

Federal Supply Service

Authorized Federal Supply Schedule Price List

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: [GSAAdvantage.gov](http://GSAAdvantage.gov).

## Multiple Award Schedule



**FSC GROUP: MAS**

**CONTRACT # 47QTCA25D009J**

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

**CONTRACT PERIOD:** May 1, 2025 through April 30, 2030

**CONTRACTOR:**

**Diligent Consulting Inc**  
901 NE Loop 410 Ste 600  
San Antonio TX 78209

<b>PHONE:</b>	210-826-9300
<b>WEBSITE:</b>	<a href="http://www.diligent-us.com">http://www.diligent-us.com</a>
<b>CONTACT:</b>	Stephanie Moreno <a href="mailto:info@diligent-us.com">info@diligent-us.com</a>
<b>BUSINESS SIZE:</b>	Small
<b>CERTIFICATIONS:</b>	SDVOSB

## CUSTOMER INFORMATION

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

SINs	SIN Title
518210C	Cloud Computing and Cloud Related IT Professional Services
54151HACS	Highly Adaptive Cybersecurity Services (HACS)
54151S	Information Technology Professional Services
OLM	Order-Level Materials

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

## OFFERED PRICING

Labor Category Title	GSA Price w/IFF 2025	GSA Price w/IFF 2026	GSA Price w/IFF 2027	GSA Price w/IFF 2028
Application Tester I	\$78.59	\$80.55	\$82.57	\$84.63
Application Tester II	\$94.22	\$96.57	\$98.99	\$101.47
Application Tester III	\$125.33	\$128.46	\$131.68	\$134.97
Application Tester IV	\$133.38	\$136.72	\$140.13	\$143.64
Asset Manager	\$48.83	\$50.05	\$51.29	\$52.57
Cloud ERP Developer	\$171.70	\$175.99	\$180.39	\$184.91
Graphic Designer	\$77.69	\$79.64	\$81.63	\$83.68
Information Systems Security Officer	\$80.21	\$82.22	\$84.27	\$86.38
Network Administrator I	\$52.87	\$54.19	\$55.54	\$56.93
Network Administrator II	\$81.88	\$83.93	\$86.03	\$88.17
Network Administrator III	\$90.69	\$92.96	\$95.28	\$97.66
Network Administrator IV	\$103.61	\$106.20	\$108.86	\$111.58
Oracle Database Administrator I	\$92.08	\$94.38	\$96.74	\$99.15
Oracle Database Administrator II	\$123.28	\$126.37	\$129.53	\$132.77
Oracle Database Administrator III	\$125.90	\$129.05	\$132.27	\$135.58
Oracle Developer I	\$93.68	\$96.02	\$98.42	\$100.88
Oracle Developer II	\$111.29	\$114.08	\$116.93	\$119.85
Oracle Developer III	\$121.41	\$124.44	\$127.56	\$130.75
Program Manager I	\$89.30	\$91.54	\$93.82	\$96.17
Program Manager II	\$110.36	\$113.12	\$115.95	\$118.85
Program Manager III	\$129.22	\$132.45	\$135.77	\$139.16
Program Office Specialist/Administrator	\$58.54	\$60.00	\$61.50	\$63.04
RDBMS Database Administrator I	\$90.22	\$92.47	\$94.78	\$97.15
RDBMS Database Administrator II	\$123.28	\$126.37	\$129.53	\$132.77
RDBMS Database Administrator III	\$125.90	\$129.05	\$132.27	\$135.58

