



Computer Technology Services Inc.

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

Special Item No. 132-50 / 132-50STLOC - Training Courses

Special Item No. 132-51 / 132-51STLOC - Information Technology Professional Services

Special Item No. 132-52 / 132-52STLOC - Electronic Commerce Services

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

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Business Size/Status: Small Business/MinorityWoman-Owned

Contract Number: GS-35F-4446G

Period Covered by Contract: December 5, 2011 – December 4, 2016

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE**

Pricelist current through Modification #PA-0013, dated TBD.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>



Contract Holder

PRODUCTS AND SERVICES OFFERED/SCHEDULE OF ITEMS

SIN 132-50 / 132-50STLOC - TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (FPDS Code U012)

SIN 132-51 / 132-51-STLOC - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301 - IT Facility Operation and Maintenance
FPDS Code D302 - IT Systems Development Services
FPDS Code D306 - IT Systems Analysis Services
FPDS Code D307 - Automated Information Systems Design and Integration Services
FPDS Code D308 - Programming Services
FPDS Code D310 - IT Backup and Security Services
FPDS Code D311 - IT Data Conversion Services
FPDS Code D313 - Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316 - IT Network Management Services
FPDS Code D317 - Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399 - Other Information Technology Services, Not Elsewhere Classified

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

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

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

SIN 132-52 / 132-52STLOC - ELECTRONIC COMMERCE (EC) SERVICES

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

NOTE: *Electronic Commerce Services are not intended to supersede or be substitute for any voice requirements of FTS2001.*

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**INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT

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

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

The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

CONTRACTOR'S ORDERING ADDRESS:

Computer Technology Services, Inc.

Daisy G. Wallace, Ed.D

7163 Calhoun Place, Suite 505

Rockville, Maryland 20855

CONTRACTOR'S PAYMENT ADDRESS:

Computer Technology Services, Inc.

Anthony D. Woods

7163 Calhoun Place, Suite 505

Rockville, Maryland 20855

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards **will** be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

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

Telephone: (301) 774-0555

Fax: (301) 774-0557

3. LIABILITY FOR INJURY OR DAMAGE

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



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

Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number - 121543755
Block 30: Type of Contractor - **A. Small Business**
Block 31: Woman-Owned Small Business - **Yes**
Block 36: Contractor's Taxpayer Identification Number (TIN) - 52-1306137

- 4a. CAGE Code: **0F4U5**
- 4b. Contractor **has** registered with the Central Contractor Registration Database.

5. FOB DESTINATION

6. DELIVERY SCHEDULE

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

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-50 / 132-50STLOC	30 Days ARO
132-51 / 132-51STLOC	30 Days ARO
132-52 / 132-52STLOC	30 Days ARO

SPECIAL ITEM NUMBER	EXPEDITED DELIVERY TIME (Days ARO)
132-50 / 132-50STLOC	To be negotiated with ordering agency
132-51 / 132-51STLOC	To be negotiated with ordering agency
132-52 / 132-52STLOC	To be negotiated with ordering agency

SPECIAL ITEM NUMBER	OVERNIGHT & 2- DAY DELIVERY TIME (Days ARO)
132-50 / 132-50STLOC	To be negotiated with ordering agency
132-51 / 132-51STLOC	To be negotiated with ordering agency
132-52 / 132-52STLOC	To be negotiated with ordering agency

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: **0% - 30 days** from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: **None**
- c. Dollar Volume: **None**
- d. Government Educational Institutions: **Offered the same discounts as all other Government customers.**
- e. Other: **None**

8. TRADE AGREEMENTS ACT OF 1979, as amended



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

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING

Not Applicable

10. SMALL REQUIREMENTS

The minimum dollar value of orders to be issued is **\$95.00**.

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

a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

Special Item Number 132-50 / 132-50STLOC - Training Courses
Special Item Number 132-51 / 132-51STLOC - Information Technology (IT) Professional Services
Special Item Number 132-52 / 132-52STLOC - Electronic Commerce (EC) Services

b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:

12. ORDERING PROCEEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS)

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487.4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS)

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975.2833.



14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

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

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

16. GSA ADVANTAGE!

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

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

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



17. PURCHASE OF OPEN MARKET ITEMS

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

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

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

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

19. OVERSEAS ACTIVITIES

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

Not Applicable

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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



22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

23. SECTION 508 COMPLIANCE

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: **For more information about section 508, please contact CTS at (301) 774.0555.**

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES

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

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:

This order is placed under written authorization from dated . In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

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

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

26. SOFTWARE INTEROPERABILITY

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

27. ADVANCE PAYMENTS

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



**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF
TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE
(SPECIAL ITEM NUMBER 132-50 / 132-50STLOC)**

1. SCOPE

a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.

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

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.

b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.

c. The ordering activity reserves the right to substitute one student for another up to the first day of class.

d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.



8. FORMAT AND CONTENT OF TRAINING

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
 - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - (2) The length of the course;
 - (3) Mandatory and desirable prerequisites for student enrollment;
 - (4) The minimum and maximum number of students per class;
 - (5) The locations where the course is offered;
 - (6) Class schedules; and
 - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

9. "NO CHARGE" TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

Not Applicable

Pricing and product information for SIN 132-50 / 132-50STLOC can be found beginning on page #16



**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51 / 132-51STLOC) AND
ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM NUMBER 132-52 / 132-52STLOC)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 / 132-51STLOC Information Technology Professional Services and Special Item Number 132-52 / 132-52STLOC Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

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



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

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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



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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT/EC SERVICES AND PRICING

Please refer to the information beginning on page #24



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

PREAMBLE

Computer Technology Services, Inc. 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

Anthony Woods, Director Sales and Marketing

Phone: (301) 774-0555

awoods@ctsmd.com

Fax: (301) 774-0557



**BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and **Computer Technology Services, Inc.** enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) **GS-34F-4446G**.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity

Date

Contractor

Date



(CUSTOMER NAME)
 BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) **GS-35F-4446G**, Blanket Purchase Agreements,

Computer Technology Services, (CTS) Inc. agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

(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 customer's 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.



**LABOR CATEGORY DESCRIPTIONS
APPLICATION TECHNICAL TRAINERS/CONSULTANTS
SIN 132-50 / 132-50STLOC**

Microsoft Certified Trainer

Price Per Hour: \$175.95

General Experience

Three or more years of instructional experience with certifications in Microsoft NT3.51/40. This person will act as primary instructor for Microsoft certified training and other related consulting activities. Performs assignments requiring comprehensive technical knowledge and experience. Demonstrates the ability to apply specialized knowledge and problem solving skills to a variety of complex technical issues and training requirements. Develops customized courseware and presentation materials.

Functional Responsibilities

Consults with clients to identify specific training requirements; develops and/or customizes the learning environment to meet client needs. Identifies alternatives, develops recommendations and prepares reports. Works independently using input from clients to define problems and develop with solutions.

Minimum Education

Bachelor's degree or higher in computer science, mathematics, engineering, or information systems or equivalent. If no degree, a minimum of six years of relevant technical experience is required.

Senior On-the-Job Instructor/Facilitator/Consultant

Price Per Hour: \$137.20

Minimum/General Experience

Three or more years of experience as an instructor. This includes materials development, as well as classroom, lab, and on the job (OJT) instructional experience. Meets the qualifications of a Senior Network Engineer including a minimum of three years network experience with a demonstrated ability in the use of the network operating systems, protocols, and services required to suit the clients needs. Experienced and/or certified in the use of software and networking products required to suit the clients needs. Excellent communication skills.

Functional Responsibilities

Utilizes skills as an OJT instructor, facilitator, and consultant, to support students/employees efforts to integrate learned skills effectively into the performance of day-to-day tasks. Works with the client's employees to effectively implement new procedures and technology. May be used to augment the client's staff to efficiently meet needs on a day-to-day basis. Acts as a consultant in program/project development, assists with implementation, and develops the training vehicles necessary to achieve project goals. Performs formal and informal instruction on an as needed basis including hands-on demonstrations, individualized OJT, seminars, or classroom instruction. Works independently using input from the client to define problems and develop solutions.

Minimum Education

Requires a bachelor's degree or higher in computer science, mathematics, engineering, information systems, or equivalent. If no degree, a minimum of six years of relevant technical experience is required.

Junior On-the-Job Instructor/Facilitator/Consultant

Price Per Hour: \$104.73

Minimum/General Experience

Three or more years of experience as an instructor. This includes materials development as well as classroom, lab, and on the job (OJT) instructional experience. Has a minimum of one year of network and/or workstation experience with a demonstrated ability in the use of the operating systems and applications required by the client. Excellent communication skills.

Functional Responsibilities

Utilizes skills as an OJT instructor, facilitator, and consultant, to support students/employees efforts to integrate learned skills effectively into the performance of day-to-day tasks. Works with the client's employees to effectively implement new procedures and technology. This person may be used to augment the client's staff so they can efficiently meet the clients needs on day to day basis Acts as a consultant in program/project development, assists with implementation, and develops the training vehicles necessary to achieve the goals. Performs formal and informal instruction on an as needed basis to suit the client's needs including hands-on demonstrations, individualized OJT, seminars, or classroom instruction. Works independently using input from the client to define problems and develop solutions.

Minimum Education

A minimum of three years instructional experience with a minimum of one-year relevant technical experience.



Minimum/General Experience

Two or more years of instructional experience in applications/end-user training. Knowledge and skills in presenting introductory, intermediate, and advanced levels of instruction in wordprocessing, database, spreadsheet, presentation software, mail packages, Internet, etc. Experience in customizing training materials to client requirements.

Functional Responsibilities

Works with clients and consulting teams to develop training plans and appropriate instructional materials. Delivers applications/end-user training.

Minimum Education

Bachelor's degree from an accredited college or university. If no degree, a minimum of 2 years of relevant experience. Thorough understanding of software products and effective teaching strategies and techniques.

