

CONTRACT NUMBER TIRNO-11-D-000XX
PART 1 - THE SCHEDULE
SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

TABLE OF CONTENTS

C.1 INTRODUCTION AND BACKGROUND.....C - 2

C.2 CONTRACT OBJECTIVE.....C - 3

C.3 SCOPE OF CONTRACT..... C - 3

C.4 CONTRACT ENVIRONMENT.....C - 4

C.5 LOCAL SUPPORT..... C - 5

**C.6 INFORMATION TECHNOLOGY SERVICES (ITS) PRINCIPAL
TASK AREA.....C - 5**

C.7 CORPORATE LEVEL MANAGEMENT.....C - 6

C.8 TASK ORDER LEVEL LABOR CATEGORIES.....C - 6

C.9 TASK ORDER LABOR CATEGORY DESCRIPTIONS..... C - 7

CONTRACT NUMBER TIRNO-11-D-000XX
PART 1 - THE SCHEDULE
SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

C.1 Introduction and Background

The Internal Revenue Service (IRS) has a continued need for information technology support services. The current five year, Indefinite-Delivery/Indefinite-Quantity (IDIQ) Total Information Processing Support Services-3 (TIPSS-3) contract will expire on October 28, 2010.

The initial Treasury Information Processing Support Services (TIPSS) IDIQ contract was competitively awarded to two small businesses in 1994 and 12 large businesses in 1995. The TIPSS contract was an outgrowth of the reinventing Government effort and emphasized working smarter and providing elevated levels of customer service. The TIPSS contract was awarded with a wide range of choices in terms of technical skills to provide for the full range of project level support. The TIPSS contract was separated into the following functional task areas:

1. Information Systems Services
2. Information Engineering Services Specialized
3. Telecommunications and Security Services Specialized
4. Technical Financial Services Specialized
5. Federal Information Processing Acquisition Services Specialized
6. Socio-Technical Services Specialized
7. Imaging Services Specialized

The TIPSS-2 contract was competitively awarded to 18 vendors in May 2000 (five small businesses and 13 large businesses). These IDIQ CPFF contracts provided a continuation of the broad range of IT related services under the TIPSS contract. The contract featured CPFF-Term and Completion Task Orders and Fixed-Price Task Orders. The TIPSS-2 contract was separated into the following functional task areas:

1. Information Systems
2. Telecommunications Services
3. Organizational/Management
4. Operational Support

The TIPSS-3 contract was competitively awarded to 21 vendors in October of 2005 (6 small businesses and 15 large businesses). The TIPSS-3 contract was awarded as a

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

Multiple Award Contract (MAC), including the support of the Department of Homeland Security and the Department of Justice. Task Order types included Cost-Plus-Fixed-Fee (CPFF), Time & Materials (T&M), and Fixed Price (FP). The contract was subsequently modified to emphasize increased usage of performance-based task orders. The TIPSS-3 contract was separated into the following functional task areas:

1. Information System Services (ISS)
2. System Security Services (SSS)
3. Strategic Business Services (SBS)

While information technology continues to rapidly evolve, TIPSS-4 ITS will increase the use of: (1) Performance-Based Acquisitions, (2) Firm-Fixed-Price Orders, and (3) Small Business concerns participation to ensure compliance with Federal Acquisition Regulations and implement Government-wide, Treasury and IRS policy mandates. Services required under the TIPSS-4 ITS contract are categorized under one principal task area.

C.2 Contract Objective

The Total Information Processing Support Services 4 (TIPSS-4) contract will allow a continuation of the broad range of IT-related services as with the TIPSS-3 contract. In addition, TIPSS-4 ITS will accommodate to a greater degree the use of Performance-Based Contracting methods. The TIPSS-4 ITS acquisition will result in the award of IDIQ contracts allowing for a range of contract types. These contract types will incorporate the various forms of Fixed Price and Cost Reimbursement task orders.

The TIPSS-4 ITS contracts will provide a wide spectrum of IT related services for the IRS, Department of the Treasury and its Bureaus. The continuing emergence and rapid adoption of new technologies by the Government means that the contracting acquisition process may change and adapt as well.

C.3 Scope of Contract

The TIPSS-4 ITS contract is a multiple award contract. It provides sources of information processing support services for the IRS, Department of the Treasury and its Bureaus. The IRS will be the primary user of the contracts to provide the full range of information processing support services for project and program level support.

