for Internet or Intranet development including experience, e.g., Hypertext Markup Language (HTML), Hypertext Transfer Protocol (HTTP), and Common Gateway Interface (CGI).

**Functional Responsibility:** Analyzes and develops internet/intranet application software, processing wide range of capabilities including numerous engineering, business, and network traffic management functions. Demonstrated ability to work independently or under only general direction.

**Minimum Education:** Bachelor's degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-040**

**Commercial Job Title: Internet/Intranet Specialist II**

**Minimum/General Experience:** 3 years general experience. Performs system analysis and design techniques for Internet or Intranet development and distribution to remote sites using various technologies, e.g., Hypertext Markup Language (HTML), Hypertext Transfer Protocol (HTTP), Common Gateway Interface (CGI), FrontPage, and Netscape software.

**Functional Responsibility:** Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guideline principles, cost savings, and

open system architecture objectives. Provides daily supervision and direction to junior staff.

**Minimum Education:** Bachelor's degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-041**

##### **Commercial Job Title: Internet/Intranet Specialist III**

**Minimum/General Experience:** 5 years of general experience. Performs an enterprise-wide set of disciplines for planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions.

**Functional Responsibility:** Establishes system information requirements using analysis of the information exchange technologies in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI), and International Standards Organization (ISO) reference models, and profiles of standards such as: Institute of Electrical and Electronic Engineers (IEEE), Open Systems Environment (OSE) reference model, and across the application program interface (API). Provides daily supervision and direction to staff.

**Minimum Education:** Bachelor's degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-042**

##### **Commercial Job Title: Data Warehouse Specialist I**

**Minimum/General Experience:** 1 year of general experience. Performs as a Data Warehouse Developer on large-scale data base management systems. Knowledge of computer equipment and ability to develop complex software to satisfy design objectives.

**Functional Responsibility:** Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Prepares required documentation, including both program-level and user-level documentation. Demonstrated ability to work independently with minimal supervision.

**Minimum Education:** Bachelor's degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).



#### **LLH-IT-043**

##### **Commercial Job Title: Data Warehouse Specialist II**

**Minimum/General Experience:** 3 years of general experience. Knowledge of multi-dimensional data base on large-scale data base management systems, knowledge of Online Analytical Processing (OLAP) Access Tools and ability to develop complex software to satisfy design objectives.

**Functional Responsibility:** Analyzes and develops functional business applications and design specifications for functional activities. Tests, debugs, and refines the computer software to produce the required product. Enhances software to reduce operating time or improve efficiency. Demonstrated ability to work independently under minimal supervision.

**Minimum Education:** Bachelor's Degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-044**

##### **Commercial Job Title: Data Warehouse Specialist III**

**Minimum/General Experience:** 5 years of general experience. Experience as a Data Warehouse Developer using Online Analytical Processing (OLAP) Access tools on large-scale data base management systems. Knowledge of computer equipment and ability to develop complex software to satisfy design objectives.

**Functional Responsibility:** Analyzes and develops computer software, processing a wide range of capabilities including data warehouse technologies, business data models, Executive Information Management, and Decision Support Systems. Analyzes user interfaces, maintains hardware and software performance tuning, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes proposed system modifications, upgrades and new commercial-off-the shelf (COTS) products. Provides technical direction to junior staff.

**Minimum Education:** Bachelor's degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-045**

##### **Commercial Job Title: Data Warehouse Specialist IV**

**Minimum/General Experience:** 7 years of general experience. Experience as a Data Warehouse Developer/Administrator on large-scale data base management systems. Knowledge of computer equipment and ability to develop complex software to satisfy design objectives. General experience includes increasing responsibilities in enterprise data warehouse project information system design and management.

**Functional Responsibility:** Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and

for progress in accordance with schedules. Coordinates with Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and technical direction to staff to ensure program deadlines are met.

**Minimum Education:** Bachelor's degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-046**

##### **Commercial Job Title: Data Warehouse Specialist V**

**Minimum/General Experience:** 9 years of general experience. Experience as Data Warehouse Developer/Administrator on large-scale data base management systems. Knowledge of computer equipment and ability to develop complex software to satisfy design objectives. General experience includes increasing responsibilities in enterprise data warehouse project information system design and management.

**Functional Responsibility:** Applies an enterprise-wide set of data warehouse disciplines for the planning, analysis, data refinement, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning and business information planning and analysis. Provides daily supervision and direction to organization.

**Minimum Education:** Bachelor's degree. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-047**

##### **Commercial Job Title: Information Engineer, Level I**

**Minimum/General Experience:** 1 year of general experience. Experience as an applications programmer on large-scale data base management systems, knowledge of computer equipment and ability to develop complex software to satisfy design objectives.

**Functional Responsibility:** Analyzes application software and design specifications for information process activities. Develops block diagrams and logic flow charts. Translates detailed design into application software. Tests, debugs, and refines the application software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Demonstrated ability to work under general direction.