**GSA LABOR RATES – CTS SITE
SIN 132-51 / 132-51STLOC**

		FY11	FY12	FY13	FY14	FY15	FY16
		CONTRACT YEAR					
		GSA RATE w3M% IFF	GSA RATE w3M% IFF	GSA RATE w3M% IFF	GSA RATE w3M% IFF	GSA RATE w3M% IFF	GSA RATE w3M% IFF
LABOR CATEGORIES GENERAL (7000):							
7001	PROGRAM MANAGER II	212.21	220.70	229.53	238.71	248.26	258.19
7002	PROGRAM MANAGER I	189.82	197.41	205.31	213.52	222.06	230.95
7003	PROJECT MANAGER II	173.32	180.25	187.46	194.96	202.76	210.87
7004	PROJECT MANAGER I	137.05	142.53	148.23	154.16	160.33	166.74
7005	MANAGEMENT ANALYST V	170.75	177.58	184.68	192.07	199.75	207.74
7006	MANAGEMENT ANALYST IV	151.35	157.40	163.70	170.25	177.06	184.14
7007	MANAGEMENT ANALYST III	140.17	145.78	151.61	157.67	163.98	170.54
7008	MANAGEMENT ANALYST II	109.80	114.19	118.76	123.51	128.45	133.59
7009	MANAGEMENT ANALYST I	99.06	103.02	107.14	111.43	115.89	120.52
7010	TECHNICAL ANALYST V	177.06	184.14	191.51	199.17	207.14	215.42
7011	TECHNICAL ANALYST IV	156.84	163.11	169.64	176.42	183.48	190.82
7012	TECHNICAL ANALYST III	145.34	151.15	157.20	163.49	170.03	176.83
7013	TECHNICAL ANALYST II	117.71	122.42	127.32	132.41	137.70	143.21
7014	TECHNICAL ANALYST I	103.23	107.36	111.65	116.12	120.76	125.60
7015	DATABASE ADMINISTRATOR	164.69	171.28	178.13	185.25	192.66	200.37
7016	DATA ANALYST III	138.00	143.52	149.26	155.23	161.44	167.90
7017	DATA ANALYST II	124.45	129.43	134.61	139.99	145.59	151.41
7018	DATA ANALYST I	104.49	108.67	113.02	117.54	122.24	127.13
7019	APPLICATIONS PROGRAMMER II	126.73	131.80	137.07	142.55	148.26	154.19
7020	APPLICATIONS PROGRAMMER I	87.85	91.36	95.02	98.82	102.77	106.88
7021	COMPUTER PROGRAMMER V	166.30	172.95	179.87	187.06	194.55	202.33
7022	COMPUTER PROGRAMMER IV	147.38	153.28	159.41	165.78	172.41	179.31
7023	COMPUTER PROGRAMMER III	136.55	142.01	147.69	153.60	159.74	166.13
7024	COMPUTER PROGRAMMER II	110.95	115.39	120.00	124.80	129.80	134.99
7025	COMPUTER PROGRAMMER I	96.49	100.35	104.36	108.54	112.88	117.39
7026	TECHNICAL WRITER/EDITOR III	137.63	143.14	148.86	154.82	161.01	167.45
7027	TECHNICAL WRITER/EDITOR II	111.22	115.67	120.30	125.11	130.11	135.32
7028	TECHNICAL WRITER/EDITOR I	74.25	77.22	80.31	83.52	86.86	90.34
7029	TRAINING SPECIALIST III	155.92	162.16	168.64	175.39	182.40	189.70
7030	TRAINING SPECIALIST II	133.29	138.62	144.17	149.93	155.93	162.17
7031	TRAINING SPECIALIST I	104.03	108.19	112.52	117.02	121.70	126.57
7032	SYSTEMS ANALYST II	141.02	146.66	152.53	158.63	164.97	171.57
7033	SYSTEMS ANALYST I	127.86	132.97	138.29	143.83	149.58	155.56
7034	ADMINISTRATIVE ASSISTANT	64.26	66.83	69.50	72.28	75.18	78.18
7035	WORD PROCESSING CLERK	62.23	64.72	67.31	70.00	72.80	75.71
7036	DATA/KEY ENTRY CLERK	53.88	56.04	58.28	60.61	63.03	65.55
7037	GENERAL CLERK	46.18	48.03	49.95	51.95	54.02	56.19
7039	SUBJECT MATTER EXPERT II	176.61	183.67	191.02	198.66	206.61	214.87
7038	SUBJECT MATTER EXPERT I	148.79	154.74	160.93	167.37	174.06	181.03
7041	EDUCATIONAL TECHNOLOGIST II	158.95	165.31	171.92	178.80	185.95	193.39
7040	EDUCATIONAL TECHNOLOGIST I	132.45	137.75	143.26	148.99	154.95	161.15



**GSA LABOR RATES – CTS SITE
SIN 132-51 / 132-51STLOC**

		FY11	FY12	FY13	FY14	FY15	FY16
		CONTRACT YEAR					
		GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF
LABOR CATEGORIES							
SYSTEMS INTEGRATION (7100):							
7101	COMMUNICATIONS/NETWORK MANAGER	162.69	169.20	175.97	183.00	190.32	197.94
7102	COMMUNICATIONS HARDWARE SPECIALIST	104.08	108.24	112.57	117.08	121.76	126.63
7103	COMPUTER SPECIALIST	69.62	72.40	75.30	78.31	81.45	84.70
7104	SYSTEMS INSTALLER	80.34	83.55	86.90	90.37	93.99	97.75
7105	SENIOR ENGINEER	140.49	146.11	151.95	158.03	164.35	170.93
7106	FACILITIES MAINTENANCE TECHNICIAN	66.72	69.39	72.16	75.05	78.05	81.18

DOCUMENT MANAGEMENT (7200):

7201	SCIENTIFIC PROGRAM MANAGER	150.89	156.93	163.20	169.73	176.52	183.58
7202	SYSTEMS ENGINEER III	152.48	158.58	164.92	171.52	178.38	185.52
7203	SYSTEMS ENGINEER II	126.08	131.12	136.37	141.82	147.50	153.40
7204	SYSTEMS ENGINEER I	110.08	114.48	119.06	123.83	128.78	133.93
7205	TECHNICAL SYSTEMS SPECIALIST III	133.97	139.33	144.90	150.70	156.73	162.99
7206	TECHNICAL SYSTEMS SPECIALIST II	124.12	129.08	134.25	139.62	145.20	151.01
7207	TECHNICAL SYSTEMS SPECIALIST I	92.73	96.44	100.30	104.31	108.48	112.82
7208	SOFTWARE ENGINEER III	183.49	190.83	198.46	206.40	214.66	223.24
7209	SOFTWARE ENGINEER II	139.27	144.84	150.63	156.66	162.93	169.44
7210	SOFTWARE ENGINEER I	121.94	126.82	131.89	137.17	142.65	148.36
7211	WORKSHOP COORDINATOR III	163.21	169.74	176.53	183.59	190.93	198.57
7212	WORKSHOP COORDINATOR II	139.51	145.09	150.89	156.93	163.21	169.74
7213	DOCUMENT CONTROL MANAGER III	90.21	93.82	97.57	101.47	105.53	109.75
7214	DOCUMENT CONTROL MANAGER II	79.23	82.40	85.70	89.12	92.69	96.40
7215	DOCUMENT IMAGING SPECIALIST	111.25	115.70	120.33	125.14	130.15	135.35
7216	DOCUMENT PREPARATION SPECIALIST	63.38	65.92	68.55	71.29	74.15	77.11
7217	SYSTEMS PROGRAM ANALYST III	148.13	154.06	160.22	166.63	173.29	180.22
7218	SYSTEMS PROGRAM ANALYST II	124.22	129.19	134.36	139.73	145.32	151.13
7219	SYSTEMS PROGRAM ANALYST I	112.64	117.15	121.83	126.70	131.77	137.04
7220	DATABASE ANALYST III	139.03	144.59	150.37	156.39	162.65	169.15
7221	DATABASE ANALYST II	126.31	131.36	136.62	142.08	147.76	153.68
7222	DATABASE ANALYST I	109.82	114.21	118.78	123.53	128.47	133.61
7223	QUALITY ASSURANCE/CONFIGURATION MGMT ANALYST III	150.77	156.80	163.07	169.60	176.38	183.43
7224	QUALITY ASSURANCE/CONFIGURATION MGMT ANALYST II	135.72	141.15	146.79	152.67	158.77	165.12
7225	QUALITY ASSURANCE/CONFIGURATION MGMT ANALYST I	116.13	120.78	125.61	130.63	135.86	141.29
7226	HARDWARE/SOFTWARE TECHNICIAN III	105.75	109.98	114.38	118.95	123.71	128.66
7227	HARDWARE/SOFTWARE TECHNICIAN II	82.23	85.52	88.94	92.50	96.20	100.05
7228	HARDWARE/SOFTWARE TECHNICIAN I	65.82	68.45	71.19	74.04	77.00	80.08
7229	SENIOR ORACLE DEVELOPER	210.78	219.21	227.98	237.10	246.58	256.45
7230	VOCABULARY CONTROL SPECIALIST III	73.51	76.45	79.51	82.69	86.00	89.44
7231	VOCABULARY CONTROL SPECIALIST II	60.48	62.90	65.42	68.03	70.75	73.58
7232	VOCABULARY CONTROL SPECIALIST I	51.56	53.62	55.77	58.00	60.32	62.73
7233	SCIENTIFIC INFORMATION SPECIALIST III	92.4	96.10	99.94	103.94	108.09	112.42
7234	SCIENTIFIC INFORMATION SPECIALIST II	81.47	84.73	88.12	91.64	95.31	99.12
7235	SCIENTIFIC INFORMATION SPECIALIST I	70.25	73.06	75.98	79.02	82.18	85.47