The support required encompasses a large spectrum of services from local microcomputer applications to large-scale integrated legacy systems, and newly developed systems. Services are required across virtually all software languages and hardware platforms. The scope of TIPSS-4 ITS does not include the purchase or lease of commercial off-the-shelf (COTS) hardware or software for the Government. However, such requirements that are integral and/or incidental to the support functions being

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

performed may be identified in task orders and provided by the contractor. When applicable, care must be taken to coordinate with functional experts who are responsible to assure appropriate systems integration, compatibility, and legal rights.

TIPSS-4 ITS consists of one principal task area:

- Information Technology Services (ITS)

C.4 Contract Environment

C.4.1 General Requirements

The contractor shall provide all management and supervision, administrative support, staffing, planning, scheduling, procuring, assembling, and tracking. The contractor shall provide economical and efficient performance and reporting for all items or services required by the contract and/or task order.

C.4.2 Current Hardware/Software Environment

A listing of the hardware and software that the IRS presently uses is described in Section J.2, List of Primary Software Systems, as well as other systems acquired during the life of the contract.

Note: The acquisition of COTS hardware and software is outside the scope of this contract, except for when the Government determines the requirements are integral and/or incidental to the support functions being performed (see Sections C.3, Scope of the Contract, and F.9, TIPSS-4 ITS Quarterly Government-Owned/Contractor-Held Property Report).

The provision of software or hardware must commence no sooner than the task start date and terminate with the task end date. (See Section I.2, FAR 52.227-14 for direction on the Government's rights concerning software and other deliverables developed under this contract). The Government reserves the right to take title to specialized or fully amortized equipment and software purchased as incidental to primary services under the contract.

C.4.3 Standards

All work completed under this contract will comply with the latest versions of all applicable standards. Individual task orders will reference applicable versions of standards or exceptions as necessary. These may include, but are not limited to, Internal Revenue Manual(s), IRS documents, Acquisition Bulletins (AB), American National Standards Institute (ANSI), National Institute of Standards and Technology (NIST), including Capability Maturity Model Integration (CMMI©), Enterprise Life Cycle (ELC), and Federal Information Processing Standards (FIPS) publications.

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

The contractor shall be required to perform all work according to the architectures, standards, guidelines, and procedures as stated in individual task orders for each agency. See Section H.6 in reference to Enterprise Life Cycle (ELC) Objectives. Applicable standards or exceptions will be specified in individual task orders. The support in both principal task areas shall cover the spectrum from local microcomputer applications to large-scale integrated legacy systems and may involve a variety of software languages and hardware platforms. See Sections J.2, List of Primary Software Systems, and J.3, List of Current IRS Platforms, for representative examples of those systems.

C.5 Local Support

The contractor shall maintain a local office to provide contract level management and administrative facilities in support of the TIPSS-4 ITS contract. This local office shall be physically located within a 50 mile radius of Washington, D.C. Individual task orders will specify whether space will or will not be provided at a Government site for the performance of work for that specific task order. If the contractor's personnel are required to work at a Government site, no per diem, local mileage, parking fees, etc., will be allowed, except as would be appropriate to Government employees working off-site and consistent with corporate policy. It will be determined at the task order level as to whether the contractor performance will be considered Government on-site or Government off-site.

C.6 Information Technology Services (ITS) Principal Task Area

The nature of the work is to provide contract support services to the Department of the Treasury, and Treasury Bureaus has created a need for a wide range of Information Technology (IT) support services. The ITS principal task area shall provide contractor support for design, development, deployment, operations and maintenance of IRS IT Systems, all aspects of systems security risk analyses, development of recommendations and implementations, plans for new procedures and changes to existing systems, project management skills and tools for managing, tracking, reporting, transitioning large-scale systems, and for maintaining configuration management controls. **The work shall include, but is not limited to the following:**

- Analysis and Design
- Applications Development
- Operations & Maintenance
- Systems Engineering
- Certification and Accreditation
- Information Technology Infrastructure Library (ITIL)
- Software Development
- System Integration
- Test and Evaluation
- Training (Knowledge Transfer)
- Software/Hardware Maintenance and /or Licensing

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

- Help desk support
- Database Administration
- Disaster Recovery, Continuity of Operations, and Contingency Planning
- Hot-site and Cold-site Support Services
- Independent Verification and Validation
- Mainframe Automated Information Security Support
- Communications and Change Management
- Earned Value Management Support
- Business Process Re-engineering
- Data Management
- Enterprise Life Cycle (ELC) Management

C.7 Corporate Level Management

Offerors shall identify a corporate level (contract level) personnel solution to be assigned to TIPSS-4 ITS, provide their résumés describing their labor categories, roles, and responsibilities as proposed by the offeror and in a number proposed by the offeror. The number of corporate level (contract level) key personnel resume submissions is based of each offeror's unique business decision.