<b>RDBMS Developer I</b>	\$88.22	\$90.43	\$92.69	\$95.00
<b>RDBMS Developer II</b>	\$122.64	\$125.70	\$128.85	\$132.07
<b>RDBMS Developer III</b>	\$144.65	\$148.27	\$151.98	\$155.78
<b>Service Desk Technician I</b>	\$56.94	\$58.36	\$59.82	\$61.31
<b>Service Desk Technician II</b>	\$68.19	\$69.89	\$71.64	\$73.43
<b>Service Desk Technician III</b>	\$83.69	\$85.78	\$87.93	\$90.13
<b>Subject Matter Expert I</b>	\$92.48	\$94.79	\$97.16	\$99.59
<b>Subject Matter Expert II</b>	\$114.86	\$117.73	\$120.68	\$123.69
<b>Subject Matter Expert III</b>	\$136.39	\$139.80	\$143.29	\$146.88
<b>Subject Matter Expert IV</b>	\$215.37	\$220.75	\$226.27	\$231.92
<b>Software Engineer I</b>	\$85.72	\$87.87	\$90.07	\$92.31
<b>Software Engineer II</b>	\$97.03	\$99.46	\$101.94	\$104.49
<b>Software Engineer III</b>	\$103.07	\$105.65	\$108.29	\$111.00
<b>Software Engineer IV</b>	\$114.86	\$117.73	\$120.68	\$123.69
<b>Software Programmer I</b>	\$47.43	\$48.61	\$49.83	\$51.08
<b>Software Programmer II</b>	\$71.13	\$72.92	\$74.74	\$76.60
<b>Software Programmer III</b>	\$90.48	\$92.75	\$95.06	\$97.44
<b>Software Programmer IV</b>	\$100.49	\$103.00	\$105.58	\$108.22
<b>Systems Administrator I</b>	\$87.18	\$89.36	\$91.60	\$93.88
<b>Systems Administrator II</b>	\$124.52	\$127.64	\$130.83	\$134.11
<b>Systems Administrator III</b>	\$155.12	\$159.00	\$162.98	\$167.05
<b>Systems Analyst I</b>	\$86.07	\$88.22	\$90.43	\$92.69
<b>Systems Analyst II</b>	\$105.46	\$108.10	\$110.80	\$113.57
<b>Systems Architect</b>	\$164.15	\$168.25	\$172.45	\$176.77
<b>Systems Engineer I</b>	\$60.12	\$61.62	\$63.16	\$64.75
<b>Systems Engineer II</b>	\$73.57	\$75.42	\$77.30	\$79.23
<b>Systems Engineer III</b>	\$95.24	\$97.62	\$100.06	\$102.56
<b>Systems Engineer IV</b>	\$99.06	\$101.54	\$104.08	\$106.68
<b>Training Instructor</b>	\$77.35	\$79.28	\$81.27	\$83.30
<b>Web Designer I</b>	\$63.02	\$64.59	\$66.21	\$67.86
<b>Web Designer II</b>	\$79.79	\$81.78	\$83.83	\$85.92
<b>Web Designer III</b>	\$91.05	\$93.33	\$95.67	\$98.06
<b>Information Assurance SME I</b>	\$105.45	\$108.09	\$110.79	\$113.56
<b>Information Assurance SME II</b>	\$127.66	\$130.85	\$134.13	\$137.48
<b>Information Assurance SME III</b>	\$149.85	\$153.60	\$157.44	\$161.38
<b>Information Assurance SME IV</b>	\$172.06	\$176.36	\$180.78	\$185.30
<b>Information Assurance SME V</b>	\$194.26	\$199.11	\$204.09	\$209.19

**Service Contract Labor Standards:** The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

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

## **LABOR CATEGORY DESCRIPTIONS**

### **Application Tester I**

Develops, publishes, and implements test plans. Writes and maintains test automation. Develops quality assurance standards. Defines and tracks quality assurance metrics such as defect densities and open defect counts. Requires an associates degree and 3 years of experience coding in C, C++, Java or degree is waiverable with an additional 4 years of experience. Must have a working knowledge of quality assurance methodologies. Familiar with NT, UNIX and/or Solaris environments. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required.

### **Application Tester II**

Develops, publishes, and implements test plans. Writes and maintains test automation. Develops quality assurance standards. Defines and tracks quality assurance metrics such as defect densities and open defect counts. Requires a bachelor's degree and 3 years of experience coding in C, C++, Java or degree is waiverable with an additional 4 years of experience. Must have a working knowledge of quality assurance methodologies. Familiar with NT, UNIX and/or Solaris environments. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required.

### **Application Tester III**

Develops, publishes, and implements test plans. Writes and maintains test automation. Develops quality assurance standards. Defines and tracks quality assurance metrics such as defect densities and open defect counts. Requires a bachelor's degree and 8+ years of experience coding in C, C++, Java or degree is waiverable with an additional 4 years of experience. Must have a working knowledge of quality assurance methodologies. Familiar with NT, UNIX and/or Solaris environments. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works without supervision. A certain degree of creativity and latitude is required.

