

# Performance Work Statement (PWS)

## Information Technology Support Services (ITSS)

Federal Aviation Administration

Enterprise Services Center (ESC)

6500 South MacArthur Blvd  
Oklahoma City, Oklahoma 73169

**PERFORMANCE WORK STATEMENT  
INFORMATION TECHNOLOGY SUPPORT SERVICES**

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**1.1 GENERAL INFORMATION**

**1.1.1 Introduction.** The Mike Monroney Aeronautical Center (MMAC) is a major organizational complex representing the Federal Aviation Administration (FAA), Department of Transportation (DOT), and other Federal agencies. The Aeronautical Center directly supports the safe and efficient operation of national and international aviation systems and provides competitive business solutions for their customers. An integral part of the FAA's mission depends upon the availability and reliability of Information Technology services.

The Enterprise Services Center (ESC) is an FAA organization located at MMAC. ESC operates as a Federal Shared Service Provider; one of four financial management Centers of Excellence designated by the Office of Management and Budget to provide integrated business services and solutions to the Federal Government. ESC consists of the Office of Information Technology (ESC/AMI), the Office of Enterprise Systems (ESC/AME), the Office of Operational Services (ESC/AMZ), and the Office of Customer Services (ESC/AMO). All of these organizations reside under FAA's Regions and Center Operations Line of Business (ARC) and operate under a "fee-for-service" principle, which encourages business-like decisions creating more cost awareness and increased customer focus.

In furtherance of its Shared Service Provider designation, ESC focuses on external sales to the federal government market and improving internal operations. ESC actively pursues new business in support of the Government's initiative for cross-agency servicing using Shared Service Providers, thereby realizing economies of scale.

The aforementioned Office of Information Technology (ESC/AMI) provides administrative support, financial management and program management services and in this capacity manages the effort described herein.

The requirement identified herein provides comprehensive Information Technology Support Services for FAA, DOT, and other federal agencies. Task orders issued under the resulting contract will support the complete spectrum of Information Technology (IT) services, as further defined in Section 5, to include System Development and Integration, System Management and Hosting, Telecommunications, Information System Security, Information Media, Office Automation, Project Management, and IT Training.

**1.1.2 Background.** The Office of Information Technology (AMI) manages the program to provide IT and related support services for all organizations at the MMAC. Some of the organizations supported by the program include:

- Component directorates of ESC
  - Office of Information Technology (ESC/AMI)
  - Office of Application Services (ESC/AME)
  - Office of Operational Services (ESC/AMZ)
- FAA Logistics Center (AML)

**1.1.3 Scope of Work.** The contractor shall effectively administer, manage, and perform the duties and responsibilities as defined in this Performance Work Statement (PWS). Contractor personnel shall perform work as required to accomplish IT and related support services requirements of MMAC. The contract is to be performed using facilities and materials provided by the Government. Services will be principally performed at the MMAC, Oklahoma City, Oklahoma, unless otherwise stipulated by the Government on the individual task order(s). Contractor personnel will be located predominately at the MMAC, with some contractor personnel located in the Washington DC metropolitan area and various field offices throughout the United States. When

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services are performed outside the Oklahoma City metropolitan area, the proposal for such taskings shall include any locality adjustment necessary as specified in the contract.

**1.2 GENERAL REQUIREMENTS**

**1.2.1 Contractor Personnel Requirements.**

**1.2.1.1 Contractor Program Manager and Alternate.** The contractor shall provide a Program Manager (PM) and an Alternate Program Manager (APM) who shall be responsible for the performance of the work specified in accordance with the terms and conditions of the resulting contract and/or task orders issued thereunder. The PM and APM shall have full authority to act on behalf of the contractor for all issues pertaining to contract administration for subject contract. The PM and APM will possess at least a Bachelor's degree in computer science, information systems or other related discipline with a minimum of five (5) years management experience plus a minimum of five (5) years IT support management experience in a contract of this size and scope in the Government or large corporate environment. Qualifications of the PM and APM are subject to Government review and approval.

The PM and APM shall be available during normal working hours within two hours to meet at the MMAC with Government personnel designated as the Contracting Officer (CO), MMAC Program Manager (PM) and/or Contracting Officer's Technical Representative (COTR) to discuss problem areas. The PM and APM must be able to read, write, speak and understand English.

**1.2.1.2 Key Personnel.** The PM and APM are considered key personnel within this PWS and as such must be employed with the firm at the time of award and shall be maintained to the maximum extent possible throughout this program. Should changes be necessary, the contractor shall notify the Government in writing of the proposed substitution and their qualifications. Implementation of the changes shall be subject to Government approval in accordance with Clause 3.8.2-17 (Key Personnel and Facilities.) If the Government determines that certain personnel are key to successful completion of a task order, they will be designated as key task order personnel in the task order and subject to the provisions of the aforementioned clause. Resumes shall be submitted detailing the qualifications and experience of key personnel. The Government retains the authority to accept or reject the qualifications of any key personnel.

**1.2.1.3 Administrative, Managerial, and Supervisory.** The contractor shall provide qualified personnel with administrative, managerial, and supervisory capabilities to assure the effective performance of the contract. An on-site representative(s) of the contractor such as a Task Leader will perform supervision and will be responsible for monitoring the work assignments of contractor personnel on individual tasks. At no time shall the Government supervise contractor personnel. Qualifications of the on-site representative(s) are subject to Government review and approval under Time and Material taskings and/or if designated Key Personnel under individual tasks regardless of contract type.

**1.2.1.4 Security Investigation.** Contractor personnel shall be required to perform duties requiring a security investigation. The type of investigation required will be determined by the position risk level designation for all duties, functions, and/or tasks performed. The scope of the investigation required and the forms to be completed shall be determined in accordance with FAA Order 1600.72A, Contractor and Industrial Security Program. The contractor shall be responsible for the preparation and submittal of the required forms to the Security Office. The contractor personnel shall not be required nor permitted to perform work prior to receipt of the required approval unless a temporary waiver is granted by the appropriate Government official.

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The contractor shall take all necessary steps to assure that contractor or subcontractor personnel who are selected for assignment to the resulting contract are persons of professional and personal integrity and trust, and meet all other requirements stipulated herein. The fact that the Government performs security investigations shall not in any manner relieve the contractor of this responsibility.

The contractor shall submit a semi-annual report providing a listing of the names of all contractor personnel who had access to an FAA facility, sensitive information and/or resources anytime during the reporting period. Copies shall be submitted to the CO, Security Office and MMAC PM, pursuant to CDRL A002 (Contractor Roster). In furtherance of the above report, the contractor shall also submit a monthly report of any employment changes made during the reporting period to the CO, Security Office and MMAC PM, pursuant to CDRL A003 (Employee Changes). Examples of such changes are terminations, new hires, and name changes.

**1.2.1.5 Substitution or Addition of Personnel.** In furtherance of clause 3.8.2-22 (Substitution or Addition of Personnel), the contractor shall fill vacancies on time and material taskings within 27 working days after the vacancies occur for existing tasks or when new task order(s) are officially authorized in writing by the CO, or provide a written statement to the MMAC PM and COTR stating the reason(s) for not meeting the placement criteria with stated corrective actions to timely meet future employee placements. The contractor shall maintain adequate staffing levels under Firm-Fixed-Price tasks to ensure performance and delivery requirements are met.

**1.2.1.6 Qualifications.** Contractor employees shall have the knowledge, skills, and certifications necessary to perform the required services in the task. In furtherance of Time and Material taskings, the contractor shall furnish proof of employee's qualifications via resumes or written certification, which is subject to review and concurrence by the Government. Contractor employees not meeting minimum qualifications shall not be considered prior to completing the requirements outlined in Section 5.2 unless a waiver is granted by the COTR and CO. The Government reserves the right to restrict access or work under tasks issued hereunder to United States citizens only where it is determined to be in the best interest of the Government.

**1.2.1.7 Meetings and Training.** The contractor shall provide fully trained employees, be required to have an ongoing training program, and be responsible for contractor employees acquiring the knowledge and skills necessary to support new technology. The contractor shall provide verification to the Government that all employees receive necessary training through a Training Report (CDRL A004) provided to the MMAC PM and COTRs.

Contractor personnel may be required to attend functions such as seminars, conferences, workshops, educational courses, and training unique to the Agency or directed/mandated by the Government/Agency. The requirement to attend said functions will be identified in the individual task statements of work, approved by the COTR, and authorized by the CO and may include activities such as attendance at a conference to give a technical presentation, attendance at meetings to obtain information necessary to perform tasks included in the task SOW, or to present information obtained in performing a task-related function. The contractor is responsible for all approved costs associated with the training and travel.

**1.2.1.8 Labor Distribution Reporting (LDR).** Contractor employees may be required to report time by project or by activity within a project in order to capture operational costs in furtherance of ESC's Shared Service Provider status. If a Government LDR system, i.e., Contract Labor Tracking (CLT), is available for contractor use, then contractor employees shall be required to use the system. If one is not available, contractor employees may use a contractor provided system subject to the Government's approval and at no additional cost to the Government. The data from a contractor provided system must be provided in an electronic format.

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**1.2.2 Quality Control Requirements.** ESC has historically established Service Level Agreements (SLA) with their customers reflecting minimum acceptable performance levels allowed for services provided. These performance levels will be identified in the tasks issued hereunder in furtherance of said agreements.

**1.2.2.1 Quality Control Program.** The contractor shall establish and maintain a complete Quality Control Plan (QCP) to ensure the services performed conform to stated requirements. The contractor shall include an initial QCP with their proposal. The CO will notify the contractor of acceptance or required modifications to the plan. The contractor shall make appropriate modifications at no additional cost to the Government and obtain acceptance of the QCP by the CO before the start of the initial performance period. Pursuant to CDRL A010, Quality Control Plan, the contractor shall submit an updated QCP to the CO for approval six months after contract award, assuming the benefit of lessons-learned over the initial six-month period. Thereafter, the plan shall be reviewed, updated, and submitted annually, or as changes occur, for acceptance by the Government. The QCP shall describe the inspection system for the requested services listed in the PWS and shall include the following:

a. A description of the contractor's quality control system. The system shall cover all services, specify work to be inspected on either a scheduled or unscheduled basis, frequency, and describe how inspections are to be conducted.

b. The name(s) and qualifications of individual(s) responsible for performing quality control inspections, and the extent of their authority.

c. A description of the methods used to record the quality control inspection and corrective actions taken.

d. A description of the methods used for identifying and preventing defects in the quality of service performed.

e. The approach for filling vacancies in a timely manner, providing qualified personnel and maintaining an ongoing training program to ensure contractor employees acquire the knowledge and skills necessary for new/emerging technology, managing changes in workload requirements, and providing timely and accurate invoices.

The contractor shall maintain a file of all scheduled and performed Quality Control inspections, inspection results, and dates and details of corrective actions. The file shall be made available to the CO and MMAC PM upon request.

**1.2.2.2 Quality Assurance.** The Government will evaluate the contractor's performance under this contract in accordance with established quality assurance policies and processes. The Government will record all activities. When an observation indicates defective performance, the Government representative will request the contractor's representative initial the observation indicating acknowledgement of the deficiency. The Government's quality assurance is not a substitute for quality control by the contractor. All findings of unsatisfactory or non-performed work will be resolved in accordance with the QCP (as above). Remedies for defective performance will be governed by Clause 3.10.4-4, Inspection of services – Both Fixed-Price and Cost Reimbursement or Clause 3.10.4-5, Inspection—Time-and-Material and Labor-Hour, as applicable. Failure to agree as to what constitutes defective performance under these clauses shall be handled under the procedures of the Disputes clause included in the resulting contract.

**1.2.3 Contract/Task Order Management.** The contractor shall submit a written Program Management Plan with their proposal detailing their proposed managerial approach as related to each IT service, as further defined in Section 5, pursuant to CDRL A011 (Program Management Plan). The contractor shall submit an updated Program Management Plan to the CO for approval 60 calendar days after contract award. Thereafter, the plan shall be reviewed, updated, and submitted annually, or as changes occur, for acceptance by the Government.

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Individual task orders may require contractor submission of a task order management plan pursuant to CDRL A006 (Technical and Management Work Plan).

**1.2.4 Contract/Task Meetings.** The contractor PM and/or alternate shall be required to meet, at the discretion of the CO or MMAC PM during the term of the contract. These meeting minutes shall be documented pursuant to CDRL A007 (Conference Report).

The contractor may also request a meeting with the COTR. The COTR will coordinate any such meeting request through the CO.

**1.2.4.1 Contract Review.** Twice yearly contract review meetings may be coordinated by the government to disseminate information and discuss any contract or operational issues, including task order activity. These program reviews, if conducted, will be at a time and location of the government's choice. The contractor shall submit any agenda items to the CO and MMAC PM no later than five days prior to the scheduled contract review. Associated costs with the attendance at these reviews will be at no direct cost to the government.

**1.2.5 Hours of Operations.** The contractor shall provide services Monday through Friday, between the operating hours of 0600 to 1800. Specific tasks may require variations from this schedule, including week nights (1800 to 0600) and weekends. While the contractor shall optimize personnel staffing and manning to match the specific task requirements and performance criteria between the operating hours, the contractor shall support weekends and evenings as required in order to accommodate MMAC IT activities (i.e., hardware/software updates, hardware repairs, data center upgrades, scheduled/unscheduled outages, etc.).

a. **Overtime – Firm Fixed Price task orders.** There are no provisions included herein for reimbursing contractor personnel for hours worked on an overtime basis under a Firm-Fixed-Price arrangement. The contractor is required to provide adequate staff to complete projects on time and within schedule which may necessitate contractor employees to work overtime pursuant to the specific task requirements. This does not relieve the contractor or any subcontractor from reimbursing their employees covered by a Department of Labor Wage Determination pursuant to applicable U.S. labor laws, or any other obligation embodied in said laws.

b. **Overtime – Time and Material orders.** Overtime outside the aforementioned normal operating hours may be necessary to meet urgent program needs/schedules, including emergency callback times. The use of overtime will be addressed within the individual task order as applicable. The COTR may authorize overtime in writing, if previously negotiated on the task and pursuant to available funding. In the event the contractor deems overtime necessary to meet work requirements, the contractor shall submit a written request to the COTR identifying in detail the circumstances requiring overtime and how many hours are required. The COTR shall approve all requests by the contractor for overtime in advance and in writing provided overtime has been negotiated on the task. Overtime will be paid at the rate specified in Section B of the contract and pursuant to Clause 3.6.2-17, Payment for Overtime Premiums. For those employees covered by a Department of Labor Wage Determination, overtime will be paid in accordance with the applicable DOL wage determination.

c. **Telecommuting.** The Government may permit telecommuting by contractor employees when determined to be in the best interest of the Government in meeting work requirements. The contractor must have an established program subject to review by the Government. All telecommuting agreements must be authorized and approved by the COTR and include the date, time, and description of the tasks to be performed. In furtherance of Continuity of Operations Planning (COOP), a telework program may be enacted to ensure the Government's mission-critical operations stay operational during times of National Emergency or Incidents of National Significance. The COTR(s) must identify to the Contracting Officer any tasks that are required to ensure continuity of critical supplies and services and at what level those supplies and services must be delivered. Telecommuting will be at no additional cost to the Government.