These proposed solutions shall have the authority to negotiate and make binding decisions for the company. The proposed corporate level (contract level) management functions shall include but not be limited to having a broad and progressive knowledge of the IT industry functions; business administration; contractual functions; human resources; and software development project management. This personnel solution shall also incorporate the coordination with any other contractors who may be under the direction of the Government Program/Project Manager.

The contractor shall institute and maintain a management structure to respond to and negotiate a task order level PWS, SOW and/or SOO. The contractor shall also maintain access to resources that can be called upon to fulfill task order requirements under this contract.

C.8 Task Order Level Labor Categories

In order to support the principal task area in this contract, the following labor categories have been identified. Labor categories are not limited to any one functional area and represent the minimum requirements.

- Résumés shall be submitted for all task order key personnel that identify the education and experience required. The task order Project Manager is always considered key personnel. Any additional task order-level key personnel will be identified in the task order (see section G.9, Key Personnel). The task order Project Manager is required to obtain and store résumés for **all** personnel who work or have previously worked on the task order. These résumés shall be available in electronic format to the Government within 24 hours of request by the contracting officer.

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

Additionally, all résumés for a specific task order shall be kept by the contractor until task order close-out. Résumés shall be limited to no more than two pages per individual.

The final determination for contractor personnel selections will be made by the task order level Contracting Officer, based on the required experience qualifications demonstrated in their résumé.

C.9 Task Order Labor Category Descriptions

C.9.1.1 Project Manager

The project manager is a senior manager responsible for coordinating the management of all work performed. The project manager shall act as the central point of contact. The project manager is ultimately responsible for coordinating the effort of subcontractors, team members, and coordinating with other contractors under the direction of the Government Program/Project Manager. The project manager shall be capable of negotiating and making binding decisions for the company.

C.9.1.2 Information Technology Subject Matter Expert

Provides extremely high level subject matter expertise for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, training and presentation phases. Applies principals, methods, and knowledge of specific functional areas of expertise to specific task order requirements. Provides advice on esoteric problems which require extensive knowledge of the subject matter. Designs and prepares technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required by the task order.

C.9.1.3 Business Subject Matter Expert

Confers with client management to understand the client's strategic information technology business goals and information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates superior oral and written communication skills. Possesses requisite knowledge and

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

expertise so recognized in the professional community that the individual is considered “expert” in the technical/specialty area being addressed.

C.9.1.4 Senior IT Specialist

Provides high level functional and IT analysis, design, development, integration, documentation, and implementation assistance on problems which require a thorough knowledge of the related technical subject matter for effective system deployment. Participates in all phases of systems development. Applies principals and methods of the functional area to difficult problems in technical areas to arrive at automated solutions. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task order. Performs as a Project Manager as required.

C.9.1.5 IT Specialist

This is a mid-level position. Provides functional and IT analysis, design, development, integration, documentation, and implementation assistance on problems which require a thorough knowledge of the related technical subject matter for effective system deployment. Participates in all phases of systems development. Applies principals and methods of the functional area to difficult problems in technical areas to arrive at automated solutions. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task order. Performs as a member of a team or as a Team Lead as required.

C.9.1.6 Junior IT Specialist

This is an entry level position. Assists in functional and IT analysis, design, development, integration, documentation, and implementation assistance on problems which require a thorough knowledge of the related technical subject matter for effective system deployment. Participates in all phases of systems development. Assists in applying principals and methods of the functional area to difficult problems in technical areas to arrive at automated solutions. Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Must be able to perform with limited supervision. Prepares and delivers presentations and briefings as required by the task order. Performs as a member of a team.

C.9.1.7 Senior IT Technician

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

Provide the day-to-day technical support services necessary to the operation, maintenance, modification and enhancements of a system. Provides support in the less technical disciplines of IT, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Performs as a member of a team or as a Team Lead as required.