**LABOR CATEGORY DESCRIPTIONS – CTS SITE
SIN 132-51 / 132-51STLOC**

		FY11	FY12	FY13	FY14	FY15	FY16
		CONTRACT YEAR					
		GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF
LABOR CATEGORIES							
NETWORK MANAGEMENT (7300)							
7309	NETWORK SYSTEMS ENGINEER V	230.90	240.14	249.74	259.73	270.12	280.93
7301	NETWORK (SYSTEMS) ENGINEER IV	166.94	173.62	180.56	187.78	195.30	203.11
7302	NETWORK (SYSTEMS) ENGINEER III	150.61	156.63	162.90	169.42	176.19	183.24
7303	NETWORK (SYSTEMS) ENGINEER II	119.74	124.53	129.51	134.69	140.08	145.68
7304	NETWORK (SYSTEMS) ENGINEER I	104.22	108.39	112.72	117.23	121.92	126.80
7305	SYSTEMS SECURITY ANALYST II	130.27	135.48	140.90	146.54	152.40	158.49
7306	SYSTEMS SECURITY ANALYST I	92.47	96.17	100.02	104.02	108.18	112.50
7307	SYSTEMS SECURITY ENGINEER II	175.27	182.28	189.57	197.15	205.04	213.24
7308	SYSTEMS SECURITY ENGINEER I	158.16	164.49	171.07	177.91	185.02	192.43
DESKTOP SUPPORT (7400)							
7401	PC TECHNICIAN II	110.58	115.00	119.60	124.39	129.36	134.54
7402	PC TECHNICIAN I	80.62	83.84	87.20	90.69	94.31	98.09
HELP DESKTOP SUPPORT (7500)							
7501	HELP DESK MANAGER	102.91	107.03	111.31	115.76	120.39	125.21
7502	HELP DESK SUPERVISOR	90.79	94.42	98.20	102.13	106.21	110.46
7503	HELP DESK CALL DISPATCHER	48.41	50.35	52.36	54.45	56.63	58.90
7504	HELP DESK SPECIALIST IV	80.92	84.16	87.52	91.02	94.66	98.45
7505	HELP DESK SPECIALIST III	73.39	76.33	79.38	82.55	85.86	89.29
7506	HELP DESK SPECIALIST II	65.65	68.28	71.01	73.85	76.80	79.87
7507	HELPDESK SPECIALIST I	57.88	60.20	62.60	65.11	67.71	70.42
VIDEO SYSTEMS MANAGEMENT (7600)							
7601	VIDEO PRODUCER	89.08	92.64	96.35	100.20	104.21	108.38
7602	VIDEO SYSTEMS ENGINEER II	121.22	126.07	131.11	136.36	141.81	147.48
7603	VIDEO SYSTEMS ENGINEER I	96.96	100.84	104.87	109.07	113.43	117.97
7604	VIDEO NETWORK OPERATOR	72.74	75.65	78.68	81.82	85.10	88.50
7605	VIDEO CONFERENCE SCHEDULER	60.60	63.02	65.54	68.17	70.89	73.73
7606	VIDEO CONFERENCE FACILITATOR	84.85	88.24	91.77	95.44	99.26	103.23
7607	LOGISTICS COORDINATOR	74.25	77.22	80.31	83.52	86.86	90.34
7608	FORMS DESIGN SPECIALIST	137.63	143.14	148.86	154.82	161.01	167.45
7609	GRAPHICS DESIGN SPECIALIST	96.96	100.84	104.87	109.07	113.43	117.97
7610	INSTRUCTIONAL DESIGNER II	133.31	138.64	144.19	149.96	155.95	162.19
7611	INSTRUCTIONAL DESIGNER I	97.20	101.09	105.13	109.34	113.71	118.26
7612	COMPUTER-BASED TRAINING INSTRUCTIONAL DESIGNER	106.66	110.93	115.36	119.98	124.78	129.77
7613	COMPUTER-BASED TRAINING INSTRUCTIONAL DESIGNER	82.06	85.34	88.76	92.31	96.00	99.84
INTERNET-INTRANET SERVICES (7700)							
7704	WEB DEVELOPER IV	207.79	216.10	224.75	233.74	243.08	252.81
7703	WEB DEVELOPER III	175.97	183.01	190.33	197.94	205.86	214.09
7701	WEB DEVELOPER II	133.31	138.64	144.19	149.96	155.95	162.19
7702	WEB DEVELOPER I	96.97	100.85	104.88	109.08	113.44	117.98



**LABOR CATEGORY DESCRIPTIONS – CUSTOMER SITE
SIN 132-51 / 132-51STLOC**

LABOR CATEGORIES GENERAL (7000):	FY11	FY12	FY13	FY14	FY15	FY16	
	CONTRACT YEAR	GSA RATE	GSA RATE	GSA RATE	GSA RATE	GSA RATE	
		w/3/4% IFF	w/3/4% IFF	w/3/4% IFF	w/3/4% IFF	w/3/4% IFF	
7001	PROGRAM MANAGER II	162.30	168.79	175.54	182.57	189.87	197.46
7002	PROGRAM MANAGER I	145.19	151.00	157.04	163.32	169.85	176.65
7003	PROJECT MANAGER II	132.61	137.91	143.43	149.17	155.13	161.34
7004	PROJECT MANAGER I	104.82	109.01	113.37	117.91	122.62	127.53
7005	MANAGEMENT ANALYST V	130.60	135.82	141.26	146.91	152.78	158.89
7006	MANAGEMENT ANALYST IV	115.77	120.40	125.22	130.23	135.43	140.85
7007	MANAGEMENT ANALYST III	107.21	111.50	115.96	120.60	125.42	130.44
7008	MANAGEMENT ANALYST II	83.99	87.35	90.84	94.48	98.26	102.19
7009	MANAGEMENT ANALYST I	75.77	78.80	81.95	85.23	88.64	92.19
7010	TECHNICAL ANALYST V	135.41	140.83	146.46	152.32	158.41	164.75
7011	TECHNICAL ANALYST IV	119.97	124.77	129.76	134.95	140.35	145.96
7012	TECHNICAL ANALYST III	111.18	115.63	120.25	125.06	130.06	135.27
7013	TECHNICAL ANALYST II	90.03	93.63	97.38	101.27	105.32	109.54
7014	TECHNICAL ANALYST I	78.95	82.11	85.39	88.81	92.36	96.05
7015	DATABASE ADMINISTRATOR	125.96	131.00	136.24	141.69	147.36	153.25
7016	DATA ANALYST III	105.55	109.77	114.16	118.73	123.48	128.42
7017	DATA ANALYST II	95.20	99.01	102.97	107.09	111.37	115.83
7018	DATA ANALYST I	79.92	83.12	86.44	89.90	93.50	97.23
7019	APPLICATIONS PROGRAMMER II	95.11	98.91	102.87	106.99	111.27	115.72
7020	APPLICATIONS PROGRAMMER I	85.92	88.50	91.15	93.89	96.70	99.60
7021	COMPUTER PROGRAMMER V	124.78	129.77	134.96	140.36	145.97	151.81
7022	COMPUTER PROGRAMMER IV	111.65	116.12	120.76	125.59	130.61	135.84
7023	COMPUTER PROGRAMMER III	104.46	108.64	112.98	117.50	122.20	127.09
7024	COMPUTER PROGRAMMER II	84.86	88.25	91.78	95.46	99.27	103.25
7025	COMPUTER PROGRAMMER I	73.79	76.74	79.81	83.00	86.32	89.78
7026	TECHNICAL WRITER/EDITOR III	105.27	109.48	113.86	118.41	123.15	128.08
7027	TECHNICAL WRITER/EDITOR II	85.09	88.49	92.03	95.71	99.54	103.52
7028	TECHNICAL WRITER/EDITOR I	61.87	64.34	66.92	69.60	72.38	75.27
7029	TRAINING SPECIALIST III	119.26	124.03	128.99	134.15	139.52	145.10
7030	TRAINING SPECIALIST II	101.95	106.03	110.27	114.68	119.27	124.04
7031	TRAINING SPECIALIST I	79.58	82.76	86.07	89.52	93.10	96.82
7032	SYSTEMS ANALYST II	107.85	112.16	116.65	121.32	126.17	131.22
7033	SYSTEMS ANALYST I	97.81	101.72	105.79	110.02	114.42	119.00
7034	ADMINISTRATIVE ASSISTANT	49.15	51.12	53.16	55.29	57.50	59.80
7035	WORD PROCESSING CLERK	47.62	49.52	51.51	53.57	55.71	57.94
7036	DATA/KEY ENTRY CLERK	41.21	42.86	44.57	46.36	48.21	50.14
7037	GENERAL CLERK	35.30	36.71	38.18	39.71	41.30	42.95
7039	SUBJECT MATTER EXPERT II	135.12	140.52	146.15	151.99	158.07	164.39
7038	SUBJECT MATTER EXPERT I	113.84	118.39	123.13	128.05	133.18	138.50
7041	EDUCATIONAL TECHNOLOGIST II	121.60	126.46	131.52	136.78	142.25	147.94
7040	EDUCATIONAL TECHNOLOGIST I	101.34	105.39	109.61	113.99	118.55	123.30



**LABOR CATEGORY DESCRIPTIONS – CUSTOMER SITE
SIN 132-51 / 132-51STLOC**

		FY11	FY12	FY13	FY14	FY15	FY16
		CONTRACT YEAR					
		GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF
LABOR CATEGORIES							
SYSTEMS INTEGRATION (7100):							
7101	COMMUNICATIONS/NETWORK MANAGER	125.62	129.39	133.27	137.27	141.39	145.63
7102	COMMUNICATIONS HARDWARE SPECIALIST	79.97	82.37	84.84	87.39	90.01	92.71
7103	COMPUTER SPECIALIST	53.51	55.12	56.77	58.47	60.23	62.03
7104	SYSTEMS INSTALLER	61.75	63.60	65.51	67.48	69.50	71.59
7105	SENIOR ENGINEER	107.97	111.21	114.55	117.98	121.52	125.17
7106	FACILITIES MAINTENANCE TECHNICIAN	51.27	52.81	54.39	56.02	57.70	59.44
7107	COMPUTER SPECIALIST IV	94.12	96.94	99.85	102.85	105.93	109.11
7108	COMPUTER SPECIALIST III	79.35	81.73	84.18	86.71	89.31	91.99
7109	COMPUTER SPECIALIST II	67.46	69.48	71.57	73.72	75.93	78.20
DOCUMENT MANAGEMENT (7200):							
7201	SCIENTIFIC PROGRAM MANAGER	114.87	118.32	121.87	125.52	129.29	133.17
7202	SYSTEMS ENGINEER III	116.08	119.56	123.15	126.84	130.65	134.57
7203	SYSTEMS ENGINEER II	95.96	98.84	101.80	104.86	108.00	111.24
7204	SYSTEMS ENGINEER I	83.79	86.30	88.89	91.56	94.31	97.14
7205	TECHNICAL SYSTEMS SPECIALIST III	101.97	105.03	108.18	111.43	114.77	118.21
7206	TECHNICAL SYSTEMS SPECIALIST II	94.50	97.34	100.26	103.26	106.36	109.55
7207	TECHNICAL SYSTEMS SPECIALIST I	70.58	72.70	74.88	77.12	79.44	81.82
7208	SOFTWARE ENGINEER III	139.70	143.89	148.21	152.65	157.23	161.95
7209	SOFTWARE ENGINEER II	106.00	109.18	112.46	115.83	119.30	122.88
7210	SOFTWARE ENGINEER I	92.81	95.59	98.46	101.42	104.46	107.59
7211	WORKSHOP COORDINATOR III	124.26	127.99	131.83	135.78	139.86	144.05
7212	WORKSHOP COORDINATOR II	106.21	109.40	112.68	116.06	119.54	123.13
7213	DOCUMENT CONTROL MANAGER III	68.65	70.71	72.83	75.02	77.27	79.58
7214	DOCUMENT CONTROL MANAGER II	60.30	62.11	63.97	65.89	67.87	69.90
7215	DOCUMENT IMAGING SPECIALIST	84.69	87.23	89.85	92.54	95.32	98.18
7216	DOCUMENT PREPARATION SPECIALIST	48.24	49.69	51.18	52.71	54.29	55.92
7217	SYSTEMS PROGRAM ANALYST III	112.76	116.14	119.63	123.22	126.91	130.72
7218	SYSTEMS PROGRAM ANALYST II	94.56	97.40	100.32	103.33	106.43	109.62
7219	SYSTEMS PROGRAM ANALYST I	85.75	88.32	90.97	93.70	96.51	99.41
7220	DATABASE ANALYST III	105.82	108.99	112.26	115.63	119.10	122.67
7221	DATABASE ANALYST II	96.14	99.02	101.99	105.05	108.21	111.45
7222	DATABASE ANALYST I	83.60	86.11	88.69	91.35	94.09	96.92
7223	QUALITY ASSURANCE/CONFIGURATION MGMT ANALYST III	114.78	118.22	121.77	125.42	129.19	133.06
7224	QUALITY ASSURANCE/CONFIGURATION MGMT ANALYST II	103.31	106.41	109.60	112.89	116.28	119.76
7225	QUALITY ASSURANCE/CONFIGURATION MGMT ANALYST I	88.40	91.05	93.78	96.60	99.49	102.48
7226	HARDWARE/SOFTWARE TECHNICIAN III	80.50	82.92	85.40	87.96	90.60	93.32
7227	HARDWARE/SOFTWARE TECHNICIAN II	62.59	64.47	66.40	68.39	70.45	72.56
7228	HARDWARE/SOFTWARE TECHNICIAN I	50.11	51.61	53.16	54.76	56.40	58.09
7229	SENIOR ORACLE DEVELOPER	160.45	165.26	170.22	175.33	180.59	186.01
7230	VOCABULARY CONTROL SPECIALIST III	55.95	57.63	59.36	61.14	62.97	64.86
7231	VOCABULARY CONTROL SPECIALIST II	45.58	46.95	48.36	49.81	51.30	52.84
7232	VOCABULARY CONTROL SPECIALIST I	39.23	40.41	41.62	42.87	44.15	45.48
7233	SCIENTIFIC INFORMATION SPECIALIST III	70.34	72.45	74.62	76.86	79.17	81.54
7234	SCIENTIFIC INFORMATION SPECIALIST II	62.00	63.86	65.78	67.75	69.78	71.87
7235	SCIENTIFIC INFORMATION SPECIALIST I	53.46	55.06	56.72	58.42	60.17	61.97



