INTERNATIONAL BUSINESS MACHINES (IBM)

GSA HUMAN RESOURCES & EEO SERVICES SCHEDULE – GS-02F-0036U

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

On line access to contract ordering information, terms and conditions, up to date pricing are available on IBM's website – www.ibm.com/easyaccess/gsa or call us directly at 1-800-333-6705.

IBM also has its terms and conditions published on GSA's GSA Advantage! Website - GSAAdvantage.gov.

Human Resources and EEO Schedule

FSC Group 738 Part X

SINS 595-22 and 595-26 (Private Shared Service Center)

IBM's GSA Schedule Contract number – GS-02F-0036U

Contract period – January 7, 2008 – January 6, 2018 Option Year 1 Extension

Business size - Large

IBM Corporation
6710 Rockledge Dr.
Bethesda, MD 20817
1-800-333-6705

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HUMAN RESOURCES & EEO SERVICES SCHEDULE – GS-02F-0036U

OVERVIEW OF IBM CAPABILITIES

IBM's Human Resources Line of Business Shared Service Center (HR LOB SSC) delivers leading HR solutions and high-value Federal HR consulting capabilities to enable the HR LOB program to achieve its goals: improve strategic management of human capital, improve operational efficiencies, achieve cost savings/avoidance from HR solution activities, and improve customer services. IBM's HR LOB SSC provides the following features:

- Leading-edge solutions and associated services meeting the Federal Government's core and non-core HR requirements
- Flexible solution framework allowing Federal customers to choose the optimal mix of HR solutions and services
- Proven approaches, methods, and tools for delivering SSC solutions and transitioning agencies with lower risk.
- Extensive, credible experience in delivering both Federal and commercial HR solutions and services

IBM provides three main services that cover the broad range of core and non-core functional areas:

- Technology: IBM's technology offering includes software, hardware, hosting, help desk and security.
- Human Capital Consulting Services: IBM can provide consulting services for the broad range Federal HR services. Our consulting teams have the appropriate experience to support Federal Government executives with their HR transformation initiatives.
- HR Operations Support: IBM can provide specialized personnel to perform a broad range of HR processes.

As an innovator in HR shared services and transformation, IBM has extensive experience in assisting Federal clients with transforming their organizations to operate within a shared-services model. IBM is the recognized leader in HR transformation and we hold this position because we have consistently delivered successful transformations across many industries around the world and most importantly to the U.S. Federal Government.

GENERAL INFORMATION

1. The following SINS apply to this Contract

SIN 595-22	HR Private Shared Service Center - Core
SIN 595-26	HR Private Shared Service Center – Non-Core

Non Core Technical and Consulting Services include:

- HR Strategy
- Organization and Position Management
- Staff Acquisition
- Performance Management
- Compensation Management
- Human Resource Development
- Employee Relations
- Labor Relations
- Separation Management

1. Maximum order- $1,000,000 for both SINS. Notwithstanding this limit, agencies may place and IBM may honor orders exceeding this limit.

2. Minimum Order – For SIN 595-22, IBM's minimum order under this Schedule is set at 15,000 employees. IBM may accept orders for less than 15,000 on a case-by-case basis.

3. Geographic Coverage – For all Special Items, the geographic scope of this Contract is within the United States, Puerto Rico and the District of Columbia. On a case-by-case basis, IBM will perform Services in support of US Government operations overseas.

4. Point of Production – IBM operates its Shared Service Center in Virginia

5. IBM's prices listed herein are net including associated discounts and GSA's Industrial Funding Fee.

6. Credit Card Orders - IBM will accept credit card orders of $2,500 (or the current micro-purchase threshold). To place a credit card order with IBM, a Government purchaser must provide IBM with the cardholder's name and telephone number, the card type, account number and expiration date. The Government credit card program provides that invoices are not necessary; therefore, IBM will present such invoices to the Government only upon specific request for an individual order.

7. Ordering Information -Orders shall be directed to the following locations:

IBM Government Systems Attn: Adam Jelic 6710 Rockledge Dr. Bethesda, MD 20817	Phone Number – 1-800-333-6705 FAX Number – 1-888-520-0533
Alternate Location: IBM Government Systems Attn: Adam Jelic 800 N. Frederick Avenue Gaithersburg, MD 20879	

7b. Ordering procedures: The GSA ordering procedures, including information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405.