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**1.2.6 Observance of Legal Holidays and Administrative Leave.** Generally, the contractor shall not be required to work nor will payment be made by the Government on holidays and administrative leave. Individual task orders will identify any exceptions where contractor support may be required during holidays, administrative leave, and facility closure. In the event contractor personnel work during these periods, the government will not provide reimbursement, outside of the regular labor rate for hours worked under time and material tasks. This does not preclude the contractor from providing holiday/premium time compensation to their employees. The following is a list of Federal holidays and administrative leave:

- a. New Year's Day, January 1
- b. Martin Luther King's birthday, the third Monday in January
- c. Washington's birthday, the third Monday in February
- d. Memorial Day, the last Monday in May
- e. Independence Day, July 4
- f. Labor Day, the first Monday in September
- g. Columbus Day, the second Monday in October
- h. Veteran's Day, November 11
- i. Thanksgiving Day, the fourth Thursday in November
- j. Christmas Day, December 25
- k. Any other day designated by Federal statute, executive order, or presidential proclamation.
- l. Local determinations relating to adverse weather conditions, national emergencies, energy

conservation, MMAC/Organizational determinations, etc., may require the Center to close. During such periods of closure, contractor employees will not be allowed to work nor will the contractor be compensated.

**1.2.7 Travel.** In connection with direct charge to the contract of travel-related expenses, the contractor shall hold travel to the minimum required to meet the objectives of the resulting contract and orders issued thereunder. The contractor shall coordinate travel with the COTR and obtain prior authorization for travel from the CO prior to incurring any travel costs. A proposal showing a complete breakdown of all estimated travel charges shall be provided to the CO at no additional cost to the Government. If accepted, the CO will provide a written authorization to the contractor to proceed with travel provided travel funds exist on the task. Authorized travel costs incurred by contractor personnel in support of tasks issued hereunder are allowable and reimbursable under Contract Line Item (CLIN) 4 to the extent they are in accordance with the Federal Travel regulations.

**1.2.8 Physical Security.** The contractor shall be responsible for safeguarding all Government property for contractor use. At the close of each work period, Government facilities, equipment, and materials shall be secured.

**1.2.9 Conservation of Utilities.** The contractor shall instruct employees in utilities conservation practices. The contractor shall be responsible for operating under conditions, which preclude the waste of utilities, which shall include:

- a. Lights shall be used only in areas where and when work is actually being performed.
- b. Mechanical equipment controls for heating, ventilation, and air conditioning systems shall not be adjusted by the contractor or by contractor employees unless authorized.
- c. Water faucets or valves shall be turned off after the required usage has been accomplished.
- d. Computer equipment shall be powered down during off hours, unless otherwise coordinated with the COTR.

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**1.2.10 Off-Site Space Requirements.** In the event adequate space is not available to house the personnel required for specific task(s) and with approval and authorization from the Government, the contractor shall provide the required space including all utilities, telephone, janitorial services, etc.; workstations; associated hardware and software; office equipment/furnishing(s) and supplies. With the direction and assistance of the Government representative(s), the contractor shall provide the appropriate telecommunication connectivity, as required for information systems access. In recognition of the cost differential between government and contractor facilities, a factor will be negotiated and applied when services are not performed at Government facilities.

**1.2.11 Transition Plan.** It is essential to the Government that services required under this PWS are performed without interruption. Consequently, it is imperative that transition to full contract performance be accomplished in a well-planned, orderly, and efficient manner. The transition period shall begin 45 days prior to full contract performance as required by the solicitation/contract, which is anticipated to be in the second quarter of fiscal year 2011. The purpose of this orientation is primarily to:

- a. Observe work accomplished by current contractor personnel.
- b. Complete personnel requirements including the hiring of personnel to ensure satisfactory performance beginning on the contract start date. [Note: Soliciting personnel for employment during their duty hours is prohibited. Contractor shall abide by applicable recruitment governance regulations.]
- c. Obtain security clearances.
- d. Accomplish necessary training of contractor employees.
- e. Establish work stations.
- f. Transfer Government Furnished Property.

**1.2.12 Transition Activities.** At the conclusion of any performance period, including option periods or extensions, the services provided under this PWS may be awarded to another contractor. The contractor in place shall be required to assist in the transition activities.

**1.2.13 Strike Contingency Plan (SCP).** The contractor shall develop a SCP to ensure continuity of operations in the event of a strike by contractor personnel. Contractor services under SCP shall be at no additional cost to the Government. Two copies of the contractor's final SCP shall be provided to the CO and MMAC PM for approval not later than two weeks after contract award. Any changes to the SCP shall be provided in writing to the CO within five days prior to the effective date of the change.

**1.2.14 Monthly Progress Reports.** The contractor shall prepare and submit a monthly progress report in accordance with CDRL A005 for every active task order, describing the progress achieved during the past month, plans for the forthcoming month, any anticipated problems, and any action required by the Government. For Time and Material task orders, these reports shall include monthly and cumulative labor hours, associated labor rates, and extended dollar expenditures. For Firm Fixed Price task orders, the contractor is not required to report labor hours and associated rates, but rather to submit invoices when the corresponding deliverables have been accepted by the Government. However, in this instance, monthly progress reports shall describe accomplishments as addressed above. The contractor is required to submit the monthly progress report on the fifth business day of the following month, allowing customers to review contractor performance in a timely manner without delaying prompt payment of invoices. An approval of a monthly progress report by the customer agency is considered an acceptance of the contractor's performance, including expenditures, for the month.

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**1.2.15 Teaming.** The contractor shall collaborate with ESC in business opportunities for proposing and implementing ESC's integrated business services and solutions by providing the support and resources required to compliment ESC in securing and retaining business. Contractor shall ensure compliance with the provisions of clause 3.1.7-4 (Organizational Conflict of Interest).

**1.2.16 Labor Categories.** The labor categories defined in Section 5.2 represent the Government's best estimate of the skill category/level of personnel necessary to achieve the required outputs. Both "Nonprofessional" and "Professional" labor categories are contemplated and may be subject to the Service Contract Act, as noted in the resulting contract. The contractor shall use these descriptions in developing their price/cost for tasks issued hereunder. The fully-burdened labor rates shall include all direct, indirect, general and administrative costs and profit associated with providing the required skill. It is recognized by the Government that IT technology is constantly evolving and the contractor must be prepared to respond to new technologies, methodologies, and processes. Although the contractor is expected to map from the contract categories to the contractor's own categories, for the purpose of matching resources to requirements, the use of additional labor categories not currently contemplated may be necessary over the term of the contract. Certain unique labor categories, as well as consultants, may be required under specific task orders. These additional labor categories, rates and descriptions will be negotiated on a case-by-case basis.

**1.2.16.1** Reserved.

**1.2.16.2 Productive Year.** For purposes of developing time-and-material proposals and estimating the amount of man years of effort for different labor categories needed to accomplish a given task, the total number of direct productive labor hours in a work year (otherwise known as a man year of effort) is considered to be 1880.

**1.2.17 Ordering.** It is anticipated the resulting contract will be established as an Indefinite-Delivery/Indefinite-Quantity (IDIQ) with the flexibility to award task orders under various contract types/arrangements as noted on the contract schedule contained therein. Pursuant to the ordering clause(s), task orders incorporating provisions of the basic contract and applicable sections of this PWS, will be issued to the contractor based on requirements of organizations located at or supported by MMAC. Specific requirements will identify the types of services and/or level of expertise, place and period of performance/schedule, reporting requirements, deliverables, applicable standards, inspection/acceptance criteria, and any special requirements (i.e., security clearances, travel, government furnished equipment, etc.). IT services performed under the preceding contract will be restructured to maximize the use of a firm-fixed-price arrangement for same or similar follow-on requirements. A firm-fixed-price order will be requested unless it is not possible at the time of placing the order to estimate accurately the extent or duration of the work, or to anticipate cost with any reasonable degree of confidence. In this instance, the length of the order may be limited and a time-and-materials proposal, or combination thereof, may be requested. The Government reserves the right to award a task(s) to another vendor based on the criticality of the task and/or if it is in the best interest of the Government.

Task order proposals will be requested by the Government as outlined in the accompanying Statement of Work. The contractor's technical and cost proposal shall be submitted within the time frame pursuant to 5.1.2 with one copy of the technical and cost proposal to the CO and one copy of the technical proposal to the designated COTR. If the contractor is unable to propose on a particular task, a written notice must be provided by the contractor to the CO and a copy to the COTR stating reasons for not being able to propose. Any technical deficiencies identified by the Government in the contractor's initial proposal will be addressed with the contractor through the CO. Upon issuance of a formal task order by the CO authorizing the contractor to start working on the task, the contractor shall ensure their personnel do not perform any work which is outside the scope of the SOW, outside the period of performance, and above the authorized funding. All work must conform to all terms and conditions of the contract as well as the task order.

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**1.2.17.1. Performance Based Service Acquisition.** Orders placed under the resulting contract are not required to be performance based under all circumstances. However, policy promulgated by the FAA establishes performance based as the preferred method for acquiring services. Accordingly, it is expected that performance based orders will be used to the maximum extent possible.

**1.2.17.2 Contract Type.** Contract type will be determined based on the circumstances of each order issued hereunder. CLINs allow for pricing of tasks on a Firm Fixed Price or Time and Material basis. All task orders awarded pursuant to the resulting contract, whether awarded on a FFP or T&M basis, must be priced in accordance with the pricing set forth in the Schedule and Labor Category Descriptions as further detailed below and include all resources required to accomplish the task (i.e., labor hours, rates, travel, material, etc.).

**1.2.17.3. Firm Fixed Price Orders.** The firm-fixed price shall apply the negotiated labor rates established in the IDIQ contract to the proposed, and subsequently negotiated, quantity of direct hours and labor/skill mix to successfully perform the required task, and thereby arrive at the total firm-fixed-price. The contractor shall provide a sufficient number of personnel possessing the skills, knowledge, and training to satisfactorily perform the services required by the individual task orders. The order will provide for reimbursement of travel costs under CLIN 4 to the extent they are in accordance with the applicable Government regulations cited herein.

**1.2.17.4 Time and Material Orders.** The time and material ceiling price shall reflect the negotiated labor rates established in the IDIQ contract and consider the mix of labor/skill categories and level of effort required to perform the services described in the task's statement of work, thereby arriving at a ceiling price. The order will provide for reimbursement of travel costs under CLIN 4 to the extent they are in accordance with the applicable Government regulations cited herein.

**1.2.18 Period of Performance.** A one (1) year base period of performance with four (4) one-year options to renew is contemplated for the contract. Specific periods of performance will be established for each individual task order issued hereunder.

**1.2.19 Place of Performance.** The contract is to be performed primarily at the Mike Monroney Aeronautical Center (MMAC), 6500 South MacArthur Boulevard, Oklahoma City, Oklahoma, unless otherwise stipulated by the government in individual task orders.

**1.2.20 Applicable Directives.** The contractor shall perform the effort described herein in accordance with all applicable government directives (publications, notices, FAA orders, etc.). The contractor shall obtain said directives via the internet at [http://www.faa.gov/regulations\\_policies/](http://www.faa.gov/regulations_policies/). In the event that a directive is not available on line, the Contracting Officer shall be contacted to make alternative arrangements to view said document.

**1.2.21 Inspection and Acceptance Criteria.** The cognizant COTR will monitor the contractor's efforts at specific stages of task accomplishment to ensure compliance with task requirements. Quality checks by the Government do not relieve the contractor from establishing their own quality assurance procedures. See Section 1.2.2 (Quality Control Requirements).

**1.2.22 Invoicing.** All invoices submitted under the resulting contract must be reviewed and approved by the CO and COTR for payment. Invoices should track costs at the CLIN and task level to provide auditable details for payment approval. An invoice report shall be submitted by task to the CO and MMAC PM, pursuant to CDRL A008 (Contract Invoicing and Payment Report).

**1.2.23 Government/Contractor Relationship.** The services to be delivered by the contractor to the Government are non-personal services. No employer-employee relationship will exist between the Government and the contractor and/or between the Government and the contractor's employees.

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**SECTION 2 - DEFINITIONS**

**2.1 STANDARD DEFINITIONS**

- 2.1.1 **ACO**. Access Control Officer.
- 2.1.2 **Reserved**.
- 2.1.3 **ESC/AME**. Office of Enterprise Services.
- 2.1.4 **ESC/AMI**. Office of Information Technology.
- 2.1.5 **AML**. FAA Logistics Center.
- 2.1.6 **ESC/AMO**. Office of Customer Services.
- 2.1.7 **APM**. Alternate Program Manager.
- 2.1.8 **ARC**. Regions and Center Operations.
- 2.1.9 **Reserved**.
- 2.1.10 **ESC/AMZ**. Office of Operational Services.
- 2.1.11 **Reserved**.
- 2.1.12 **AVR**. Regulation and Certification.
- 2.1.13 **CMT**. Configuration Management Team.
- 2.1.14 **Contracting Officer (CO)**. The person authorized to act on behalf of the Government to negotiate and award contracts and modifications thereto, and to administer contracts through completion or termination. Except for certain limited authority delegated by the CO to a technical representative, the CO is the only individual with the authority to direct the work of the contractor.
- 2.1.15 **Contracting Officer's Technical Representative (COTR)**. A designated representative of the Contracting Officer responsible for the technical aspects of contract administration and operating within the scope of the authority, responsibilities and limitations expressly designated by said Contracting Officer.
- 2.1.16 **CSC**. Customer Service Center.
- 2.1.17 **CSET**. Certificate Standardization Evaluation Team.
- 2.1.18 **DSM**. Data Systems Manager.
- 2.1.19 **Reserved**.
- 2.1.20 **DOT**. Department of Transportation.