**LABOR CATEGORY DESCRIPTIONS – CUSTOMER SITE
SIN 132-51 / 132-51STLOC**

		FY11	FY12	FY13	FY14	FY15	FY16
		CONTRACT YEAR					
LABOR CATEGORIES		GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF	GSA RATE w/3/4% IFF
NETWORK MANAGEMENT (7300)							
7309	NETWORK SYSTEMS ENGINEER V	176.61	181.91	187.37	192.99	198.78	204.74
7301	NETWORK (SYSTEMS) ENGINEER IV	132.78	136.76	140.87	145.09	149.45	153.93
7302	NETWORK (SYSTEMS) ENGINEER III	115.21	118.67	122.23	125.89	129.67	133.56
7303	NETWORK (SYSTEMS) ENGINEER II	91.59	94.34	97.17	100.08	103.09	106.18
7304	NETWORK (SYSTEMS) ENGINEER I	79.70	82.09	84.55	87.09	89.70	92.39
7305	SYSTEMS SECURITY ANALYST II	99.64	102.63	105.71	108.88	112.15	115.51
7306	SYSTEMS SECURITY ANALYST I	92.86	95.65	98.52	101.47	104.51	107.65
7307	SYSTEMS SECURITY ENGINEER II	134.06	138.08	142.22	146.49	150.89	155.41
7308	SYSTEMS SECURITY ENGINEER I	120.98	124.61	128.35	132.20	136.16	140.25
DESKTOP SUPPORT (7400)							
7401	PC TECHNICIAN II	84.58	87.12	89.73	92.42	95.20	98.05
7402	PC TECHNICIAN I	61.67	63.52	65.43	67.39	69.41	71.49
HELP DESKTOP SUPPORT (7500)							
7501	HELP DESK MANAGER	78.71	81.07	83.50	86.01	88.59	91.25
7502	HELP DESK SUPERVISOR	69.47	71.55	73.70	75.91	78.19	80.53
7503	HELP DESK CALL DISPATCHER	37.02	38.13	39.27	40.45	41.67	42.92
7504	HELP DESK SPECIALIST IV	61.87	63.73	65.64	67.61	69.64	71.72
7505	HELP DESK SPECIALIST III	56.13	57.81	59.55	61.33	63.17	65.07
7506	HELP DESK SPECIALIST II	50.22	51.73	53.28	54.88	56.52	58.22
7507	HELP DESK SPECIALIST I	44.29	45.62	46.99	48.40	49.85	51.34
VIDEO SYSTEMS MANAGEMENT (7600)							
7601	VIDEO PRODUCER	68.14	70.18	72.29	74.46	76.69	78.99
7602	VIDEO SYSTEMS ENGINEER II	92.71	95.49	98.36	101.31	104.35	107.48
7603	VIDEO SYSTEMS ENGINEER I	74.16	76.38	78.68	81.04	83.47	85.97
7604	VIDEO NETWORK OPERATOR	55.63	57.30	59.02	60.79	62.61	64.49
7605	VIDEO CONFERENCE SCHEDULER	46.35	47.74	49.17	50.65	52.17	53.73
7606	VIDEO CONFERENCE FACILITATOR	64.89	66.84	68.84	70.91	73.03	75.23
7607	LOGISTICS COORDINATOR	56.78	58.48	60.24	62.05	63.91	65.82
7608	FORMS DESIGN SPECIALIST	105.28	108.44	111.69	115.04	118.49	122.05
7609	GRAPHICS DESIGN SPECIALIST	74.16	76.38	78.68	81.04	83.47	85.97
7610	INSTRUCTIONAL DESIGNER II	101.97	105.03	108.18	111.43	114.77	118.21
7611	INSTRUCTIONAL DESIGNER I	74.33	76.56	78.86	81.22	83.66	86.17
7612	COMPUTER-BASED TRAINING ISD II	81.58	84.03	86.55	89.14	91.82	94.57
7613	COMPUTER-BASED TRAINING ISD I	62.75	64.63	66.57	68.57	70.63	72.74
INTERNET-INTRANET SERVICES (7700)							
7704	WEB DEVELOPER IV	158.95	163.72	168.63	173.69	178.90	184.27
7703	WEB DEVELOPER III	134.60	138.64	142.80	147.08	151.49	156.04
7701	WEB DEVELOPER II	101.97	105.03	108.18	111.43	114.77	118.21
7702	WEB DEVELOPER I	74.16	76.38	78.68	81.04	83.47	85.97



7000 Series - General Positions

Computer Technology Services (CTS), Inc. is committed to providing its customers with timely, cost-effective quality automatic data processing services, including document management, systems integration, network solutions, desktop support, help desk support, Internet/Intranet Services, and a variety of interactive video, and graphics production. A description of the CTS general positions follows:

Labor Categories	Years Exp.	Education	Functional Responsibility
7001 Program Manager II	10	Bachelors Degree	Manages all contract work and supervises Project Managers. Is a primary company representative to meet with the Government Contracting Officer (CO) and the Contracting Officer's Technical Representative (COTR). Establishes and manages required sub-contracting relationships and obtains third party services for customers. Has authority to negotiate with customers and to enter into binding agreements with customers.
7002 Program Manager I	8	Bachelors Degree	Performs day-to-day management of a contract with up to five projects or major sub-tasks. The annual value of the contract is less than \$3 million per year. Organizes, directs, and coordinates the work of all groups working on elements of the final product or service. Is generally in a position to negotiate and make binding decisions and agreements for the company. Establishes and manages required subcontracting relationships and obtains third party services for customers.
7003 Project Manager II	7	Bachelors Degree	Manages up to two concurrent task assignments of ADP and telecommunications systems management. Is responsible for assigning staff to projects and monitoring progress as required to meet deadlines and cost goals. Has a high level of expertise in using project management software to manage staff and costs. Is a primary point-of-contact for the Contracting Officer's Technical Representative (COTR). Is primarily responsible for contract compliance.
7004 Project Manager I	5	Bachelors Degree	Manages one task assignment or delivery order and is fully responsible for the technical quality of work and meeting project deadlines and cost targets. Is a primary point-of-contact to meet with the Contracting Officer's Technical Representative (COTR). Plays a major role in hiring and assigning staff to projects and evaluates staff with input from the Program Manager. Is primarily responsible for ensuring compliance with contract requirements and terms and conditions such as deliverables and progress reports. Is required to coordinate project work with other Project Managers when a contract requires multiple project groups.
7005 Management Analyst V	12	Bachelors Degree	Supervises plans and conducts the design and evaluation of program and administrative systems, including detailed analysis of practical alternative approaches. Develops complex tests and procedures and evaluates systems effectiveness and efficiency. Directs a team of specialists and analysts.



Labor Categories	Years Exp.	Education	Functional Responsibility
7006 Management Analyst IV	10	Bachelors Degree	Supervises plans and conducts the design and evaluation of program and administrative systems including detailed analysis of practical alternative approaches. Develops complex tests and procedures. Evaluates systems effectiveness and efficiency.
7007 Management Analyst III	7	Bachelors Degree	Supervises plans and conducts the design and evaluation of program and administrative systems including detailed analysis of practical alternative approaches. Develops tests and procedures. Evaluates systems effectiveness and efficiency.
7008 Management Analyst II	5	Bachelors Degree	Plans and conducts the design and evaluation of program and administrative systems, including detailed analysis of practical alternative approaches. Develops test plans and procedures and evaluates systems effectiveness and efficiency.
7009 Management Analyst I	2	Bachelors Degree	Plans and conducts the design and evaluation of program and administrative systems including analysis of practical alternative approaches.
7010 Technical Analyst V	12	Bachelors Degree	Supervises the design, analysis, and presentation of highly complex technical studies and related documentation. Conducts presentations and briefings as required. Applies principles and methods to highly complex problems in technical areas to arrive at solutions.
7011 Technical Analyst IV	10	Bachelors Degree	Supervises the design, analysis, and presentation of complex technical studies and related documentation. Conducts presentations and briefings as required. Applies principles and methods to complex problems in technical areas to arrive at solutions.
7012 Technical Analyst III	7	Bachelors Degree	Participates in the design, analysis, and presentation of technical studies and related documentation. Conducts presentations and briefings as required. Applies principles and methods of the functional area to problems in technical areas to arrive at solutions.
7013 Technical Analyst II	5	Bachelors Degree	Participates in the design, analysis, and presentation of technical studies and related documentation. Conducts presentations and briefings as required. Applies principles and methods of the functional area to problems in technical areas to arrive at a solution.
7014 Technical Analyst I	3	Bachelors Degree	Participates in the design, analysis, and presentation of technical studies and related documentation. Conducts presentations and briefings as required. Applies principles and methods of the functional area to problems in technical areas to arrive at a solution.
7015 Database Administrator	4	Bachelors Degree	Works closely with Project Manager to ensure a fully functional database system to meet the operational needs of customers. Frequently provides technical support for the development of new database applications and database migration projects. Develops and implements backup strategies and report generation procedures.



