



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 GSA Advantage!® is: GSAAdvantage.gov.

Mutliple Award Schedule (MAS) 47QSMA19D08NL

ZIMMERMAN ASSOCIATES, INC.

10600 ARROWHEAD DR STE 325

FAIRFAX, VA 22030-7306

Office: 703-883-0506 ♦ Fax: 703-883-0526

<http://WWW.ZAI-INC.COM>

Contract Number: **47QSMA19D08NL**

Period Covered by Contract: **11/21/2018-11/20/2023**

Other Than Small Business

SIN	Description
54151S	IT Professional Services
493110RM	Physical Records Management Services
518210DC	Document Conversion Services
541611O	Office Management Needs Assessment and Analysis Services
561439	Document Production On-site and Off-site Services
561499M	Mail Management, Systems, Processing Equipment and Related Solutions
561499N	Network Connectivity Support Services
OLM	Order Level Materials (OLMs)



Customer Information:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

SIN	Description
54151S	IT Professional Services
493110RM	Physical Records Management Services
518210DC	Document Conversion Services
541611O	Office Management Needs Assessment and Analysis Services
561439	Document Production On-site and Off-site Services
561499M	Mail Management, Systems, Processing Equipment and Related Solutions
561499N	Network Connectivity Support Services
OLM	Order Level Materials (OLMs)

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.

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.

2. Maximum Order: \$500,000.00 (SIN 54151S)
\$1,000,000: 493110RM, 518210DC, 5416110, 561439, 561499M ,561499N

3. Minimum Order: \$100.00 (all SINs)

4. Geographic Coverage (delivery Area):
SIN 54151S Domestic (48 States, DC AK, HI,PR)
493110RM: V-48 States, DC
518210DC: V-48 States, DC
5416110: W-Wordwide
561439: W-Wordwide
561499M W-Wordwide
561499N: V-48 Domestic(48 States, DC)

5. Point(s) of production (city, county, and state or foreign country): N/A

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).

7. Quantity discounts: None offered

8. Prompt payment terms: Net 30 days



- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Will not accept over the micropurchase threshold
- 10. Foreign items (list items by country of origin):** None
- 11a. Time of Delivery (Contractor insert number of days):** Specified on the Task Order and shall deliver or perform services in accordance with the terms negotiated in an agency's order.
- 11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery:** Contact Contractor
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery:** Contact Contractor
- 11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery:** Contact Contractor
- 12. F.O.B Points(s):** Destination
- 13a. Ordering Address(es):**
ZIMMERMAN ASSOCIATES, INC.
10600 ARROWHEAD DR STE 325
FAIRFAX, VA 22030-7306
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).**
- 14. Payment address(es):**
ZIMMERMAN ASSOCIATES, INC.
10600 ARROWHEAD DR STE 325
FAIRFAX, VA 22030-7306
- 15. Warranty provision.:** Contractor's standard commercial warranty.
- 16. Export Packing Charges (if applicable):** N/A
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
- 18. Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
- 19. Terms and conditions of installation (if applicable):** N/A
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20a. Terms and conditions for any other services (if applicable):** N/A



21. **List of service and distribution points (if applicable):** N/A
22. **List of participating dealers (if applicable):** N/A
23. **Preventive maintenance (if applicable):** N/A
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 24b. **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. contactor's website or other location.) The EIT standards can be found at:** www.Section508.gov/.
25. **Data Universal Numbering System (DUNS) number:** 087693545
26. **Notification regarding registration in the System for Award Management (SAM) Database:** Registered



LABOR CATEGORY RATES SIN 54151S
Contractor Site Rates

SIN	Labor Category	11/21/2019-11/20/2020	11/21/2020-11/20/2021	11/21/2021-11/20/2022	11/21/2022-11/20/2023
54151S	Program Manager II	\$121.24	\$123.30	\$125.39	\$127.53
54151S	Program Manager I	\$114.10	\$116.04	\$118.01	\$120.02
54151S	Systems Engineer VI	\$142.40	\$144.82	\$147.29	\$149.79
54151S	Systems Engineer V	\$130.62	\$132.84	\$135.10	\$137.39
54151S	Systems Engineer IV	\$107.68	\$109.51	\$111.37	\$113.27
54151S	Systems Engineer III	\$92.80	\$94.38	\$95.98	\$97.61
54151S	Systems Engineer II	\$71.66	\$72.87	\$74.11	\$75.37
54151S	Systems Engineer I	\$48.25	\$49.07	\$49.91	\$50.76
54151S	Systems/Program Analyst IV	\$84.75	\$86.19	\$87.65	\$89.14
54151S	Systems/Program Analyst III	\$80.58	\$81.95	\$83.35	\$84.76
54151S	Systems/Program Analyst II	\$59.14	\$60.15	\$61.17	\$62.21
54151S	Systems/Program Analyst I	\$46.47	\$47.26	\$48.07	\$48.88
54151S	Computer Programmer V	\$117.07	\$119.06	\$121.09	\$123.15
54151S	Computer Programmer IV	\$107.09	\$108.91	\$110.76	\$112.65
54151S	Computer Programmer III	\$50.04	\$50.89	\$51.75	\$52.63
54151S	Computer Programmer II	\$44.16	\$44.91	\$45.67	\$46.45
54151S	Computer Programmer I	\$37.02	\$37.65	\$38.29	\$38.95
54151S	Info Tech Librarian II	\$54.67	\$55.60	\$56.55	\$57.51
54151S	Info Tech Librarian I	\$46.47	\$47.26	\$48.07	\$48.88
54151S	Project Data Analyst/Tech V	\$60.62	\$61.65	\$62.70	\$63.76
54151S	Project Data Analyst/Tech IV	\$49.45	\$50.29	\$51.14	\$52.01
54151S	Project Data Analyst/Tech III	\$47.06	\$47.86	\$48.68	\$49.50
54151S	Project Data Analyst/Tech II	\$37.61	\$38.25	\$38.90	\$39.57
54151S	Project Data Analyst/Tech I	\$32.92	\$33.48	\$34.05	\$34.63
54151S	Program Support III*	\$41.78	\$42.49	\$43.21	\$43.94
54151S	Program Support II*	\$33.52	\$34.09	\$34.67	\$35.26
54151S	Program Support I*	\$27.10	\$27.56	\$28.03	\$28.50



54151S	Clerk*		\$22.94	\$23.33	\$23.72	\$24.13
54151S	Technical Writer II		\$62.99	\$64.06	\$65.15	\$66.26
54151S	Technical Writer I		\$43.50	\$44.24	\$44.99	\$45.76
54151S	Graphic Artist II		\$62.99	\$64.06	\$65.15	\$66.26
54151S	Graphic Artist I		\$40.64	\$41.33	\$42.04	\$42.75

LABOR CATEGORY RATES (54151S)