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- 2.1.21 **ESC**. Enterprise Services Center.
- 2.1.22 **FAA**. Federal Aviation Administration.
- 2.1.23 **Federal Travel Regulations**. Prescribed by the General Services Administration, for travel in the contiguous 48 United States, available on a subscription basis from the: Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20402.
- 2.1.24 **FOIA**. Freedom of Information Act.
- 2.1.25 **ICG**. Integrated Computing Environment-Mainframe and Network (ICE-MAN) Customer Group.
- 2.1.26 **IRM**. Information Resources Manager.
- 2.1.27 **ISO**. ICE-MAN Support Organization.
- 2.1.28 **ISSO**. Information Systems Security Officer.
- 2.1.29 **ISST**. Integrated Systems Support Team.
- 2.1.30 **IT**. Information Technology.
- 2.1.31 **IUC**. ICE-MAN User Community.
- 2.1.32 **Joint Travel Regulation**. Volume 2, DoD Civilian Personnel, Appendix A, as prescribed by the Department of Defense, for travel in Alaska, Hawaii, The Commonwealth of Puerto Rico, and territories and possessions of the United States, available on a subscription basis from the: Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20402.
- 2.1.33 **MMAC**. Mike Monroney Aeronautical Center.
- 2.1.34 **MMAC Program Manager**. The Government representative responsible for managing the contract at a high level. For example, involved with modifications or changes to the contract or Performance Work Statement, Program Reviews, and overall contractor's performance.
- 2.1.35 **MMEL**. Master Minimum Equipment List.
- 2.1.36 **MSAT**. Multi-System Access Tool.
- 2.1.37 **NACO**. National Access Control Officers.
- 2.1.38 **NACO**. National Aeronautical Charting Organization.
- 2.1.39 **OPR**. Office of Primary Responsibility.
- 2.1.40 **PRIA**. Pilot Records Improvement Act.
- 2.1.41 **PM**. Program Manager.

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**2.1.42** **PWS**. Performance Work Statement.

**2.1.43** **Quality Assurance**. Those actions taken by the Government to assure services meet the requirements of the contract, PWS or Task Statement of Work (SOW).

**2.1.44** **Quality Control**. Those actions taken by the contractor to control the performance of services so that they meet the requirements of the contract, PWS or Task SOW.

**2.1.45** **Task Leader (TL)**. Government approved, contractor representative(s) designated to provide supervision and to interface day-to-day with the Government's Task Leader (COTR) on task activities and performance. Task Leaders shall not spend more than a half an hour per week per employee supervised on the following administrative functions: review of time cards, final interviews for vacancies and providing information to the local program office for contractor employee performance reviews. If additional time is spent on administrative functions, the contractor shall not invoice for these hours under time and material tasks, nor will the contractor be compensated under firm fixed price tasks. Activities specified in the Task SOW such as status reports, required deliverables, etc., are not considered to be administrative functions.

**2.1.46** **TCO**. Technical Control Officer.

**2.1.47** **USDA/NITC**. United States Department of Agriculture National Information Technology Center.

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**2.2 SYSTEMS DEFINITIONS**

**2.2.1 ABS (Automated Budget System).** Automates management and planning of the MMAC budget by providing enhanced formulating, tracking, querying and reporting capabilities.

**2.2.2 AI (Academy Scoring).** A test scoring and grade reporting system on Air Traffic Control (ATC) students in the FAA Academy. The final grade is reported by phase information data used by academy instructors to monitor a student's success with a particular test, laboratory exercise, or phase of ATC training.

**2.2.3 AIMLAB (Aeronautical Information Management Laboratory) – (ATO).** Comprised of several projects including but not limited to:

- a. Sector Design and Analysis Tool
- b. Airspace Metrics
- c. Obstruction Evaluation/Airport Airspace Analysis System
- d. Airport GIS
- e. Facility Aeronautical Data Distribution System (FADDS)

**2.2.4 ASH Web Portal.** Security and Hazardous Materials Web Portal.

**2.2.5 BMX (Business Management Solutions).** An enterprise quality and compliance management software used to support a quality management system (QMS) registration to International Organization for Standardization (ISO) 9001.

**2.2.6 CAEG (Computer Aided Engineering Graphics).** Provides support tools for creating and managing engineering drawings and associated analytical planning and design tools. CAEG is a mix of Commercial-Off-The-Shelf (COTS) computer-aided drafting and design (CADD) tools such as AutoCAD and MicroStation and FAA-specific applications such as radio coverage analysis, airport airspace analysis, terrain modeling, etc.

**2.2.7 CARS (Cash Allowance Rebate System).** Application that captures dealer and voucher information, extensive voucher approval process with final submission to Delphi for payment.

**2.2.8 CARS (Computer Access Request System).** An automated on-line request system used by designated Access Control Officers (ACOs), Technical Control Officers (TCOs) and users to request or modify mainframe computer access.

**2.2.9 CASTLE (Consolidated Automated System for Time & Labor Entry).** DOT's time and attendance system.

**2.2.10 CLT (Contractor Labor Tracking System).** Web-Based project tracking labor system that includes the ability for contract employees to enter their daily hours expended on specific projects for the organization, providing management with the ability to track how much time each employee spends on a specific task or system.

**2.2.11 CMIS (Contract Management Information System).** Provides MMAC Program Managers, Contracting Officer Technical Representatives (COTRs), Budget Analysts, and Management an automated method for tracking and management of contract tasks.

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- 2.2.12 CFRMS (Civilian Personnel Resource Management System).** A collection of applications that provide a vital tool used by Human Resources Specialist and management in relation to management activities for civilian personnel of the United States Coast Guard.
- 2.2.13 CSAM (Cyber Security Assessment and Management).** Application developed by the Department of Justice (DOJ) to support Certification & Assessment (C&A) efforts in compliance with the Information Technology Security Standards and the National Institute of Standards and Technology (NIST) Special Publication 800-53 Security Self-Assessment Guide for Information Technology System controls.
- 2.2.14 DELPHI.** A Commercial-Off-The-Shelf (COTS) solution utilizing Oracle Federal Financial software. DELPHI maintains accounting and financial information for the Department of Transportation.
- 2.2.15 DSS (Documentum Shared Services).** The FAA has developed an Enterprise Content Management (ECM) capability to facilitate effective and efficiently run business activities considered central to the agency's mission. Unstructured content accounts for over 80% of data processed and utilized at the FAA. Enterprise content management at the FAA will support disparate approaches to archiving, scanning, automating business processes, revising content, publishing, auditing, and ensuring content is properly secured.
- 2.2.16 EASE (Enterprise Solutions Architecture Environment).** Hosting environment for LIS, AA, and AR.
- 2.2.17 eLMS (Enterprise Learning Management System).** DOT's web-based learning management system used to manage and delivery professional development and to document individual employee learning activities.
- 2.2.18 FAA (Purchase Card Website).** Intranet web site that provides FAA purchase card users information regarding rules, regulations, and procedures with the FAA purchase card program.
- 2.2.19 FIS (Financial Intranet and Information Systems).** Multiple financial and non-financial information systems that are supported through the FISS infrastructure (i.e., hardware, software, and communications that host the applications). These systems are primarily Oracle and SQL Server database systems that reside in a web-based environment.
- 2.2.20 IAPA (Instrument Approach Procedures Automation).** Provides the functionality to build, review, approve, and certify approach procedures in a standardized, timely, and accurate manner. Insures Terminal Instrument Procedures (TERP's) criteria are met.
- 2.2.21 IFPA (Instrument Flight Procedures Automation).** Provides the capability to capture and manage Flight Procedure data and its associations from the development stage through publication. Feeds the National Flight Database (NFD) and National Flight Data Center (NFDC) National Airspace System Resource (NASR) Database.
- 2.2.22 ILM (Inventory, Logistics and Maintenance).** Capability to capture data associated with maintenance, modifications, repairs and alterations of Flight Inspection and customer aircraft under the Federal Aviation Regulation Parts 135 Air Operator or Part 145 Certified Repair Station.
- 2.2.23 IMM Database (Integrated Material Management Database).** This database tracks all bills and credits for all Y region customers.
- 2.2.24 Instrument Flight Procedure Design System (IPDS).** IPDS is a replacement for the current IAPA

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system. IPDS is a system that incorporates data from a multitude of sources which include IFP and AirNav data. The system is a Computer Aided Design (CAD) tool used to assist in the timely development of instrument flight procedures. This effort is a joint FAA/Air Force effort to combined existing resources to create a tool that will meet both military and domestic needs for building instrument procedures.

**2.2.25 Logistics Center Mainframe Systems.** Defined as follows:

- a. Automated Procurement System (APS)
- b. Bill of Material (BOM)
- c. Cataloging Item Identification (CAT)
- d. Centralized Cataloging System (CCS)
- e. Customer Billing
- f. DELPHI Interface
- g. Equipment Population
- h. Fedstrip/Milstrip (FED/MIL)
- i. Fee for Service/Franchise Fund
- j. Field Spares Inventory (FSI)
- k. Government Bill of Lading (GBL)
- l. Integrated Materiel Management (IMM)
- m. Logistics and Inventory System (LIS) including LIS core, and related modules, subsystems and interfaces
- n. Material Requirements Planning (MRP)
- o. Multiple APP-TO
- p. National Airspace System (NAS) Vulnerability
- q. National Systems related to LIS
- r. On-line Requisitioning (RQN)
- s. Packing, Packaging, Preservation and Marking (PPPMS)
- t. Planned Direct Ship (PDS)
- u. PRISM Interface
- v. Production Control System
- w. Project Materiel Management System (PMMS)
- x. Project Materiel Shipping and Receiving System (PMSRS)
- y. Reports
- z. Security
- aa. Technical Inspection File Bin Inspection
- ab. Test Equipment Database (TEDB)
- ac. Utilization, Screening and Disposition (USD)
- ad. Other mainframe systems as required by the Logistics Center

**2.2.26 Logistics Center Non-Mainframe Systems.** Defined as follows:

- a. AccessAML
- b. Asset Marking System (AMS) i.e. 2D Barcoding
- c. Contractor Depot Level Support (CDLS)
- d. Corrective Action Reporting Database (CARD)
- e. Customer Financial Inquiry (CFI)
- f. Customer Service Actions (CSA)
- g. Data Collection and Reporting System (DCRS)
- h. Data Mart
- i. Enhanced Automated Graphical Logistics Environment (EAGLE)
- j. Exchange and Repair (E&R) Shipping Information
- k. Impart
- l. Inspection and Test Records System (ITRS)
- m. Logistics Center Support System (LCSS)
- n. National Maintenance Control Center (NMCC)

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- o. Procurement Request Tracking System (PR Tracker)
- p. Quality Management System (QMS)
- q. Returns
- r. Shipping
- s. Subject Matter Expert (SME)
- t. TripGen
- u. Warehouse Management System (WMS)
- v. Work Order
- w. Other non-mainframe systems as required by the Logistics Center

**2.2.27 MIPR Database (Military Interdepartmental Purchase Request Database).** This system tracks funding documents provided by other agencies to AML, who then provides on site services and parts repair.

**2.2.28 MMAC Internet Access Point System.** Provides data backbone services as a general support system for other systems at the Mike Monroney Aeronautical Center.

**2.2.29 MMAC (Mike Monroney Aeronautical Center Systems).** A collection of small-scale web-based and client-server systems, which support miscellaneous MMAC activities.

**2.2.30 MMAC Voice System.** Provides call center, telephone, and peripheral voice communications servers to other systems at the Mike Monroney Aeronautical Center.

**2.2.31 PCARD.** A system that has standardized AMQ-440's audit processes, saving invaluable time for the auditors. System includes a check-in and tracking system to assist in tracking of the audits as they are received. The system sends out the finding letters to the cardholders and approving officials with the push of a button.

**2.2.32 PDL (Product Document Library).** The document management and workflow solution that meets AFM-500's audit ready folder, JRC secretary decision package, ARC, and ATO requirements for the processes by which documents that support capitalization of FAA assets are captured, categorized, stored, and retired, as well as other document management and workflow needs.

**2.2.33 PIPS (Payroll Imaging Process System).** An e-paper imaging solution for governmental accounting records.

**2.2.34 PRISM (Purchase Request Information System).** Procurement software.

**2.2.35 SIGNAL (FAA Radar Training System).** A real-time system that provides a realistic simulated air traffic environment to student controllers in the FAA Academy's En Route and Terminal options.

**2.2.36 SMIS (Safety Management Information System).** Provides safety management information to FAA supervisors and managers for mishap activity through a web-based environment.

**2.2.37 SURe (System Utility Repository).** Provide system/program management repository with tracking and reporting capabilities for business information managed by an organization.

**2.2.38 SWIFT (Selections WithIn Faster Times).** A Client-Server, Microsoft Windows, Powerbuilder, Unix/Oracle RDBMS system that provides distributive processing for FAA's Office of Human Resource Management, used to automate and decentralize the process of filling positions and determining pay.

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**2.2.39 WEBCM - (ATO).** A web-based application designed and developed to support the National Air Space Change Proposal (NCP) process. The NCP process is the primary configuration management mechanism used within the FAA to manage critical technical documentation and changes that describe the National Air Space (NAS), it's components, and systems.

**2.2.40 WCIS (Worker's Compensation Information System).** A Client-Server, Microsoft Windows, Powerbuilder, Unix/Oracle RDBMS system that provides immediate access to dollar amounts, injury information, and claim forms used to process work-related accidents that occur to Department of Transportation employees.

**Note:** The aforementioned systems are several of many IT systems the MMAC may support. As task requests are submitted under the contract, the requirements for systems support will be defined. Task requests may be issued on systems that are not identified above.