Labor Categories	Years Exp.	Education	Functional Responsibility
7016 Data Analyst III	5	Bachelors Degree	Applies statistical, accounting, or business techniques to the design and conduct of data collection, verification, adjustment, processing, and presentation.
7017 Data Analyst II	3	Bachelors Degree	Applies statistical, accounting, or business techniques to the design and conduct of data collection, verification, adjustment, processing, and presentation.
7018 Data Analyst I	1	Bachelors Degree	Applies statistical, accounting, or business techniques to the design and conduct of data collection, verification, adjustment, processing, and presentation.
7019 Applications Programmer II	5	Bachelors Degree	Interprets user requirements and design specifications. Understands block diagrams and logic flow charts. Interprets detailed process and data models to develop interface and applications design. Interfaces applications with system security features and services. Implements mission unique security functions (e.g. guards, downgrades, information fusion capability, etc.). Implements new secure system applications to demonstrate feasibility. Implements test procedures and refines the computer software to produce the required product. Responsible for required documentation including both program- and user-level documentation. Translates detailed design into computer software. Enhances software to improve execution and efficiency. May serve as technical lead on projects.
7020 Applications Programmer I	2	Bachelors Degree	Interprets user requirements and design specifications. Understands block diagrams and logic flow charts. Interprets process and data models to develop interface and applications design. Implements new secure system applications to demonstrate feasibility. Implements test procedures and refines the computer software to produce the required product. Participates in the drafting of required documentation, including both program- and user-level documentation. Translates described design into computer software.
7021 Computer Programmer V	10	Bachelors Degree	Works closely with the Project Manager and analysts to translate client descriptions and requirements into workable, readable, and well-documented code solutions. Tests and debugs applications and systems following a test design provided by analysts.
7022 Computer Programmer IV	7	Bachelors Degree	Works closely with the Project Manager and analysts to translate client descriptions and requirements into workable, readable, and well-documented code solutions. Tests and debugs applications and systems following a test design provided by analysts.
7023 Computer Programmer III	5	Bachelors Degree	Assists project team to translate client descriptions and requirements into workable, readable, well-documented code solutions. Tests and debugs applications and systems following a test design provided by analysts.



Labor Categories	Years Exp.	Education	Functional Responsibility
7024 Computer Programmer II	3	Bachelors Degree	Assists project team to translate client descriptions and requirements into workable, readable, and well-documented code solutions. Tests and debugs applications and systems following a test design provided by analysts.
7025 Computer Programmer I	1	Bachelors Degree	Assists senior level programmers to translate client descriptions and requirements into workable, readable, and well-documented code solutions. Tests and debugs applications and systems following a test design provided by analysts.
7026 Technical Writer/Editor III	7	Bachelors Degree	Principal responsibility for writing and editing of project technical or scientific materials, including the ability to translate project objectives into a comprehensive and practical format. Produces a variety of printed materials.
7027 Technical Writer/Editor II	5	Bachelors Degree	Writes and edits project technical or scientific materials. Translates project objectives into a comprehensive and practical format. Produces a variety of printed copies. May work under a Technical Writer/Editor II I.
7028 Technical Writer/Editor I	3	Bachelors Degree	Writes and edits project technical or scientific materials. Must have the ability to translate project objectives into a comprehensive and practical format. Produces a variety of printed materials. May work under a Technical Writer/Editor III or II.
7029 Training Specialist III	10	Bachelors Degree	Uses state-of-the-art knowledge of the principles, practices, and techniques of education, instructional design, or training for high priority projects. In consultation with other technical staff, develops curriculum and produces training materials. Insures that all aspects of training activities are compatible with appropriate government and industry practices and procedures. Has final responsibility for the technical accuracy and timeliness of the curriculum.
7030 Training Specialist II	5	Bachelors Degree	Uses knowledge of the principles, practices, and techniques of education, instructional design, or training for priority projects. In consultation with other technical staff, develops curriculum and produces training materials. Insures that all aspects of training activities are compatible with appropriate government and industry practices and procedures. Has final responsibility for the technical accuracy and timeliness of the curriculum.
7031 Training Specialist I	3	Bachelors Degree	Uses knowledge of the principles, practices, and techniques of education, instructional design, or training for projects. In consultation with other technical staff, develops curriculum and produces training material s. Insures that all aspects of training activities are compatible with appropriate government and industry practices and procedures. Has final responsibility for the technical accuracy and timeliness of the curriculum.



Labor Categories	Years Exp.	Education	Functional Responsibility
7032 Systems Analyst II	10	Bachelors Degree	Applies engineering techniques, principles, and precedents to develop, design, modify, install, test, evaluate, or operate electrical, electronic, avionics, mechanical, communications, armament/ordnance, or related data processing systems. Reviews, analyzes, develops, prepares, or applies engineering, technical, or maintenance specifications, policies, standards, or procedures. Organizes, analyzes, and prepares reports or presentations of technical data and information. Plans and performs tests and evaluations of systems equipment or components. Compiles, processes, and analyzes test data and results. May act as team leader, supervising and advising with respect to the work of Systems Analysts I or other technicians.
7033 Systems Analyst I	5	Bachelors Degree	Applies knowledge of computer science principles, information management principles, automated data processing (ADP) functions, hardware and software system structures and operation, and computer programming languages and techniques. Independently identifies and uses standard, unconventional, and original mathematical, algorithmic, and programmatic approaches to define, plan, organize, design, develop, modify, test, and integrate database or data processing systems, computer hardware systems, and simulation models. Formulates architectural design, functional specifications, and interfaces of hardware and software systems considering system interrelationships, operating modes, and software and equipment configurations. Responsible for developing project plans, guidelines, and controls.
7034 Administrative Assistant	1	High School Diploma	Aids staff by performing general administrative functions including coordinating office services such as personnel, budget preparation, records control, and management studies; conducting collection and preparation of operating reports; securing training facilities; and ordering supplies and other materials as needed.
7035 Word Processing Clerk	1	High School Diploma	Prepares, maintains, and preserves technical or administrative documentation, data, correspondence, and records. Activities may include typing, word processing, transcription, graphics preparation, filing, reproduction, and office equipment operation. Types technical reports, papers, test plans, or other project/program documentation in final format from rough notes or drafts. Applies familiarity with specialized and technical terminology to edit, proofread, and correct spelling, grammar, and phraseology.
7036 Data/Key Entry Clerk	6 months	High School Diploma	Operates keyboard-controlled data entry device such as keypunch machine or key-operated magnetic tape or disc encoder to transcribe data into a form suitable for computer processing.



Labor Categories	Years Exp.	Education	Functional Responsibility
7037 General Clerk	6 months	High School Diploma	Performs a combination of clerical tasks to support office, business, or administrative operations, such as maintaining records; receiving, preparing, or verifying documents; searching for and compiling information and data; and responding to routine requests with standard answers (by phone, in person, or by correspondence).
7039 Subject Matter Expert II	15	Doctorate Degree	Provides expert consultative support to a functional technical area of a project. Identifies, develops and implements innovative solutions to highly complex technological issues.
7038 Subject Matter Expert I	10	Masters Degree	Provides expert consultative support to a functional technical area of a project. Identifies, develops and implements solutions to complex technological issues.
7041 Educational Technologist II	5	Bachelors Degree	Designs technology plans, infrastructures, and programs for educational organizations. Creates curricula that integrates technology into programs, and can implement functional programs. Provides technical assistance for all aspects of technology implementation for education.
7040 Educational Technologist I	3	Bachelors Degree	Develops instructional materials, provides professional development, implements technology programs. Provides support for school-based personnel regarding technology and its use in instruction.



7100 Series – Systems Integration

CTS provides comprehensive systems integration services. These services include migrating legacy systems to modern distributed systems; building multi-tiered applications for use on enterprise systems; and developing Web-based applications for corporate intranets. At CTS the focus is on a carefully crafted systems engineering approach that is driven by the customer's corporate level mission critical applications. CTS also understands how to protect existing investments in hardware and software and how to put these resources to good use in an evolving computing environment. The building blocks of the CTS approach are: (1) analysis and planning, (2) design and implementation, and (3) a seamless cutover to an operational status. It should be emphasized that a systems integration project can and probably will require labor categories that are reflected in the 7000 series and other listed labor categories as well as those listed immediately below.

Labor Categories	Years Exp.	Education	Functional Responsibility
7101 Communications Network Manager	5	Bachelors Degree	Schedules conversions and cutovers. Oversees network control center. Supervises maintenance of systems. Coordinates with all responsible users and sites. Supervises communications network staff.
7102 Communications Hardware Specialist	3	Bachelors Degree	Analyzes network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Modifies host, terminal, and network devices. Assists and coordinates with communications network specialists in the area of communications software. Analyzes and implements communication standards protocols according to site requirements.
7103 Computer Specialist	3	Bachelors Degree	Applies knowledge of computer science principles, information management principles, data processing functions, ADP hardware and software systems structure and operations, and computer programming languages and techniques to solve automation problems. Applies scientific, engineering, or business objectives by writing, modifying, or adapting computer programs at machine level. Uses minicomputer and mainframe computer approaches to address project objectives. Uses industry standard approaches to define, plan, organize, design, develop, modify, test, and integrate database processing systems, computer hardware systems, and simulation models. Assists in formulating architectural design, functional specifications, interfaces, and documentation of hardware or software systems. Uses detailed specifications and adopts standardized techniques, methods, criteria, and precedents to develop or modify portions of a system or program. Responsible for segments or phases of broader, more complex projects.
7104 Systems Installer	6	High School Diploma	Analyzes communications and computer systems designs using a list of materials for installation of required systems and equipment. Installs communications and computer equipment and systems according to installation design plans and guidance from project leader in accordance with standards and protocols of the site requirements.