**Minimum Education:** Bachelor's degree in Computer Science, Information Systems, Mathematics, Computer Engineering or related scientific/technical discipline from an accredited institution or university. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-048**

##### **Commercial Job Title: Information Engineer, Level II**

**Minimum/General Experience:** 2 years of general experience. Demonstrated experience working with A-da, SQL, and third/fourth generation languages in the design and implementation of systems and using database management systems. General experience includes increasing responsibilities in information engineering activities. Knowledgeable of applicable standards.

**Functional Responsibility:** Analyzes and studies complex information system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Provides input to estimate software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Demonstrated ability to work independently under minimal supervision.

**Minimum Education:** Bachelor's degree in Computer Science, Information Systems, Mathematics, Computer Engineering or related scientific/technical discipline from an accredited institution or university. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-049**

##### **Commercial Job Title: Information Engineer, Level III**

**Minimum/General Experience:** 5 years of general experience. Performs information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming using Computer Aided Software Engineering (CASE) and (Information Engineering (IE) tools and methods, systems planning, business information planning, and business analysis.

**Functional Responsibility:** Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs logical business improvement opportunities consistent with corporate Information Management guideline principles, cost savings, and open system architecture objectives. Demonstrates the ability to work independently.

**Minimum Education:** Bachelor's degree in Computer Science, Information Systems, Mathematics, Computer Engineering or related scientific/technical discipline from an accredited institution or university. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

## **LLH-IT-050**

### **Commercial Job Title: Information Engineer, Level IV**

**Minimum/General Experience:** 7 years of general experience. Performs systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Specialized experience is required in the following: demonstrated experience in managing the implementation of information engineering projects and experience in systems analysis, design and programming selecting Computer Aided Software Engineering (CASE) or Information Engineering (IE) tools and methods, e.g., Oracle CASE, IEF CASE, I-CASE. Demonstrated experience in the client/server environment. Proven managerial and supervisory skills. Demonstrated exceptional written and oral communications skills, including giving formal presentations to different audiences.

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

**Minimum Education:** Bachelor's degree in Computer Science, Information Systems, Mathematics, Computer Engineering or related scientific/technical discipline from an accredited institution or university. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

## **LLH-IT-051**

### **Commercial Job Title: Information Engineer, Level V**

**Minimum/General Experience:** 9 years of general experience. Performs information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Specialized experience is required in the following: demonstrated experience in managing the implementation of information engineering projects and experience in systems analysis, design and programming using Computer Aided Software Engineering (CASE) and Information Engineering (IE) tools and methods, e.g., Oracle CASE, IEF CASE, I-CASE. Demonstrated experience in the client/server environment. Proven managerial and supervisory skills. Demonstrated exceptional written and oral communications skills, including giving formal presentations to different audiences.

**Functional Responsibility:** Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and

computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning, business information planning and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration strategic and planning documents. Has experience with methodologies, e.g., IDEF 0 process modeling and IDEF 1X data modeling. Provides daily supervision and technical guidance in software engineering techniques and automated support tools to supporting staff.

**Minimum Education:** Bachelor's degree in Computer Science, Information Systems, Mathematics, Computer Engineering or related scientific/technical discipline from an accredited institution or university. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

### **LLH-IT-052**

#### **Commercial Job Title: Senior Web Developer**

**Minimum/General Experience:** 5 years experience in analysis, design, development, implementation, and maintenance of simple to complex web-based application systems utilizing technology platforms such as MS SQL Server, Access, Oracle, C++, Visual Basic, HTML, Microsoft Active Server Pages (ASP), Java, Javascript, HTML, DHTML, XML, and Cold Fusion. At least two years experience in managing or supervising a team of developers in the development and support of enterprise-oriented applications or general business applications.

**Functional Responsibility:** Develops and/or leads effort to create requirements and specifications for complex or highly technical Web applications. Performs and/or leads effort to create application design for complex Web projects which may require extensive research and analysis. Assists in estimating programming resource requirements, project planning and scheduling. Codes and tests Web applications using standard toolsets, reusable object oriented methodology, and robust edit and error checking processes. Designs and develops projects with professional level standards for site performance, usability, scalability, browser compatibility, and reliability. Reviews designs and maintains compliance with application and infrastructure architecture and security. Provides guidance for more junior developers in technical skill sets, design, coding best practices, etc. May perform other duties as assigned.

**Minimum Education:** Bachelor's degree in Computer Science, Information Systems, Mathematics, Computer Engineering or related scientific/technical discipline from an accredited institution or university. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

### **LLH-IT-053**

#### **Commercial Job Title: Web Developer**

**Minimum/General Experience:** 3 years experience in analysis, design, development, implementation, and maintenance of simple to complex web-based application systems utilizing technology platforms such as MS SQL Server, Access, Oracle, C++, Visual

Basic, HTML, Microsoft Active Server Pages (ASP), Java, Javascript, HTML, DHTML, XML, and Cold Fusion.