Gov Site Rates

SIN	Labor Category		11/21/2019-11/20/2020	11/21/2020-11/20/2021	11/21/2021-11/20/2022	11/21/2022-11/20/2023
54151S	Program Manager II		\$105.78	\$107.57	\$109.40	\$111.26
54151S	Program Manager I		\$90.28	\$91.82	\$93.38	\$94.96
54151S	Systems Engineer VI		\$119.45	\$121.48	\$123.54	\$125.64
54151S	Systems Engineer V		\$97.58	\$99.23	\$100.92	\$102.64
54151S	Systems Engineer IV		\$80.46	\$81.83	\$83.22	\$84.63
54151S	Systems Engineer III		\$67.77	\$68.92	\$70.09	\$71.28
54151S	Systems Engineer II		\$58.40	\$59.39	\$60.40	\$61.42
54151S	Systems Engineer I		\$41.14	\$41.84	\$42.55	\$43.28
54151S	Systems/Program Analyst IV		\$77.61	\$78.93	\$80.27	\$81.64
54151S	Systems/Program Analyst III		\$72.09	\$73.31	\$74.56	\$75.83
54151S	Systems/Program Analyst II		\$52.86	\$53.76	\$54.67	\$55.60
54151S	Systems/Program Analyst I		\$39.71	\$40.39	\$41.07	\$41.77
54151S	Computer Programmer V		\$92.11	\$93.67	\$95.27	\$96.89
54151S	Computer Programmer IV		\$56.57	\$57.53	\$58.51	\$59.50
54151S	Computer Programmer III		\$44.66	\$45.42	\$46.19	\$46.98
54151S	Computer Programmer II		\$40.63	\$41.32	\$42.03	\$42.74
54151S	Computer Programmer I		\$31.40	\$31.93	\$32.47	\$33.03
54151S	Info Tech Librarian II		\$49.60	\$50.45	\$51.31	\$52.18
54151S	Info Tech Librarian I		\$40.37	\$41.06	\$41.76	\$42.47
54151S	Training Specialist		\$56.51	\$57.47	\$58.45	\$59.44
54151S	Project Data Analyst/Tech V		\$53.48	\$54.39	\$55.32	\$56.26



54151S	Project Data Analyst/Tech IV		\$43.67	\$44.41	\$45.17	\$45.94
54151S	Project Data Analyst/Tech III		\$37.46	\$38.09	\$38.74	\$39.40
54151S	Project Data Analyst/Tech II		\$31.08	\$31.61	\$32.15	\$32.69
54151S	Project Data Analyst/Tech I		\$26.11	\$26.56	\$27.01	\$27.47
54151S	Program Support III*		\$31.93	\$32.47	\$33.03	\$33.59
54151S	Program Support II*		\$28.05	\$28.53	\$29.01	\$29.51
54151S	Program Support I*		\$23.25	\$23.65	\$24.05	\$24.46
54151S	Clerk*		\$21.97	\$22.35	\$22.73	\$23.11
54151S	Technical Writer II		\$59.75	\$60.76	\$61.79	\$62.84
54151S	Technical Writer I		\$38.92	\$39.58	\$40.25	\$40.94
54151S	Graphic Artist II		\$56.91	\$57.88	\$58.86	\$59.86
54151S	Graphic Artist I		\$36.25	\$36.87	\$37.50	\$38.13

LABOR CATEGORY RATES (493110RM, 518210DC, 541611O, 561439, 561499M, 561499N)

SIN(s)	Labor Category	11/21/2018-11/20/2019	11/21/2019-11/20/2020	11/21/2020-11/20/2021	11/21/2021-11/20/2022	11/21/2022-11/20/2023
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Program Manager II	\$ 116.03	\$ 118.35	\$ 120.72	\$ 123.13	\$ 125.59
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Program Manager I	\$ 102.19	\$ 104.23	\$ 106.31	\$ 108.44	\$ 110.61
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Business Process Analysis Manager III	\$ 109.94	\$ 112.14	\$ 114.39	\$ 116.67	\$ 119.01



493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Business Process Analysis Manager II	\$ 87.31	\$ 89.06	\$ 90.84	\$ 92.66	\$ 94.51
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Business Process Analysis Manager I	\$ 74.98	\$ 76.48	\$ 78.01	\$ 79.57	\$ 81.16
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Records/ Information Manager IV	\$ 113.91	\$ 116.19	\$ 118.52	\$ 120.89	\$ 123.30
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Records/ Information Manager III	\$ 86.73	\$ 88.47	\$ 90.23	\$ 92.04	\$ 93.88
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Records/ Information Manager II	\$ 70.97	\$ 72.39	\$ 73.84	\$ 75.32	\$ 76.82
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Records/ Information Manager I	\$ 58.46	\$ 59.63	\$ 60.82	\$ 62.04	\$ 63.28
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Records Analyst III	\$ 47.47	\$ 48.42	\$ 49.38	\$ 50.37	\$ 51.38
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Records Analyst II	\$ 38.81	\$ 39.59	\$ 40.38	\$ 41.19	\$ 42.01



493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Records Analyst I *	\$ 31.61	\$ 32.24	\$ 32.88	\$ 33.54	\$ 34.21
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Technical Information Specialist III	\$ 57.46	\$ 58.61	\$ 59.78	\$ 60.98	\$ 62.20
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Technical Information Specialist II	\$ 49.38	\$ 50.37	\$ 51.38	\$ 52.40	\$ 53.45
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Technical Information Specialist I *	\$ 43.17	\$ 44.04	\$ 44.92	\$ 45.82	\$ 46.73
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Document Conversion Specialist III *	\$ 38.35	\$ 39.11	\$ 39.90	\$ 40.69	\$ 41.51
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Document Conversion Specialist II *	\$ 32.77	\$ 33.42	\$ 34.09	\$ 34.77	\$ 35.47
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Document Conversion Specialist I *	\$ 27.19	\$ 27.74	\$ 28.29	\$ 28.86	\$ 29.44
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Document Preparation Clerk II *	\$ 32.77	\$ 33.42	\$ 34.09	\$ 34.77	\$ 35.47



493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Document Preparation Clerk I *	26.01	\$ 26.53	\$ 27.06	\$ 27.60	\$ 28.15
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Program Support Specialist III *	\$ 42.59	\$ 43.44	\$ 44.31	\$ 45.20	\$ 46.10
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Program Support Specialist II *	\$ 35.36	\$ 36.06	\$ 36.78	\$ 37.52	\$ 38.27
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Program Support Specialist I *	\$ 33.88	\$ 34.56	\$ 35.25	\$ 35.96	\$ 36.68
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Copy Clerk III *	\$ 35.29	\$ 36.00	\$ 36.72	\$ 37.46	\$ 38.20
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Copy Clerk II *	\$ 31.61	\$ 32.24	\$ 32.88	\$ 33.54	\$ 34.21
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Copy Clerk I *	\$ 26.91	\$ 27.45	\$ 28.00	\$ 28.56	\$ 29.13
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Mail Clerk III *	\$ 35.29	\$ 36.00	\$ 36.72	\$ 37.46	\$ 38.20