C.9.1.8 IT Technician

Provide the day-to-day technical support services necessary to the operation, maintenance, modification and enhancements of a system. Provides assistance and support in the less technical disciplines of IT, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Performs as a member of a Team or as a Team Lead as required.

C.9.1.9 Junior IT Technician

This is an entry level position. Assists in the day-to-day technical support services necessary to the operation, maintenance, modification and enhancements of a system. Provides support in the less technical disciplines of IT, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Performs as a member of a team.

C.9.1.10 Senior Database Analyst/Programmer

Formulates and defines system scope and objectives for assigned projects. Prepares detailed specifications for programs. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge and responsibility of all phases of applications systems analysis, programming, and maintenance of computerized databases. Understands the business or function for which application is designed. Duties also include instructing, directing and checking the work of other systems analysts and programming personnel. Works with management to develop database strategies to support organization requirements. Consults with and advises users on access to various databases. Directs the maintenance and use of the corporate. Responsible for quality assurance review. Responsible for directing and monitoring the work of team members.

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

C.9.1.11 Database Analyst/Programmer

Formulates and defines system scope and objectives. Prepares detailed specifications for programs. Designs, codes, tests, debugs and documents programs. Works at the highest technical level of all phases of applications, systems analysis, programming and maintenance of computerized databases including the installation of enhancements, security features, and analytical tools. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Provides guidance and training to less experienced analysts/programmers.

C.9.1.12 Software Developer/Programmer

Formulates and defines system scope and objectives for assigned projects. Prepares detailed specifications for programs. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. Duties also include instructing, directing and checking the work of other systems analysts and programming personnel.

C.9.1.13 Systems Software Engineer

Formulates and defines specifications for operating system applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, modeling, simulation, coding, testing, debugging and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large computer accounting and advanced mathematical/scientific software packages. Instructs, directs, and checks the work of other task personnel. Responsible for quality assurance review and the evaluation of existing and new software products.

C.9.1.14 Systems Architect

Establishes system information requirements using the analysis from information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures that the common operating environment is ELC compliant, evaluates analytically and systematically problems of workflows, organization, and plans and develops appropriate corrective

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

action. Performs as a senior level supervisor who provides daily supervision and direction to staff.

C.9.1.15 Web Designer

Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and Javascript) for components of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Requires strong navigation and site design instincts.

C.9.1.16 Data Security Specialist

Performs all procedures necessary to ensure the safety of information system assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory

and configuration. Must be able to weigh business needs against security concerns and articulate issues to management. Frequently reports to a Data Security Administration Manager.

Provides support to planning, coordinating, and implement the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of firewall and other related security issues on LANs/WANs/MANs. Operates current security tools available, contributes the knowledge of business security practices and procedures, different communication protocols, encryption techniques/tools, and Current Internet/EC technology. Executes hardware/software firewalls tools.

C.9.1.17 Senior Security Specialist

Oversees the efforts of security staff to design, develop, engineer and implement solutions to security requirements. Responsible for the implementation and development of the IRS IT security. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs. Performs risk

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

analyses which also includes risk assessment. Provide support to plan, coordinate, and implement the organization's information security.

Provide support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. A working knowledge of several of the following areas is required; understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. Provides daily supervision and direction to staff. Provides an interface and information to the IRS FISMA team for creation and resolution of Plan of Action and Milestones (POA&M) related to FISMA reporting requirements and the correction of FISMA issues. An individual very knowledgeable and experienced in all aspects of security. Demonstrates superior good oral and written communication skills.

Provides highly technical and specialized guidance, and solutions to complex security problems. Performs elaborate analyses and studies. Prepares reports and gives presentations to upper management. Performs duties independently or as a member or a team. May serve as contractor task order Project Manager.

C.9.1.18 Security Specialist

This is a mid-level position that provides support with planning, coordinating, and implementing the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Experience in several of the following areas is required; understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. Ability to serve as Information System Security Officer. Provides technical input to the Senior Security Specialist related to FISMA issues and, when required, provides technical input to the IRS FISMA reporting team.

Knowledgeable and experienced in all aspects of security. Demonstrates very good oral and written communication skills.

Provides highly technical and specialized guidance, and solutions to complex security problems. Performs analyses and studies. Prepares reports and gives presentations to management. Performs duties independently or as a member of a Team.