8. Payment address(es).

ACH Payments: IBM Corporation C/O PNC Bank Lockbox IBM# 643584 500 First Avenue Pittsburgh, PA 15219 Attn: Lockbox IBM# 643584 (877-762-0830) ABA#: 043000096 Acct# 1017305745	Mail: IBM Corporation Lockbox 643584 PO Box 643584 Pittsburgh, PA 15264-3584

9. IBM's Company Information:

- Duns # - 83-513-0485
- Cage Code – 3BXY7
- Type of Contractor – Large Business
- Taxpayer ID – 13-087-1985
- IBM's information is available in the CCR database

CHAPTER 1 - TERMS AND CONDITIONS - SIN 595-22 AND 595-26

1.1 ORDERS

Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 51.232-19, Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence, except as may be otherwise agreed to by both IBM and the user agency.

For Services based on a mutually agreeable Statement of Work, in the event of conflict between the unique terms, conditions and prices of each negotiated engagement and the GSA Schedule terms, the Performance Based Service's task order shall govern.

Whenever the Government requires that service be provided at a domestic location by persons with security clearances, the Government shall state that requirement in each order issued. IBM may, at its option, reject any such orders by written notice to the ordering office within 60 days of receipt. If a DD Form 254, DOD Contract Security Classification Specification is required for security purposes, Section 6.a of the DD Form 254 should show the same IBM address as on the delivery order for maintenance coverage.

1.2 OWNERSHIP RIGHTS

IBM shall retain all right, title, and interest in Base Components (licenses and hardware).

IBM grants the Government a nonexclusive, nontransferable, revocable license to access and use the Base Components solely in connection with the Services as provided under this Agreement. The Government agrees not to download or otherwise copy, reverse assemble, reverse compile, decompile, or otherwise translate the software portions of the Base Components.

Rights Upon Expiration or Termination of the Service:

For generally available Software which on the date of expiration or termination of the Government's Agreement IBM is using solely to provide the Service to the End User, IBM will assign its license, if any, to such software to the Government upon the Government's payment of the termination fee associated with said software.

1.3 REQUIRED CONSENTS

The Government is responsible for promptly obtaining and providing to IBM all Required Consents necessary for IBM to provide the Services described in a Statement of Work. A Required Consent means any consents or approvals required to give IBM or our subcontractors

the right or license to access, use and/or modify (including creating derivative works) the hardware, software, firmware and other products, to enable IBM and our subcontractors to perform the Services set forth in the Statement of Work without infringing the ownership or license rights (including patent and copyright) of the providers or owners of such product. IBM will be relieved of the performance of any obligations that may be affected by your failure to promptly provide any Required Consents to IBM.

1.4 PERSONNEL

a. In recognition of the fact that assigned personnel to the Government under this contract may perform similar services from time to time for others, this contract shall not prevent IBM from performing such similar services or restrict IBM from using the personnel provided to the Government under this contract. IBM reserves the sole right to determine the assignment of its employees.

b. IBM and the Government will each be responsible for the management, direction, control, compensation, and supervision of its own employees.

c. IBM may perform its responsibilities under this Contract through its Affiliates or Subcontractors. IBM will be using professional service personnel to perform services procured hereunder.

d. If the Government reasonably determines that it is not in the Government's best interests for an employee of IBM, IBM's Affiliates, or their Subcontractors to continue performing the Services, the Government will provide IBM with a written notice and explanation for the Government's request to remove such employee from providing Services. Promptly after receiving such notice and explanation, IBM will investigate the matter and take appropriate action, which may include the removal of such employee.

Work schedules may be set forth in the Government's order. IBM will attempt to provide personnel in accordance with such schedules subject to circumstances beyond IBM's control. Should such personnel be unable to perform scheduled services under this contract because of illness, resignation, or other causes beyond IBM's reasonable control, IBM will attempt to replace such personnel within a reasonable time, but IBM shall not be liable for failure to replace such personnel within the schedule. All schedules may be revised by mutual agreement.

1.5 CHANGE

a. Except for changes made by IBM on an emergency basis, IBM will:

1. Obtain the Government's approval before making any unplanned changes that will have a material adverse effect on the Government's business operations

2. Schedule change activities with the goal of minimizing unreasonable interruptions to the Government's business operations.