Labor Categories	Years Exp.	Education	Functional Responsibility
7105 Senior Engineer	8	Bachelors Degree	Applies engineering principles to investigate, analyze, plan, design, develop, implement, test, or evaluate systems. Reviews and prepares engineering and technical analyses, reports, change proposals, and other technical documentation. Applies engineering experience to perform functions such as system integration, configuration management, quality assurance testing, or acquisition and resource management. Analyzes, designs, develops, implements, tests, and evaluates automated data processing software related to engineering or functional requirements of power or weapons systems, associated support systems, or management information systems.
7106 Facilities Maintenance Technician	3	High School Diploma	Provides routine facilities coordination support. Provides liaison support for facility requirements (e.g., floor plans, and space requirements). Coordinates major repair and construction projects and provides coordination for general maintenance and repairs (e.g., ground maintenance, janitorial, and locksmith). Coordinates equipment and furniture moves.
7107 Computer Specialist IV	8	Associates Degree	Applies expert knowledge of computer science principles, information management principles, data processing functions, ADP hardware and software systems structure and operations, and computer programming languages and techniques to solve highly complex automation problems. Applies scientific, engineering, or business objectives by writing, modifying, or adapting computer programs at machine level. Uses minicomputer and mainframe computer approaches to addressing project objectives. Uses vendor specific and open system industry standard approaches to define, plan, organize, design, develop, modify, test, and integrate database processing systems, computer hardware systems, and simulation models. Assists in formulating architectural design, functional specifications, interfaces, and documentation of hardware or software systems. Uses detailed specifications and adopts standardized techniques, methods, criteria, and precedents to develop or modify portions of a system or program. Responsible for segments or phases of broader, more complex projects that involve integration and migration. Directs technical leads



Labor Categories	Years Exp.	Education	Functional Responsibility
7108 Computer Specialist III	6	Associates Degree	<p>Applies superior knowledge of computer science principles, information management principles, data processing functions, ADP hardware and software systems structure and operations, and computer programming languages and techniques to solve complex automation problems. Applies scientific, engineering, or business objectives by writing, modifying, or adapting computer programs at machine level. Uses minicomputer and mainframe computer approaches to addressing project objectives. Uses vendor specific industry standard approaches to define, plan, organize, design, develop, modify, test, and integrate database processing systems, computer hardware systems, and simulation models. Assists in formulating architectural design, functional specifications, interfaces, and documentation of hardware or software systems. Uses detailed specifications and adopts standardized techniques, methods, criteria, and precedents to develop or modify portions of a system or program. Responsible for segments or phases of broader, more complex projects and works on integration of subsystems. Takes a technical lead position on multiple tasks.</p>
7109 Computer Specialist II	4	Associates Degree	<p>Applies accumulated knowledge of computer science principles, information management principles, data processing functions, ADP hardware and software systems structure and operations, and computer programming languages and techniques to solve difficult automation problems. Applies scientific, engineering, or business objectives by writing, modifying, or adapting computer programs at machine level. Uses minicomputer and mainframe computer approaches to address project objectives. Uses up-to-date industry standard approaches to define, plan, organize, design, develop, modify, test, and integrate database processing systems, computer hardware systems, and simulation models. Assists in formulating architectural design, functional specifications, interfaces, and documentation of hardware or software systems. Uses detailed specifications and adopts standardized techniques, methods, criteria, and precedents to develop or modify portions of a system or program. Responsible for segments or phases of broader and larger more complex projects. Takes a technical lead position on some tasks.</p>



7200 Series – Document Management

CTS has a proven track record in the area of document management services, including scanning, indexing, and vocabulary control. Its services range from analysis/planning of large or small document management projects, design/implementation of a document management system relying on up-to-date technologies in imaging, scanning, OCR, and hardware, and operations support to ensure all documents are properly processed and stored for later retrieval. A document management project can and probably will require labor categories that are reflected in the 7000 series and other listed labor categories as well as those labor categories listed immediately below.

Labor Categories	Years Exp.	Education	Functional Responsibility
7201 Scientific Program Manager	10	Masters Degree	Assumes overall responsibility for management of complex software development projects, involving the development of detailed guidelines for all project tasks.
7202 Systems Engineer III	10	Bachelors Degree	Analyzes information and data processing requirements to determine electronic information and data processing system capabilities required for projects or workload. Performs analyses and assessments on systems timing , interfaces, and performance. Reports on all findings and provides recommendations and alternative approaches. Knowledgeable in areas including state-of-the-art computer and information technology; database design and development; major operating systems; LAN servers; personal computers; database management systems; network protocols; and network topologies. Reviews system and /or software requirements and prepares test plans, test cases, and test procedures for conduct of various levels of testing; conducts necessary analyses; quantifies test data; and provides test reports including recommending necessary corrective actions.
7203 Systems Engineer II	5	Bachelors Degree	Analyzes information and data processing requirements to determine electronic information and data processing system capabilities required for projects or workload. Performs analyses and assessments on systems timing , interfaces, and performance. Reports on all findings and provides recommendations and alternative approaches. Knowledgeable in areas including state-of-the-art computer and information technology, database design and development, operating systems, LAN servers , personal computers, database management systems, network protocols, and network topologies. Reviews system and/or software requirements and prepares test plans, test cases, and test procedures for conduct of various levels of testing; conducts necessary analyses, quantifies test data, and provides test reports including recommending of necessary corrective actions.



Labor Categories	Years Exp.	Education	Functional Responsibility
7204 Systems Engineer I	2	Bachelors Degree	Analyzes information and data processing requirements to determine electronic information and data processing system capabilities required for projects or workload. Performs analyses and assessments on systems timing, interfaces, and performance. Reports on all findings and provides recommendations and alternative approaches. Knowledgeable in areas including state-of-the-art computer and information technology, database design and development, operating systems, LAN servers, personal computers, database management systems, network protocols, and network topologies. Reviews system and/or software requirements and prepares test plans, test cases, and test procedures for conduct of various levels of testing. Conducts necessary analyses, quantifies test data, and provides test reports including the recommendation of necessary corrective actions.
7205 Technical Systems Specialist III	10	Bachelors Degree	Provides expert advice on variety of subjects including education, management principles, trend analysis, engineering specialties, information technology, sciences, and computing environments. Provides alternatives and recommendations on technical issues and prepares briefings and technical reports. Participates as an "as needed" consultant based on specific requirements.
7206 Technical Systems Specialist II	5	Bachelors Degree	Provides expert advice on variety of subjects including education, management principles, trend analysis, engineering specialties, information technology, sciences, and computing environments. Provides alternatives and recommendations on technical issues and prepares briefings and technical reports. Participates as an "as needed" consultant based on specific requirements.
7207 Technical Systems Specialist I	3	Bachelors Degree	Provides expert advice on variety of subjects including education, management principles, trend analysis, engineering specialties, information technology, sciences, and computing environments. Provides alternatives and recommendations on technical issues and prepares briefings and technical reports. Participates as an "as needed" consultant based on specific requirements.
7208 Software Engineer III	10	Bachelors Degree	Develops software design and approaches ensuring system requirements and internal and external interfaces are addressed. Reviews and evaluates the software system requirements and design to ensure compatibility and adequacy. Performs analysis on design implementation, software performance, and critical design requirements. Performs code reviews to ensure proper programming and practices. Manages multiple projects and resources in computer systems architecture and systems software configuration.



Labor Categories	Years Exp.	Education	Functional Responsibility
7209 Software Engineer II	5	Bachelors Degree	Develops software design and approaches, ensuring system requirements and internal and external interfaces are addressed. Reviews and evaluates the software system requirements and design to ensure compatibility and adequacy. Performs analysis on design implementation, software performance, and critical design requirements. Performs code reviews to ensure proper programming and practices. Manages multiple projects and resources in computer systems architecture and systems software configuration.
7210 Software Engineer I	3	Bachelors Degree	Develops software design and approaches, ensuring system requirements and internal and external interfaces are addressed. Reviews and evaluates software system requirements and design to ensure compatibility and adequacy. Performs analysis on design implementation, software performance, and critical design requirements. Performs code reviews to ensure proper programming practices and standards.
7211 Workshop Coordinator III	7	Bachelors Degree	Facilitates workshop or work group activities for scientific or technical subject matter. Coordinates efforts with other staff to define objectives and requirements of workshop or work group.
7212 Workshop Coordinator II	5	Bachelors Degree	Facilitates workshop or work group activities for scientific or technical subject matter. Coordinates efforts with other staff to define objectives and requirements of work group or workshop sessions.
7213 Document Control Manager III	10	Bachelors Degree	Operates and maintains the security of the Document Control Center. Updates and maintains the tracking system for acceptance of sensitive and confidential documents. Generates reports from the tracking database as requested.
7214 Document Control Manager II	5	Bachelors Degree	Operates and maintains the security of the Document Control Center. Updates and maintains the tracking system for acceptance of sensitive and confidential documents. Generates reports from the tracking database as requested.
7215 Document Imaging Specialist	5	Bachelors Degree	Identifies the appropriate hardware and software systems required to implement a document imaging program. Works with software analysts and network engineers to develop system specifications for specific customer applications of imaging technology. Develops a timeline and cost estimate for the document conversion component of an imaging project. Works with an analyst to identify performance specifications for users.
7216 Document Preparation Specialist	6 months	High School Diploma	Prepares confidential document files for optical scanning or hard copy processing according to established guidelines. Implements quality control for accuracy of scanned images or hard copy files which have been prepared for further processing. Performs basic check in and check out procedures in Document Control Center.