### **Application Tester IV**

Develops, publishes, and implements test plans. Writes and maintains test automation. Develops quality assurance standards. Defines and tracks quality assurance metrics such as defect densities and open defect counts. Requires a bachelor's degree and 10 years of experience coding in C, C++, Java or degree is waiverable with an additional 4 years of experience. Must have a working knowledge of quality assurance methodologies. Familiar with NT, UNIX and/or Solaris environments. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works without supervision. A certain degree of creativity and latitude is required.

### **Asset Manager**

Manages the operations of the IT procurement and inventory management function. Manages the maintenance of records and databases containing information regarding licenses, warranties, and service agreements for the organization's hardware and software. Minimizes organizational cost through product standardization and tracking. Tracks quality throughout the product lifetime. Requires a bachelor's degree and at least 2 years of experience in the field or in a related area, or degree is waivable with an additional 4 years of experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is required.

### **Cloud ERP Developer**

Requires a Bachelor's degree and four (4) years of cloud IT experience. An additional three (3) years experience in ERP development may be substituted for the bachelor's degree. Provides knowledge of a cloud functional area or other area of expertise with hands-on experience in multiple modules. Performs evaluation and implementation tasks for Enterprise Resource Planning (ERP) and ERP-related cloud products using broad industry experience including industry best practices, and extensive cloud knowledge. Accomplished at professional level roles and knowledgeable about applying technology to cloud applications and systems. Applies industry best practices and product knowledge in developing tools to lead requirements gathering sessions for individual modules and makes specific business process recommendations. Develops or executes functional and technical specifications and testing cloud configuration, interfaces and applications. Executes project plan tasks and other duties as assigned. Provides regular status on tasks and issues. Provides input to project plan and resource requirements. Adapts project methodology as needed.

### **Graphic Designer**

Uses knowledge of current graphic design software to produce graphic art and visual materials for promotions, advertisements, films, packaging, and informative and instructional material through a variety of media outlets such as websites and CD-ROMs. Generates and manipulates graphic images, animations, sound, text and video into consolidated and seamless multimedia programs. Must remain abreast of technological advances in the field and be able to identify areas of use in the organization. May require a bachelor's degree or its equivalent and 2 years of experience in the field or in a related area or degree is waivable with an additional 4 years of experience. Familiar with standard concepts, practices, and procedures within a particular field.

Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A great deal of creativity and latitude is expected.

### **Information Systems Security Officer**

Requires an Associate's degree and two (2) years of experience in the field. An additional two (2) years experience in the field may be substituted for the associate's degree. Uses knowledge of system and network information protection operations, network protocol analysis, computing systems and security applications design, network design and infrastructure maintenance: Evaluates computer and network hardware and software. Troubleshoots network and hardware problems for technical and administrative information security recommendations. Performs general administration of computing infrastructure. Assists with the implementation and operation of security tools.



### **Network Administrator I**

Requires a high school diploma and two (2) years of experience in the field. Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures.

### **Network Administrator II**

Requires an Associate's degree and three (3) years of experience in the field. Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures.

### **Network Administrator III**

Requires an Associate's degree and five (5) years of experience in the field. An additional two (2) years experience may be substituted for the associate's degree. Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures.

### **Network Administrator IV**

Requires an Associate's degree and seven (7) years of experience in the field. An additional three (3) years experience may be substituted for the associate's degree. Sets up, configures, and supports internal and/or external networks. Develops and maintains all systems, applications, security, and network configurations. Troubleshoots network performance issues and creates and maintains a disaster recovery plan. Recommends upgrades, patches, and new applications and equipment. Provides technical support and guidance to users. Familiar with a variety of the field's concepts, practices, and procedures. May act as a team lead.

### **Oracle Database Administrator I**

Requires a Bachelor's degree and two (2) years experience in database administration of small to medium databases on Oracle. An additional three (3) years experience in Oracle database administration may be substituted for the bachelor's degree. Works with teams to determine data storage and access requirements and other capacity planning issues. Works within defined methods for file organization, indexing, and security. Makes recommendations for tuning existing logic and/or physical designs. Works with system administrators to define and implement database system backup and recovery methods and schedules. Provides guidance in the use of database programming language to junior members of the development staff. Performs data analysis as required for databases, conversions, and data loads. Provides database component setup, such as patches and upgrades. Provides support to Database Administrators II and III, as required. May perform other duties as required.