**Functional Responsibility:** Conducts analysis and develops specifications for complex or highly technical Web applications. Conducts application design for complex Web projects which may require extensive research and analysis. Codes and tests Web applications using standard toolsets, reusable object oriented methodology, and robust edit and error checking processes. Designs and develops projects with professional level standards for site performance, usability, scalability, browser compatibility, and reliability. Reviews designs and maintains compliance with application and infrastructure architecture and security. Provides guidance for more junior developers in technical skill sets, design, coding best practices, etc. May perform other duties as assigned.

**Minimum Education:** Bachelor's degree in Computer Science, Information Systems, Mathematics, Computer Engineering or related scientific/technical discipline from an accredited institution or university. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's Degree).

#### **LLH-IT-054**

##### **Senior Administrative Technician**

**Minimum/General Experience:** Associate's Degree. High School diploma, GED, or equivalent experience from employment or trade school, vocational school, or military service and two (2) years of experience in executive administrative processes and services, to include use of standard office computer software applications.

**Functional Responsibility:** Provides executive-level administrative support services for client senior staff. Capable of supervising and training senior support staff. Familiar with service desk procedures. Provides resource materials and literature searches for a wide variety of projects. Conducts research and production of bibliographies for clients and users. Responsible for deciding which sources to consult, how search strategies will be formulated, and for reviewing retrieved material for inclusion bibliographies. Performs all necessary functions for support of client libraries, including collection, development and acquisitions; searching databases, the Web, and other electronic sources; answering reference questions; organizing and publicizing new acquisitions to employees. Performs typing assignments requiring the ability to follow directions and procedures. Proofreads for errors and proper format. Other duties include but are not limited to editing material to be typed, typing statistical reports, answering telephones, taking messages and making copies. Performs receptionist duties as required.

**Minimum Education:** Associate's Degree. High School diploma, GED, or equivalent experience from employment or trade school, vocational school, or military service and two (2) years of experience in administrative support work may be substituted for the Associate's degree requirement.

#### **LLH-IT-055**

##### **Administrative Technician**

**Minimum/General Experience:** Minimum one (1) year experience in administrative processes and services, to include use of standard office computer software applications.

**Functional Responsibility:** Provides administrative support services for client staff. Familiar with service desk procedures. Provides resource materials and literature searches for a wide variety of projects. Conducts research and production of bibliographies for clients and users. Responsible for deciding which sources to consult, how search strategies will be formulated, and for reviewing retrieved material for inclusion bibliographies. Performs all necessary functions for support of client libraries, including collection development and acquisitions; searching databases, the Web, and other electronic sources; answering reference questions; organizing and publicizing new acquisitions to employees. Performs typing assignments requiring the ability to follow directions and procedures. Proofreads for errors and proper format. Other duties include but are not limited to editing material to be typed, typing statistical reports, answering telephones, taking messages and making copies. Performs receptionist duties as required.

**Minimum Education:** Associate's Degree. High School diploma, GED, or equivalent experience from employment or trade school, vocational school, or military service and two (2) years of experience in administrative support work may be substituted for the Associate's degree requirement.

#### **LLH-IT-056**

##### **Senior Instructional Architect**

**Minimum/General Experience:** Minimum eight (8) years of experience including supervisory or management experience. Specific experience areas include instructional architectures, instructional delivery methods, and current understanding of automated requirements for training.

**Functional Responsibility:** Designs and develops training products and services. Organizes training objectives into format for delivery in various formats to include Instructor Led Training, Web Based Training and standalone CD training formats. Works with customer and other team members to develop courses to meet the requirements of the customer. Supplies knowledge of various architectural and instructional formats for team members.

**Minimum Education:** Masters degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's degree).

#### **LLH-IT-057**

##### **Senior Instructional Designer**

**Minimum/General Experience:** Minimum eight (8) years of experience including supervisory or management experience. Specific experience areas include current instructional designs, instructional delivery methods and other relevant information.

**Functional Responsibility:** Designs instructional formats for various delivery means of training. Design includes the use of various graphical presentations, sources of media and other input to make training realistic. Works with Instructional Architect to ensure products meet the client's requirements. Provides knowledge on instructional delivery, development and concepts. Supervises instruction design team.

**Minimum Education:** Master's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's degree).

#### **LLH-IT-058**

##### **Instructional Designer**

**Minimum/General Experience:** Minimum eight (8) years of experience including supervisory or management experience. Specific experience areas include current instructional designs, instructional delivery methods and other relevant information.

**Functional Responsibility:** Designs instructional formats for various delivery means of training. Design includes the use of various graphical presentations, sources of media and other input to make training realistic. Works with Instructional Architect to ensure products meet the customer's requirements. Provides knowledge on instructional delivery, development and concepts. Supervises instruction design team.