1.6 TRANSITION/TRANSFORMATION

a. During the Transition Period, IBM will perform the Transition/Transformation. The Transition Period may be extended upon IBM's and the Government's mutual agreement.

b. IBM and the Government will agree to a Transition/Transformation Plan. The Government will cooperate with IBM in accomplishing all aspects of the Transition, including providing the resources necessary to perform the Government's responsibility in the Transition during the Transition/Transformation Period.

Specific requirements and responsibilities for the Transition period will be outlined in the Statement of Work.

1.7 TERMINATION

Non-Renewal and/or Termination for Convenience – All charges associated with a non-renewal or Termination shall be negotiated in accordance with the FAR. In addition to the Termination charges, the Government may incur wind down charges associated with transitioning the customer from the IBM Shared Service Center (SSC). Such charges may include: the labor charges associated with shutting down/transitioning, miscellaneous subcontractor labor related to the shut down, other miscellaneous charges which IBM has incurred and not yet billed to the contract such as, software maintenance charges not recovered through the monthly billings, reimbursement to IBM of any initial, one-time license or charges in an amount equal to the remaining unamortized value, if any, for the software, other service or transition charges not yet billed.

TECHNICAL AND CONSULTING SERVICES PROJECT TERMINATION

Either party (IBM or the Government) may terminate a project on written notice if the other party does not meet its obligations concerning the Statement of Work. Upon termination, IBM will stop work in an orderly manner as soon as practical.

The Government agrees to pay IBM for all Services provided and any Products and Materials delivered through the project's termination and any charges IBM incurs in terminating subcontracts, if any. The provisions of the Government's rights to Terminate for Convenience shall be in accordance with FAR 52.249-2.

1.8 LIMITATION OF LIABILITY

Circumstances may arise where, because of a default on IBM's part or other liability, the Government is entitled to recover damages from IBM. In each such instance, regardless of the basis on which the Government is entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), IBM is liable only for:

A. Payments referred to in IBM's Patents and Copyrights terms described herein;

B. Damages for bodily injury (including death) and damage to real property and tangible personal property; and

C. The amount of any other actual direct damages or loss, up to the greater of: (i) $100,000; OR (ii) the contract price (if recurring, 12 months' charges apply) for the Product or Service that is the subject of the claim. For purposes of this item, the term "Product" includes Materials, Machine Code and Licensed Internal Code. Nothing in this subsection C shall limit the Government's right to (i) excess reprocurement costs in the event of a Termination for Default; or (ii) the contractual remedies prescribed under the Price Reductions clause (GSAR 551.238-75) (May 2004)(Alternate I- May 2003) and GSAR 551.215-72, Price Adjustment – Failure to Provide Accurate Information (Aug 1997).

D. For classroom training or education material, IBM is liable for the charges associated with the corresponding item provided.

This limit also applies to any of IBM's subcontractors and Program developers. It is the maximum for which IBM and its subcontractors and Program developers are collectively responsible.

Items for which IBM is not liable:

Under no circumstances is IBM, or its subcontractors, or Program developers liable for any of the following even if informed of their possibility:

A. Loss of, or damage to data; or

B. Special, incidental, or indirect damages or for any economic consequential damages, or

C. Lost profits, business, revenue, goodwill or anticipated savings

D. Any third party claims against you except as described in the Patents and Copyrights section or as permitted by the Limitation of Liability section for bodily injury (including death) or damage to real or tangible personal property for which IBM is legally liable

The parties acknowledge that nothing in this provision shall restrict the Government's statutory remedies in the event of fraud.

1.9 Intellectual Property Protection

For purposes of this clause, the term "Product" includes Materials, Machine Code and Licensed Internal Code.

If a third party claims that a Product IBM provides to the Government infringes that party's patent or copyright, IBM will indemnify the Government, its officers, agents, and employees against liability, at IBM's expense and pay all costs, damages, and attorneys fees that a court finally awards or that are included in a settlement approved by IBM, provided that the Government:

A. Promptly notifies IBM in writing of the claim; and

B. Gives IBM such opportunity as is offered by applicable laws, rules or regulations to participate in the defense thereof. The Government shall make every effort to permit IBM to fully participate in the defense and/or in any settlement of such claim. However, IBM understands that such participation will be under the control of the Department of Justice.