Labor Categories	Years Exp.	Education	Functional Responsibility
7217 Systems/Program Analyst III	10	Bachelors Degree	Provides technical and analytical assistance including planning, development, and integration of communications systems, facilities, and procedures. Provides training, installation, and support of software and hardware with many different types of configuration.
7218 Systems/Program Analyst II	5	Bachelors Degree	Provides technical and analytical assistance, including planning, development, and integration of communications systems, facilities, and procedures. Provides training, installation, and support of software and hardware with many different types of configuration.
7219 Systems/Program Analyst I	3	Bachelors Degree	Provides technical and analytical assistance including planning, development, and integration of communications systems, facilities, and procedures.
7220 Database Analyst III	10	Bachelors Degree	Responsible for the design, configuration control, preservation, and information retrieval of databases.
7221 Database Analyst II	5	Bachelors Degree	Responsible for the design, configuration control, preservation, and information retrieval of databases.
7222 Database Analyst I	3	Bachelors Degree	Responsible for the design, configuration control, preservation, and information retrieval of databases.
7223 Quality Assurance /Configuration Mgmt. Analyst III	10	Bachelors Degree	Performs quality checks and verifies that deliverables meet requirements. Performs configuration/version control of program software and documents.
7224 Quality Assurance /Configuration Mgmt. Analyst II	5	Bachelors Degree	Performs quality checks and verifies that deliverables meet requirements. Performs configuration/version control of program software and documents.
7225 Quality Assurance /Configuration Mgmt. Analyst I	3	Bachelors Degree	Performs quality checks and verifies that deliverables meet requirements. Performs configuration/version control of program software and documents.
7226 Hardware/Software Technician III	7	Bachelors Degree	Performs quality checks and verifies that deliverables meet requirements. Performs configuration/version control of program software and documents.
7227 Hardware/Software Technician II	5	Bachelors Degree	Installs, maintains, repairs, troubleshoots, modifies, and tests networks, systems, and telecommunications. Provides training to junior technicians in the installation and support of software and hardware.
7228 Hardware/Software Technician I	3	Bachelors Degree	Provides training to junior technicians in the installation and support of software and hardware.
7229 Senior Oracle Developer	8	Bachelors Degree	Designs system modules using Oracle Designer/2000; develops GUI screens using Developer/2000 (SQL Forms v4); generate SQL Report Writer reports; creates and executes unit/integration test plans; prepares system documentation; and analyzes existing system documentation including data flow diagrams, functional hierarchy diagrams, and entity-relationship diagrams to assist the overall system analysis/design planning activities.

Labor Categories	Years Exp.	Education	Functional Responsibility
7230 Vocabulary Control Specialist III	10	Bachelors Degree	Researches and assigns CAS registry numbers to a subset of chemicals not previously identified in the available in-house databases; performs searches of on-line chemical databases; and provides vocabulary development and control on a subset of non-chemical terms which are then added to the in-house database.
7231 Vocabulary Control Specialist II	5	Bachelors Degree	Researches and assigns CAS registry numbers to a subset of chemicals not previously identified in the available in-house databases; performs searches of on-line chemical databases; and provides vocabulary development and control on a subset of non-chemical terms which are then added to the in-house database.
7232 Vocabulary Control Specialist I	3	Bachelors Degree	Researches and assigns CAS registry numbers to a subset of chemicals not previously identified in the available in-house databases; performs searches of on-line chemical databases; and provides vocabulary development and control on a subset of non-chemical terms which are then added to the in-house database.
7233 Scientific Information Specialist III	10	Bachelors Degree	Performs on-line searches of data to add to project databases; identifies and documents industry-specific terminology and its use; and writes documentation for indexing guidelines and for user manuals. May supervise Scientific Information Specialists I and II.
7234 Scientific Information Specialist II	5	Bachelors Degree	Performs on-line searches of data to add to project databases; identifies and documents industry-wide terminology and its use; and writes documentation for indexing guidelines and for user manuals.
7235 Scientific Information Specialist I	3	Bachelors Degree	Performs on-line searches of data to add to project databases; identifies and documents industry-wide terminology and its use; and writes documentation for indexing guidelines and for user manuals.



7300 Series - Networks

CTS is a comprehensive solution provider specializing in Microsoft distributed solutions in LAN/WAN environments, and interfacing with a variety of hardware systems (legacy, mainframes, existing and new networks) and technologies (FDDI, ATM, SONET). CTS delivers a wide range of services including network analysis/planning, design/implementation, operations, and security for short and long-term client needs.

A network project can and probably will require labor categories that are reflected in the 7000 series as well as those labor categories listed below.

Labor Categories	Years Exp.	Education	Functional Responsibility
7301 Network (Systems) Engineer IV	8	Bachelors Degree	Coordinates the design and installation of major networks, including infrastructure, hardware, software, and overall project management. Negotiates with vendors and interfaces with senior client managers. Configures and troubleshoots servers, routers, and hubs. Trains users. Troubleshoots highly complex problems.
7302 Network (Systems) Engineer III	5	Bachelors Degree	Designs and installs networks, including infrastructure, hardware, software, and overall project management. Negotiates with vendors and interfaces with senior client managers. Configures and troubleshoots servers, routers, and hubs. Trains users. Troubleshoots complex problems.
7303 Network (Systems) Engineer II	3	Bachelors Degree	Enforces security procedures, installs network software, and manages network performance. Troubleshoots and resolves routine problems. Implements and coordinates network policies, procedures, and standards. Trains users. Generally responsible for maintaining moderately complex networks of 25 to 100 nodes. Configures and troubleshoots servers, routers, and hubs.
7304 Network (Systems) Engineer I	1	Bachelors Degree	Installs network hardware and software, including network operating systems. Monitors data communications to ensure that network is available to all users. Troubleshoots and resolves routine problems. Generally responsible for maintaining a simple network of 25 or fewer nodes, or for a section of a larger network.
7305 Systems Security Analyst II	3	Bachelors Degree	Develops security requirements and performance specifications for network engineers to use in the design and implementation phases. Develops operational procedures for users and staff who will be system administrators. Frequently provides a rationale for the selection of specific products used to meet requirements and specifications. Generally works in projects that implement emerging technology, are mission-critical for customers, and represent significant customer investment.
7306 Systems Security Analyst I	1	Bachelors Degree	Develops security requirements and performance specifications for Systems Security Engineers. Develops operational procedures for users and staff who will be system administrators. Describes to customers the potential impact of various types of security technology on desktop, server and network performance.



Labor Categories	Years Exp.	Education	Functional Responsibility
7307 Systems Security Engineer II	5	Bachelors Degree	Uses requirements and performance specifications obtained from analysts to develop a design and implementation plan. Selects specific products and writes installation procedures for technicians. Writes specifications for all hardware and software elements of the proposed security system. Develops a timeline for network services implementation. Develops testing and acceptance plans. Develops training material intended for users to ensure accuracy of described procedures.
7308 Systems Security Engineer I	3	Bachelors Degree	Produces design and implementation plans. Writes specifications for all hardware and software elements of the proposed security system. Develops a timeline for network service implementation (frequently works with analyst on timelines). Develops testing and acceptance plans. Reviews training material intended for users to ensure accuracy of described procedures.
7309 Network System Engineer V	12	Bachelors Degree	Coordinates the design and installation of major networks, including infrastructure, hardware, software, and overall project management. Negotiates with vendors and interfaces with senior client managers. Configures and troubleshoots servers, routers, and hubs. Trains users. Troubleshoots highly complex problems.

7400 Series – Desktop Support

CTS experience as a Microsoft Solution Provider helps its clients to migrate from legacy systems by providing desktop implementation and on-going support. This can require labor categories that are reflected in the other Series in the document as well as those listed immediately below.

Labor Categories	Years Exp.	Education	Functional Responsibility
7401 PC Technician II	4	Bachelors Degree	Performs as the senior technical specialist in the installation, troubleshooting, support, and configuration of microcomputer hardware and software systems. Also performs same functions for peripheral devices such as modems, scanners, printers, and fax devices on a local area network (LAN). Provides troubleshooting, diagnosis, and repair of microcomputer devices. Can conduct user-group meetings and one-on-one training.
7402 PC Technician I	1	High School Diploma	Performs as a technical specialist in the installation, troubleshooting, support, and configuration of microcomputer hardware and software systems. Also performs same functions for peripheral devices such as modems, scanners, printers, and fax devices. Provides troubleshooting, diagnosis, and repair of microcomputer devices.



7500 Series – Help Desk Support

CTS is experienced in providing stable help desk solutions in an otherwise volatile environment. CTS provides Level 1 (telephone support, on-site and remotely) and Level 2 (desktop support, on-site) Help Desk services. CTS can provide remote help desk support on a 7x24 basis. This generally requires those labor categories listed immediately below.

Labor Categories	Years Exp.	Education	Functional Responsibility
7501 Help Desk Manager	7	Bachelors Degree	Provides overall management and direction to staff who are responsible for phone and in-person support to users in the areas of email, business desktop applications, and other network services. Can develop and support Service Level Agreements successfully. Manages personnel who serve as the first point of contact for troubleshooting PC hardware and software problems, printing problems, and basic network problems. Acts as the clients point of contact.
7502 Help Desk Supervisor	3	High School Diploma	Provides daily supervision of staff who are responsible for phone and in-person support to users in the areas of email, business desktop applications, and other network services. Can develop and support Service Level Agreements successfully. Supervises personnel who serve as the first point of contract for troubleshooting PC hardware and software problems, printing problems, and basic network problems. Capable of assisting users over the phone.
7503 Help Desk Call Dispatcher	2	High School Diploma	Provides coordination for help desk dispatched technicians. Prioritizes calls, tracks technicians, and provides reports as required regarding compliance with Service Level Agreements. Capable of assisting users over the phone.
7504 Help Desk Specialist IV	4	High School Diploma	Provides telephone support to users. Logs and prioritizes calls, tracks technicians, and provides reports as required regarding compliance with Service Level Agreements.
7505 Help Desk Specialist III	3	High School Diploma	Provides telephone support to users. Logs and prioritizes calls, tracks technicians, and provides reports as required regarding compliance with Service Level Agreements.
7506 Help Desk Specialist II	2	High School Diploma	Provides telephone support to users. Logs and prioritizes calls, tracks technicians, and provides reports as required regarding compliance with Service Level Agreements.
7507 Help Desk Specialist I	1	High School Diploma	Provides telephone support to users. Logs and prioritizes calls, tracks technicians, and provides reports as required regarding compliance with Service Level Agreements.



7600 Series – Video Systems Management

CTS provides a variety of video and graphics production services. The applications range from education and training to information kiosks, hypertext applications, paper and electronic documentation, and support for engineering applications such as intelligent monitoring systems. Specific workplace applications include executive decision-making centers; training technical staff at remote sites; producing high-quality on-line technical documentation; integrating data, video, and voice to support geographically separated individuals who work as a team or group; and redesigning user interfaces to corporate applications. Video and graphic systems support can require labor categories that are reflected in the 7000 series and other listed labor categories as well as those listed immediately below.

