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APPENDIX C. GS-35F-110DA GSA SCHEDULE LABOR RATES FOR SIN 54151S, IT SERVICES TECHNICAL AND CONSULTING, SIN 54151ECOM (ELECTRONIC COMMERCE SERVICES, SIN 541519PIV AUTHENTICATION SERVICES, SIN 518210ERM(ELECTRONIC RECORDS MANAGEMENT), 541612LOB HUMAN RESOURCE LINE OF BUSINESS (HRLOB)

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<i>Project Manager</i>	1
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<i>Consultant</i>	1
<i>Architect</i>	2
<i>Business Analyst</i>	3
<i>Technical Systems and Solutions Specialist</i>	3
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LABOR DESCRIPTIONS

PROJECT MANAGER

- Provides direction to the teams
- Prepare and manage the overall project work plan
- Plans, organizes, monitors, and oversees IT projects, business strategies, and technology development.
- Manages cross functional teams
- Understands needs of business users as well as development and service support areas.
- Defines program and project goals, plans and reports.
- Responsible for all aspects of the development and implementation of assigned projects.

PROJECT COORDINATOR

- -Advises project team on processes
- - Develops project schedule and supports deliverables
- - Analyzes impact change requests have on the schedule
- - Analyzes progress reported against work schedules
- - Organizes and facilitates sessions regarding the project management of the project

CONSULTANT

- Leads or participate in consulting projects that deliver customer-focused results aligned with strategic and operational goals of the Client.
- Obtains and shares internal and external learning and knowledge, problem solving, strategy, methodologies, tool and processes.
- Facilitates identification, review and analysis of strategic issues and advises regarding development and implementation of strategy for the client's environment.
- May assist in developing, leading and conducting education classes
- Provides guidance in analyzing, investigating, and resolving issues.



- Analyzes trends and issues and provides recommendations.
- Responsible for development, implementation, and maintenance of guidelines, policies, procedures, and processes.
- Provides vision and guidance for area of responsibility
- Provides consultation and vision on process tools, methods, product lines, technology, implementation, support, process design, client initiatives, and business activities.
- May be required to oversee technical implementation and execution of strategic plans.
- Research and provide information on technical trends, evaluate and implement exiting applications and/or customized solutions.
- Has expertise and operates across one or more industries and variety of services such as information technology, e-business, cloud, security, and latest business transformation solutions.
- Adhere to project development and documentation standards
- Provides assistance and responsible for aspects of the development and implementation process, including tasks associated with program office support.

ARCHITECT

- Responsible for overall system design or the component design of a large system or solution.
- Responsibility includes detailed documentation of technical requirements and design documents.
- Works with the development team for the development of applications or systems
- Facilitates and guides requirements gathering, analysis, development of hypotheses/conclusions
- Performs analysis of business models, logical specifications and/or user requirements to design client solutions.
- Has expert knowledge of application design and usability principles, issues, and techniques.
- Architects focused on solution architecture organizes the development effort of a system solution. Responsible for the overall vision that underlies the projected solution and transform the vision through the execution of the solution. Shapes, designs and plan specific service line in product areas.
- May include roles such as Application Architect, Portfolio Architect, Network Architect, Systems
- Architect, Mainframe Architect, Enterprise/Infrastructure Architect, Solutions Architect.



BUSINESS ANALYST

- Acts as liaison between business areas and IT
- Participates in research to evaluate business requirements and recommends solutions or assist in problem resolution.
- Works with client to plan and initiate the project
- Performs research, collection and collation of data from studies.
- Performs assessments and projections as part of analysis process.

TECHNICAL SYSTEMS AND SOLUTIONS SPECIALIST

Works on client's key operations and business solutions. Analyzes, designs, and develops client's information systems and program specifications; involved in creation of specification/requirements, and maintenance/ design/build /test phases of systems and applications. May also be asked to provide technical support and analysis of infrastructure projects and production environment; develop upgrade/improvement recommendation; monitor, plan, and measure impact of new products and services.