Remedies

If such a claim is made or appears likely to be made, the Government agrees to permit IBM to enable the Government to continue to use the Product, or to modify it, or replace it with one that is at least functionally equivalent. If IBM determines that none of these alternatives is reasonably available, the Government agrees to return the Product to IBM on IBM's written request. IBM will then give the Government a credit equal to:

1. For a Machine, the Government's net book value provided the Government has followed generally-accepted accounting principles.
2. For a Program, the amount paid by the Government or 12 months' charges (whichever is less)
3. For Materials, the amount the Government paid IBM for the creation of the Materials.

This is subject to the Government's right to require continued use of the programs pursuant to the provisions of 28USC1498. In the event of such continued use, the Government shall notify IBM in writing of its election to continue use and agrees to undertake at the Government's expense the defense of any action against the Government and to indemnify IBM with respect to all costs, damages, and attorneys' fees attributed to such continued use after such notice is given to IBM; it being understood that IBM may participate at its expense in the defense of any such action if such claim is against IBM.

Claims for Which IBM is Not Responsible:

IBM has no obligation regarding any claim based on any of the following:

A The Government's modification of a Product, or a Program's use in other than its Specified Operating Environment.

B. Anything the Government provides which is incorporated into a Product or IBM's compliance with any designs, specifications, or instructions provided by the Government or by a third party on behalf of the Government;

C. The combination, operation, or use of a Product with other Products not provided by IBM as a system, or the combination, operation or use of a Product with any product, data , apparatus, or business method that IBM did not provide, or the distribution, operation or use of a Product for the benefit of a third party;

D. Infringement by a non-IBM Product.

The foregoing states the entire obligation of IBM with respect to infringement of patents or copyrights.

1.10 WARRANTY

IBM warrants it has the requisite corporate power and authority to execute, deliver and perform its obligations under this Agreement.

Compliance with Laws and Obligations

IBM warrants that it complies with the IBM Regulatory Requirements to the extent that such IBM Regulatory Requirements relate to the performance of its obligations under this Agreement.

Other Disclaimers

Advice, reports, data, and deliverables (including Materials) provided by IBM to CN are delivered without warranties of any kind.

IBM does not warrant uninterrupted or error-free operation of any machines, software, products, or Services or that IBM will find or correct all defects.

EXCEPT AS PROVIDED IN THIS WARRANTY OF THE BASE TERMS, THERE ARE NO EXPRESS WARRANTIES, REPRESENTATIONS, UNDERTAKINGS, OR CONDITIONS (STATUTORY OR OTHERWISE) BY IBM, AND THERE ARE NO IMPLIED WARRANTIES, REPRESENTATIONS, UNDERTAKINGS, OR CONDITIONS (STATUTORY OR OTHERWISE) BY IBM, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IN THIS AGREEMENT.

Warranty for IBM Professional Services:

IBM warrants that it performs each IBM Service using reasonable care and skill and according to its current description (including any completion criteria) contained in an Attachment or Statement of Work.

THIS WARRANTY IS YOUR EXCLUSIVE WARRANTY AND REPLACES ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

IBM does not warrant uninterrupted or error-free operation of any deliverable or Service or that IBM will correct all defects. Unless IBM specifies otherwise. It provides Materials and non-IBM Services WITHOUT WARRANTIES OF ANY KIND. However, non-IBM suppliers may provide their own warranties to you.

1.11 MATERIALS OWNERSHIP AND LICENSE

IBM will specify materials to be delivered to the Government. They will be identified as being "Type I Materials," "Type II Materials," or otherwise as mutually agreed upon. If not specified, Materials will be considered Type II Materials.

Type I Materials are those, created during the Service performance period, in which the Government has all right, title and interest (including ownership of copyright). IBM will retain

one copy of the Materials. IBM is granted 1) an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, distribute (internally and externally) copies of, and prepare derivative works based on Type I Materials and 2) the right to authorize others to do any of the former. With respect to data or materials of a proprietary nature, IBM will safeguard the data or materials in accordance with the terms of a mutually agreeable Confidential Disclosure Agreement.