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**2.3 TECHNICAL DEFINITIONS**

- 2.3.1 3270.** IBM's interactive communications terminal standard.
- 2.3.2 ACC.** Account Classification Code.
- 2.3.3 ACD.** Automatic Control Distributor.
- 2.3.4 ACI.** ADABAS CICS Interface.
- 2.3.5 ActiveX.** A loosely defined set of technologies developed by Microsoft. ActiveX is an outgrowth of two other Microsoft technologies called OLE (Object Linking and Embedding) and COM.
- 2.3.6 ADABAS (Adaptable DataBase System).** Software AG's Database Software. Provides flexible database creation, retrieval/update, and maintenance capabilities. It offers facilities for full-text storage and retrieval, voice and/or image, geographic data management, entity relationship data models, and object-oriented applications.
- 2.3.7 ADABAS SQL.** ADABAS Native SQL.
- 2.3.8 ADP.** Automated Data Processing.
- 2.3.9 ASP (Active Server Page).** Dynamically created web page with an .ASP extension that utilizes ActiveX scripting, usually VB Script or Jscript code.
- 2.3.10 Batch LID.** High-level restricted application batch job user-ID.
- 2.3.11 BDAM.** Basic Direct Access Method.
- 2.3.12 BROKER.** Software AG's database middleware access software.
- 2.3.13 CICS.** An inter-active telecommunications software package that is capable of providing on-line real-time processing to all terminals and printers established on the network.
- 2.3.14 CDA.** Central Domain Administration.
- 2.3.15 CGI (Common Gateway Interface).** Specification for transferring information between a World Wide Web server and a CGI program designed to accept and return data that conforms to the CGI specification.
- 2.3.16 CICS.** An inter-active telecommunications software package that is capable of providing on-line real-time processing to all terminals and printers established on the network.
- 2.3.17 CLIENT-SERVER.** The division of an application into separate processes capable of operating on separate central processing units connected over a network.
- 2.3.18 COBOL (Common Business Orientated Language).** COBOL is a high-level programming language developed in 1960 and used for business applications.

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**2.3.19 COM-LETE.** An integrated telecommunications software package that is capable of providing on-line real-time processing to and from all terminal and printers established on the network.

**2.3.20 COM Objects.** Microsoft software architecture to build component-based applications. They are discrete language-independent components, each with a unique identity, which expose interfaces that allow applications and other components to access their features.

**2.3.21 DASD.** Direct Access Storage Device.

**2.3.22 DBA.** Database Administrator.

**2.3.23 DB2.** IBM's Relational Database Software.

**2.3.24 DCOM.** Distributed Components Object Model.

**2.3.25. EASE.** Enterprise Architecture Solutions Environment – an IBM Mainframe with Z/OS and Linux (formerly Integrated Computing Environment - Mainframe and Network (ICE-MAN)).

**2.3.26 ETS.** FAA Telecommunications System.

**2.3.27 GUI.** Graphical User Interface.

**2.3.28 HTML.** Hyper-Text Markup Language (HTML) is a Standard Generalized Markup Language (SGML) used to format documents for the World Wide Web. Using HTML as a standard language to create documents enables the documents to be independent of the computer platform. In practical terms, HTML is a collection of platform-independent styles (indicated by mark-up tags) that define the various components of a document.

**2.3.29 IBM.** International Business Machines.

**2.3.30 IDCAMS.** The access method services part of IBM's system managed storage (DFSMSdfp).

**2.3.31 IMS.** Information Management System (database software).

**2.3.32 INTER-COM.** An interactive telecommunications software package that is capable of providing on-line real-time processing to and from all terminals and printers established on the network.

**2.3.33 IT.** Information Technology.

**2.3.34 Java.** A high-level object-oriented programming language well suited for web development. It is similar to C++, but simplified to eliminate language features that cause common programming errors.

**2.3.35 JCL (Job Control Language).** Provides the means of communication between an application program and the operating system and computer hardware.

**2.3.36 JSP (Java Server Page).** A server-side technology, which are an extension to the Java servlet technology that was developed by Sun.

**2.3.37 LAN.** Local Area Network.

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- 2.3.38 LINUX.** A version on UNIX operating system.
- 2.3.39 LPR.** Logical Partition.
- 2.3.40 MAINFRAME.** A large capacity computer system with processing power that is significantly superior to a PC or midrange computer.
- 2.3.41 MIPS.** Millions of instructions per second.
- 2.3.42 NATURAL.** Natural is a type of computer query language that allows a user to make queries in ordinary English rather than special computer syntax.
- 2.3.43 NET.** Microsoft operating system platform that incorporates applications, a suite of tools and services and a change in the infrastructure of the company's Web strategy.
- 2.3.44 ORACLE.** Oracle is a relational database management system (RDBMS). Oracle is scalable from a small microcomputer to larger mainframes. Versions are available for many operating systems, including MVS, Unix, Windows NT and Sun.
- 2.3.45 PC.** Personal computer.
- 2.3.46 POWERBUILDER.** An applications development language that uses graphical user interface (GUI), and "point and click" techniques to build object oriented applications. Powerbuilder is usually used in enterprise scale applications employing client-server architecture. It lets you create distributed, component-based applications. Objects may be saved in C++, ActiveX, COM/DCOM, CORBA, JavaBeans proxy, and other industry-standard formats.
- 2.3.47 Production Control.** The process and support for starting, monitoring and ending batch and online jobs.
- 2.3.48 P210.** ICE-MAN Production LPAR.
- 2.3.49 RACF.** Remote Access Control Facility.
- 2.3.50 RPC.** Remote Procedure Calls.
- 2.3.51 Script.** Another term for macro or batch file, a script is a list of commands that can be executed without user interaction. A script language is a simple programming language with which you can write scripts.
- 2.3.52 SDSF.** System Display and Search Facility.
- 2.3.53 SMF.** System Management Facility.
- 2.3.54 SMS.** System Management Storage.
- 2.3.55 SOAP (Simple Object Access Protocol).** Lightweight XML-based messaging protocol used to encode the information in Web service request and response messages before sending them over a network.
- 2.3.56 SQL (Structured Query Language).** Standardized query language for requesting information from a database; i.e., Transact-SQL in support of Microsoft and PL/SQL in support of Oracle.

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**2.3.57 SQL Server.** Generically, any database management system (DBMS) that can respond to queries from client machines formatted in the SQL language. When capitalized, the term generally refers to either of two database management products from Sybase and Microsoft. Both companies offer client-server DBMS products called SQL server.

**2.3.58 SYSJ.** ICB-MAN Test LPAR.

**2.3.59 TCP/IP.** Transport Control Protocol/Internet Protocol.

**2.3.60 TPX.** Terminal Productivity Executive.

**2.3.61 TSO.** A timesharing option that allows numerous users to use the facilities of the main computer in a conversational manner.

**2.3.62 TSO/E.** Time Sharing Option Extensions.

**2.3.63 UDDI (Universal Description, Discovery, and Integration).** A web-based distributed directory that enables businesses to list themselves on the Internet and discover each other, similar to a traditional phone book's yellow and white pages.

**2.3.64 USS.** UNIX System Services.

**2.3.65 Visual Basic.** A Microsoft programming language and environment developed by Microsoft that is event-driven and allows a programmer to add a substantial amount of code simply by dragging and dropping controls, such as buttons and dialog boxes, and then defining their appearance and behavior.

**2.3.66 VSAM.** Virtual Storage Access Method.

**2.3.67 WAN.** Wide Area Network.

**2.3.68 Web Services.** Describes a standardized way of integrating Web-based applications using the XML, SOAP, WSDL and UDDI open standards over an Internet protocol backbone. XML is used to tag the data, SOAP is used to transfer the data, WSDL is used for describing the services available and UDDI is used for listing what services are available. Web services share business logic, data and processes through a programmatic interface across a network rather than a Graphical User Interface (GUI). Developers can then add the Web service to a GUI (such as a Web page or an executable program) to offer specific functionality to users. Web services allow different applications from different sources to communicate with each other without time-consuming custom coding, and because all communications is in XML, Web services are not tied to any one operating system or programming language.

**2.3.69 WebSphere.** IBM's middleware web server.

**2.3.70 WSDL (Web Services Description Language).** An XML-formatted language used to describe a Web service's capabilities as collections of communication endpoints capable of exchanging messages.

**2.3.71 XML (Extensible Markup Language).** Allows designers to create their own customized tags, enabling the definition, transmission, validation, and interpretation of data between applications and between organizations.

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**SECTION 3 – GOVERNMENT FURNISHED PROPERTY AND SERVICES**

**3.1 General.** The Government shall provide, without cost, the facilities, equipment, materials and services listed below. The Government-furnished property and services provided as part of this effort shall be used by the contractor only to perform under the terms of the resulting contract. No expectation of personal privacy or ownership using any FAA electronic information or communication equipment shall be expected.

**3.2 Property.**

**3.2.1 Facilities.** The Government shall provide facilities at the Mike Monroney Aeronautical Center, 6500 South MacArthur Boulevard, Oklahoma City, Oklahoma 73125, or other local Government leased/owned facilities, including all utilities, telephone, janitorial services and furniture for contractor employees performing on tasks unless otherwise noted in the individual task order.

**3.2.2 Equipment.** The Government shall provide the following:

- a. A suitable working environment (i.e., office furniture and administrative supplies).
- b. A Personal Computer (PC) with access to an appropriate host computer and auxiliary hardware and software required in the performance of this contract.
- c. A laptop under certain conditions and with approval from the COTR.
- d. Pagers, headsets, cell phones and maintenance agreements for such equipment when determined to be applicable by the COTR. The Government will replace items that are determined to be beyond economical repair by the COTR unless the damage or loss is due to contractor negligence.
- e. Limited use of Government vehicles to transport equipment to buildings.
- f. Government Furnished Property (GFP) will be identified on each individual task as required. The respective COTR will identify and make available required Government property in accordance with contract requirements. In furtherance of this, the COTR will initiate, process and maintain source documents, perform inventory verification, and validate the contractor's annual property report. The Contractor shall be directly responsible and accountable for all Government property provided under this contract, including property in the possession or control of a subcontractor. The Contractor shall comply with associated Federal Aviation Administration (FAA) property clauses and contract requirements, including submission of an annual report pursuant to CDRL A001 (Status of Government Furnished Equipment (GFE) Report).

**3.2.3 Materials.** The Government shall furnish the following:

- a. The basic reference manuals, and any revisions, updates, and changes thereto for use by the contractor.
- b. Microfiche or computerized documentation inherent to the nature of the functions being performed.

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**3.3 Use of Government Property.**

**3.3.1 Telephones.** Government telephones are provided for use in conducting official business. Occasionally, contractor employees are permitted to make calls that are considered necessary in the interest of the Government. Examples are as follows:

- a. Calls to home or doctor if a contractor employee is injured or becomes sick at work.
- b. A brief call to a location within the local commuting area to speak to a spouse or a minor child or those responsible for the child.
- c. Brief calls to locations within the local commuting area that can be reached only during working hours, such as local Government agency, bank, or physician.
- d. Brief calls to locations within the local commuting area to arrange for emergency repairs to home or car.

**3.3.2 Mail/Postage.** Contractor employees shall not have their personal mail directed to the Government office or use Government-furnished postage, either metered or stamps, for personal benefit.

**3.3.3 Electronic Mail (E-mail).** All e-mail access and use by contractor employees shall be in support of the individual's official duties and task responsibilities. All information created, transmitted, received, obtained, accessed, or in any way captured electronically using FAA e-mail systems is the property of the Government.

**3.3.4 Convenience Copiers.** Convenience copiers are to be used to copy material for official Government business only in performance of the task.

**3.3.5 Fax Machines.** Contractor employees shall not use Fax machines for other than official Government business in support of the task.

**3.3.6 Computers and Internet.** All Internet and electronic media access accomplished by contractor employees (utilizing Government-furnished equipment) shall be for official Government business and in support of task requirements. Use of computer systems for personal use is prohibited.

**3.3.7 Canvassing, Soliciting or Selling.** Contractor employees shall not engage in private activities for personal gain or any other unauthorized purpose while on Government-owned or leased property, nor may Government time or equipment be utilized for these purposes.

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**SECTION 4 – CONTRACTOR FURNISHED ITEMS AND SERVICES**

- 4.1 General.** The contractor shall furnish all personnel, services, and supervision to perform the requirements of this PWS.
- 4.2 Administrative Support.** The contractor shall provide a local off-site office and the necessary furniture and equipment, at the contractor's expense, to perform administrative and office functions.
- 4.3 Task Related Support.** When Government-furnished items are not available or accessible and with approval and authorization from the Government and as identified in a task description, the contractor shall provide the required work space including all utilities, telephone, janitorial services, etc.; workstations, associated hardware and software; office equipment; furnishing(s) and supplies necessary for contractor employees performing on tasks. The contractor shall provide the appropriate telecommunication connectivity, as required for information systems data base access. The Government reserves the right to inspect and approve all purchases.
- 4.4 Special Personnel Support Requirements.** When authorized, the contractor shall provide specialty skilled personnel to satisfy unique and specific tasks (i.e., feasibility studies, cost analysis, information business plans, systems architectural designs) that require a quick turn-around (e.g., 45, 60, 90, 180 days, etc.) provided such requirements are within scope of the contract. These tasks may be fixed price or time and material and require skill levels not identified under CLIN-2. The Government reserves the right to award a task(s) to another vendor based on the criticality of the task and/or if it is in the best interest of the Government.

**SECTION 5 – TECHNICAL REQUIREMENTS**

**5.1 SCOPE OF WORK**

**5.1.1 General.** The MMAC is an IT services provider to the Department of Transportation (DOT), the Federal Aviation Administration (FAA), and many other federal agencies. The types of services provided are identified below. Services will be acquired by issuing individual task orders. Contract type will be determined based on the circumstance of each order. The contractor shall furnish all personnel, management, supervision and subcontract items or services as necessary to perform various technical IT support services as stated in specific performance work statements for individual task orders. All work shall be performed in accordance with the FAA Integrated Capability Maturity Model (CMMi), International Standards Organization (ISO) 9001:2008, Software Engineering Institute Capability Maturity Model Process Management or other existing policies, standards, and processes. All deliverables become the sole property of the Government.

As part of the task order, the contractor may be required to obtain commercially available hardware and/or software, which are integral and/or incidental to the support being provided. New labor categories or skill levels may be added to CLIN 2 during the course of this contract to reflect changes in technology or the Government's needs, provided that the labor category or skill level falls within the general scope of work for this contract, which is for information technology and related support services.