### **Oracle Database Administrator II**

Requires a Bachelor's degree and four (4) years experience in database administration of medium to large databases on Oracle. An additional three (3) years experience in Oracle database administration may be substituted for the bachelor's degree. Works with teams to determine data storage and access requirements and other capacity planning issues. Defines methods for file organization, indexing, and security. Makes recommendations for tuning existing logic and/or physical designs. Works with system administrators to define and implement database system backup and recovery methods and schedules. Provides guidance in the use of database programming language to junior members of the development staff. Performs data analysis as required for databases, conversions, and data loads. Provides database component setup, such as patches and upgrades. Provides supervision to Database Administrators. Provides support to Database Administrators III as required.

### **Oracle Database Administrator III**

Requires a Bachelor's degree as well as seven (7) years experience in database administration of medium to large databases on Oracle and a minimum of two (2) years experience in managing a database administration staff. An additional three (3) years of experience in Oracle database administration may be substituted for the bachelor's degree. Performs as Database Administration manager. Defines methods for file organization, indexing, and security. Makes recommendations for tuning existing logic and/or physical designs. Works with system administrators to define and implement database system backup and recovery methods and schedules. Provides guidance in the use of database programming language to junior members of the development staff. Performs data analysis as required for databases, conversions, and data loads. Provides database component setup, such as patches and upgrades. Prepares and delivers presentations on database management systems concepts and technology options to the customer. May perform other duties as required.

### **Oracle Developer I**

Requires a Bachelor's degree and two (2) years experience in programming support using Oracle development tools such as Oracle PL/SQL, Oracle Forms, etc. An additional three (3) years experience as an Oracle Developer may be substituted for the bachelor's degree. Versed in relational database concepts and SQL. Worked closely with users, database administrators and database/application designers to develop a system that meets the functional and technical requirements as defined by the customer. Provides programming support using relational database development tools. Works closely with end users, database administrators, and database/application designers to ensure technical and functional requirements are met. Provides support to Database Developers II and III, as required. May perform other duties as required. Provides programming support with relational database vendor specific development tools such as Oracle PL/SQL, Oracle Forms, etc.

### **Oracle Developer II**

Requires a Bachelor's degree and four (4) years experience in programming support using relational database vendor specific development tools such as Oracle PL/SQL, Oracle Forms, Sybase PowerBuilder, Microsoft TransactSQL, etc. An additional three (3) years experience as an Oracle Developer may be substituted for the bachelor's degree. Provides programming support using Oracle Developer or other database development tools. Experienced in relational database concepts and SQL. Works closely with end users, database administrators, and database/application designers to ensure technical and functional requirements are met. Supervises Database Developers I as required. Provides support to Database Developers III, as required. May perform other duties as required.

### **Oracle Developer III**

Requires a Bachelor's degree and seven (7) years experience in programming support using Oracle development tools such as Oracle PL/SQL, Oracle Forms, etc. An additional three (3) years experience as an Oracle Developer may be substituted for the bachelor's degree. Performs as Project Leader or Lead Developer. Provides supervision, training, and mentoring of Database Developers I and II, and other junior development staff members. Prepares and delivers presentations on technology concepts and options to the customer. May perform other duties as required. Provides programming support with relational database vendor specific development tools such as Oracle PL/SQL, Oracle Forms, etc. Expert in relational database concepts and SQL. Works closely with users, database administrators and database/application designers to develop a system that meets the functional and technical requirements as defined by the customer.

### **Program Manager I**

Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations. Requires a bachelor's degree and at least 2 years of experience in the field or in a related area or degree is waivable with an additional 4 years of experience. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. A certain degree of creativity and latitude is required.

### **Program Manager II**

Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations. Requires a bachelor's degree and at least 5 years of experience in the field or in a related area, or degree is waivable with an additional 4 years of experience. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. A certain degree of creativity and latitude is required.

### **Program Manager III**

Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Develops new business and expands product line. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Acts as advisor to program team regarding projects, tasks, and operations. Requires a master's degree and at least 10 years of experience in the field or in a related area or degree is waivable with an additional 4 years of experience. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. A certain degree of creativity and latitude is required. Typically reports to a unit/department head.