**Minimum Education:** Bachelor's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).

#### **LLH-IT-059**

##### **Senior Courseware Developer**

**Minimum/General Experience:** Minimum eight (8) years of experience including supervisory or management experience. Specific experience areas include work with Computer Based Training (CBT), other web base delivery, and methods like CD standalone training.

**Functional Responsibility:** Develops courseware for CBT and other media presentations for training. Provides guidance and oversight on projects along with knowledge of CBT and other media formats for development team. Interacts with Architects, Designers, and Technical Writers to provide guidance on requirements to produce training in the CBT format as well as other media presentations.

**Minimum Education:** Master's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's degree).

#### **LLH-IT-060**

##### **Courseware Developer**

**Minimum/General Experience:** Minimum eight (8) years of experience including supervisory or management experience. Specific experience areas include requirements definition, work planning, control of budget, schedule, and task execution, and personnel management and supervision.

**Functional Responsibility:** Develops courseware for Computer Based Training (CBT) and other media presentations for training. Provides guidance and oversight on projects along with knowledge of CBT and other media formats for development team. Interacts with Architects, Designers, and Technical Writers to provide guidance on



requirements to produce training in the CBT format as well as other media presentations.

**Minimum Education:** Bachelor's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).

#### **LLH-IT-061**

##### **Senior Curriculum Developer**

**Minimum/General Experience:** Minimum eight (8) years of experience including supervisory or management experience. Specific experience areas include requirements definition, current educational standards, methods of development and delivery.

**Functional Responsibility:** Develops curriculum to meet all requirements based on customer's requirements. This includes, but is not limited to incorporating higher education standards for courseware. Develops curriculum at the appropriate levels of knowledge with the goals and desired results of training. Supervises curriculum development staff.

**Minimum Education:** Master's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's degree).

#### **LLH-IT-062**

##### **Curriculum Developer**

**Minimum/General Experience:** Minimum eight (8) years of experience including supervisory or management experience. Specific experience areas include requirements definition, current educational standards, methods of development and delivery.

**Functional Responsibility:** Develops curriculum to meet all requirements based on client's requirements. This includes, but is not limited to incorporating higher education standards for courseware. Develops curriculum at the appropriate levels of knowledge with the goals and desired results of training. Supervises curriculum development staff.

**Minimum Education:** Bachelor's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).

#### **LLH-IT-063**

##### **Senior Graphics Designer**

**Minimum/General Experience:** Minimum one (1) year experience in designing and using computer-based graphic applications.

**Functional Responsibility:** Uses advanced desktop publishing, page layout, and/or typesetting software to design and develop high quality textual and graphic compositions to communicate complex technical information. Provides computer-based graphic art utilizing a variety of commercial-off-the-shelf software (COTS) applications to edit and create original artwork and other documents such as certificates, publications,

charts, posters, forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids and exhibits. Also maintains basic skills and working knowledge of Web development programming tools, including HTML. Develops a system for scheduling and tracking requests for graphics/artwork to ensure timely and efficient completion of all work products. To provide graphical user interface design, offers specialized expertise in the design and layout of graphical user interfaces particularly screen layouts and functionality for client-server applications (e.g. Microsoft Windows presentation screens). Conducts studies, testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy.

**Minimum Education:** Associate's Degree. High School diploma, GED, or equivalent experience from employment or trade school, vocational school, or military service and two (2) years of experience in graphics design work may be substituted for the Associate's degree requirement.

#### **LLH-IT-064**

##### **Graphics Designer**

**Minimum/General Experience:** Minimum six (6) months experience in designing and using computer-based graphic applications.

**Functional Responsibility:** Uses advanced desktop publishing, page layout, and/or typesetting software to assist in the design and development of high quality textual and graphic compositions to communicate complex technical information. Provides computer-based graphic art assistance utilizing a variety of commercial-off-the-shelf software (COTS) applications to edit and create original artwork and other documents such as certificates, publications, charts, posters, forms, labels, brochures, meeting and conference handouts, slides, posters, and other presentation aids and exhibits. Maintains basic skills and working knowledge of Web development programming tools, including HTML. Assists in the testing and evaluation of screen prototypes for functionality, ease of use, efficiency, and accuracy. May also perform other duties as required.

**Minimum Education:** High School diploma, GED, or equivalent experience from employment or trade school, vocational school, or military service.

#### **LLH-IT-065**

##### **Senior Instructor**

**Minimum/General Experience:** Masters degree with a minimum eight (8) years of instructional experience.

**Functional Responsibility:** Provide course instruction using a variety of formats and applications. Review curriculum and course standards and provide guidance to development teams in regards to requirements for presenting the training. Develop instructors in current methods of instruction, and provide guidance on the client's requirements. Evaluate instructors on a periodic basis and provide feedback on enhancing the instructor's capabilities.