**5.1.2 Program Requirements.** The contractor shall respond timely to task order requirements, and shall implement, manage and administer task orders developed in accordance with the task order procedures and contract administration requirements of this contract. The contractor shall ensure that all task order work is performed in accordance with the applicable task order, the task order SOW, and the delivery schedule, including ensuring that task order labor hour estimates are not exceeded during work performance on time and material tasks. Task order turn around time frames typically will be tight, allowing minimal time for response and

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preparation activities and subsequent work start-up. The response time for task order proposals will be specified upon issuance of the proposal request by the CO and will be dependent on the level of complexity and urgency of the specific requirement. Because of the diversity of technology, technical expertise, performance/skill levels and turn around times associated with the Government's IT requirements, the contractor must have personnel resources readily available with varying levels of expertise and experience. The contractor shall provide to the COTR on or before the fifteenth day of each month a Project Status Report in accordance with CDRL A009 (Contractor's Progress, Status and Management Report).

**5.1.3 Services.** The following, while not all-inclusive, are areas and activities typical of the services provided under this contract. During this contract period, there may be other technology solutions and/or support needed to accommodate unforeseen emerging requirements.

**5.1.3.1 System Development and Integration.** Automated business solutions and development for mainframe, client-server, microcomputer, web enabled mainframe or Internet/intranet WEB applications and system communications/connectivity and support. Automated business services for aviation safety, aviation regulation and certification, asset supply chain management, airman certification and rating, information security, instrument approach procedures automation, facilities management, portal systems, safety management, civilian personnel management, electronic document management, performance management, directives management, automated correspondence, automated directory and simulation.

**5.1.3.2 System Management and Hosting.** Centralized IT hardware and software systems support, telecommunications support, lease management, systems access, security access administration, disaster recovery support, and database management for various applications.

**5.1.3.3 Telecommunications.** Planning and development support services for all forms of network, voice & data communications including installing and configuring networks and gateways, troubleshooting connectivity, and setting up video conferencing.

**5.1.3.4 Information System Security.** Support for a wide range of system architectures and platforms. Expertise in National Institute of Standards and Technology security practices such as inventory asset identification, vulnerability/risk assessment, contingency/disaster recovery planning, configuration management, access control, and incident response.

**5.1.3.5 Information Media.** Video production, photography, and graphics services.

**5.1.3.6 Office Automation.** Support services for all forms of office automation, Local Area Network (LAN) server network administration, office automation desktop support for PC hardware and software, and computer hardware repair, problem resolution and maintenance.

**5.1.3.7 Project Management.** Certified Project Management Professional (PMP) services for IT projects.

**5.1.3.8 IT Training.** Instructional delivery (classroom and/or computer-based) and related curriculum development and revision support functions as related to the design, development, implementation, sustainment and/or enhancement of new, existing, and/or customized IT capabilities and initiatives.

**5.1.3.9 Best Practices.** Support and consultation for the adoption, implementation and sustainment of IT best practices to include but not limited to: Information Technology Infrastructure Library (ITIL), Capability Maturity Model Integration (CMMI), International Standards and Documentation (ISO), etc.

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**5.2 EMPLOYEE LABOR CATEGORIES AND DESCRIPTIONS:**

**5.2.1 General.** The contractor must provide employees proficient in a variety of IT environments for the labor categories identified below. Specific proficiencies will be identified in the SOW for each task order.

Category	Series
I	Programmer and Systems Analyst
II	Web Support
III	Data Base and System Administrator
IV	Information Technology Specialists
V	Office Automation
VI	Functional Analyst
VII	Information Engineer
VIII	Computer Operator
IX	Technical Support
X	Telecommunications
XI	Research
XII	Data Engineer
XIII	Systems Architect

**5.2.2 Substitution for Education.** The Government recognizes varying levels of education and experience in the position descriptions and that many times experience and/or industry certification is as or more important than formal preparation. Therefore, the following substitution may be applied, subject to COTR approval.

**5.2.3 Allowable Substitutions:**

- a. A Master's degree in an appropriate discipline will be considered equivalent to two (2) years of relevant experience. A doctoral or Ph.D. degree in an appropriate discipline will be considered equivalent to four (4) years of relevant experience.
- b. Eight (8) years of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to a Bachelor's degree.
- c. Four (4) years of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to an Associate's degree.
- d. Six (6) years of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to a Bachelor's degree, when combined with a certification equivalent to PMP, ITIL, CISSP, CCNP, MCSE, MCSD, CPCM, or CPSM.
- e. Three (3) years of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to an Associate's degree, when combined with a certification equivalent to PMP, ITIL, CISSP, CCNP, MCSE, MCSD, CPCM, or CPSM.
- f. In the support labor categories, an appropriate degree will be considered equivalent to two (2) years of general experience.
- g. An accredited Bachelor's or Master's degree not listed or not considered equivalent will be counted as one (1) year of relevant experience; Ph.D. degree will be counted as two (2) years of relevant experience.
- h. Relevant experience is experience directly related to the work, task or project being evaluated. The nature of the activities, analyses and work products must be very similar or identical to those of the intended project.
- i. General experience is any experience.

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i. There is no experience substitution for any Ph.D. categories.

**5.3 CATEGORY I – PROGRAMMER AND SYSTEMS ANALYST SERIES**

Skill Identifier	Skill Name	Exp Rqmt (years)	Education (degree) Rqmt
A	Programmer, Level III	2	Bachelor's
B	Programmer, Level II	1	Bachelor's
C	Programmer, Level I	None	Associate's
D	Systems Analyst/Programmer, Level V	7	Bachelor's
E	Systems Analyst/Programmer, Level IV	6	Bachelor's
F	Systems Analyst/Programmer, Level III	5	Bachelor's
G	Systems Analyst/Programmer, Level II	4	Bachelor's
H	Systems Analyst/Programmer, Level I	3	Bachelor's

**5.3.1 Skill A – PROGRAMMER, LEVEL III:**

**5.3.1.1 Experience:** At least two years of progressive experience is required involving applications on various IT environments using high level programming languages, and skills as specified in the task SOW. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.3.1.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.3.1.3 Duties:** Under general supervision, analyzes systems requirements and design specifications and develops diagrams and logic charts. Translates detailed design into computer programs. Tests, debugs, and refines the computer programs to produce the required products. Prepares required documentation to include both program and user level documentation. Enhances programs to reduce execution time or improve efficiency. Provides technical direction to Level I and II Programmers. Follows guidance established in standards. Maintains systems, which may be implemented on various IT environments. Establishes and maintains system security. Participates in and conducts structured project reviews (walk through). Provides management with status of projects, problems or other outstanding project related issues.

**5.3.2 Skill B – PROGRAMMER, LEVEL II:**

**5.3.2.1 Experience:** At least one year of experience in programming is required. Must possess knowledge of high level programming languages, and skills as specified in the task SOW.

**5.3.2.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.3.2.3 Duties:** Develops, tests, and documents simple to moderately complex computer programs. Under close supervision, develops diagrams, logic charts, and coding structures to solve relatively simple problems. Makes changes in established systems to adapt them to new requirements. Systems may be implemented on various IT environments. Establishes and maintains system security. Prepares program documentation as required. Follows guidance established in standards. Participates in structured project reviews (walk through). Provides management with status of projects, problems or other outstanding project related issues.

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**5.3.3 Skill C – PROGRAMMER, LEVEL I:**

**5.3.3.1 Experience:** No experience is required.

**5.3.3.2 Minimum Education:** An Associate's degree in computer science, information systems, or other related discipline is required with a grade point average of 3.5. Individual must have completed relevant programming courses.

**5.3.3.3 Duties:** Works under close supervision in assisting Level I and II Programmers in accomplishing the duties assigned to them.

**5.3.4 Skill D – SYSTEMS ANALYST/PROGRAMMER, LEVEL V:**

**5.3.4.1 Experience:** At least seven years of progressive experience is required in computer programming and analysis in broad based IT environments, including contemporary computer hardware and programming languages. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.3.4.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.3.4.3 Duties:** Performs high-level systems analysis, design, programming, documentation, and implementation of very complex applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications, configuring commercial-off-the-shelf applications, and/or developing new applications. Directs and participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies higher-level business and data manipulation principles and methods to very difficult technical problems to arrive at automated solutions. Designs charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task on a highly complex combination of one or more task orders. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

**5.3.5 Skill E - SYSTEMS ANALYST/PROGRAMMER, LEVEL IV:**

**5.3.5.1 Experience:** At least six years of progressive experience is required in computer programming and analysis in broad based IT settings, including contemporary computer hardware and programming languages. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.3.5.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.3.5.3 Duties:** Supports a Level V Systems Analyst/Programmer on highly complex and diverse tasks. Performs systems analysis, design, programming, documentation, and implementation of applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications, configuring commercial-off-the-shelf applications, and/or developing new applications. Directs and participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and

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prepares technical reports and related documentation, and charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task on a complex combination of one or more task orders. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

**5.3.6 Skill F – SYSTEMS ANALYST/PROGRAMMER, LEVEL III:**

**5.3.6.1 Experience:** At least five years of progressive experience is required in computer programming and analysis in broad based IT settings, including contemporary computer hardware and programming languages. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.3.6.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.3.6.3 Duties:** Supports a Level IV Systems Analyst/Programmer on highly complex and diverse tasks. Performs systems analysis, design, programming, documentation, and implementation of applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications, configuring commercial-off-the-shelf applications, and/or developing new applications. Directs and participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and prepares technical reports and related documentation, and charts and graphs to record results. Prepares and delivers presentations and briefings as required by the task order. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

**5.3.7 Skill G – SYSTEMS ANALYST/PROGRAMMER, LEVEL II:**

**5.3.7.1 Experience:** At least four years of progressive experience is required in computer programming and analysis in broad based IT settings, including contemporary computer hardware and programming languages. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.3.7.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.3.7.3 Duties:** Under general supervision, performs assigned portions of system analysis, design, programming, documentation, and implementation of applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications, configuring commercial-off-the-shelf applications, and/or developing new applications. Participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and prepares technical reports and related documentation, and charts and graphs to record results. Provides assistance in preparing and delivering presentations and briefings as required in the task. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

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**5.3.8 Skill H - SYSTEMS ANALYST/PROGRAMMER, LEVEL I:**

**5.3.8.1 Experience:** At least three years of progressive experience is required in computer programming and analysis in broad based IT settings, including contemporary computer hardware and programming languages. Must demonstrate good communication skills.

**5.3.8.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.3.8.3 Duties:** Under close supervision, performs assigned portions of system analysis, design, programming, documentation, and implementation of applications, which are administrative, business, or technically oriented in nature. This work will principally involve one or all of the following: modifying existing applications, configuring commercial-off-the-shelf applications, and/or developing new applications. Participates in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Applies standard business and data manipulation principles and methods to technical problems to arrive at automated solutions. Designs and prepares technical reports and related documentation, and charts and graphs to record results. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

**5.4 CATEGORY II - WEB SUPPORT SERIES**

Skill Identifier	Skill Name	Exp Rqmt (years)	Education (degree) Rqmt
I	Web Developer, Level III	5	Bachelor's
J	Web Developer, Level II	3	Bachelor's
K	Web Developer, Level I	1	Bachelor's
L	Web Technical Administrator	5	Bachelor's

**5.4.1 Skill I - WEB DEVELOPER, LEVEL III:**

**5.4.1.1 Experience:** At least five years of progressive experience is required in development, creation and maintenance of web-based applications. Must demonstrate good communication skills and the ability to work independently or under general direction only. Experience must include some or all of the below, as described in the task SOW:

- a) Developing web applications with Java, JavaScript, Java Applets, or Java Beans;
- b) HTML, an HTML editor (UltraDev, HomeSite, GoLive, etc.);
- c) Active Server Pages (ASP), Visual Basic Script, Lotus, Cold Fusion, or Sapphire/Web;
- d) Working knowledge of SQL and Oracle, Sybase, or MS SQL Server;
- e) Understanding of Component Object Model (COM+), ADO, RDO, DAO, ODBC, JAVA, XML; or
- f) Graphics Editor (PhotoShop, Paint Shop Pro, etc.); and/or
- g) Other tools for web development specified in the task SOW.

**5.4.1.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.4.1.3 Duties:** Involves the complete life cycle of web applications development. Directs and participates in all phases of web development with emphasis on the planning, analysis, testing and acceptance phases. Develops and implements large-scale, database-driven web applications using standards-based methodologies and tools. Ensures optimal operation of Intranet and Internet applications. Participates in discussions and meetings

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regarding functional and technical specifications of web-related projects. Translates functional requirements to technical specifications with the support of IT staff and management. Recommends and implements web technologies and software for utilization in assigned projects. Designs and codes web pages and associated web applications utilizing the approved software/development platform. Comply with accessibility (Section 508), security, privacy and organizational standards. Provides management with status of projects, problems or other outstanding project related issues. Produces technical documentation and site maps for web sites. Prepares and delivers presentations and briefings as required by the task on a highly complex combination of one or more task orders.

**5.4.2 Skill J – WEB DEVELOPER, LEVEL II:**

**5.4.2.1 Experience:** At least three years of progressive experience is required in development, creation and maintenance of web-based applications. Must demonstrate good communication skills and the ability to work independently or under general direction only. Experience must include some or all of the below, as described in the task SOW:

- a) Developing web applications with Java, JavaScript, Java Applets, Java Beans;
- b) HTML, an HTML editor (UltraDev, HomeSite, GoLive, etc.);
- c) Active Server Pages (ASP), Visual Basic Script, Lotus, Cold Fusion, or Sapphire/Web;
- d) Working knowledge of SQL and Oracle, Sybase, MS SQL Server;
- e) Component Object Model (COM+), ADO, RDO, DAO, ODBC, JAVA, XML; or
- f) Graphics Editor (PhotoShop, Paint Shop Pro, etc.); and or
- g) Other tools for web development specified in the task SOW.