### **Program Office Specialist/Administrator**

Supervises office activities to achieve maximum expense control and productivity. Develops procedures and policies for office activities, such as filing, dictating, records maintenance, typing, word processing, faxing and mail distribution. May also be responsible for the maintenance of office equipment and supplies. Requires a high school diploma or its equivalent with at least 2 years of experience in the field. Relies on experience and judgment to plan and accomplish goals. Typically reports to a senior manager.

### **RDBMS Database Administrator I**

Requires a Bachelor's degree and two (2) years experience in database administration of small to medium databases on Oracle, SQLServer, or IBM DB2. An additional three (3) years experience in RDBMS Database Administration may be substituted for the bachelor's degree. Works with teams to determine data storage and access requirements and other capacity planning issues. Works within defined methods for file organization, indexing, and security. Makes recommendations for tuning existing logic and/or physical designs. Works with system administrators to define and implement database system backup and recovery methods and schedules. Provides guidance in the use of database programming language to junior members of the development staff. Performs data analysis as required for databases, conversions, and data loads. Provides database component setup, such as patches and upgrades. Provides support to Database Administrators II and III, as required.

### **RDBMS Database Administrator II**

Requires a Bachelor's degree and four (4) years experience in database administration of medium to large databases on Oracle, SQLServer, or IBM DB2. An additional three (3) years experience in RDBMS Database Administration may be substituted for the bachelor's degree. Works with teams to determine data storage and access requirements and other capacity planning issues. Defines methods for file organization, indexing, and security. Makes recommendations for tuning existing logic and/or physical designs. Works with system administrators to define and implement database system backup and recovery methods and schedules. Provides guidance in the use of database programming language to junior members of the development staff. Performs data analysis as required for databases, conversions, and data loads. Provides database component setup, such as patches and upgrades. Provides supervision to Database Administrators I. Provides support to Database Administrators III as required.

### **RDBMS Database Administrator III**

Requires a Bachelor's degree as well as seven (7) years experience in database administration of medium to large databases on Oracle, SQLServer, or IBM DB2 and a minimum of two (2) years experience in managing a database administration staff. An additional three (3) years experience in RDBMS Database Administration may be substituted for the bachelor's degree. Performs as Database Administration manager. Defines methods for file organization, indexing, and security. Makes recommendations for tuning existing logic and/or physical designs. Works with system administrators to define and implement database system backup and recovery methods and schedules. Provides guidance in the use of database programming language to junior members of the development staff. Performs data analysis as required for databases, conversions, and data loads. Provides database component setup, such as patches and upgrades. Prepares and delivers presentations on database management systems concepts and technology options to the customer.

### **RDBMS Developer I**

Requires a Bachelor's degree and two (2) years experience in programming support using relational database vendor specific development tools such as Oracle PL/SQL, Oracle Forms, Sybase PowerBuilder, Microsoft TransactSQL, etc. An additional three (3) years experience in RDBMS development may be substituted for the bachelor's degree. Versed in relational database concepts and SQL. Provides programming support using relational database vendor specific development tools such as Oracle PL/SQL, Oracle Forms, Sybase PowerBuilder, Microsoft TransactSQL, etc. Works closely with end users, database administrators, and database/application designers to ensure technical and functional requirements are met. Provides support to Database Developers II and III, as required.

### **RDBMS Developer II**

Requires a Bachelor's degree and four (4) years experience in programming support using relational database vendor specific development tools such as Oracle PL/SQL, Oracle Forms, Sybase PowerBuilder, Microsoft TransactSQL, etc. An additional three (3) years experience in RDBMS development may be substituted for the bachelor's degree. Experienced in relational database concepts and SQL. Provides programming support using Oracle Developer or other database development tools such as PowerBuilder. Works closely with end users, database administrators, and database/application designers to ensure technical and functional requirements are met. Supervises Database Developers I as required. Provides support to Database Developers III, as required.

### **RDBMS Developer III**

Requires a Bachelor's degree and seven (7) years experience in programming support using relational database vendor specific development tools such as Oracle PL/SQL, Oracle Forms, Sybase PowerBuilder, Microsoft TransactSQL, etc. An additional three (3) years experience in RDBMS development may be substituted for the bachelor's degree. Expert in relational database concepts and SQL. Performs as Project Leader or Lead Developer. Provides supervision, training, and mentoring of Database Developers I and II, and other junior development staff members. Prepares and delivers presentations on technology concepts and options to the customer.