Type II Materials are those, created during the Service performance period or otherwise (such as those that preexist the Service), in which IBM or third parties have all right, title and interest (including ownership of copyright). IBM will deliver one copy of the specified Materials to the Government. IBM grants the Government an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, and distribute, within the Government agency, copies of Type II Materials.

Both IBM and Government agree to reproduce the copyright notice and any other legend of ownership on any copies made under the license granted under this item.

Any idea, concept, know-how, or technique which relates to the subject matter of a service and is developed or provided by either IBM or the Government, or jointly, in the performance of a service may (subject to applicable patents and copyrights) be freely used by either the Government or IBM.

1.12 Complete Agreement

IBM's HRLOB Schedule Contract, including these published terms, and any RFP, Proposal and Statement of Work issued against the Contract constitute the complete Agreement of the parties and supersede all prior communications, agreement or understandings on this subject.

Any terms of this Agreement which by their nature extend beyond the Agreement termination remain in effect until fulfilled.

1.13 Principles of Our Relationship

a. Neither party grants the other the right to use its trademarks, trade names, or other designations in any promotion or publication without prior written consent.

b. Each party grants only the licenses and rights specified in this Agreement. No other licenses or rights (including licenses or rights under patents) are granted either directly, by implication, or otherwise.

c. The Government authorizes International Business Machines Corporation and its subsidiaries (and their successors and assigns, contractors, and IBM Business Partners) to store and use Customer's business contact information wherever they do business, in connection with IBM Products and Services or in furtherance of IBM's business relationship with Customer.

d. Customer is responsible for selecting Services that meet its needs and for the results obtained from the use of the Products and Services, including the Customer's decision to implement any recommendation concerning Customer's business practices and operations.

e. Where approval, acceptance, consent or similar action by either party is required under this Agreement, such action will not be unreasonably delayed or withheld.

f. As reasonably required by IBM to fulfill its obligations under this Agreement, Customer agrees to provide IBM with sufficient and safe access (including remote access) to Customer's facilities, systems, information, personnel, and resources. IBM is not responsible for any delay in performing or failure to perform caused by Customer's delay in providing such access or performing other Customer responsibilities under this Agreement.

IBM'S SHARED SERVICE CENTER PRICING AND LABOR RATES

Tiered Per Employee Pricing for HR LOB SSC Core Services

Tiered Per Employee Pricing for HR LOB SSC Core Services FY13-FY18

Annual Per Employee Price						
# of Employees	GFY13	GFY14	GFY15	GFY16	GFY17	GFY18
15,000 - 29,999	$435.78	$450.16	$465.01	$478.97	$493.33	$507.64
30,000 - 59,999	$269.06	$277.93	$287.11	$295.72	$304.59	$313.42
60,000 - 89,999	$189.72	$195.98	$202.45	$208.52	$214.78	$221.00
90,000 - 119,999	$158.67	$163.91	$169.32	$174.40	$179.63	$184.84
120,000 - 149,999	$147.18	$152.03	$157.05	$161.76	$166.61	$171.45
150,000 +	$136.83	$141.34	$146.01	$150.39	$154.90	$159.39

Labor Rates – Non-Core Services

GSASKILLLEVELKEY	GFY12	GFY13	GFY14	GFY15	GFY16	GFY17	GFY18
A'	$413	$404.00	$415.53	$427.43	$440.06	$453.10	$466.64
A	$336	$344.97	$354.81	$364.97	$375.75	$386.88	$398.44
B	$307	$315.20	$324.19	$333.47	$343.32	$353.49	$364.06
C	$280	$287.48	$295.68	$304.15	$313.13	$322.41	$332.05
D	$246	$252.57	$259.78	$267.22	$275.11	$283.26	$291.73
E	$216	$221.77	$228.10	$234.63	$241.56	$248.72	$256.15
F	$206	$211.50	$217.54	$223.77	$230.38	$237.21	$244.30
G	$190	$195.07	$200.64	$206.38	$212.48	$218.78	$225.32
H	$168	$172.49	$177.41	$182.49	$187.88	$193.45	$199.23
I	$136	$139.63	$143.61	$147.72	$152.08	$156.59	$161.27
J	$109	$111.91	$115.10	$118.40	$121.90	$125.51	$129.26
K	$73	$74.95	$77.09	$79.30	$81.64	$84.06	$86.57
L	$43	$44.15	$45.41	$46.71	$48.09	$49.51	$50.99