Labor Categories	Years Exp.	Education	Functional Responsibility
7601 Video Producer	5	Bachelors Degree	Responsible for all areas of the development and production of videotapes and video conferences, including coordination with customers in developing and writing scripts; preparing or assisting in the preparation of storyboards; editing scripts; obtaining closed captioning for videos; selection of actors, location sites, and music used; duplication and packaging of all videos; selection of host sites for videoconferences; development and writing of scripts for the video conference; duplication and packaging of videotapes of the videoconferences; and providing immediate solutions to any problems that occur before, during, or after the production of videotapes and videoconferences.
7602 Video Systems Engineer II	8	Masters Degree	Uses requirements and performance specifications to design and implement a video network in a building, campus, or wide area environment. Identifies vendors and products that meet specifications and develops design criteria for the integration of hardware and software. Frequently presents transmission options available from telephone companies or third party long-haul carriers. Produces design and implementation documents that ensure compliance with national and international video standards. Identifies specific hardware and software vendors whose products will be used. Establishes a timeline for implementation of a video network and arranges for cable and/or circuit installation by telephone companies, including coordinating tail circuits with long-haul service. Produces a detailed listing of products and costs and describes the installation process for technicians to follow. Writes specifications and set-up procedures for using ISDN services. Integrates data network services with video services on intranets requiring corporate security. May supervise a Video Systems Engineer I. Arranges for interfacing with satellite up-link services.



Labor Categories	Years Exp.	Education	Functional Responsibility
7603 Video Systems Engineer I	1	Bachelors Degree	Uses requirements and performance specifications to design and implement a video network in a building, campus, or wide area environment. Identifies vendors and products that meet specifications and develops design criteria for the integration of hardware and software. Frequently presents transmission options available from telephone companies or third party long-haul carriers. Produces design and implementation documents that ensure compliance with national and international video standards. Identifies specific hardware and software vendors whose products will be used. Establishes a timeline for implementation of a video network and arranges for cable and/or circuit installation by telephone companies, including coordinating tail circuits with long-haul service. Produces a detailed listing of products and costs and describes the installation process for technicians to follow.
7604 Video Network Operator	2	High School Diploma	Provides video network operations services such as verifying connectivity to remote sites, checking multi-point capabilities, and maintaining a database of warranty, repair, and maintenance services, and is the primary point of contact for working with telephone companies doing troubleshooting. Ensures that all elements of the video network are fully functional. Maintains network configuration as established by a Video Systems Engineer. Maintains records of network use and availability. Produces periodic reports on system use.
7605 Video Conference Scheduler	1	High School Diploma	Interfaces with customers to schedule video services. Is the primary contact for scheduling conferences within an organization and for scheduling video services with outside individuals and organizations. Sends schedule of events to video network operations. Frequently uses COTS scheduling software to work with staff at remote sites.
7606 Video Conference Facilitator	4	High School Diploma	Arranges for the simultaneous use of audio and video materials. Uses conference scheduling information to provide customers with appropriate resources. Provides remote site connectivity and testing before the conference starts. Makes participants comfortable in the conference room, adjusts sound levels, and operates supporting conference equipment for participants as required.
7607 Logistics Coordinator	1	High School Diploma	Responsible for planning, organization, and implementation of logistical support for projects including training workshop series, videoconferences, video production, focus group meetings, and field testing. Must provide immediate solutions to any logistical problem that occurs before, during, or after a training workshop or other event.
7608 Forms Design Specialist	1	Bachelors Degree	Creates or reviews forms and instructions and makes suggestions concerning the design and layout of the form.
7609 Graphics Design Specialist	1	High School Diploma	Designs mock-ups and final camera-ready copy of forms and other documents including tables and charts. Uses computers to produce high quality graphics.



Labor Categories	Years Exp.	Education	Functional Responsibility
7610 Instructional Designer II	3	Bachelors Degree	Responsible for establishing a design cycle and determining the training methodology to be used for training and videoconferences. Develops and designs training materials using lectures, case studies, charts and diagrams, exercises, alternate teaching techniques, and overheads.
7611 Instructional Designer I	1	Bachelors Degree	Responsible for establishing a design cycle and determining the training methodology to be used for training and videoconferences. Develops and designs training materials using lectures, case studies, charts and diagrams, exercises, alternate teaching techniques, and overheads.
7612 Computer Based Training Instructional Designer II	3	Bachelors Degree	Responsible for selected tasks in storyboard preparation. Responsible for using a designated authoring system to produce computer-based training lessons.
7613 Computer Based Training Instructional Designer I	1	Bachelors Degree	Assists the CBT Instructional Designer II in storyboard preparation by performing assigned tasks such as conducting interviews with subject-matter experts, drafting exercise and tests, and researching technical questions.



7700 Series - Internet-Intranet Services

CTS provides Web site strategies and implementation plans, including HTML web page designs with CGI searchable databases and interactive features, and the use of JAVA scripting where appropriate. Web services support can require labor categories that are reflected in other listed Series as well as those listed immediately below.

Labor Categories	Years Exp.	Education	Functional Responsibility
7704 Web Developer IV	8	Bachelors Degree	Provides development of documents and activities in Intranet, Extranet, and Internet environments. Creates HTML documents and utilizes CGI and JAVA programming to develop queries, searches, and collections of information for input on the Web site. Establishes links to other Web sites and databases.
7703 Web Developer III	5	Bachelors Degree	Provides development of documents and activities in Intranet, Extranet, and Internet environments. Creates HTML documents and utilizes CGI and JAVA programming to develop queries, searches, and collections of information for input on the Web site. Establishes links to other Web sites and databases.
7701 Web Developer II	3	Bachelors Degree	Provides development of documents and activities in Intranet and Internet environments. Creates HTML documents and utilizes CGI and JAVA programming to develop queries, searches, and collections of information for in put on the Web site. Establishes links to other Web sites and databases.
7702 Web Developer I	1	Bachelors Degree	Provides development of documents and activities in Intranet and Internet environments. Creates HTML documents and utilizes CGI and JAVA programming to develop queries, searches, and collections of information for in put on the Web site. Establishes links to other Web sites and databases.



WEBEX MEETING CENTER PROFESSIONAL SERVICES
SIN 132-52 / 132-52STLOC

WebEx Meeting Center Professional Service

The WebEx Meeting Center integrates data, voice, video, and live multimedia within a standard Web browser, so you can conduct secure, reliable real-time meetings over the Internet. Allows you to share any application, document or presentation in a meeting—in real time. Include Microsoft PowerPoint presentations with animations, and share rich media within your presentations to create a highly interactive meeting experience. Conduct secure, reliable, Web-based multimedia communications among employees, agencies and vendors.

Product Description	Model	GSA Rate
<p><u>WebEx Meeting Center Professional User License - 10-20 Concurrent Users</u> Volume pricing for 5-20 concurrent users of the WebEx Meeting Center Professional Service. Number of Concurrent Users Per Customer Order (initial order only-not cumulative per contract.) Price based upon Per Concurrent User.</p>	WebEx MC10-20	\$187.40
<p><u>WebEx Meeting Center Professional User License - 21-30 Concurrent Users</u> Volume pricing for 21-30 concurrent users of the WebEx Meeting Center Professional Service. Number of Concurrent Users Per Customer Order (initial order only-not cumulative per contract.) Price based upon Per Concurrent User.</p>	WebEx MC21-30	\$168.66
<p><u>WebEx Meeting Center Professional User License - 31-50 Concurrent Users</u> Volume pricing for 31-50 concurrent users of the WebEx Meeting Center Professional Service. Number of Concurrent Users Per Customer Order (initial order only-not cumulative per contract.) Price based upon Per Concurrent User.</p>	WebEx MC31-50	\$149.92
<p><u>WebEx Meeting Center Professional User License - 51-70 Concurrent Users</u> Volume pricing for 51-71 concurrent users of the WebEx Meeting Center Professional Service. Number of Concurrent Users Per Customer Order (initial order only-not cumulative per contract.) Price based upon Per Concurrent User.</p>	WebEx MC51-70	\$131.18
<p><u>WebEx Meeting Center Professional User License - 71-100 Concurrent Users</u> Volume pricing for 71-100 concurrent users of the WebEx Meeting Center Professional Service. Number of Concurrent Users Per Customer Order (initial order only-not cumulative per contract.) Price based upon Per Concurrent User.</p>	WebEx MC71-100	\$121.81
<p><u>WebEx Meeting Center Professional User License – 100+ Concurrent Users</u> Volume pricing for 100+ concurrent users of the WebEx Meeting Center Professional Service. Number of Concurrent Users Per Customer Order (initial order only-not cumulative per contract.) Price based upon Per Concurrent User.</p>	WebEx MC100+	\$121.81
Meeting Center Setup and Branding	WebEx MCSetup	\$4,684.88
Security Setup for all WebEx products	WebEx Security SSL Setup	\$1,873.95
Monthly Security SSL Maintenance for all WebEx products	WebEx SSL Maintenance	\$562.19



**WEBEX EVENT CENTER
SIN 132-52 / 132-52STLOC**

WebEx Event Center

WebEx Event Center provides all the tools to make the online event experience as effective and engaging as an in-person presentation. Conduct interactive application demos, share presentations and documents, incorporate multimedia content, and record any event for later playback.

Product Description	Model	GSA Rate
<p><u>WebEx Event Center User License - 25-50 Concurrent Users</u> Volume pricing for 25-50 concurrent users of the WebEx Event Center Service. Number of Concurrent Users Per Customer Order (initial order only-not cumulative per contract.) Price based upon Per Concurrent User.</p>	WebEx EC25-50	\$84.33
<p><u>WebEx Event Center User License - 51-200 Concurrent Users</u> Volume pricing for 51-200 concurrent users of the WebEx Event Center Service. Number of Concurrent Users Per Customer Order (initial order only-not cumulative per contract.) Price based upon Per Concurrent User.</p>	WebEx EC51-200	\$63.71
<p><u>WebEx Event Center User License - 201-400 Concurrent Users</u> Volume pricing for 201-400 concurrent users of the WebEx Event Center Service. Number of Concurrent Users Per Customer Order (initial order only-not cumulative per contract.) Price based upon Per Concurrent User.</p>	WebEx EC201-400	\$55.28
<p><u>WebEx Event Center User License – 401-750 Concurrent Users</u> Volume pricing for 401-750 concurrent users of the WebEx Event Center Service. Number of Concurrent Users Per Customer Order (initial order only-not cumulative per contract.) Price based upon Per Concurrent User.</p>	WebEx EC401-750	\$46.85
<p><u>WebEx Event Center User License – 751+ Concurrent Users</u> Volume pricing for 750+ concurrent users of the WebEx Event Center Service. Number of Concurrent Users Per Customer Order (initial order only-not cumulative per contract.) Price based upon Per Concurrent User.</p>	WebEx EC751+	\$33.73
WebEx Event Center User License - Additional Users	WebEx ECAdd	\$18.74
Setup and branding fee for Event Center	WebEx ECSetup	\$5,621.85