### **Service Desk Technician I**

Requires a high school diploma and one (1) year experience in the field. Works with microcomputer applications including word processors, spreadsheets, presentation graphics, database management systems, electronic mail and communications. Evaluates, installs and supports PCs and various printer, graphics and storage peripherals, and adds new users to the system. Provides training, is skilled at performing system backups and data recovery, and working in a help desk environment fielding calls from end users.

### **Service Desk Technician II**

Requires an Associate's degree and three (3) years experience in the field. An additional two (2) years experience may be substituted for the associate's degree. Works with microcomputer applications including word processors, spreadsheets, presentation graphics, database management systems, electronic mail and communications. Evaluates, installs and supports PCs and various printer, graphics and storage peripherals, and adds new users to the system. Provides training, is skilled at performing system backups and data recovery, and working in a help desk environment fielding calls from end users.

### **Service Desk Technician III**

Requires an Associate's degree and five (5) years experience in the field. An additional two (2) years experience may be substituted for the associate's degree. Works with microcomputer applications including word processors, spreadsheets, presentation graphics, database management systems, electronic mail and communications. Evaluates, installs and supports PCs and various printer, graphics and storage peripherals, and adds new users to the system. Provides training, is skilled at performing system backups and data recovery, and working in a help desk environment fielding calls from end users.

### **Subject Matter Expert I**

Applies subject matter knowledge to design, development, integration, installation, documentation implementation and maintenance of specialized technical and engineering software as required. Resolves problems, which require an intimate knowledge of the related technical subject matter. Applies principle and methods of the subject matter to specialized solutions. Includes but not limited to: medical and legal transcription, environmental, scientific, engineering and logistical support activities. Requires an Associate's degree and two (2) years experience in the field or related area. An additional two (2) years experience in the field or applicable functional area certification may be substituted for the associate's degree.

### **Subject Matter Expert II**

Applies subject matter knowledge to design, development, integration, installation, documentation implementation and maintenance of specialized technical and engineering software as required. Resolves problems, which require an intimate knowledge of the related technical subject matter. Applies principle and methods of the subject matter to specialized solutions. Includes but not limited to: medical and legal transcription, environmental, scientific, engineering and logistical support activities. Requires two (2) years of undergraduate education and four (4) years experience in the field or related area. An additional two (2) years experience in the field or applicable functional area certification may be substituted for the education requirement.

### **Subject Matter Expert III**

Applies subject matter knowledge to design, development, integration, installation, documentation implementation and maintenance of specialized technical and engineering software as required. Resolves problems, which require an intimate knowledge of the related technical subject matter. Applies principle and methods of the subject matter to specialized solutions. Includes but not limited to: medical and legal transcription, environmental, scientific, engineering and logistical support activities. Requires a Bachelor's degree and eight (8) years experience in the field or related area. An additional two (2) years experience in the field or applicable functional area certification may be substituted for the bachelor's degree.

### **Subject Matter Expert IV**

Applies subject matter knowledge to design, development, integration, installation, documentation implementation and maintenance of specialized technical and engineering software as required. Resolves problems, which require an intimate knowledge of the related technical subject matter. Applies principle and methods of the subject matter to specialized solutions. Includes but not limited to: medical and legal transcription, environmental, scientific, engineering and logistical support activities. Requires a Master's degree and ten (10) years experience in the field or related area. An additional two (2) years experience in the field or applicable functional area certification may be substituted for the master's degree.

### **Software Engineer I**

Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Requires a bachelor's degree in a related area and 0-2 years of experience in the field or in a related area, or degree is waiverable with an additional 4 years of experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.

### **Software Engineer II**

Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Requires a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area, or degree is waiverable with an additional 4 years of experience. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required.

### **Software Engineer III**

Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Requires a bachelor's degree in a related area and 4-6 years of experience in the field or in a related area, or degree is waiverable with an additional 4 years of experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

### **Software Engineer IV**

Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software. Requires a bachelor's degree in a related area and 10 years of experience in the field or in a related area, or degree is waiverable with an additional 4 years of experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

### **Software Programmer I**

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. Requires an associate's degree in a related area and 2 years of experience in the field or in a related area or degree is waiverable with an additional 4 years of experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.