IBM Labor Categories

Series	Position Title	Function Performed	Qualifications
Conversion Support	Senior Consultant IT Specialist	Assesses the feasibility, cost and practicality of converting systems against developing new software. Develops detailed conversion and transition plans to define the conversion process, the size of HR conversion work packages, environmental considerations, system constraints, vendor extensions and schedule. Uses software conversion tools in conjunction with manual refinement to convert the system work packages.	A'
	Senior Consultant IT Specialist		A
	Certified IT Specialist		B
	Senior IT Specialist		C
	Advisory IT Specialist		D
	Senior Hardware/Software Conversion Specialist		E
	Senior Hardware/Software Conversion Specialist		F
	Staff Hardware/Software Conversion Specialist		G
	Staff Hardware/Software Conversion Specialist		H
	Associate Hardware/Software Conversion Specialist		I
	Associate Hardware/Software Conversion Specialist		J
	Associate Hardware/Software Conversion Specialist		K
	Associate Hardware/Software Conversion Specialist		K
Database Planning and Design	Senior Consultant IT Specialist	Provides technical expertise for the production of detailed HR database designs and design documentation, including data models and data flow diagrams. Evaluates and configures database management system (DBMS) products to match user requirements with system capabilities. Determines file organization, indexing methods, and security procedures for system databases. Plans coordinates conversion and migration of existing (or legacy) databases to state-of-the-art DBMSs.	A'
	Senior Consultant IT Specialist		A
	Certified IT Specialist		B
	Senior IT Specialist		C
	Advisory IT Specialist		D
	Senior Database Management Specialist		E
	Senior Database Management Specialist		F
	Staff Database Management Specialist		G
	Staff Database Management Specialist		H
	Senior Database Administrator		E
	Senior Database Administrator		F
	Staff Database Administrator		G
	Staff Database Administrator		H
	Database Designer/Architect		A'
	Database Designer/Architect		A

Series	Position Title	Function Performed	Qualifications
	Database Designer/Architect		B
	Database Designer/Architect		C
Data Records Management	Data Records Management Specialist	Provides services relating to the management of HR physical and/or electronic data. Establishes and maintains a data management facility to monitor report on and maintain the status of documentation.	I
	Data Records Management Specialist		J
	Data Records Management Specialist		K
Information Technology Consulting	Executive Consultant	Guides the assessment of IT/HR System Objectives and concept of operations. Guides identification of top level system requirements. Prepares high-level system architecture in terms of hardware, software, database and telecommunications components.	A’
	Executive Consultant		A
	Senior Consultant		B
	Consultant		C
	Associate Consultant		D
Implementation Support	Senior Program Office Support Specialist	Provides assistance in all aspects of the development and implementation process. Assists in planning, organizing, directing, coordinating, and evaluating the work of personnel in charge of task orders and/or integrated product teams. Assists in developing management plans and preparing management/cost performance reports.	E
	Senior Program Office Support Specialist		F
	Staff Program Office Support Specialist		G
	Staff Program Office Support Specialist		H
	Associate Program Office Specialist		I
	Associate Program Office Specialist		J
	Associate Program Office Specialist		K
	Associate Program Office Specialist		L
Network Communications	Network Designer/Architect	Provides assistance in all aspects of network management from network design through implementation and the maintenance of upgrading existing networks. Analyzes, designs, specifies, documents, and implements communication system requirements to support the distributed functionality of a software engineering environment.	A’
	Senior Consultant IT Specialist		A
	Certified IT Specialist		B
	Senior IT Specialist		C
	Advisory IT Specialist		D
	Senior Networking Systems Programmer		E
	Senior Networking Systems Programmer		F
	Staff Networking Systems Programmer		G
	Staff Networking Systems Programmer		H
Programming	Senior Consultant IT Specialist	Codes and tests software based upon software specifications and designs. Uses sound software engineering principles to ensure that the developed code is modifiable, efficient, reliable, understandable, and fault-tolerant. Provides software process management and control throughout the coding portion of the software development process.	A’
	Certified IT Specialist		B
	Senior IT Specialist		C
	Advisory IT Specialist		D
	Senior Programmer/Analyst		G
	Junior Programmer/Analyst		I
	Journeyman Programmer/Analyst		J
	Journeyman Programmer/Analyst		K