Codes, test and debugs applications and programs. May participate in the application design of systems, including use of analytical techniques. Develops program specifications and detail design documents. Assists in testing, training, and preparation of operations. Works on systems business intelligence or decision support systems supporting client's key operations.

Roles may include: System Analyst, Programmer, Developer, Designer, Tester:

DATABASE ADMINISTRATOR

Based on skill level, the administrator can be staffed to do one, or a combination of the following: 1) installs, upgrades, resolves (patches, updates) to applications, 2) Implements the database design, that may include setup (creating tables, columns, data types, constraints), improving availability and response times, 3) Creates databases logical design which involves data architecture design, data modeling, and schema definition, 4) performs industry research for data and DB technologies and related software, tools, standards and training.

SYSTEM ADMINISTRATOR

- Provides technical support and analysis of infrastructure project and production environment; develops upgrade/improvement recommendation; monitors, plans, measures, and tests new products and services
- Works on client technologies including operating support systems



- Works on enterprise technologies, software configurations management and distribution, storage area networks
- Work on data center technologies such as network (LAN,WAN, router) management, server management, mainframe operating system.

SOFTWARE LAB SERVICES SPECIALIST / SUBJECT MATTER EXPERT

Collaborates closely with product development and product support, 2) Leading edge skill on the current versions of software products and on products in development/test, 3) Skills may include performance tuning, infrastructure logical designs, scaling, installation, integration, training, testing, migration.

IT ANALYST SOLUTIONS

- Create, analyze, coordinate, and document complex IT projects, products processes and provide recommendations based on analysis for optimal solutions.
- Create/update reports, and propose action and/or implementation plans and present to leadership to assist in decision-making and drive the work to conclusion.
- Provide IT process and/or product subject matter expertise, conduct research, gather requirements, and conduct analysis and/or coordination activities related to IT processes, projects and/or services.
- Display a technical aptitude and the ability to coordinate, design, and manage IT processes and work.



SKILL LEVELS

SKILL LEVEL I

Under direct supervision, general knowledge in field, works on assignments that are generally semi routine in nature, may assist with moderately complex projects.

Minimum 1 year experience, Bachelor Degree

SKILL LEVEL II

Experienced with frequent use and application of technical standards, principals and theories. Works under general supervision, providing solutions to technical problems of moderate scope and complexity.

Minimum 3 years experience, Bachelor Degree

SKILL LEVEL III

Career level with a complete understanding and wide application of technical principles, theories and concepts. Working under only general direction, provides technical solutions to a wide range of difficult problems. Independently determines and develops approach to solutions.

Minimum 5 years experience, Bachelor Degree

SKILL LEVEL IV

Considered an emerging authority, who applies extensive technical experience. Develops technical solutions to complex problems. Exercises considerable latitude in determining objectives and approaches to assignments.

Minimum 7 years experience, Bachelor Degree

SKILL LEVEL V

Recognized expert within IBM, who designs, researches and develops highly advanced applications and provides highly innovative solutions. Develops technical solutions to complex problems. Leads and pursues courses of action necessary to obtain desired results.

Minimum 12 years experience, Bachelor Degree



Substitution Table

Degree	Experience Equivalence	Other Equivalence
Bachelors	Associate degree +2 years relevant experience or 6 year relevant experience	Professional certifications such as (Project Management, Lean Sigma, or ITIL)
Masters (Advanced degree)	Bachelors +2 years relevant experience, or Associate + 4 years relevant experience	Masters Certificate or Professional license
Doctorate (Advanced degree)	Masters + 2 years relevant experience, or Bachelors + 4 years relevant experience	
* Successful completion of higher education which has not yet resulted in a degree may be counted as 1 year of experience for each year of college completed.		
* Skill Level minimum years of experience is defined as total years of experience		