### **Software Programmer II**

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and

documenting programs. Require an associate's degree in a related area and 2-4 years of experience in the field or in a related area, or degree is waiverable with an additional 4 years of experience. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required.

### **Software Programmer III**

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. Requires a bachelor's degree and 4-6 years of experience in the field or in a related area or degree is waiverable with an additional 4 years of experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

### **Software Programmer IV**

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs. Requires a bachelor's degree and 4-6 years of experience in the field or in a related area or degree is waiverable with an additional 4 years of experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

### **Systems Administrator I**

Requires an Associate's degree and two (2) years experience in the field or related area. An additional two (2) years experience in the field or applicable functional area certifications may be substituted for the associate's degree. Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

### **Systems Administrator II**

Requires a Bachelor's degree and two (2) years experience in the field or related area. An additional three (3) years experience in the field or applicable functional area certifications may be substituted for the bachelor's degree. Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

### **System Administrator III**

Requires a Bachelor's degree and four (4) years experience including a minimum of two (2) years practical experience with UNIX, Linux, Windows, and/or any other client operating system. An additional three (3) years experience as a System Administrator may be substituted for the bachelor's degree. Performs daily configuration and operation activities of computer systems. Optimizes system operation and resource utilization. Performs system capacity analysis and planning. Works with database administrators, application developers, network



administrators, and other groups to define requirements and configurations for computer systems. Defines and implements system backup and recovery methods and schedules. Provides operating system component setup, such as patches and upgrades. Provides assistance to user in accessing and using business systems.

### **System Analyst I**

Requires a Bachelor's degree and two (2) years experience in system analysis using various system development tools. An additional three (3) years experience as a System Analyst may be substituted for the bachelor's degree. Analyzes information to be processed. Defines and analyzes problems and develops system requirements and program specifications. Develops, in conjunction with functional users, system alternative solutions. Provides support for installation, testing, implementation, and ongoing maintenance of the hardware/software system.

### **System Analyst II**

Requires a Bachelor's degree and four (4) years experience in system analysis using various system development tools. An additional three (3) years experience as a Systems Analyst may be substituted for the bachelor's degree. Analyzes information to be processed. Defines and analyzes problems and develops system requirements and program specifications. Develops, in conjunction with functional users, system alternative solutions. Supervises System Analysts I as required. Provides support for installation, testing, implementation, and ongoing maintenance of the hardware/software system.

### **System Architect**

Requires a Bachelor's degree and nine (9) years of general experience. An additional three (3) years experience in System Administration duties may be substituted for the bachelor's degree. Plans and performs systems and networking engineering research, design development, and other assignments in conformance with system and network design, engineering, and customer specifications. Supervises team of senior engineers. Responsible for highly complex technical/engineering projects. Coordinates the activities of the engineering staff assigned to specific system and network engineering projects. Is the lead technical authority on a project.

### **Systems Engineer I**

Requires an Associate's degree and two (2) years experience in the field or related area. An additional two (2) years experience in the field or applicable functional area certifications may be substituted for the associate's degree. Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

### **Systems Engineer II**

Requires a Bachelor's degree and two (2) years experience in the field or related area. An additional three (3) years experience in the field or applicable functional area certifications may be substituted for the bachelor's degree. Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

### **Systems Engineer III**

Requires a Bachelor's degree and four (4) years experience in the field or related area. An additional three (3) years experience in the field or applicable functional area certifications may be substituted for the bachelor's degree. Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

### **Systems Engineer IV**

Requires a Bachelor's degree and six (6) years experience in the field or related area. An additional three (3) years experience in the field or applicable functional area certifications may be substituted for the bachelor's degree. Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

### **Training Instructor**

Participates in, and conducts technical training programs. Determines training objectives. Writes training programs, including outlines, text, handouts, tests, and designs laboratory exercises. Lectures class on safety, installation, programming, maintenance, and repair of software, machinery, and equipment, following outline, handouts and texts. Administers written and practical exams and writes performance reports to evaluate trainees' performance. Requires a bachelor's degree and at least 4 years of technical experience or degree is waivable with an additional 4 years of experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to an executive or head of a unit/department.