**5.4.2.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.4.2.3 Duties:** Supports a Level III Web Developer on complete life cycle of web applications development. Participates in all phases of web development with emphasis on the planning, analysis, testing and acceptance phases. Develops and implements large-scale, database-driven web applications using standards-based methodologies and tools. Ensures optimal operation of Intranet and Internet applications. Participates in discussions and meetings regarding functional and technical specifications of web related projects. Translates functional requirements to technical specifications with the support of IT staff and management. Recommends and implements web technologies and software for utilization in assigned projects. Designs and codes web pages and associated web applications utilizing the approved software/development platform. Comply with accessibility (Section 508), security, privacy and organizational standards. Provides management with status of projects, problems or other outstanding project related issues. Produces technical documentation and site maps for web sites.

**5.4.3 Skill K - WEB DEVELOPER, LEVEL I:**

**5.4.3.1 Experience:** At least one year of progressive experience is required in development, creation and maintenance of web-based applications. Must demonstrate good communication skills. Experience must include some or all of the below, as described in the task SOW:

- a) Developing web applications with Java, JavaScript, Java Applets, or Java Beans;
- b) HTML, an HTML editor (UltraDev, HomeSite, GoLive, etc.);
- c) Active Server Pages (ASP), Visual Basic Script, Lotus, Cold Fusion, or Sapphire/Web;
- d) Working knowledge of SQL and Oracle, Sybase, MS SQL Server;
- e) Component Object Model (COM+), ADO, RDO, DAO, ODBC, JAVA, XML; or
- f) Graphics Editor (PhotoShop, Paint Shop Pro etc.); and/or
- g) Other tools for web development specified in the task SOW.

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**5.4.3.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.4.3.3 Duties:** Under close supervision, assists a Level II and/or III Web Developer on complete life cycle of web applications development. Participates in all phases of web development with emphasis on the planning, analysis, testing and acceptance phases. Works with a Level II and/or III Web Developer to develop and implement large-scale, database-driven web applications using standards-based methodologies and tools. Participates in discussions and meetings regarding functional and technical specifications of web related projects. Recommends web technologies and software for utilization in assigned projects. Codes web pages and associated web applications utilizing the approved software/development platform. Comply with accessibility (Section 508), security, privacy and organizational standards. Provides management with status of projects, problems or other outstanding project related issues. Produces technical documentation and site maps for web sites.

**5.4.4 Skill L - WEB TECHNICAL ADMINISTRATOR:**

**5.4.4.1 Experience:** At least five years of experience as a website administrator. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.4.4.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.4.4.3 Duties:** Responsible for achieving the overall technical integrity of the website. Maintains and upgrades hardware and software including website technical architecture related to hardware and telecommunication connectivity. Communicates router configuration changes and troubleshoots system errors and bugs. Maintains servers, creates monitoring reports and logs, and ensures functionality of links. Monitors site for acceptable performance and user accessibility. Establishes backups and monitors site security. Provides management with status of projects, problems or other outstanding project related issues.

**5.5 CATEGORY III - DATA BASE AND SYSTEM ADMINISTRATOR SERIES**

Skill Identifier	Skill Name	Exp Rqmt (years)	Education (degree) Rqmt
M	Data Base Administrator, Level III	7	Bachelor's
N	Data Base Administrator, Level II	5	Bachelor's
O	Data Base Administrator, Level I	3	Bachelor's
P	System Administrator, Level IV	7	Bachelor's
Q	System Administrator, Level III	5	Bachelor's
R	System Administrator, Level II	3	Bachelor's
S	System Administrator, Level I	1	Bachelor's

**5.5.1 Skill M - DATA BASE ADMINISTRATOR, LEVEL III.**

**5.5.1.1 Experience:** At least seven years of progressive experience is required in providing or supporting installation, maintenance, and administration of system software and/or databases in a mainframe, client-server, and/or web-based environment. A minimum of four years experience must be directly related to database management. Must demonstrate good communication skills and the ability to work independently or under general direction only.

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**5.5.1.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.5.1.3 Duties:** Provides database support for IT systems in a mainframe, client-server, and/or web-based environment. Plans and coordinates new requirements with application development staff and advise project teams on the design of complex hierarchical or relational databases. Creates, modifies, deletes, reorganizes, and performs back up and restoration of database files, as required. Monitors database performance, resolves problems, performs fine-tuning, and recommends changes to improve efficiency. Establishes and maintains database security. Provides management with status of projects, problems or other outstanding project related issues.

**5.5.2 Skill N – DATA BASE ADMINISTRATOR, LEVEL II**

**5.5.2.1 Experience:** At least five years of progressive experience is required in providing or supporting installation, maintenance, and administration of system software and/or databases in a mainframe, client-server, and/or web-based environment. A *minimum* of three years experience must be directly related to database management. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.5.2.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.5.2.3 Duties:** Provides database support for IT systems in a mainframe, client-server, and/or web-based environment. Plans and coordinates new requirements with application development staff and advise project teams on the design of complex hierarchical or relational databases. Creates, modifies, deletes, reorganizes, and performs back up and restoration of database files, as required. Monitors database performance, resolves problems, performs fine-tuning, and recommends changes to improve efficiency. Establishes and maintains database security. Provides management with status of projects, problems or other outstanding project related issues.

**5.5.3 Skill O – DATA BASE ADMINISTRATOR, LEVEL I**

**5.5.3.1 Experience:** At least three years of progressive experience is required in providing or supporting installation, maintenance, and administration of system software and/or databases in a mainframe, client-server, and/or web-based environment. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.5.3.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.5.3.3 Duties:** Under general supervision, provides database support for IT systems in a mainframe, client-server, and/or web-based environment. Plans and coordinates new requirements with application development staff and advise project teams on the design of complex hierarchical or relational databases. Creates, modifies, deletes, reorganizes, and performs back up and restoration of database files, as required. Monitors database performance, resolves problems, performs fine-tuning, and recommends changes to improve efficiency. Establishes and maintains database security. Provides management with status of projects, problems or other outstanding project related issues.

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**5.5.4 Skill P – SYSTEM ADMINISTRATOR, LEVEL IV.**

**5.5.4.1 Experience:** At least seven years of progressive experience providing or supporting the installation, maintenance, and administration of system software in either a mainframe, client-server, and/or web-based environment as described in the task order (e.g., system administration of UNIX systems, Microsoft Windows, web servers, etc.) is required. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.5.4.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required.

**5.5.4.3 Duties:** Monitors system performance to ensure adequate resources (hardware, software and communications) are available to meet customer requirements. Coordinates problem resolution with customers, teaming partners and vendors. Evaluates new and existing system software and recommends changes to improve efficiency and/or functionality. Tunes system software and performs workload analysis and load balancing to optimize system efficiency. Performs authorized maintenance of a highly specialized nature on system software, compilers, assemblers, and utility systems. Establishes and maintains system security. Provides management with status of projects, problems or other outstanding project related issues.

**5.5.5 Skill Q – SYSTEM ADMINISTRATOR, LEVEL III.**

**5.5.5.1 Experience:** At least five years of progressive experience providing or supporting the installation, maintenance, and administration of system software in either a mainframe, client-server, and/or web-based environment as described in the task order (e.g., system administration of UNIX systems, Microsoft Windows, web servers, etc.) is required. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.5.5.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required.

**5.5.5.3 Duties:** Monitors system performance to ensure adequate resources (hardware, software and communications) are available to meet customer requirements. Coordinates problem resolution with customers, teaming partners and vendors. Evaluates new and existing system software and recommends changes to improve efficiency and/or functionality. Tunes system software and performs workload analysis and load balancing to optimize system efficiency. Performs authorized maintenance of a highly specialized nature on system software, compilers, assemblers, and utility systems. Establishes and maintains system security. Provides management with status of projects, problems or other outstanding project related issues.

**5.5.6 Skill R – SYSTEM ADMINISTRATOR, LEVEL II.**

**5.5.6.1 Experience:** At least three years of progressive experience providing or supporting the installation, maintenance, and administration of system software in either a mainframe, client-server, and/or web-based environment as described in the task order (e.g., system administration of UNIX systems, Microsoft Windows, web servers, etc.) is required. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.5.6.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required.

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**5.5.6.3 Duties:** Under general supervision, monitors performance of system software in both mainframe, client-server, and/or web-based environments and works with appropriate technical personnel to resolve problems. Coordinates problem resolution with customers, teaming partners and vendors. Evaluates new and existing system software and recommends changes to improve efficiency and/or functionality. Develops and maintains repository of data for statistical reporting. Assists Level III System Administrator with installation, maintenance and administration system software. Establishes and maintains system security. Provides management with status of projects, problems or other outstanding project related issues.

**5.5.7 Skill S – SYSTEM ADMINISTRATOR, LEVEL I.**

**5.5.7.1 Experience:** At least one year experience providing or supporting installation, maintenance, and administration of system software in either a mainframe, client-server, and/or web-based environment as described in the task (e.g., system administration of UNIX systems, Microsoft Windows, web servers, etc.) is required. Must demonstrate good communication skills.

**5.5.7.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering or other related discipline is required.

**5.5.7.3 Duties:** Under close supervision, monitors performance of system software in both mainframe, client-server, and/or web-based environments and works with senior level personnel to troubleshoot and resolve problems. Coordinates problem resolution with customers, teaming partners and vendors. Assists with coordination and testing of new software and software upgrades. Produces and distributes statistical reports. Establishes and maintains system security. Provides management with status of projects, problems or other outstanding project related issues.

**5.6 CATEGORY IV – INFORMATION TECHNOLOGY SPECIALTY SERIES**

Skill Identifier	Skill Name	Exp Rqmt (years)	Education (degree) Rqmt
T	Information Technology Security Specialist, Level III	7	Bachelor's
U	Information Technology Security Specialist, Level II	5	Bachelor's
V	Information Technology Security Specialist, Level I	3	Bachelor's
W	Information Technology Technical Specialist, Level III	10	Bachelor's
X	Information Technology Technical Specialist, Level II	9	Bachelor's
Y	Information Technology Technical Specialist, Level I	8	Bachelor's
Z	Information Technology Training Specialist	6	Bachelor's
AA	Project Manager (PMP Certified)	7	Bachelor's

**5.6.1 Skill T – INFORMATION TECHNOLOGY SECURITY SPECIALIST, LEVEL III.**

**5.6.1.1 Experience:** At least seven years of progressive experience supporting and/or administering security systems in either a mainframe, client-server, and/or web-based environment is required. Must demonstrate good communication skills and the ability to work independently or under general direction only.

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**5.6.1.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.6.1.3 Duties:** Keeps abreast of Federal computer security regulations, develops and implements comprehensive computer security programs and maintains detailed documentation of system security procedures. Periodically conducts security reviews, performs risk analysis and vulnerability assessments, and takes corrective action as necessary to correct security weaknesses. Prepares and conducts security awareness training for other employees. Audits daily transactions for accuracy and provides guidance to support personnel in researching and resolving problems. Assists other support personnel in determining and establishing access rights. Provides management with status of projects, problems or other outstanding project related issues.

**5.6.2 Skill U – INFORMATION TECHNOLOGY SECURITY SPECIALIST, LEVEL II.**

**5.6.2.1 Experience:** At least five years of progressive experience supporting and/or administering security systems in either a mainframe, client-server, and/or web-based environment is required. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.6.2.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.6.2.3 Duties:** Under general supervision, processes requests for adding, changing, or removing users' access to the computer system. Researches and resolves problems related to system access. Assists customers in designing security profiles for new applications, removes security for applications being removed from the system, and maintains related security tables. Works with security system development personnel to automate security functions and assists with testing prior to implementation. Also, provides training and documentation on automated security functions to users. Provides management with status of projects, problems or other outstanding project related issues.

**5.6.3 Skill V – INFORMATION TECHNOLOGY SECURITY SPECIALIST, LEVEL I.**

**5.6.3.1 Experience:** At least three years of experience working in information technology of which at least 1 year involved administering or supporting the administration of system security is required. Must demonstrate good communication skills.

**5.6.3.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.6.3.3 Duties:** Under close supervision, processes requests for adding, changing, or removing users' access to the computer system. Answers users' security-related questions and assists them in resolving problems related to access and use of automated security systems. Provides management with status of projects, problems or other outstanding project related issues.

**5.6.4 Skill W – INFORMATION TECHNOLOGY TECHNICAL SPECIALIST, LEVEL III:**

**5.6.4.1 Experience:** At least ten years of progressive experience is required in information technology system analysis, programming, or specialty. At least eight years must be intensive and progressive experience as described in the task including one year covering circumstances similar to the task requirement. Must demonstrate good communication skills and the ability to work independently or under general direction only.

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**5.6.4.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering or other related discipline is required.

**5.6.4.3 Duties:** Provides unique IT system analysis, design, documentation, and implementation assistance on problems, which require in-depth, state-of-the-art knowledge of a specialized IT discipline for effective implementation. Such specialized knowledge can only be achieved through intensive, extensive, and continuous application of the specialty at a level far exceeding that of the more general and broad based IT requirements of the analyst/programmer. May participate in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Prepares and delivers presentations and briefings as required by the task. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

**5.6.5 Skill X – INFORMATION TECHNOLOGY TECHNICAL SPECIALIST, LEVEL II:**

**5.6.5.1 Experience:** At least nine years of progressive experience is required in information technology system analysis, programming, or specialty. At least seven years must be intensive and progressive experience as described in the task including one year covering circumstances similar to the task requirement. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.6.5.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering or other related discipline is required.

**5.6.5.3 Duties:** Provides unique IT system analysis, design, documentation, and implementation assistance on problems, which require in-depth, state-of-the-art knowledge of a specialized IT discipline for effective implementation. Such specialized knowledge can only be achieved through intensive, extensive, and continuous application of the specialty at a level exceeding that of the more general and broad based IT requirements of the analyst/programmer. May participate in all phases of software development with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Prepares and delivers presentations and briefings as required by the task. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

**5.6.6 Skill Y – INFORMATION TECHNOLOGY TECHNICAL SPECIALIST, LEVEL I:**

**5.6.6.1 Experience:** At least eight years of progressive experience is required in IT system analysis, programming, or specialty. At least six years must be intensive and progressive experience as described in the task including one year covering circumstances similar to the task requirement. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.6.6.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering or other related discipline is required.