493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Mail Clerk II *	\$ 31.61	\$ 32.24	\$ 32.88	\$ 3.54	\$ 34.21
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Mail Clerk I *	\$ 26.91	\$ 27.45	\$ 28.00	\$ 28.56	\$ 29.13
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Messenger/ Courier *	\$ 1.61	\$ 32.24	\$ 32.88	\$ 33.54	\$ 34.21
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Systems/ Process Analyst III	\$ 14.03	\$ 116.31	\$ 118.63	\$ 121.00	\$ 123.42
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Systems/ Process Analyst II	\$ 5.60	\$ 97.51	\$ 99.46	\$ 101.45	\$ 103.48
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Systems/ Process Analyst I	\$ 7.17	\$ 78.71	\$ 80.29	\$ 81.89	\$ 83.53
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Programmer/ Analyst III	\$ 1.25	\$ 82.87	\$ 84.53	\$ 86.22	\$ 87.95
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Programmer/ Analyst II	\$ 4.79	\$ 76.29	\$ 77.81	\$ 79.37	\$ 80.96



493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Programmer/ Analyst I *	\$ 63.63	\$ 64.90	\$ 66.20	\$ 67.52	\$ 68.87
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Network Analyst/ Technician III	\$ 83.34	\$ 85.00	\$ 86.70	\$ 88.44	\$ 90.20
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Network Analyst/ Technician II	\$ 76.59	\$ 78.13	\$ 79.69	\$ 81.28	\$ 82.91
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Network Analyst/ Technician I *	\$ 52.83	\$ 53.88	\$ 54.96	\$ 56.06	\$ 57.18
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Training Specialist II	\$ 82.93	\$ 84.59	\$ 86.28	\$ 88.01	\$ 89.77
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Training Specialist I	\$ 57.58	\$ 58.73	\$ 59.91	\$ 61.11	\$ 62.33
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Technical Writer II	\$ 60.35	\$ 61.56	\$ 62.79	\$ 64.05	\$ 65.33
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Technical Writer I *	\$ 55.26	\$ 56.37	\$ 57.50	\$ 58.65	\$ 59.82



493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Graphic Artist II *	\$ 60.35	\$ 61.56	\$ 62.79	\$ 64.05	\$ 65.33
493110RM, 518210DC, 541611O, 561439, 561499M, 561499N	Graphic Artist I *	\$ 49.04	\$ 50.02	\$ 51.02	\$ 52.04	\$ 53.08

LABOR CATEGORY DESCRIPTIONS For SINs (493110RM, 518210DC, 541611O, 561439, 561499M, 561499N)

PROGRAM MANAGER II

Functional Responsibilities: Manages a ZAI team (including subcontractor staff where applicable) of professional, paraprofessional and/or clerical staff. May manage one large, complex task or several smaller ones. Recommends strategies and develops plans that satisfy customer needs. Manages all aspects of an assignment, either directly or through subordinate senior professionals. Acts as the primary project liaison with the customer. Ensures outcomes that conform to the customer’s technical and business requirements. Maintains overall responsibility for project/task performance within contractual obligations, time limitations, and funding constraints.

Minimum/General Experience: Fifteen (15) years experience in planning, directing, and coordinating the work activities of technical and management personnel involving all aspects of a project or task.

Minimum Education: Bachelor’s degree or Master’s degree in an information or business discipline or equivalent work experience.

PROGRAM MANAGER I

Functional Responsibilities: Provides both technical and administrative project/task management. Plans, directs, and coordinates project/task activities to ensure that goals and objectives are accomplished in accordance with prescribed priorities, time limitations, and funding constraints



Minimum/General Experience: Ten (10) years experience in planning, directing, and coordinating the work activities of technical and management personnel involving all aspects of a project.

Minimum Education: Bachelor's degree in an information or business discipline or equivalent work experience.

BUSINESS PROCESS ANALYSIS MANAGER III

Functional Requirements: Oversees a team in production analysis, inventory control, distribution, cost analysis, finance, marketing, human resources, and/or a variety of other business and technical problems to formulate and develop new and modified information processing systems of a large complex nature. Represents the business activity in all information technology developments. Coordinates with all organizations involved ascertaining system requirements such as program functions, output requirements, input data acquisition, and system



techniques and controls. Responsible for the final presentation of analysis to management team. Has extensive knowledge of e-commerce tools, computer system capabilities, business processes and workflow.

Minimum/General Experience: Ten (10) years experience in analyzing business and technical problems in the development of information process systems.

Minimum Education: Bachelor's degree in an information or business discipline or equivalent work experience.

BUSINESS PROCESS ANALYSIS MANAGER II

Functional Requirements: Performs as a project lead planning and performing analysis of a variety of business and technical problems to formulate and develop new and modified information processing systems. Works closely with appropriate staff members to determine system requirements in order to provide an analysis for performance improvement.

Minimum/General Experience: Seven (7) years experience in analyzing business and technical problems in the development of information process systems.

Minimum Education: Bachelor's degree in an information or business discipline or equivalent work experience.

BUSINESS PROCESS ANALYSIS MANAGER I

Functional Requirements: Under the general direction of more senior staff, initiates plans and analysis of business and technical problems to formulate and development and modification of information processing systems. Utilizes available resources and personnel to carryout analysis to support management's pursuit for performance improvement.

Minimum/General Experience: Three (3) years experience in analyzing business and technical problems in the development of information processing systems.

Minimum Education: Bachelor's degree in an information or business discipline or equivalent work experience.

RECORDS/INFORMATION MANAGER IV

Functional Requirements: Oversees large, complex records management tasks (or several smaller tasks) staffed by professionals, paraprofessionals, and clerical personnel (both ZAI and subcontractor). Plans, staffs, and oversees efforts designed to develop or update records management systems at the enterprise level or for significant elements of the enterprise.



Performs all activities associated with records management function oversight, including staffing, budgeting, schedule management, and monitoring customer satisfaction.

Minimum/General Experience: Ten (10) years experience in managing the activities of records management personnel.

Minimum Education: Bachelor's degree or Master's degree in an information, business, or closely related discipline or equivalent work experience. Certified Records Manager (CRM) designation is highly desirable.

RECORDS/INFORMATION MANAGER III

Functional Requirements: Manages a task functional area or oversees performance on a less complex task with responsibility for work accuracy, timeliness, and customer satisfaction. May direct a team of less senior records managers in performing analysis activities associated with schedule development or updating, file plan development, or file station design. May serve as subject area specialist for training assignments.

Minimum/General Experience: Seven (7) years of experience managing the activities of records management personnel or developing/analyzing records management functions.

Minimum Education: Bachelor's degree or Master's degree in an information, business, or closely related discipline or equivalent work experience. CRM is preferred.

RECORDS/INFORMATION MANAGER II

Functional Requirements: Leads work teams composed of records management staff in paraprofessional and/or clerical labor categories or manages small and/or less complex tasks. May serves as a senior analyst for work process assessment efforts or as a subject area specialist for training assignments.

Minimum/General Experience: Five (5) years experience managing teams of records management staff or as a records management analyst.

Minimum Education: Bachelor's degree or equivalent work experience. Master's degree in an information, business, or closely related discipline is preferred.