### **Web Designer I**

Produces graphic sketches, designs, and copy layouts for online content. Determines size and arrangement of illustrative material and copy, selects style and size of type, and arranges layout based upon available space, knowledge of layout principles, and aesthetic design concepts. May require an associate's degree or its equivalent and 2 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.

### **Web Designer II**

Produces graphic sketches, designs, and copy layouts for online content. Determines size and arrangement of illustrative material and copy, selects style and size of type, and arranges layout based upon available space, knowledge of layout principles, and aesthetic design concepts. May require an bachelor degree or its equivalent and 5 years of experience in the field or in a related area. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do typically require exercising independent judgment.

### **Web Designer III**

Produces graphic sketches, designs, and copy layouts for online content. Determines size and arrangement of illustrative material and copy, selects style and size of type, and arranges layout based upon available space, knowledge of layout principles, and aesthetic design concepts. Requires a bachelor's degree or its equivalent and 8 years of experience in the field or in a related area, or degree is waiverable with an additional 4 years of experience. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment.

### **Information Assurance SME I**

Minimum/General Experience: 1 Year of related Technical Experience

Functional Responsibility: Has advanced understanding of area of expertise related to Information Assurance disciplines. Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the team to identify the best solution to organizational, process or technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Can perform basic tasks under general supervision.

Minimum Education: Bachelors Degree in Computer Science, Information Systems, Business or equivalent field

### **Information Assurance SME II**

Minimum/General Experience: 5 Years of related Technical Experience

Functional Responsibility: Has advanced understanding of area of expertise related to Information Assurance disciplines. Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the team to identify the best solution to organizational, process or technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Can perform more complex tasks with minimal supervision.

Minimum Education: Bachelors Degree in Computer Science, Information Systems, Business or equivalent field

### **Information Assurance SME III**

Minimum/General Experience: 10 Years of related Technical Experience

Functional Responsibility: Has advanced understanding of area of expertise related to Information Assurance disciplines. Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the team to identify the best solution to organizational, process or technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Can perform all tasks with no supervision required.

Minimum Education: Bachelors Degree in Computer Science, Information Systems, Business or equivalent field

#### **Information Assurance SME IV**

Minimum/General Experience: 15 Years of related Technical Experience

Functional Responsibility: Has advanced understanding of area of expertise related to Information Assurance disciplines. Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the team to identify the best solution to organizational, process or technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Can perform all tasks with no supervision required. May supervise junior personnel.

Minimum Education: Bachelors Degree in Computer Science, Information Systems, Business or equivalent field

#### **Information Assurance SME V**

Minimum/General Experience: 19 Years of related Technical Experience

Functional Responsibility: Has advanced understanding of area of expertise related to Information Assurance disciplines. Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the team to identify the best solution to organizational, process or technical issues. Familiar with a specific field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Can perform all tasks with no supervision required. Shall supervise junior personnel.

Minimum Education: Bachelors Degree in Computer Science, Information Systems, Business or equivalent field

2. Maximum Order: \$500,000

3. Minimum Order: \$100.00

4. Geographic Coverage (Delivery Area): Domestic

4a. 50 States, DC and US Territories

5. Point(s) of production: Same as company address

6. Discount from list prices: Prices shown are NET Prices; Basic Discounts have been deducted.

7. Quantity Discounts: 1% discount for orders greater than or equal to \$500,000

8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. 1% Net 10, Net 30.

9. Foreign Items: None

10a. Time of delivery. (Contractor insert number of days.): Contact Contractor

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list.: Contact Contractor

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

10d. Urgent Requirements: Contact Contractor

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

12a. Ordering Address: Contractor Address

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

13. Payment address(es): Contractor Address

14. Warranty provision. Standard 1 Year Warranty

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

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

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

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). N/A

18b. Terms and conditions for any other services (if applicable) N/A

19. List of service and distribution points (if applicable). Contractor Address

20. List of participating dealers (if applicable). N/A

21. Class of Customer or Agency: Various Government Agencies, including the Department of Defense, NASA, Department of Homeland Security, Department of Justice, and US Air Force.

22. Preventive maintenance (if applicable). N/A

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) N/A

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor website or other location.) The EIT standards can be found at [www.Section508.gov/](http://www.Section508.gov/). N/A

23. Unique Entity Identifier (UEI) number: SYNCWKJ72KW1

24. Notification regarding registration in System for Award Management (SAM) database. Contractor registered and active in SAM.