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

C.9.1.19 Junior Security Specialist

This is an entry level position. Assists in providing support to plan, coordinate, and implement the organization's information security. Assists in providing support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of security related to IT systems. Experience in several of the following areas is required; understanding of business security practices and procedures; knowledge of current security tools available; hardware/software security implementation; different communication protocols; encryption techniques/tools; familiarity with commercial products, and current Internet/EC technology. May serve as an Information System Security Officer. Provides technical input related to FISMA issues to more senior Security Specialists and, when required, provides technical input to the IRS FISMA reporting team. Demonstrates good oral and written communication skills.

C.9.1.20 Disaster Recovery Specialist

Responsible for security and integrity of assigned electronic data, data systems, and data networks and provides support in the development of a Government agencies emergency management and business recovery plans. Contributes knowledge of business processes, management structures, technology programs/platforms and performs functions pertaining to the agencies business risk assessment. Reviews and develops business recovery strategies. Drafts procedures for identifying failures and invoking contingency plans, creates response procedures, and identifies communications channels. Communicates with various response teams during testing, actual execution of recovery procedures and supports the design, development, installation, implementation, and administration of backup solutions.

C.9.1.21 Privacy Analyst

Experience in developing privacy specific EA, ELC content and developing and understanding the certification & accreditation process. Expert knowledge in privacy regulations, directives, and statues. Expert knowledge of information technology and software development impact on the privacy of the information assets. Must hold current certification in CIPP/G. Currently has at least one or more of the following certifications: Certified Information System Security Professional (CISSP); Certified Information Security Auditor (CISA); Certified Information Security Manager (CISM); or Certified Business Continuity Professional (CBCP).

C.9.1.22 Systems Analyst

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

Analyzes and develops computer software processing a wide range of capabilities, including numerous engineering, business and records management functions. Analyzes the information requirements, evaluates analytically and systematically problems of workflow, organization, and planning. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, and analyze proposed system modifications, upgrades and new COTS.

C.9.1.23 Senior IT Administrative Specialist

Prepares and/or maintaining systems, programming, and operations documentation, procedures, and methods including user manuals. Maintains a current internal documentation library. Provides or coordinates special documentation services as required. Competent to work at the highest level of all phases of documentation. May act as project leader for large jobs. Very knowledgeable in computer-based documentation and presentation techniques, technical writing, technical proofreading and technical editing. Demonstrates superior oral and written communication skills. May serve as a Team Lead.

C.9.1.24 IT Administrative Specialist

This is a mid-level position. An Individual who assists in preparing and/or maintaining systems, programming, and operations documentation, procedures, and methods including user manuals. Maintains a current internal documentation library. Coordinates special documentation services as required. Very knowledgeable in computer-based documentation and presentation techniques, technical writing, technical proofreading and technical editing. Demonstrates very good oral and written communications skills.

Communications concepts integrated with computer systems and applications for total systems solutions. Provides integration with computer systems and applications for total systems solutions. Provides technical guidance to computer systems analysts.

C.9.1.25 Junior IT Administrative Specialist

This is an entry level position. Prepares and/or maintains systems, and operations documentation, procedures, and methods including user manuals. Maintains a current internal documentation library. Coordinates special documentation services as required. Very knowledgeable in

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

computer-based documentation and presentation techniques, technical writing, technical proofreading and technical editing. Demonstrates good oral and written communication skills.

C.9.1.26 Senior IT Training Specialist

Conducts research necessary to develop and revise comprehensive courses and prepares appropriate training catalogs and materials. Maintain currency in the area of expertise and will be expected to function as an expert in the specialty field. Provides support including but not limited to train the trainer, conducts formal classroom training courses, course facilitation, on-line facilitation, Computer Based Training (CBT), web-based instruction, workshops, exercises, and seminars. Provides daily supervision and direction to staff. Develops courses and instructional material to educate technical and non-technical personnel in IT. Develops curricula and modular training courses. Gathers and assembles information pertaining to the subject matter, organizes and condenses materials.