**5.6.6.3 Duties:** Provides unique IT system analysis, design, programming, documentation, and implementation assistance on problems, which require in-depth, state-of-the-art knowledge of a specialized IT discipline for effective implementation. Such specialized knowledge can only be achieved through intensive, extensive, and continuous application of the specialty at a level equal to or exceeding that of the more general and broad based IT requirements of the analyst/programmer. Applies higher-level business and data manipulation principles and methods to difficult technical problems to arrive at automated solutions. Designs charts and graphs to record results. May participate in all phases of software development with emphasis on requirements development,

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planning, analysis and design, and testing and acceptance phases. Prepares and delivers presentations and briefings as required by the task. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains system security.

**5.6.7 Skill Z – INFORMATION TECHNOLOGY TRAINING SPECIALIST:**

**5.6.7.1 Experience:** At least six years of experience analyzing needs, developing and presenting training is required. Three years must be IT specific training and in an adult education environment. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.6.7.2 Minimum Education:** A Bachelor's degree in English, communications or other related discipline is required.

**5.6.7.3 Duties:** Gathers and documents need for IT training and proposes feasible solutions. Designs, develops, and presents IT training in either classroom and/or computer-based setting. Coordinates classes, tracks and reports attendance, assesses employee progress and IT training program effectiveness. Improves/updates materials based on feedback and changes to IT training program. Complies with Federal law and policy regarding training. Requires substantial knowledge of computer systems.

**5.6.8 Skill AA – PROJECT MANAGER:**

**5.6.8.1 Experience:** At least seven years of demonstrated experience is required in project management. Three years must be non-overlapping project management experience in information technology projects. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.6.8.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required. Must be certified as a Project Management Professional (PMP) and approved through the Project Management Institute (PMI).

**5.6.8.3 Duties:** Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Plans, organizes and controls work activities of the project. Interfaces with all areas affected by the project including end users, computer services and client services. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensure adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks, and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analyses and solutions of problems.

**5.7 CATEGORY V – OFFICE AUTOMATION SERIES**

Skill Identifier	Skill Name	Exp Rqmt (years)	Education (degree) Rqmt
AB	Office Automation Specialist, Level IV (MCSE or Novell CNE Certified)	7	Bachelor's
AC	Office Automation Specialist, Level III	7	Bachelor's
AD	Office Automation Specialist, Level II	5	Bachelor's
AE	Office Automation Specialist, Level I	3	Bachelor's

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**5.7.1 Skill AB - OFFICE AUTOMATION SPECIALIST, LEVEL IV.**

**5.7.1.1 Experience:** At least seven years progressive experience in IT systems analysis, programming, or office automation is required. At least three years must be intensive and progressive experience in office automation. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.7.1.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required. Must be certified as a Microsoft Certified Systems Engineer (MCSE) or Novell Certified Network Engineer (CNE).

**5.7.1.3 Duties:** Designs local area networks for servers and personal computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of servers and personal computer software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security.

**5.7.2 Skill AC - OFFICE AUTOMATION SPECIALIST, LEVEL III.**

**5.7.2.1 Experience:** At least seven years progressive experience in IT systems analysis, programming, or office automation is required. At least three years must be intensive and progressive experience in office automation. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.7.2.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.7.2.3 Duties:** Designs local area networks of servers and personal computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of server and personal computer software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security.

**5.7.3 Skill AD - OFFICE AUTOMATION SPECIALIST, LEVEL II.**

**5.7.3.1 Experience:** At least five years progressive experience is required in IT systems analysis, programming, or office automation. At least two years must be intensive and progressive experience in office automation. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.7.3.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

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**5.7.3.3 Duties:** Under general supervision, designs local area networks of mini/micro computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of mini/micro software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security

**5.7.4 Skill AE - OFFICE AUTOMATION SPECIALIST, LEVEL I**

**5.7.4.1 Experience:** At least three years of progressive experience is required in IT system analysis, programming, or office automation. At least one year must be intensive and progressive experience in office automation. Must demonstrate good communication skills.

**5.7.4.2 Minimum Education:** A Bachelor's degree in computer science, information systems, or other related discipline is required.

**5.7.4.3 Duties:** Under close supervision, designs local area networks of mini/micro computers for office settings. Performs installation as required by the manufacturer, configuration management, and ensures all systems perform as ordered. Provides detailed assistance in maintenance, administration, and operation of mini/micro software. Performs detailed comparisons of various office automation approaches. Provides management with status of projects, problems or other outstanding project related issues. Establishes and maintains local area network security

**5.8 CATEGORY VI - FUNCTIONAL ANALYST SERIES**

Skill Identifier	Skill Name	Exp Rqmt (years)	Education (degree) Rqmt
AF	Functional Analyst, Level IV	10	Bachelor's
AG	Functional Analyst, Level III	9	Bachelor's
AH	Functional Analyst, Level II	8	Bachelor's
AI	Functional Analyst, Level I	7	Bachelor's

**5.8.1 Skill AF - FUNCTIONAL ANALYST, LEVEL IV:**

**5.8.1.1 Experience:** At least ten years of progressive experience in respective area (i.e., accounting, human resources, logistics, etc.) is required. Must have a detailed knowledge of respective organizational practices, procedures, policies and methodologies pertaining to the management and administration of automated Government systems. Must have experience in Governmental procedures and policies and demonstrate good communication skills and the ability to work independently or under general direction only.

**5.8.1.2 Minimum Education:** A Bachelor's degree in computer science, information systems, accounting, human resources, or other related discipline is required.

**5.8.1.3 Duties:** Works closely with systems analysts and applies experience of respective functional area (i.e., accounting, human resources, logistics, etc.) to system analysis and design areas for large scale, complex systems. Analyzes problem areas and postulates feasible solutions. Provides assistance in the development of design deliverables. Participates in and conducts structured project reviews (walk through). Provides management with status of projects, problems or other outstanding project related issues.

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**5.8.2 Skill AG - FUNCTIONAL ANALYST, LEVEL III:**

**5.8.2.1 Experience:** At least nine years of progressive experience in respective area (i.e., accounting, human resources, logistics, etc.) is required. Must have a detailed knowledge of respective organizational practices, procedures, policies, and methodologies pertaining to the management and administration of automated Government systems. Must have experience in Governmental procedures and policies and demonstrate good communication skills and the ability to work independently or under general direction only.

**5.8.2.2 Minimum Education:** A Bachelor's degree in computer science, information systems, accounting, human resources, or other related discipline is required.

**5.8.2.3 Duties:** Works closely with system analysts and applies experience of respective functional area (i.e., accounting, human resources, logistics, etc.) to system analysis and design areas for large scale, complex systems. Analyzes problem areas and postulates feasible solutions. Works closely with system analysts. Provides assistance in the development of design deliverables. Participates in and conducts structured project reviews (walk through). Provides management with status of projects, problems or other outstanding project related issues.

**5.8.3 Skill AH - FUNCTIONAL ANALYST, LEVEL II:**

**5.8.3.1 Experience:** At least eight years of progressive experience in respective area (i.e., accounting, human resources, logistics, etc.) is required. Must have a detailed knowledge of respective organizational practices, procedures, policies, and methodologies pertaining to the management and administration of automated Government systems. Must have experience in Governmental procedures and policies and demonstrate good communication skills and the ability to work independently or under general direction only.

**5.8.3.2 Minimum Education:** A Bachelor's degree in computer science, information systems, accounting, human resources, or other related discipline is required.

**5.8.3.3 Duties:** Works closely with systems analyst and applies experience of respective functional area (i.e., accounting, human resources, logistics, etc.) to system analysis and design areas for large scale, complex systems. Analyzes problem areas and postulates feasible solutions. Participates in and conducts structured project reviews (walk through). Provides assistance in the development of design deliverables. Provides management with status of projects, problems or other outstanding project related issues.

**5.8.4 Skill AI - FUNCTIONAL ANALYST, LEVEL I:**

**5.8.4.1 Experience:** At least seven years of progressive experience in respective area (i.e., accounting, human resources, logistics, etc.) is required. Must have a detailed knowledge of respective organizational practices, procedures, policies, and methodologies pertaining to the management and administration of automated Government systems. Must have experience in Governmental procedures and policies and demonstrate good communication skills and the ability to work independently or under general direction only.

**5.8.4.2 Minimum Education:** A Bachelor's degree in computer science, information systems, accounting, human resources, or other related discipline is required.

**5.8.4.3 Duties:** Works closely with systems analyst and applies experience of respective functional area (i.e., accounting, human resources, logistics, etc.) to system analysis and design areas for large scale, complex systems. Analyzes problem areas and postulates feasible solutions. Participates in and conducts structured

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project reviews (walk through). Provides assistance in the development of design deliverables. Provides management with status of projects, problems or other outstanding project related issues.

**5.9 CATEGORY VII – INFORMATION ENGINEER SERIES**

Skill Identifier	Skill Name	Exp Rqmt (years)	Education (degree) Rqmt
AJ	Information Engineer, Level IV	12	Bachelor's
AK	Information Engineer, Level III	10	Bachelor's
AL	Information Engineer, Level II	8	Bachelor's
AM	Information Engineer, Level I	6	Bachelor's

**5.9.1 Skill AJ – INFORMATION ENGINEER, LEVEL IV:**

**5.9.1.1 Experience:** At least twelve years of demonstrated experience is required in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. A minimum of ten years must be intensive and progressive experience in managing the implementation of information engineering projects; systems analysis, design and programming; client/server environments; and as specified in the task. Managerial and leadership skills must be proven as well as exceptional written and oral communications skills demonstrated (i.e., including providing formal presentations to diverse audiences).

**5.9.1.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required.

**5.9.1.3 Duties:** Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse engineering and re-engineering disciplines to develop migration, strategic, and planning documents. Has experience with such methodologies as IDEF 0 process modeling and IDEF 1X data modeling. Recognized as an expert within professional societies by association, election to office, or lecturing at symposiums or seminars. Provides technical guidance in software engineering techniques and automated support tools. May participate in all phases of task performance with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Serves as team leader; provide highly complex technical guidance to professional team members, accountable for meeting schedules and cost objectives and for end results. Leads strategic planning for project/function; participates in task forces. Prepares and delivers presentations and briefings as required by the task. Provides management with updates on status of projects, problems or other outstanding project related issues.

**5.9.2 Skill AK – INFORMATION ENGINEER, LEVEL III:**

**5.9.2.1 Experience:** At least ten years of demonstrated experience is required in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. A minimum of eight years must be intensive and progressive experience in the implementation of information engineering projects; systems analysis, design and programming; systems planning; business information planning; and business analysis. Must demonstrate good communication skills and the ability to work independently or under general direction only.

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**5.9.2.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required.

**5.9.2.3 Duties:** Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. May participate in all phases of task performance with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Prepares and delivers presentations and briefings as required by the task. Provides management with status of projects, problems or other outstanding project related issues.

**5.9.3 Skill AL – INFORMATION ENGINEER, LEVEL II:**

**5.9.3.1 Experience:** At least eight years of demonstrated experience is required in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. A minimum of six years must be intensive and progressive experience in the implementation of information engineering projects; systems analysis, design and programming; systems planning; business information planning; and business analysis. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.9.3.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required.

**5.9.3.3 Duties:** Provides unique information systems analysis, design, documentation, and implementation assistance on problems, which require in-depth, state-of-the-art knowledge of a specialized information engineering discipline for effective implementation. Such specialized knowledge can only be achieved through intensive, extensive, and continuous application of the specialty at a level far exceeding that of the more general and broad based information engineering requirements of the analyst/programmer. May participate in all phases of task performance with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Prepares and delivers presentations and briefings as required by the task. Provides management with status of projects, problems or other outstanding project related issues.

**5.9.4 Skill AM – INFORMATION ENGINEER, LEVEL I:**

**5.9.4.1 Experience:** At least six years of demonstrated experience is required in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. A minimum of four years must be intensive and progressive experience in the implementation of information engineering projects; systems analysis, design and programming; systems planning; business information planning; and business analysis. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.9.4.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or other related discipline is required.

**5.9.4.3 Duties:** Provides unique information systems analysis, design, documentation, and implementation assistance on problems, which require in-depth, state-of-the-art knowledge of a specialized information

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engineering discipline for effective implementation. Such specialized knowledge can only be achieved through intensive, extensive, and continuous application of the specialty at a level far exceeding that of the more general and broad based information engineering requirements of the analyst/programmer. May participate in all phases of task performance with emphasis on requirements development, planning, analysis and design, and testing and acceptance phases. Prepares and delivers presentations and briefings as required by the task order. Provides management with status of projects, problems or other outstanding project related issues.

**5.10 CATEGORY VIII – COMPUTER OPERATOR SERIES**

Skill Identifier	Skill Name	Exp Rqmt (years)	Education (degree) Rqmt
AN	Computer Operator, Level IV	7	H.S. Graduate
AO	Computer Operator, Level III	5	H.S. Graduate
AP	Computer Operator, Level II	3	H.S. Graduate
AQ	Computer Operator, Level I	2	H.S. Graduate

**5.10.1 Skill AN – COMPUTER OPERATOR, LEVEL IV:**

**5.10.1.1 Experience:** Seven years is required in the operations of a large-scale computer system or a multi-server local area network and at least five years in a supervisory role. Knowledge of hardware, software and operating systems is required. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.10.1.2 Minimum Education:** Must be a high school graduate or equivalent.

**5.10.1.3 Duties:** Manages computer operations. Ensures production schedules are met. Ensures computer system resources are used effectively. Coordinates the resolution of production-related problems. Ensures proper relationships are established between customers, teaming partners, and vendors to facilitate the delivery of information technology services. Provides users with computer output. If assigned as a Task Leader, supervises staff operations.

**5.10.2 Skill AO - COMPUTER OPERATOR, LEVEL III:**

**5.10.2.1 Experience:** Five years is required in operating medium and large-scale computer systems. Must be familiar with all normal operating procedures.

**5.10.2.2 Minimum Education:** Must be a high school graduate or equivalent.

**5.10.2.3 Duties:** Operates computer consoles and peripheral equipment.

**5.10.3 Skill AP - COMPUTER OPERATOR, LEVEL II:**

**5.10.3.1 Experience:** Three years is required in operating medium and large-scale computer systems. Must be familiar with all normal operating procedures.