RECORDS/INFORMATION MANAGER I

Functional Requirements: Performs records management assignments under the direction of more senior staff. May over see small teams of records management paraprofessional and/or clerical personnel performing short-term tasks or assignments within tasks. May serve as a team member collecting information to be used for scheduling and file planning activities.



Minimum/General Experience: Three (3) years experience in records management.

Minimum Education: Bachelor's degree in an information or business discipline or equivalent work experience.

RECORDS ANALYST III

Functional Requirements: Implements information gathering activities in support or records management/systems analysis by collecting data from client departments via surveys, interviews, and inventories. Implements records management operations functions as part of active, inactive, and vital records programs under the direction of more senior staff. May lead teams of clerical staff in filing/maintaining files, inventorying, or retiring records or to implement file plans.

Minimum/General Experience: Five (5) years records management experience.

Minimum Education: Two years of college or equivalent work experience. Bachelor's degree is preferred.

RECORDS ANALYST II

Functional Requirements: Serves as a lead for inventory and other data gathering teams in support of records systems analysis activities and plays a senior paraprofessional role for records management activities where independent decision making is required. May perform quality control functions that involve reviewing the work of others or may oversee the work of more junior paraprofessional staff or clerical personnel. May perform more complex records maintenance functions such as retirement or charging activities.

Minimum/General Experience: Three (3) years records management experience.

Minimum Education: Two years of college or equivalent work experience.

RECORDS ANALYST I

Functional Requirements: Participates as a team member in records management data gathering activities or performs records management functions under the direction of more senior staff requiring the implementation of standard records operating procedures, schedules, or other client standards and guidelines such as filing, database updating, and retrieval.

Minimum/General Experience: One (1) year of records management experience.

Minimum Education: A high school diploma is required. Post secondary education is preferred.



TECHNICAL INFORMATION SPECIALIST III

Functional Requirements: Oversees records and database user services task functions that involve responding to user inquiries, researching user questions, and troubleshooting user problems. May develop records/document indexing and retrieval systems including taxonomies and key word indices. May oversee the activities of less senior staff providing records user support services

Minimum/General Experience: Five (5) years of directly related experience.

Minimum Education: Bachelor's degree in an information or business discipline or equivalent work experience.

TECHNICAL INFORMATION SPECIALIST II

Functional Requirements: Responds to records user inquiries and requests for information, including inquiries that require significant or complex research using multiple sources. Provides input in the development of records retrieval tools such as taxonomies and thesauri May perform quality control activities of the work of other staff involving records/document retrieval tools such as indexes or abstracts.

Minimum/General Experience: Three (3) years of related experience.

Minimum Education: Bachelor's degree or equivalent work experience.

TECHNICAL INFORMATION SPECIALIST I

Functional Requirements: Responds to basic records/document-related inquiries and provides general information to users. Abstracts and indexes records/documents. Provides input in the development of records/document retrieval tools such as taxonomies and thesauri.

Minimum/General Experience: One (1) year of related experience.

Minimum Education: Bachelor's degree in an information or business discipline or equivalent work experience.

DOCUMENT CONVERSION SPECIALIST III

Functional Requirements: Coordinates document conversion activities involving multiple workstations and their staff and/or performs highly complex conversion activities involving challenging documents or media, strict timeframes, and/or sensitive information. Troubleshoots and resolves equipment problems and issues involving equipment settings or performance. Applies client image standards to product and ensures that task mandated quality standards are



met. Works with more senior staff and client personnel to design conversion workflow and to define standard operating procedures. Coordinates conversion equipment operations and image management with technical staff and may serve on teams to assess conversion requirements and implement and test conversion solutions.

Minimum/General Experience: Five (5) years of document conversion experience.

Minimum Education: Bachelor's degree or equivalent work experience.

DOCUMENT CONVERSION SPECIALIST II

Functional Requirements: Operates conversion equipment in production settings. Assesses original document quality and output requirements and ensures equipment is set properly to achieve objectives. Verifies output product quality and repeats conversion activity if needed. Monitors equipment status and reports problems. Performs basic equipment maintenance functions and cleaning activities. Tests and verifies equipment performance. May assist in training less experienced staff and in monitoring the quality of their performance.

Minimum/General Experience: Three (3) years of document conversion experience.

Minimum Education: Two years of college or equivalent work experience.

DOCUMENT CONVERSION SPECIALIST I

Functional Requirements: Performs routine conversion operations in a production setting requiring minimal equipment adjustments and troubleshooting. May perform more complex conversion functions under the direction of more senior staff.

Minimum/General Experience: One (1) year related experience.

Minimum Education: A high school diploma is required. Post secondary education is preferred.

DOCUMENT PREPARATION CLERK II

Functional Requirements: Coordinates teams of clerical personnel preparing documents for reprographics or conversion processing. Verifies the completeness and quality of work performed by less senior staff. May participate on teams of staff developing conversion/production standard operating procedures, interact with client personnel regarding preparation requirements, or monitor and verify the work quality of less senior staff. Performs more complex document preparation tasks involving problem or fragile documents or sensitive items.

Minimum/General Experience: Three (3) years related experience.



Minimum Education: A high school diploma is required. Post-secondary education is preferred.

DOCUMENT PREPARATION CLERK I

Functional Requirements: Performs routine document preparation activities in a production environment where standard operating procedures and preparation requirements are clearly known.

Minimum/General Experience: One (1) year experience.

Minimum Education: A high school diploma is required.

PROGRAM SUPPORT SPECIALIST III

Functional Requirements: Provides clerical and administrative support to project staff. Is familiar with the terminology for the unit being supported. Performs general office, administrative, or computer support duties such as: word processing following general guidelines; operating standard computer and office equipment and peripherals; preparing standard reports; collecting information for inclusion in databases; and performing routine data entry. Works independently.

Minimum/General Experience: Five (5) years experience in office or computer operations.

Minimum Education: A high school diploma is required. Post secondary education is preferred.

PROGRAM SUPPORT SPECIALIST II

Functional Requirements: Provides clerical support to project staff. Performs general office or computer support duties such as: performing standard word processing following detailed guidelines; operating basic computer equipment or peripheral office equipment; running scheduled computer reports; and general office filing. Duties are simple and repetitive and performed under close supervision or with detailed verbal or written instructions.

Minimum/General Experience: Two (2) years experience in office or computer operations.

Minimum Education: A high school diploma is required.

PROGRAM SUPPORT SPECIALIST I

Functional Requirements: Provides clerical support to project staff. Performs general office or computer support duties such as: answering phones; performing simple data entry or word processing functions; setting up standard office and/or computer equipment; operating peripheral



office and computer equipment; running scheduled computer reports; and general office filing. Duties are simple and repetitive and performed under close, immediate supervision.

Minimum/General Experience: Some familiarity with administrative systems is preferred.

Minimum Education: A high school diploma is required.