Series	Position Title	Function Performed	Qualifications
	Senior Systems Programmer/Analyst		C
	Senior Systems Programmer/Analyst		D
	Senior Systems Programmer/Analyst		E
	Senior Systems Programmer/Analyst		F
	Systems Programmer/Analyst		G
	Systems Programmer/Analyst		H
	Systems Programmer/Analyst		I
Project Management	Project Executive	Plans, coordinates, and manages all aspects of complex information technology projects. Prepares and presents status on project schedule, project costs, project deliverables, project risks, and risk containment strategies.	A’
	Project Executive		A
	Senior Project Manager		B
	Project Manager		C
	Project Manager		D
	Project Manager		E
	Project Manager		F
	Project Manager		G
	Task Leader		H
	Task Leader		I
	Task Leader		J
	Task Leader		K
Resources and Facilities Management	Facilities Manager	Plans, organizes, directs, coordinates and evaluates all tasks relating to the smooth operation of an automated data processing (ADP) facility. Develops facility/resource management plans and prepares management/costs performance reports.	C
	Facilities Manager		D
	Facilities Manager		E
	Facilities Manager		F
	Facilities Manager		G
Systems Analysis Design	Systems Architect	Analyzes user requirements, concept of operations documents, and high-level system architecture to develop system requirements specifications. Develops detailed system architecture and system design documentation. Guides system development and implementation planning through assessment or preparation of system engineering management plans and system integration and test plans. Develops system configuration documentation, including detailed designs for capacity planning, security systems and disaster recovery.	A’
	Systems Architect		A
	Senior Programmer/Analyst		G
	Junior Programmer/Analyst		H
	Journeyman Programmer Analyst		I
	Journeyman Programmer Analyst		J
	Senior Systems Programmer/Analyst		C
	Senior Systems Programmer/Analyst		D
	Senior Systems Programmer/Analyst		E
	Senior Systems Programmer/Analyst		F
	Senior Consultant IT Specialist		A
	Certified IT Specialist		B
	Senior IT Specialist		C
	Advisory IT Specialist		D
Systems Engineering	Senior Consultant IT Specialist	Provides expertise in the areas of HR system architecture, system design, systems engineering techniques, and	A
	Certified IT Specialist		B
	Senior IT Specialist		C

Series	Position Title	Function Performed	Qualifications
	Advisory IT Specialist	systems management processes. Analyzes and recommends commercially available hardware capable of meeting systems requirements.	D
	Senior Systems Engineer		E
	Senior Systems Engineer		F
	Systems Engineer		G
	Systems Engineer		H
Systems Installation	Senior Consultant IT Specialist	Performs site surveys, installs, tests, and validates operational automation and communications equipment/software as specified by installation standards, manufacturer's guidance, and safety codes.	A
	Certified IT Specialist		B
	Senior IT Specialist		C
	Advisory IT Specialist		D
	Senior Hardware/Software Installation Specialist		E
	Senior Hardware/Software Installation Specialist		F
	Senior Hardware/Software Installation Specialist		G
	Hardware/Software Installation Specialist		H
	Hardware/Software Installation Specialist		I
	Hardware/Software Installation Specialist		J
	Hardware/Software Installation Specialist		K
	Hardware/Software Installation Specialist		L
Security	Senior Consultant IT Specialist	Formulates and assesses IT/HR security policy to include business impact. Prepares security plans for employing an enterprise-wide security architecture to include the design of cryptographic solutions. Develops integrated security services management. Executes security awareness training. Assesses and audits network penetration testing antivirus planning assistance, risk analysis and incident response. Provides security engineering support for application development (including system security certifications and project evaluations). This may include the development, design and implementation of firewalls, and evaluation, review and test of security code	A
	Certified IT Specialist		B
	Senior IT Specialist		C
	Advisory IT Specialist		D
	Senior Security Systems Specialist		E
	Senior Security Systems Specialist		F
	Senior Security Systems Specialist		G
	Senior Security Systems Specialist		H
	Senior Security Systems Specialist		I
Independent Validation and Verification	IV & V Specialist	Verifies and validates the products and performance of a third-party development effort. Evaluates software	A
	IV & V Specialist		B
	IV & V Specialist		C