**Minimum Education:** M.S./M.A. or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's degree).

#### **LLH-IT-066**

##### **Instructor**

**Minimum/General Experience:** Bachelor's degree with a minimum of one (1) year of instructional experience.

**Functional Responsibility:** Provide course instruction using a variety of formats and applications. Review curriculum and course standards and provide guidance to development teams in regards to requirements for presenting the training. Continuously train on current training deliveries and mediums for training support.

**Minimum Education:** Bachelor's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor degree).

#### **LLH-IT-067**

##### **Facilitator**

**Minimum/General Experience:** Bachelor's degree or equivalent experience. Minimum one (1) year of facilitator experience with a knowledge of applicable standard applications and, if required, subject matter expertise.

**Functional Responsibility:** Provides structure and ensures progression of working groups and teams by maintaining focus and avoiding unnecessary digression. Works closely with group members to enhance team building, communication, interpersonal relations, meetings, and decision-making. Provides support for task teams involved in quality and process improvement projects. Supports technical training and documentation for various subject matters in both a classroom environment and a one-on-one/small group setup. Organizes or conducts the necessary research to develop and revise training courses. Prepares appropriate training catalogs. May also prepare instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Responsible for providing management oversight and planning of pre, on-site, and post meeting/conference activities; budgeting; delegation of conference tasks to staff; and negotiating and contracting with hotels and vendors for related services. Ensures that the objectives of each task are met according to applicable regulations and standards and within the proposed cost and time frame. Responsible for liaison with client senior staff.

**Minimum Education:** Bachelor's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).

## **LLH-IT-068**

### **Senior Management Consultant/Facilitator**

**Minimum/General Experience:** Minimum two (2) years of facilitator experience with a knowledge of applicable standard applications and, if required, subject matter expertise. Provides structure and ensures progression of working groups and teams by maintaining focus and avoiding unnecessary digression. Works closely with group members to enhance team building, communication, interpersonal relations, meetings, and decision-making. Provides support for task teams involved in quality and process improvement projects.

Supports technical training and documentation for various subject matters in both a classroom environment and a one-on-one/small group setup. Organizes or conducts the necessary research to develop and revise training courses. Prepares appropriate training catalogs. May also prepare instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Functional Responsibility:** Responsible for providing management oversight and planning of pre, on-site, and post meeting/conference activities; budgeting; delegation of conference tasks to staff; and negotiating and contracting with hotels and vendor for related services. Ensuring that the objectives of each task are met according to applicable regulations and standards and within the proposed cost and time frame. Responsible for liaison with client senior staff.

**Minimum Education:** Master's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's degree).

## **LLH-IT-069**

### **Management Consultant/Facilitator**

**Minimum/General Experience:** Minimum two (2) years of facilitator experience with a knowledge of applicable standard applications and, if required, subject matter expertise. Provides structure and ensures progression of working groups and teams by maintaining focus and avoiding unnecessary digression. Works closely with group members to enhance team building, communication, interpersonal relations, meetings, and decision-making. Provides support for task teams involved in quality and process improvement projects.

Supports technical training and documentation for various subject matters in both a classroom environment and a one-on-one/small group setup. Organizes or conducts the necessary research to develop and revise training courses. Prepares appropriate training catalogs. May also prepare instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Functional Responsibility:** Responsible for providing management oversight and planning of pre, on-site, and post meeting/conference activities; budgeting; delegation of

conference tasks to staff; and negotiating and contracting with hotels and vendor for related services. Ensuring that the objectives of each task are met according to applicable regulations and standards and within the proposed cost and time frame. Responsible for liaison with client senior staff.

**Minimum Education:** Bachelor's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).

#### **LLH-IT-070**

##### **Assistant Management Consultant/Facilitator**

**Minimum/General Experience:** Minimum one (1) year of facilitator experience with a knowledge of applicable standard applications and, if required, subject matter expertise. Provides structure and ensures progression of working groups and teams by maintaining focus and avoiding unnecessary digression. Works closely with group members to enhance team building, communication, interpersonal relations, meetings, and decision-making. Provides support for task teams involved in quality and process improvement projects.

Supports technical training and documentation for various subject matters in both a classroom environment and a one-on-one/small group setup. Organizes or conducts the necessary research to develop and revise training courses. Prepares appropriate training catalogs. May also prepare instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Functional Responsibility:** Responsible for providing management oversight and planning of pre, on-site, and post meeting/conference activities; budgeting; delegation of conference tasks to staff; and negotiating and contracting with hotels and vendors for related services. Ensures that the objectives of each task are met according to applicable regulations and standards and within the proposed cost and time frame. Responsible for liaison with client senior staff.

**Minimum Education:** Bachelor's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).

#### **LLH-IT-071**

##### **Associate Management Consultant/Facilitator**

**Minimum/General Experience:** Minimum six (6) months of facilitator experience with a knowledge of applicable standard applications and, if required, subject matter expertise. Provides structure and ensures progression of working groups and teams by maintaining focus and avoiding unnecessary digression. Works closely with group members to enhance team building, communication, interpersonal relations, meetings, and decision-making. Provides support for task teams involved in quality and process improvement projects.