COPY CLERK III

Functional Requirements: Coordinates document production activities involving multiple machines and their staff and/or performs highly complex reprographics production activities involving challenging documents or media, strict timeframes, and/or sensitive information. Troubleshoots and resolves equipment problems and issues involving equipment settings. Applies client copying standards to end product and ensures that task mandated quality standards are met. May assist in developing standard operating procedures. Coordinates equipment maintenance operations with vendors, monitors supply status and coordinates re-supply operations. Coordinates production activities with service users, establishes job priorities and schedules, and verifies copy quality.

Minimum/General Experience: Three (3) years of related experience.

Minimum Education: A high school diploma is required.

COPY CLERK II

Functional requirements: Operates reprographics production equipment in production settings. Assesses original document quality and job requirements and ensures equipment is set properly to achieve objectives. Verifies output product quality and repeats copying activity if needed. Monitors equipment status and reports problems. Performs basic equipment maintenance functions and cleaning activities. Tests and verifies equipment performance. May assist in training less experienced staff. Re-supplies equipment as required and maintains supply inventories. Interacts with service users regarding the requirements of specific jobs. May establish work priorities and job schedules for operations involving lower volume and/or less complex work.

Minimum/General Experience: One (1) year experience.

Minimum Education: A high school diploma is required.



COPY CLERK I

Functional requirements: Performs routine reprographics production operations in a setting requiring minimal equipment adjustments and troubleshooting. Verifies output quality and equipment status. Re-supplies equipment as required. Interacts with service users regarding the requirements of specific jobs.

Minimum/General Experience: Entry level position. No experience is required.

Education: A high school diploma is required.

MAIL CLERK III

Functional Requirements: Serves as a lead clerk for satellite mailrooms or for discrete functions within larger mailroom operations (such as incoming or outgoing mail operations). Applies United States Postal Service (USPS) and delivery service vendors to specific processing situations, analyzes cost/delivery parameters to attain the best cost to benefit ratio, applies USPS regulations to mail make up activities, monitors metering activities and ensures the integrity of operations and determines requirements for additional metering funds. Works with more senior personnel to implement changes when USPS or an agency's mail regulations change. Uses USPS and vendor tracking systems to monitor delivery status of priority materials and answers user questions about deliveries. Recommends delivery alternatives to service users based on needs and priorities. May use tracking systems and metering equipment to prepare reports.

Minimum/General Experience: Three (3) years of related experience.

Minimum Education: A high school diploma is required. Post-secondary education is preferred.

MAIL CLERK II

Functional requirements: Operates fluoroscope, slitting, metering, tracking, and other mail management equipment. Receives, sorts, processes, and delivers mail. Troubleshoots and resolves addressing and delivery problems. May monitor the status of expedited delivery packages and reports on them to service users. May use tracking systems and metering equipment to prepare inputs for reports.

Minimum/General Experience: One (1) year of experience.

Minimum Education: A high school diploma is required.



MAIL CLERK I

Functional requirements: Performs routine mail receiving, sorting, delivery, pickup, metering, and outgoing mail makeup activities. Maintains flats, envelopes, trays, and other equipment and supply items. Resolves simple mail routing, addressing, and delivery problems at point of service.

Minimum/General Experience: Entry level position. No experience is required.

Minimum Education: A high school diploma is required.

MESSENGER/COURIER

Functional requirements: Picks up and delivers mail from USPS and client facilities. May make special courier runs to either pick up or deliver individual pieces of mail to service users, distribution points, or mail/package handling facilities. Operates delivery vehicles and completes vehicle and delivery logs.

Minimum/General Experience: Three (3) years of driving experience. Must be able to lift fifty (50) pounds and pass a driving record check.

Minimum Education: A high school diploma is required.

SYSTEMS/PROCESS ANALYST III

Functional requirements: Analyzes document management/processing system requirements to determine current capabilities and functions. Analyzes high-level requirements, interviews end-users, and reviews business process documentation to determine requirements, business case elements, and return on investment (ROI) alternatives. Develops detailed system and/or process requirements. May provide direction to less senior analysts and to support staff. May review client requirements and develop study schedules and methodologies in response to them.

Minimum/General Experience: Ten (10) years related experience.

Minimum Education: Bachelor's degree in a related information or business discipline or equivalent work experience.

SYSTEMS/PROCESS ANALYST II

Functional requirements: Analyzes process and system requirements to determine existing capabilities, functions, and business case and ROI alternatives. Interviews end-users and reviews business process documentation to identify and define requirements. Develops detailed requirements specifications. May serve as a team leader coordinating the completion of sub



activities or the preparation of specific products/outputs. May assist in reviewing client requirements and developing study schedules and methodologies in response to them.

Minimum/General Experience: Five (5) years related experience.

Minimum Education: Bachelor's degree in a related information or business discipline or equivalent work experience.

SYSTEMS/PROCESS ANALYST I

Functional Requirements: Performs well-defined process requirements analyses under the direction of more senior staff. Collections capability, performance, and requirements data and other functional information. Aggregates business process, business case, and ROI data for review by more senior members of the project team.

Minimum/General Experience: Three (3) years related experience.

Minimum Education: Bachelor's degree in a related information or business discipline or equivalent work experience.

PROGRAMMER/ ANALYST III

Functional Requirements: Designs, develops, implements, and maintains complex information systems. Manages more complex assignments requiring nonstandard programming techniques and/or extensive knowledge of specific development tools. Evaluates users request for new or modified programs to determine feasibility, cost, and time requirements and compatibility with existing systems and capabilities. Determines programming specifications. Provides technical guidance to lower level programmers/analysts. Requires comprehensive knowledge of programming techniques, networked and centralized operating systems, and the capabilities of enterprise database products and development suites.

Minimum/General Experience: Seven (7) years related experience.

Minimum Education: Bachelor's degree in a related information or business discipline or equivalent work experience.

PROGRAMMER/ ANALYST II

Functional Requirements: Designs and develops systems (such as tracking resources), document databases, and database access methodologies. Oversees testing activities and leads problem resolution efforts. Participates in design/development phases from requirement definition through implementation. May work with users to define processes and develop models for rapid implementation, evaluate and implement document management COTS solutions, or



work with users to resolve complex application and operational problems referred from a user support source as part of a problem triage system.

Minimum/General Experience: Five (5) years related experience.

Minimum Education: Bachelor's degree in a related information or business discipline or equivalent work experience.

PROGRAMMER/ ANALYST I

Functional Requirements: Designs and develops routine resources according to specifications developed by more senior staff. Performs testing and analysis activities. May implement straightforward document management COTS solutions. May work with users to resolve application and operational problems referred from a user support source as part of a problem triage system.

Minimum/General Experience: Two (2) years related experience.

Minimum Education: Bachelor's degree in a related information or business discipline or equivalent work experience.

NETWORK ANALYST/ TECHNICIAN III

Functional Requirements: Diagnoses PC and network software, hardware, and operator problems and takes remedial action; loads and configures network and PC operating systems and applications. Installs, tests, and troubleshoots computer hardware and peripherals. Performs security status, threat interdiction, and threat analysis activities; assesses threat interdiction resources, and recommends changes/ enhancements to safeguard information and resources. Maintains databases/data files, compiles and verifies statistical data, and prepares standard and ad hoc reports. Analyzes and responds to users' requests for assistance and researches and resolves non-standard requests for assistance. May staff a help desk or information center. May supervise lower level staff.