C.9.1.27 IT Training Specialist

This is a mid-level position. Trains personnel by utilizing various forums, such as formal classroom training courses, course facilitation, on-line facilitation, Computer Based Training (CBT), web-based instruction, workshops, exercises, and seminars. Prepares all training material, such as but not limited to course outlines, course manuals, background materials, workbooks, handouts, completion certificates, course assessment forms, and training aids. Maintain currency in the area of expertise and will be expected to function as an expert in the specialty field. Develops courses and instructional material to educate technical and non-technical personnel in IT. Gathers and assembles information pertaining to the subject matter, organizes and condenses materials. Experience in developing courses and teaching in all phases of IT. May be required to teach courses. Performs duties independently or as part of a team. Experience in developing courses and teaching in all phases of IT. May be required to teach courses. Performs duties independently or as part of a team. Very good at imparting technical information to technical and non-technical personnel and is very knowledgeable in IT. Demonstrates very good oral and written communication skills.

C.9.1.28 Junior IT Training Specialist

This is an entry level position. Assists in training personnel by utilizing various forums, such as formal classroom training courses, course facilitation, on-line facilitation, CBTs, web-based instruction, workshops, exercises, and seminars. Assists in preparing all training material, such as

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

but not limited to course outlines, course manuals, background materials, workbooks, handouts, completion certificates, course assessment forms, and training aids. Experience in developing courses and teaching in phases of IT. Good at imparting technical information to technical and non-technical personnel and is knowledgeable in IT. Demonstrates good oral and written communication skills.

C.9.1.29 Applications Programmer

Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Designs, codes, tests, debugs and documents those programs. Competent to work at the highest technical level of all phases of applications programming activities.

Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts and translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

C.9.1.30 Applications Systems Analyst

Formulates/defines system scope and objectives based on user needs. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Competent to work at the highest level of all phases of applications systems analysis activities. May use CASE tools. Provides analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems.

Handles test scripts and service requirements; works closely with end users on project development and implementation. Specifies the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepares cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible.

C.9.1.31 Senior Business Process Reengineering Specialist

Applies process improvement and re-engineering methodologies and principals to conduct process modernization projects. Responsible for effective transitioning of existing project teams and the facilitation of

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

project teams in the accomplishment of project activities and objectives. Additional duties may include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

C.9.1.32 Business Process Reengineering Specialist

This is a mid-level position. Applies process improvement and re-engineering methodologies and principals to conduct process modernization projects. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Additional duties may include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

C.9.1.33 Junior Business Process Reengineering Specialist

This is an entry level position. Assists in applying process improvement and re-engineering methodologies and principals to conduct process modernization projects. Assists in effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Additional duties may include assisting in activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Assists in the coordination between multiple project teams to ensure enterprise-wide integration of reengineering efforts.

C.9.1.34 Data Architect

Works in a data warehouse environment, which includes data design, database architecture, and metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. In addition, responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates the reusability of current data for additional analyses, and conducts data cleaning to rid the system of old, unused or duplicate data. Reviews object and data models and the

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

metadata repository to structure the data for better management and quicker access.

C.9.1.35 Information Engineer

Establishes and satisfies complex system-wide information security and non security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. Coordinates with senior representatives within the customer organizations to establish and define programs, resources and risks. Applies expertise to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence, access control, biometrics, intrusion detection, and command and control-related networks and smart card technologies. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

C.9.1.36 Network Engineer

Tests and analyzes all elements of the network facilities including power, software, security features, communications devices, lines, modems and terminals and for the overall integration of the enterprise network. Responsible for the planning, modeling, simulation, design, installation, maintenance, management and coordination of the network. Monitors and controls the performance and status of the network resources. Utilizes software and hardware tools, identifies and diagnoses complex problems and factors affecting network performance. Maintains technical currency and studies vendor products to determine those which best meet client needs. Provides guidance and direction for less experienced network support technicians.

C.9.1.37 EVM Specialist

Provides management techniques that relates resource planning to schedules and to technical, cost, and schedule requirements. All work is planned, budgeted, and scheduled in time-phased "planned value" increments constituting a cost and schedule measurement baseline. Reviews and reports effective internal cost and schedule management control systems to permit the Government to be able to rely on timely data produced for determining product-oriented contract status. Also provides subject matter expertise support in the creation and maintenance of

CONTRACT NUMBER TIRNO-11-D-000XX

PART 1 - THE SCHEDULE

SECTION C- DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

detailed project plans and comparing work plans to statements of work. Conducts assessments and evaluations of project performance through the independent analysis and interpretation of objective and subjective evidence, and through direction discussion with project team members. Conducts extensive research on EVMS related topics in order to provide subject matter expertise to contracts with EVMS requirements.

(End of section)