Supports technical training and documentation for various subject matters in both a classroom environment and a one-on-one/small group setup. Organizes or conducts the necessary research to develop and revise training courses. Prepares appropriate training catalogs. May also prepare instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Functional Responsibility:** Responsible for providing management oversight and planning of pre, on-site, and post meeting/conference activities; budgeting; delegation of conference tasks to staff; and negotiating and contracting with hotels and vendors for related services. Ensures that the objectives of each task are met according to applicable regulations and standards and within the proposed cost and time frame. Responsible for liaison with client senior staff.

**Minimum Education:** Associate's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. four (4) years experience is equivalent to an Associate degree).

## **LLH-IT-072**

### **Apprentice Management Consultant/Facilitator**

**Minimum/General Experience:** Completed training as a facilitator with knowledge of applicable subject matter. Provides structure and ensures progression of working groups and teams by maintaining focus and avoiding unnecessary digression. Works closely with group members to enhance team building, communication, interpersonal relations, meetings, and decision-making. Provides support for task teams involved in quality and process improvement projects.

Supports technical training and documentation for various subject matters in both a classroom environment and a one-on-one/small group setup. Organizes or conducts the necessary research to develop and revise training courses. Prepares appropriate training catalogs. May also prepare instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Functional Responsibility:** Responsible for providing management oversight and planning of pre, on-site, and post meeting/conference activities; budgeting; delegation of conference tasks to staff; and negotiating and contracting with hotels and vendors for related services. Ensures that the objectives of each task are met according to applicable regulations and standards and within the proposed cost and time frame. Responsible for liaison with client senior staff.

**Minimum Education:** Associate's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. four (4) years experience is equivalent to an Associate degree).

### **LLH-IT-073**

#### **Senior Data Analyst**

**Minimum/General Experience:** Minimum four (4) years of experience in research, analysis, or management. Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Develops, writes, and edits materials for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications in print or electronic media. Assists in collecting and organizing information for preparation of client products. Supports documentation activities such as writing, editing, proofreading, and production of technical documents, on-line help, and other interactive documentation.

**Functional Responsibility:** Engages in frequent interdepartmental contact and acts as liaison between customers and technical staff. Observes production, developmental, and experimental activities to determine operating procedure and detail. Familiar with current product technologies and production methods. Prepares or arranges for preparation of index. Provides documentation in presentation-ready quality output using advanced word processing or desktop publishing software.

**Minimum Education:** Bachelor's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).

### **LLH-IT-074**

#### **Data Analyst**

**Minimum/General Experience:** Minimum two (2) years of experience in research, analysis, or management. Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Develops, writes, and edits materials for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications in print or electronic media. Assists in collecting and organizing information for preparation of client products. Supports documentation activities such as writing, editing, proofreading, and production of technical documents, on-line help, and other interactive documentation.

**Functional Responsibility:** Engages in frequent interdepartmental contact and acts as liaison between clients and technical staff. Observes production, developmental, and experimental activities to determine operating procedure and detail. Familiar with current product technologies and production methods. Prepares or arranges for preparation of index. Provides documentation in presentation-ready quality output using advanced word processing or desktop publishing software.

**Minimum Education:** Bachelor's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).

## **LLH-IT-075**

### **Data Analyst Assistant**

**Minimum/General Experience:** Minimum one (1) year experience in research, analysis, or management. Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Assists in development, writing, and editing of materials for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications in print or electronic media. Assists in collecting and organizing information for preparation of client products. Supports documentation activities such as writing, editing, proofreading, and production of technical documents, on-line help, and other interactive documentation. Engages in frequent interdepartmental contact and acts as liaison between customers and technical staff.

**Functional Responsibility:** Observes production, developmental, and experimental activities to determine operating procedure and detail. Familiar with current product technologies and production methods. Prepares or arranges for preparation of index. Provides documentation in presentation-ready quality output using advanced word processing or desktop publishing software.

**Minimum Education:** Associate's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. four (4) years experience is equivalent to an Associate degree).

## **LLH-IT-076**

### **Data Analyst Associate**

**Minimum/General Experience:** Minimum one (1) year experience in research, analysis, or management. Analyzes user needs to determine requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Assists in development, writing, and editing of materials for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications in print or electronic media. Assists in collecting and organizing information for preparation of client products. Supports documentation activities such as writing, editing, proofreading, and production of technical documents, on-line help, and other interactive documentation.

**Functional Responsibility:** Observes production, developmental, and experimental activities to determine operating procedure and detail. Familiar with current product technologies and production methods. Prepares or arranges for preparation of index. Provides documentation in presentation-ready quality output using advanced word processing or desktop publishing software.