Minimum/General Experience: Four (4) years of related experience and knowledge of applicable hardware and software systems.

Minimum Education: Bachelor's degree or equivalent or equivalent work experience.

NETWORK ANALYST/ TECHNICIAN II

Functional Requirements: Diagnoses standard PC and network software, hardware, and operator problems and takes remedial action; loads and configures network operating systems, network resources, and standard PC operating systems and applications. Installs tests and



troubleshoots computer hardware and peripherals; evaluates network security status and threat potential; and prepares reports. Responds to users' requests for assistance, may staff a help desk or information center. May supervise lower level staff.

Minimum/General Experience: Two (2) years of related experience and familiarity with hardware and software systems.

Minimum Education: Bachelor's degree or equivalent work experience; or Associate's degree or equivalent technical certification, plus two (2) years experience.

NETWORK ANALYST/ TECHNICIAN I

Functional Requirements: Maintains network-operating systems, tunes system resources and network operating systems, trouble shoots/resolves problems, and maintains user/account information. Implements security procedures and uses software resources to safeguard systems and user information. Works with users to resolve network, account and connectivity problems.

Minimum/General Experience: Familiarity with software and hardware systems.

Minimum Education: Bachelor's degree or equivalent work experience; or Associate's degree or equivalent technical certification, plus two (2) years experience.

TRAINING SPECIALIST II

Functional Requirements: Analyzes training needs within the context of the project's structure and goals. Designs and implements training programs to better utilize and develop personnel. Will use a variety of data collection strategies to develop training programs and materials to meet specific training needs.

Minimum/General Experience: Seven (7) years related experience.

Minimum Education: Bachelor's degree in an information, business, or related discipline or equivalent work experience.

TRAINING SPECIALIST I

Functional Requirements: Identifies, develops, implements and conducts training and instruction in subject matter related to records management, document production/conversion, or mail management as required for a specific assignment.

Minimum/General Experience: Five (5) years related experience.



Minimum Education: Bachelor's degree in an information, business, or related discipline or equivalent work experience.

TECHNICAL WRITER II

Functional Requirements: Writes, re-writes, and edits document management-related textual material. Performs research, analyzes technical literature, interviews and analyzes input from technical and operational staff to prepare original text. Writes analytical, interpretive, documentary and promotional copy. Coordinates and/or approves graphic elements and mechanical layout of camera-ready copy. May coordinate the internal or external production and distribution of materials. May supervise the activities of less experienced staff.

Minimum/General Experience: Seven (7) years related experience.

Minimum Education: Bachelor's degree or equivalent work experience.

TECHNICAL WRITER I

Functional Requirements: Writes, re-writes, and edits document management material under the general supervision of more senior staff. Analyzes operational and technical literature and/or input from technical staff to write descriptive copy.

Minimum/General Experience: One (1) year related experience.

Minimum Education: Bachelor's degree or equivalent work experience.

GRAPHICS ARTIST II

Functional Requirements: Uses commercial graphic software to design art and copy layouts for materials to be presented visually in technical documents; promotional materials; or presentations on websites, CD-ROM or other visual communication media. Makes critical design and layout decisions and selects media and presentation styles. Plans presentations and/or documents that include illustrations and text. May develop style sheets, logos, or graphic standards for printed or electronically published materials. Typically reviews final layout and suggests improvements as necessary. Works closely with operational, management, and technical staff, technical writers, and/or management. May serve as an advisor to clients or staff preparing presentations or developing training materials.

Minimum/General Experience: Seven (7) years related experience.

Minimum Education: Bachelor's degree or equivalent work experience.



GRAPHICS ARTIST I

Functional Requirements: Uses commercial graphic software to execute designs for art and copy layouts for materials to be presented visually in technical documents; promotional materials; or presentations on websites, CD-ROM or other visual communications media. Prepares illustrations and samples of proposed designs. Works closely with technical staff and/or technical writers under the general supervision of more experienced personnel.

Minimum/General Experience: One (1) year related experience.

Minimum Education: Associate's degree, technical certification, or equivalent work experience.



LABOR CATEGORY DESCRIPTIONS FOR SIN 54151S

Program Manager II

Functional Responsibilities: Manages team of developers, engineers, analysts, consultants, subcontractors, and/or other staff assigned to one or more projects. Recommends strategies and develops plans that satisfy customer needs. Manages all aspects of a project either directly or through subordinate senior professionals. Acts as the primary project liaison with the customer. Ensures outcomes that conform to the customer's technical and business requirements. Maintains overall responsibility for project performance within contractual obligations, time limitations, and funding constraints.

Minimum/General Experience: Fifteen (15) years experience in planning, directing, and coordinating the work activities of technical and management personnel involving all aspects of a project.

Minimum Education: Bachelor's or Master's degree in a technical, business, or engineering discipline or equivalent work experience.

Program Manager I

Functional Responsibilities: Provides both technical and administrative project management. Plans, directs, and coordinates project activities to ensure that goals and objectives are accomplished in accordance with prescribed priorities, time limitations, and funding constraints.

Minimum/General Experience: Ten (10) years experience in planning, directing, and coordinating the work activities of technical and management personnel involving all aspects of a project.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.



Systems Engineer VI

Functional Responsibilities: Oversees technical design, development, and implementation of large and/or complex systems. Defines architecture requirements and establishes standards for design and development. Consults with management and customers regarding product feasibility and viability of product plans and designs. Factors emerging technologies and product supportability into design and implementation. May act as team leader in establishing project plans, prioritizing tasks, determining individual assignments, and reviewing and approving work of lower-level staff. Interacts with customers regarding strategies, requirements, problem solving, and support. Leads and/or participates in customer presentation and product demonstrations.

Minimum Experience: Fifteen (15) years experience in all phases of systems engineering/software development.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.

Systems Engineer V

Functional Responsibilities: Designs complex business and management information systems and applications. Researches and integrates design strategies, product specifications, development schedules, and user expectations. Prepares feasibility studies of potential systems, including application architectures, computing platforms, and network configurations. Prepares detailed hardware, software, and/or network specifications. Builds, tests, and maintains product modules, components, and subsystems. May direct efforts of lower level staff.

Minimum Experience: Twelve (12) years experience in all phases of systems engineering/software development.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.

Systems Engineer IV

Functional Responsibilities: Performs engineering work in the research, development, and design of products and systems. Organizes, directs, and conducts technical efforts in systems design, engineering, and integration. Prepares technical project plans and schedules. Conducts system tests, and analyzes and quantifies test data. Prepares design documents and technical reports. May direct effort of lower level technical staff.

Minimum Experience: Ten (10) years experience in all phases of systems engineering.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.



Systems Engineer III

Functional Responsibilities: Performs a full range of engineering tasks including systems design, engineering, integration, configuration management, and testing. Analyzes information and data processing requirements to determine electronic or data processing system capabilities required for projects or workload. Reports on findings and provides recommendations and alternative approaches.