**5.10.3.2 Minimum Education:** Must be a high school graduate or equivalent.

**5.10.3.3 Duties:** Under general supervision, operates computer consoles and peripheral equipment.

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**5.10.4 Skill AQ - COMPUTER OPERATOR, LEVEL I:**

**5.10.4.1 Experience:** Two years is required in operating medium and large-scale computer systems. Must be familiar with all normal operating procedures.

**5.10.4.2 Minimum Education:** Must be a high school graduate or equivalent.

**5.10.4.3 Duties:** Under close supervision, operates computer consoles and peripheral equipment.

**5.11 CATEGORY IX – TECHNICAL SUPPORT SERIES**

Skill Identifier	Skill Name	Exp Rqmt (years)	Education (degree) Rqmt
AR	Technical Typist	1	H. S. Graduate
AS	Technical Writer, Level II	5	Bachelor's
AT	Technical Writer, Level I	3	Bachelor's
AU	Video Production Assistant	3	H.S. Graduate

**5.11.1 Skill AR - TECHNICAL TYPIST:**

**5.11.1.1 Experience:** One year of technical typing is required.

**5.11.1.2 Minimum Education:** Must be a high school graduate or equivalent. Must demonstrate good communication skills.

**5.11.1.3 Duties:** Prepares draft and final-form technical documents, which will become deliverables under the task. Must be capable of typing at least 60 words per minute, using the type of word processing software specified in the task SOW, and typing technical narratives and data. Responsible for the spelling, grammar, proper format, and proofreading of finished documents.

**5.11.2 Skill AS - TECHNICAL WRITER, LEVEL II:**

**5.11.2.1 Experience:** Five years of IT technical writing and documentation experience, graphics and presentation support, and/or maintenance of website content is required. Must have substantial knowledge of the capabilities of computer systems and demonstrate good communication skills and the ability to work independently or under general direction only.

**5.11.2.2 Minimum Education:** A Bachelor's degree in English, communications, or other related discipline is required.

**5.11.2.3 Duties:** Researches and writes documentation for IT systems including operations, procedures, standards, process guides, configuration management, program reports, etc., for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation according to standards. Creates and provides graphic support of technical information for both technical and non-technical personnel. Maintains web content of a website including the collection of current or updated information.

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**5.11.3 Skill AT - TECHNICAL WRITER, LEVEL I:**

**5.11.3.1 Experience:** Three years of technical writing and documentation experience is required. A minimum of one year must be in IT technical documentation. Must have substantial knowledge of the capabilities of computer systems and demonstrate good communication skills and the ability to work independently or under general direction only.

**5.11.3.2 Minimum Education:** A Bachelor's degree in English, communications, or other related discipline is desired.

**5.11.3.3 Duties:** Prepares, writes, and edits IT documentation including graphic presentation of information, which incorporates information provided by the user, specialist, analyst, programmer, and operations personnel. Interprets technical documentation standards and prepares documentation according to standards. Documentation is for both technical and non-technical personnel.

**5.11.4 Skill AU – VIDEO PRODUCTION ASSISTANT:**

**5.11.4.1 Experience:** A total of three years of progressive experience is required developing products with a television/graphics production team that will meet or exceed commercial broadcast and comparable contractor standards, as specified in the task SOW. Demonstrated experience must be work of a technical nature. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.11.4.2 Minimum Education:** Must be a high school graduate or equivalent.

**5.11.4.3 Duties:** Assists the team in all aspects of video production. Duties include but are not limited to, setup and tear down remote and in studio production equipment (i.e., lighting, cameras, teleprompter, tripods, etc.). Videotape scenes according to script and/or shot sheet, utilizing industry standard broadcast video cameras. Striking sets using proper lighting techniques. Captioning master tape in compliance with Section 508 standards. Perform preventive maintenance on VCR's and cameras in concurrence with product manuals.

**5.12 CATEGORY X – TELECOMMUNICATIONS SERIES**

Skill Identifier	Skill Name	Exp Rqmt (years)	Education (degree) Rqmt
AV	Telecommunications Specialist, Level VI	8	Bachelor's
AW	Telecommunications Specialist, Level V	7	Bachelor's
AX	Telecommunications Specialist, Level IV	5	H.S. Graduate
AY	Telecommunications Specialist, Level III	3	H.S. Graduate

**5.12.1 Skill AV - TELECOMMUNICATIONS SPECIALIST, LEVEL VI:**

**5.12.1.1 Experience:** At least eight years of progressive experience in data network and infrastructure design; and Internet/intranet telecommunications, including contemporary data, network design and configuration; and Internet/intranet telecommunications hardware and software is required. Must be able to evaluate, analyze, develop, manage, and improve communication systems procedures and requirements as outlined in the task order. Must demonstrate good communication skills and the ability to work independently or under general direction only.

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**5.12.1.2 Minimum Education:** A Bachelor's degree in telecommunications or other related IT sciences is required.

**5.12.1.3 Duties:** Performs systems analysis, including design and documentation. Interacts with and provides services to various Government agencies, public utilities, contractors, vendors, architects, and engineers. Develops plans, standards, policies, and documentation for new and existing data/network and Internet telecommunications program requests as outlined in the task order. Prepares and presents briefings as required by the Task Leader.

**5.12.2 Skill AW - TELECOMMUNICATIONS SPECIALIST, LEVEL V:**

**5.12.2.1 Experience:** Seven years of progressive experience in voice and data telecommunications, including contemporary voice and data telecommunication hardware and software is required. Must be able to evaluate, analyze, develop, manage, or improve communication systems, procedures, and requirements as outlined in the task order. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.12.2.2 Minimum Education:** A Bachelor's degree in telecommunications or other related IT sciences is required.

**5.12.2.3 Duties:** Performs systems analysis, including design and documentation. Interacts with and provides services to various Government agencies, public utilities, contractors, vendors, architects, and engineers. Develops plans, standards, policies, and documentation for new and existing voice/data telecommunication program requests as outlined in each task order. Prepares and presents briefings as required by the Task Leader.

**5.12.3 Skill AX - TELECOMMUNICATIONS SPECIALIST, LEVEL IV:**

**5.12.3.1 Experience:** Five years of progressive experience in voice and data telecommunications is required. Must be able to evaluate, analyze, develop, manage, or improve communication systems, procedures, and requirements as outlined in the task order. Must demonstrate good communication skills and the ability to work independently or under general direction only.

**5.12.3.2 Minimum Education:** High School graduate or equivalent is required.

**5.12.3.3 Duties:** Uses experience in a major area of voice and data telecommunication specialization, to develop voice and data telecommunication policy, technology, and programs. Must be able to develop independent solutions to problems, and interface with other voice and data telecommunication specialists to make decisions or recommendations to significantly change, interpret, or develop policies or programs. Interacts with and provides services to various Government agencies, vendors, engineers, architects, and the general public when a requirement is identified.

**5.12.4 Skill AY - TELECOMMUNICATIONS SPECIALIST, LEVEL III:**

**5.12.4.1 Experience:** Three years of progressive experience in voice and data telecommunications is required. Must be able to evaluate, analyze, develop, manage, or improve communication systems, procedures, and requirements as outlined in the task order. Must demonstrate good communication skills and the ability to work independently or under general direction only.

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**5.12.4.2 Minimum Education:** High School graduate or equivalent is required.

**5.12.4.3 Duties:** Uses knowledge of a wide range of voice and data telecommunication concepts, principles and practices or in-depth knowledge in a particular functional area of voice and data telecommunications, to accomplish work processes through the use of voice and data telecommunication devices, methods, services, and facilities. Reviews, analyzes, and resolves difficult and complex voice and data telecommunication problems as outlined in each task(s). Has extended contact with personnel outside the office, agency, headquarters, regions, etc.

**5.13 CATEGORY XI – RESEARCH SERIES**

Skill Identifier	Skill Name	Exp Rqmt (years)	Education (degree) Rqmt
AZ	Computer and Information Scientist, Level VI	10	Bachelor's
BA	Computer and Information Scientist, Level IV	7	Bachelor's
BB	Computer and Information Scientist, Level II	5	Bachelor's

**5.13.1 Skill AZ – COMPUTER AND INFORMATION SCIENTIST, LEVEL VI:**

**5.13.1.1 Experience:** A minimum of 10 years of full-time, progressive experience in Oracle system management consulting is required.

- Certification - Required to possess a Certified Oracle Master or an Oracle Certified Professional (OCP) certification. One of the following must be met:
  - Publishing/Presentation - Must have a demonstrable commitment to the advancement of IT knowledge by publishing or presenting in at least one of the following areas:
  - Books - IT technical books or recognized academic press.
  - Conference papers/presentations - OracleWorld, Database World, etc.
  - Academic Journals - IEEE, Journal of Information Systems, etc.
  - Trade Periodicals - Oracle Magazine, Oracle Internals, DM-Review, Dr. Dobbs journal, et

**5.13.1.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or other discipline. Twelve years of Oracle consulting may be substituted for formal education.

**5.13.1.3 Duties:** Recommends and takes action to direct the analysis and solutions of problems. Provides analysis of new software trends and technology improvements. Provides recommendations to all levels of management. Works with other team members to resolve complex issues related to Oracle multi-layer products and integrated products. Finds solutions for complex problems involving different platforms, products, customers and requirements.

**5.13.2 Skill BA – COMPUTER AND INFORMATION SCIENTIST, LEVEL IV:**

**5.13.2.1 Experience:** A minimum of seven years of full-time, progressive experience in Oracle relational database administration and/or Oracle system management consulting is required.

- Certification - Required to possess a Certified Oracle Master or an Oracle Certified Professional (OCP) certification. Nine years of Oracle consulting may be substituted.

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**5.13.2.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or other related discipline or Oracle Masters is required. Nine years of Oracle consulting may be substituted for formal education.

**5.13.2.3 Duties:** Recommends and takes action to direct the analyses and solutions of system problems. Provides extensive Oracle Federal knowledge to the team and gives advice. Works with other team members to resolve complex issues related to Oracle Federal Financial products and integrated products. Finds solutions for complex problems involving different products, customers and requirements. Provides knowledge transfer to new staff working on Oracle Federal system.

**5.13.3 Skill BB – COMPUTER AND INFORMATION SCIENTIST, LEVEL II:**

**5.13.3.1 Experience:** A *minimum* of five years of full-time, progressive experience in Oracle relational database administration and/or Oracle system management consulting is required.

- Certification - Required to possess a Certified Oracle Master or an Oracle Certified Professional (OCP) certification. Seven years of Oracle consulting may be substituted.

**5.13.3.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or other related discipline or Oracle Masters is required. Seven years of Oracle consulting may be substituted for formal education.

**5.13.3.3 Duties:** Recommends and takes action to direct the analyses and solutions of problems. Provides extensive database knowledge to the team and gives advice. Provides back up for routine activities. Provides knowledge transfer to new staff working on Oracle Federal system.

**5.14 CATEGORY XII – DATA ENGINEER SERIES**

Skill Identifier	Skill Name	Exp Rqmt (years)	Education (degree) Rqmt
BC	Enterprise Data Engineer, Level III	15	Bachelor's

**5.14.1 Skill BC – ENTERPRISE DATA ENGINEER, LEVEL III:**

**5.14.1.1 Experience:** A *minimum* of fifteen years of full-time, progressive experience as an Enterprise Data Engineer in the development of corporate data models. Specializes in business, information, performance, transactional and data warehouse data modeling and development, enterprise application integration and systems integration, data conversion, data extraction, transformation and load.

**5.14.1.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or other related discipline. Eight years of Enterprise Data Engineer consulting may be substituted for formal education.

**5.14.1.3 Duties:** Ability to provide and perform Enterprise Engineering, Business Analytics, Financial Management Solutions, Customer Relationship Management Solutions, Systems Integration Business Process Re-Engineering and Application Development.

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**5.15 CATEGORY XIII – SYSTEMS ARCHITECT SERIES**

Skill Identifier	Skill Name	Exp Rqmt (years)	Education (degree) Rqmt
BD	Systems Architect, Level III	10	Bachelor's

**5.15.1 Skill BD – SYSTEMS ARCHITECT, LEVEL III:**

**5.15.1.1 Experience:** 10+ years IT experience of which 2 years must be previous system architecture experience. Knowledge of Storage Area Networks (NetApp and HP EVA), Linux, Unix, Sun Solaris, Data Center Layout and configurations, and troubleshooting skills.

**5.15.1.2 Minimum Education:** A Bachelor's degree in computer science, information systems, engineering, or similar discipline.

**5.15.1.3 Duties:** Conduct an analysis of existing and new systems to provide long range goals for the Systems Maintenance Facility (SMF). Provide system architecture analysis and assessment for all systems within the SMF. Provide system architecture modernization analysis and implementation. Provide system performance tuning and capacity planning for Linux and Windows servers and NetApp and HP SAN storage system. Provide operations support and troubleshooting. Provide datacenter planning and support. All requirements aforementioned applies to all existing systems including DELPHI, FAA PRISM, ESC, PRISM, SWIFT, CASTLE, ECM, DOC.

**SECTION 6 – DATA**

**SECTION 6.1 – CONTRACT DATA REQUIREMENTS LIST (CDRL)**

**6.1.1.** All data deliverables shall be prepared and delivered in accordance with the corresponding CDRL items specified under the contract. CDRL items pertaining to specific work to be performed under task orders issued hereunder should be identified within the task's individual PWS. Although not normally priced separately, the resources to prepare and submit these data items should be included in the proposed price for said task. While the list below constitutes potential reporting requirements that may apply to the basic contract and/or individual task orders, the Government reserves the right to require additional documentation not specified herein depending on the tasking. All data shall be delivered FOB Destination as specified in the CDRL. The contractor shall furnish the CO one copy of the transmittal letter submitting any data requirements to the cognizant task COTR and/or MMAC PM.

**6.1.2. CDRLs:** All CDRL items identified hereunder shall be delivered in an electronic format compatible with what is currently used by the Government.

CDRL No.	TITLE
A001	Status of Government Furnished Equipment (GFE) Report
A002	Contractor Roster
A003	Employee Changes
A004	Training Report
A005	Monthly Progress Report
A006	Technical and Management Work Plan (Task Level)
A007	Conference Report

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A008	Contract Invoicing and Payment Report (Task Level)
A009	Contractor's Progress, Status and Management Report
A010	Quality Control Plan
A011	Program Management Plan
A012	Contractor Injury and Illness Report