**Minimum Education:** Associate's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. four (4) years experience is equivalent to an Associate degree).



### **LLH-IT-077**

#### **Data Analyst Apprentice**

**Minimum/General Experience:** Minimum one (1) year experience in research, analysis, or management. Performs specific analysis duties at the direction of senior analysts or work team leads. Assists in development, writing, and editing of materials for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications in print or electronic media. Assists in collecting and organizing information for preparation of client products.

**Functional Responsibility:** Supports documentation activities such as writing, editing, proofreading, and production of technical documents, on-line help, and other interactive documentation.

**Minimum Education:** Associate's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. four (4) years experience is equivalent to an Associate degree).

### **LLH-IT-078**

#### **Data Entry**

**Minimum/General Experience:** High school diploma or equivalent with one year data entry experience.

**Functional Responsibility:** Performs data entry via on-line or other media and verification of data entry. Education requirement is high school diploma or equivalent.

**Minimum Education:** High school diploma or equivalent.

### **LLH-IT-079**

#### **Senior Database Management Specialist**

**Minimum/General Experience:** Six to nine years of experience in the design and administration of database management systems. Requires in-depth knowledge of Data Base Management Systems (DBMS) design and system analysis. Possesses experience working with current operating systems, software internals, and data manipulation languages.

**Functional Responsibility:** Manages the development of database projects. Plans and budgets staff and database resources. Reallocates resources to maximize benefits. Problem-solves and analyzes potential database risks. May provide daily supervision and direction to support staff, and oversees daily database operations.

**Minimum Education:** Bachelor's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).

### **LLH-IT-080**

#### **Database Management Specialist**

**Minimum/General Experience:** Three to five years of experience in the use of database management systems (DBMS). Requires competence in current DBMS

technologies and application design using DBMS languages. Possesses knowledge of products, tools and techniques for database design and development.

**Functional Responsibility:** Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Maintains databases on day-to-day basis. May be responsible for backup and recovery operations for DBMS servers.

**Minimum Education:** Bachelor's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).

## **LLH-IT-081**

### **Senior Information Technology (IT) Consultant**

**Minimum/General Experience:** Minimum two (2) years of experience with a knowledge of applicable standard applications and, if required, subject matter expertise. Provides technical and administrative direction for personnel performing knowledge management and/or software analysis tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Functional Responsibility:** Provides structure and ensures progression of working groups and teams by maintaining focus and avoiding unnecessary digression. Works closely with group members to enhance team building, communication, interpersonal relations, meetings, and decision-making. Provides support for task teams involved in quality and process improvement projects. Supports technical training and documentation for various subject matters in both a classroom environment and a one-on-one/small group setup. Organizes or conducts the necessary research to develop and revise training courses. Prepares appropriate training catalogs. May also prepare instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Responsible for providing management oversight and planning of pre, on-site, and post meeting/conference activities; budgeting; delegation of conference tasks to staff; and negotiating and contracting with hotels and vendors for related services. Ensures that the objectives of each task are met according to applicable regulations and standards and within the proposed cost and time frame. Responsible for liaison with client senior staff.

**Minimum Education:** Master's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. twelve (12) years experience is equivalent to a Master's degree).

## **LLH-IT-082**

### **IT Consultant**

**Minimum/General Experience:** Minimum two (2) years of experience with a knowledge of applicable standard applications and, if required, subject matter expertise. Provides technical and administrative direction for personnel performing knowledge management and/or software analysis tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with the Project and/or Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Functional Responsibility:** Provides structure and ensures progression of working groups and teams by maintaining focus and avoiding unnecessary digression. Works closely with group members to enhance team building, communication, interpersonal relations, meetings, and decision-making. Provides support for task teams involved in quality and process improvement projects. Supports technical training and documentation for various subject matters in both a classroom environment and a one-on-one/small group setup. Organizes or conducts the necessary research to develop and revise training courses. Prepares appropriate training catalogs. May also prepare instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Responsible for providing management oversight and planning of pre, on-site, and post meeting/conference activities; budgeting; delegation of conference tasks to staff; and negotiating and contracting with hotels and vendors for related services. Ensures that the objectives of each task are met according to applicable regulations and standards and within the proposed cost and time frame. Responsible for liaison with client senior staff.

**Minimum Education:** Bachelor's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).

## **LLH-IT-083**

### **IT Consultant Assistant**

**Minimum/General Experience:** Minimum two (2) years of facilitator experience with a knowledge of applicable standard applications and, if required, subject matter expertise. Provides technical and administrative expertise and support for knowledge management and/or software analysis tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with managers, customers and other consultants to ensure problem solution and user satisfaction. Makes recommendations, if needed, for major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Functional Responsibility:** Provides structure and ensures progression of working groups and teams by maintaining focus and avoiding unnecessary digression. Works closely with group members to enhance team building, communication, interpersonal relations, meetings, and decision-making. Provides support for task teams involved in quality and process improvement projects. Supports technical training and documentation for various subject matters in both a classroom environment and a one-on-one/small group setup. Organizes or conducts the necessary research to develop and revise training courses. Prepares appropriate training catalogs. May also prepare instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Provides technical and managerial expertise for planning of pre, on-site, and post meeting/conference activities; budgeting; delegation of conference tasks to staff; and negotiating and contracting with hotels and vendors for related services. Ensures objectives of each task are met according to applicable regulations and standards and within the proposed cost and time frame. Responsible for liaison with client staff.