Minimum Experience: Seven (7) years experience in an appropriate technical discipline.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.

Systems Engineer II

Functional Responsibilities: Performs non-standard engineering development and design work including systems design, engineering, integration, configuration management, and testing.

Minimum Experience: Five (5) years experience in an appropriate technical discipline.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.

Systems Engineer I

Functional Responsibilities: Performs standard engineering development and design work. Usually supports more senior engineers.

Minimum Experience: Two (2) years experience in an appropriate technical discipline.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.

Systems Program Analyst IV

Functional Responsibilities: Leads lower-level analysts and other technical staff on large or complex development projects and systems. Leads business process analyses, needs assessments, and cost/benefit analyses. Consults with user management, systems users, and technical staff to clarify program intent, interpret requirements, identify problems, and suggest changes. Prepares functional specifications. Performs market analyses of available commercial technologies and assesses them for feasibility. Documents and presents findings and recommendations to project and user management. Interacts with project team, customers, vendors, and senior management.

Minimum Experience: Twelve (12) years related experience.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.



Systems/Program Analyst III

Functional Responsibilities: Directs program development/analysis in complex applications and systems. Works with users and user management to identify current operating procedures, clarify program objectives, identify problems, suggest changes, and determine requirements. Analyzes manuals, periodicals, and technical reports to identify solutions. May assign, coordinate, and review work of lower level analysts or programmers.

Minimum Experience: Ten (10) years related experience.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.

Systems/Program Analyst II

Functional Responsibilities: Designs, develops, implements, and maintains complex systems. Evaluates user requests for new or modified systems to determine feasibility, cost, and time requirements, and compatibility with existing systems and capabilities.

Minimum Experience: Five (5) years related experience.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.

Systems/Program Analyst I

Functional Responsibilities: Performs routine assignments to create, modify, or maintain programs/systems. Confers with end users or other analysts to examine specified methods and procedures, identify problems, and document requirements.

Minimum Experience: Two (2) years related experience.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.

Computer Programmer V

Functional Responsibilities: Works with users to identify current operating procedures and clarify program objectives. Outlines steps required for program and/or database development, including diagrams and charts. Writes documentation and user operations guidelines. Requires comprehensive knowledge of applicable programming techniques, networked and centralized operating systems, and the capabilities of enterprise database products and development suites. Has a comprehensive knowledge of computer applications and systems. Provides technical direction for the development of business, engineering, or web applications including applications programming, database design, systems maintenance, and administration.

Experience: Twelve (12) years related experience.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.



Computer Programmer IV

Functional Responsibilities: Writes software using case tools, artificial intelligence, commercial relational databases, or state-of-the-art computer technologies. Provides programming support in life cycle development phases. Develops, tests, and documents code for business, engineering, or web applications using a variety of software programming languages.

Minimum Experience: Ten (10) years related experience.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.

Computer Programmer III

Functional Responsibilities: Provides programming support in life cycle development phases. Develops, tests, and documents code for business, engineering, or web applications using a variety of software programming languages or commercial relational databases.

Minimum Experience: Five (5) years related experience.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.

Computer Programmer II

Functional Responsibilities: Creates or modifies computer programs following established project specifications and procedures. Develops applications using PC-, internet-, or network-based commercial-off-the-shelf (COTS) products. Designs and prepares reports using commercial software or established report writers. May provide technical assistance to users or staff a help desk or information center.

Minimum Experience: Two (2) years related experience.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.

Computer Programmer I

Functional Responsibilities: Performs routine assignments following established procedures to develop or maintain programs or applications using commercial relational databases, or PC-, internet- or network-based applications. Prepares reports using commercial software or established report writers. May provide technical assistance to users or staff a help desk or information center.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.



Information Technology Librarian II

Functional Responsibilities: Performs a variety of activities and operations requiring classification, indexing, cataloging, storage, retrieval and circulation of information stored in the form of electronic media, microfiche, documents, reports, periodicals, books, etc. Performs specialized research and investigation to obtain information from various sources. Functions may be performed remotely through a LAN/WAN or through the Internet. Performs operations using office automation, image systems, electronic document management systems, or automated library systems. May supervise the efforts of lower level IT librarian staff.

Minimum Experience: Five (5) years related experience.

Minimum Education: Bachelor's degree in a technical or business discipline, or Masters in Library Science, or equivalent work experience.

Information Technology Librarian I

Functional Responsibilities: Performs a variety of activities and operations requiring classification, indexing, cataloging, storage, retrieval and circulation of information stored in the form of electronic media, microfiche, documents, reports, periodicals, books, etc. Functions may be performed remotely through a LAN/WAN or through the Internet. Performs operations using office automation, image systems, electronic document management systems, or automated library systems.

Minimum Experience: Two (2) years related experience.

Minimum Education: Bachelor's degree in a library, technical or business discipline, or equivalent work experience.

Training Specialist

Functional Responsibilities: Identifies, develops, implements and conducts training and instruction in subject matter related to computer hardware/software, communications, networking, internet, imaging, business processes, etc. as required for a particular situation.

Minimum Experience: Five (5) years related experience.

Minimum Education: Bachelor's degree in a technical, business, or engineering discipline or equivalent work experience.



Project Data Analyst V/Technician V

Functional Responsibilities: Provides support to technical and management personnel and/or system users including activities such as: evaluating, testing, installing and modifying networked and stand-alone computer systems and applications; testing vendor-supplied software packages to determine suitability for established requirements; consulting with users to determine best software/hardware configurations to meet requirements; maintains complex computer applications/databases, compiling and verifying data, preparing standard and ad hoc reports, and analyzing reports to draw conclusions and make recommendations; responding to users' requests for assistance and researching complex requests. May staff a help desk or information center. Typically supervises or assists lower level staff.

Minimum Experience: Six (6) years related experience. Has an in-depth knowledge of applicable hardware, operating systems, and/or software applications.

Minimum Education: Bachelor's degree or related experience.

Project Data Analyst IV/Technician IV

Functional Responsibilities: Provides support to technical and management personnel and/or system users including activities such as: diagnosing PC and network software, hardware, and operator problems and taking remedial action; loading and configuring network and PC operating systems and applications; installing, testing, and troubleshooting computer hardware and peripherals; maintaining databases/data files, compiling and verifying statistical data, preparing standard and ad hoc reports, and reviewing and analyzing data for accuracy and completeness; responding to users' requests for assistance and researching non-standard requests. May staff a help desk or information center. May supervise lower level staff.

Minimum Experience: Four (4) years experience.

Minimum Education: Bachelor's degree or related experience.

Project Data Analyst III/Technician III

Functional Responsibilities: Provides support to technical and management personnel and system users including activities such as: diagnosing standard PC and network software, hardware, and operator problems and taking remedial action; loading and configuring standard PC operating systems and applications; installing, testing and troubleshooting computer hardware and peripherals; maintaining databases/data files and preparing reports; verifying statistical data and reports for accuracy and completeness; responding to users' requests for assistance, may staff a help desk or information center. May supervise lower level staff.