**Minimum Education:** Bachelor's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. eight (8) years experience is equivalent to a Bachelor's degree).

#### **LLH-IT-084**

##### **IT Consultant Associate**

**Minimum/General Experience:** Minimum two (2) years of facilitator experience with a knowledge of applicable standard applications and, if required, subject matter expertise. Provides technical and administrative expertise and support for knowledge management and/or software analysis tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Coordinates with managers, customers and other consultants to ensure problem solution and user satisfaction. Makes recommendations, if needed, for major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Functional Responsibility:** Provides structure and ensures progression of working groups and teams by maintaining focus and avoiding unnecessary digression. Works closely with group members to enhance team building, communication, interpersonal relations, meetings, and decision-making. Provides support for task teams involved in quality and process improvement projects. Supports technical training and documentation for various subject matters in both a classroom environment and a one-on-one/small group setup. Organizes or conducts the necessary research to develop and revise training courses. Prepares appropriate training catalogs. May also prepare instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Provides technical and managerial expertise for planning of pre, on-site, and post meeting/conference activities; budgeting; completion of conference tasks. Ensures objectives of each task are met according to applicable

regulations and standards and within the proposed cost and time frame. Liaison with client staff.

**Minimum Education:** Associate's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. four (4) years experience is equivalent to an Associate degree).

#### **LLH-IT-085**

##### **IT Consultant Apprentice**

**Minimum/General Experience:** Minimum six (6) months of facilitator experience with a knowledge of applicable standard applications and, if required, subject matter expertise. Assists in knowledge management and/or software analysis tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and progress in accordance with schedules. Coordinates with managers, customers and other consultants to ensure problem solution and user satisfaction. Implements milestone status reports and develops and provides deliveries/presentations. Participates in working groups and teams. Works closely with group members to enhance team building, communication, interpersonal relations, meetings, and decision-making.

**Functional Responsibility:** Provides support for task teams involved in quality and process improvement projects. Supports technical training and documentation for various subject matters in classroom environments and one-on-one/small group set-ups. Assists in necessary research to develop and revise training courses. Prepares appropriate training catalogs and other documents. Trains personnel by conducting formal classroom courses, workshops, and seminars. Assists in planning of pre, on-site, and post meeting/conference activities; budgeting; completion of conference tasks. Ensures objectives of each task are met according to applicable regulations and standards and within the proposed cost and time frame. Supports on-site contractor and client team members.

**Minimum Education:** Associate's degree or equivalent experience. Two (2) years experience is equivalent to one (1) year of education (i.e. four (4) years experience is equivalent to an Associate degree).

## ***Attachment 2: NAICS Reference Listing***

Because many organizations use the North American Industrial Classification Standard (NAICS) to identify categories of support provided by their suppliers, we have included this listing of the major support categories provided by LLH & Associates.

We have listed some NAICS categories multiple times to provide our customers with topical names that are more commonly used within government organizations. This is not intended to be an all-inclusive listing, but a listing of our most commonly supported topics in the MOBIS or Corporate Contract Vehicle areas. Many of our customers are primarily supported within one or more of the items listed below with tertiary support provided within other categories that are not listed.

541	Professional, Scientific, and Technical Services
541330	Strategic Planning for Technology Programs/Activities
541330	Concept Development and Requirements Analysis
541330	Integrated Logistics Support
541330	Acquisition and Life Cycle Management
5415	Computer Systems Design and Related Services
541512	Computer Systems Design Services
541512	Web Site Design and Maintenance Services
541513	Information Technology Professional Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services
5416	Management, Scientific, and Technical Consulting Services
54161	Management Consulting Services
541611	Administrative Management and General Management Consulting Services
541611	MOBIS Consulting Services
541611	MOBIS Program Integration and Project Management Services
541612	Human Resources and Executive Search Consulting Services
541612	Review and Integration Services
541614	Process, Physical Distribution, and Logistics Consulting Services
541614	Deployment Logistics Services, including Deployment/Contingency Planning
541618	Other Management Consulting Services
541890	Trade Shows/Exhibits & Conferences/Events Planning Services
5419	Other Professional, Scientific, and Technical Services
561	Administrative and Support Services
56111	Office Administrative Services
561110	Record Management Services
5614	Business Support Services

56140	File Organization and File Maintenance (FOM) Services
56141	Document Preparation Services
561499	Other Business Support Services