Minimum Education/Experience: Bachelor's degree plus two (2) years experience; or Associate's degree or equivalent technical certification plus four (4) years experience.



Project Data Analyst II/Technician II

Functional Responsibilities: Provides support to technical and management personnel including activities such as: maintaining databases/data files; researching project data; analyzing and indexing documents for inclusion in databases; compiling statistical data; preparing reports using word processing, spreadsheet, and presentation applications; responding to users' requests for information and/or documents; performing data entry; monitoring computer operations, performing equipment set-up, software installation, and testing; diagnosing and resolving basic computer hardware and/or software problems; maintaining computer file storage and data library. May supervise lower level staff.

Minimum Education/Experience: Associate's or Bachelor's degree or 4 years experience.

Project Data Analyst I/Technician I

Functional Responsibilities: Provides support to technical and management personnel including activities such as: maintaining databases/data files; analyzing and indexing documents for inclusion in databases, data entry, word processing, documentation planning and support, records control and management; monitoring computer operations, performing equipment set-up and installation, running routine reports, and resolving simple problems; maintaining computer tape library or electronic file storage following standard procedures. Works under close supervision following standard procedures.

Minimum Education/Experience: Associate's degree, computer technical certification, or related experience.

Program Support III

Functional Responsibilities: Provides clerical and administrative support to project staff. Is familiar with the terminology for the unit being supported. Performs general office, administrative, or computer support duties such as: word processing following general guidelines; operating standard computer and office equipment and peripherals; preparing standard reports; indexing and filing physical and electronic documents; retrieving documents or information in response to users' requests; collecting information for inclusion in databases; performing routine data entry. Works under direct supervision.

Minimum Experience: Five (5) years related experience.

Minimum Education: High School Diploma

Program Support II

Functional Responsibilities: Provides clerical support to project staff. Performs general office or computer support duties such as: performing standard word processing following detailed delines; operating basic computer equipment or peripheral office equipment; running scheduled computer reports; filing. Duties are simple and repetitive and performed under close supervision or with detailed verbal or written instructions.

Minimum Experience: Two (2) years in office or computer operations. Minimum Education: High School Diploma



Program Support I

Responsibilities: Provides clerical support to project staff. Performs general office or computer support duties such as: answering phones; performing simple data entry or word processing; setting up standard office and/or computer equipment; operating peripheral office and computer equipment; running scheduled computer reports; filing. Duties are simple and repetitive and performed under close, immediate supervision.

Minimum Education/Experience: High School Diploma plus familiarity with administrative systems.

Clerk

Functional Responsibilities: Performs routine clerical duties such as answering phones and operating peripheral office and computer equipment including copiers, printers, and fax machines. Typing may be required to post or update a computer file or produce standard documents such as form letters. Duties and tasks are simple and repetitive and performed under close, immediate supervision.

Minimum Education/Experience: High School Diploma. Entry-level position, no experience is required.

Technical Writer II

Functional Responsibilities: Writes, re-writes, and edits technical material. Performs research, analyzes technical literature, interviews technical staff, and reviews input from technical staff to prepare original text. Writes analytical, interpretive, documentary and promotional copy. Coordinates and/or approves graphic elements and mechanical layout of camera-ready copy. May coordinate the internal or external production and distribution of materials.

Minimum Experience: Seven (7) years related experience.

Minimum Education: Bachelor's degree or related work experience.

Technical Writer I

Functional Responsibilities: Writes, re-writes, and edits technical material. Analyzes technical literature or input from technical staff to write descriptive copy or technical documentation. May coordinate the internal or external production and distribution of materials. Works under general supervision.

Minimum Experience: One (1) year related experience.

Minimum Education: Bachelor's degree or related work experience.



Graphic Artist II

Functional Responsibilities: Using commercial graphic software, designs art and copy layouts for materials to be presented visually in technical documents, promotional materials, presentations, on websites, CD-ROM or other visual communication media. Selects styles and fonts. Plans presentations and/or documents that include illustrations and text. May develop style sheets, logos, or graphic standards for printed or electronically published materials. Typically reviews final layout and suggests improvements as necessary. Works closely with technical staff, technical writers, and/or management.

Minimum Experience: Seven (7) years related experience. Minimum

Education: Bachelor's degree or related work experience.

Graphic Artist I

Functional Responsibilities: Using commercial graphic software, designs art and copy layouts for materials to be presented visually in technical documents, promotional materials, presentations, on websites, CD-ROM or other visual communications media. Prepares illustrations and samples of proposed designs. Works closely with technical staff and/or technical writers. Works under general supervision.

Minimum Experience: One (1) year related experience.

Minimum Education: Associate's degree, technical certification, or related work experience.





Order-Level Materials (OLM): OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

OLM SIN-Level Requirements/Ordering Instructions:

OLMs are:

- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price

SCA Matrix for SINs: 493110RM, 518210DC, 541611O, 561439, 561499M, 561499N

SCA Labor Category Matrix

SCA Eligible Contract Labor Category	SCA Equivalent Code Title	WD Number
Program Support III	Secretary III 01313	2015-4281
Program Support II	Secretary II 01312	2015-4281
Program Support I	Secretary I 01311	2015-4281
Clerk	General Clerk I 01111	2015-4281



SCA Matrix for SIN 54151S

SCA Labor Category Matrix

SCA Eligible Contract Labor Category	SCA Equivalent Code Title	WD Number
Records Analyst I *	General Clerk I	2015-4281
Technical Information Specialist I *	Computer Operator I	2015-4281
Document Conversion Specialist III *	Document Preparation Clerk	2015-4281
Document Conversion Specialist II *	Document Preparation Clerk	2015-4281
Document Conversion Specialist I *	Document Preparation Clerk	2015-4281
Document Preparation Clerk II *	Document Preparation Clerk	2015-4281
Document Preparation Clerk I *	Document Preparation Clerk	2015-4281
Program Support Specialist III *	General Clerk I	2015-4281
Program Support Specialist II *	General Clerk I	2015-4281
Program Support Specialist I *	General Clerk I	2015-4281
Copy Clerk III *	General Clerk I	2015-4281
Copy Clerk II *	General Clerk I	2015-4281
Copy Clerk I *	General Clerk I	2015-4281
Mail Clerk III *	General Clerk I	2015-4281
Mail Clerk II *	General Clerk I	2015-4281
Mail Clerk I *	General Clerk I	2015-4281
Messenger/Courier *	Messenger Courier	2015-4281
Programmer/Analyst I *	Computer Operator I	2015-4281
Network Analyst/Technician I *	Computer Operator I	2015-4281
Technical Writer I *	Technical Writer I	2015-4281
Graphic Artist II *	Graphic Artist	2015-4281
Graphic Artist I *	Graphic Artist	2015-4281

**USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

ZAI 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 us at:

Steve Bracci Telephone: email: contracts@zai-inc.com



(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE

POINT OF CONTACT

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.



BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.