Series	Position Title	Function Performed	Qualifications
	IV & V Specialist	and associated documents for compliance with specified requirements and test results for adherence to test plans. Evaluates the products of a given software development activity to determine the correctness and consistency with respect to the products and standards provided as input to the activity. Evaluates and makes recommendations for solutions regarding problems associated with development efforts.	D
	IV & V Specialist		E
	IV & V Specialist		F
	IV & V Specialist		G
	IV & V Specialist		H
Software Test	Quality Assurance Specialist	Performs software testing at all levels from module or unit testing through all levels of software integration testing. Writes software test plans in support of software design integrity of test plans. Interfaces with the software development group throughout the software development process. Develops test data and predefines specific test-acceptance criteria. Supports the software configuration management process and understands all software components and their interface requirements.	E
	Quality Assurance Specialist		F
	Quality Assurance Specialist		G
	Senior Software Test Engineer		E
	Senior Software Test Engineer		F
	Senior Software Test Engineer		G
	Software Test Engineer		H
	Software Test Engineer		I
	Software Test Engineer		J
	Software Test Engineer		K
System Test	Quality Assurance Specialist	Supports testing at a system level. Develops system test plans during systems requirements definition. Works closely with both the systems engineering and software development groups throughout the systems and development process. Develops master test plans and identifies specific functional and performance test requirements. Supports the configuration management process and understands all system components and their relationship in an integrated environment.	E
	Quality Assurance Specialist		F
	Quality Assurance Specialist		G
	Senior Hardware Test Engineer		E
	Senior Hardware Test Engineer		F
	Senior Hardware Test Engineer		G
	Hardware Test Engineer		H
	Hardware Test Engineer		I
	Hardware Test Engineer		J
	Hardware Test Engineer		K
Training	Training Management/Systems Analyst	Has overall responsibility for conducting customized training classes. Develops training plans and the associated curricula. Identifies the resources necessary to implement the plan training that is conducted in accordance with the plan. Identifies and analyzes training considerations such as central vs. regional, hands-on vs. classroom, train-the-trainer vs. train-the-user, etc.	E
	Training Management/Systems Analyst		F
	Training Management/Systems Analyst		G
	Training Management/Systems Analyst		H
	Training Management/Systems Analyst		I
HR Consultants	Project Executive	Provides expertise, guidance,	A’

Series	Position Title	Function Performed	Qualifications
	Functional Specialist/Subject Matter Expert	consultation, facilitation, thought leadership, and education to the client and/or project team based on specialized deep expertise in such fields as HR, technology, science, public policy and administration, and management.	A
	Director		B
	Senior Manager		C
	Manager		D
	Consultant III		G
	Consultant II		H
	Consultant I		J

SKILL LEVEL DESCRIPTIONS

A Prime. Up to and possibly 25 years of experience of progressive accomplishment managing and implementing large, complex information technology systems with expertise in a specific discipline such as Enterprise Resource Planning (ERP), or Information Strategy (IS). This individual may work in conjunction with a Center of Competency such as Capacity Planning or they may work independently directly with senior customer executives as consultants.

A. Up to and possibly exceeding 25 years of experience of progressive accomplishment managing and implementing large, complex information technology systems. Experienced in advising senior executives on effective use of information technology systems and reengineering to meet business objectives.

B. Up to 20 years of experience with large, complex systems, providing key leadership in a multi-vendor environment. Extensive experience with large systems modernization and business practice reengineering.

C. Up to 15 years of progressive accomplishment as an expert in large and complex information technology systems implementation. Expertise is applied across multiple information technology platforms and the integration of diverse architectures.

D. Up to 12 years of significant accomplishment as an expert in large integrated systems. Experience with several ADP architectures and platforms in an integrated environment.

E. A deep understanding of architecture, techniques and management processes across a broad spectrum of systems, applications and requirements. This level of personnel generally has up to ten years of professional experience in specialized areas of large customer applications.

F. Generally regarded as an expert in their particular discipline or technology. This level of personnel generally has up to eight years of professional experience in their field of expertise.

G. Broad knowledge of the labor category field and a demonstrated ability to independently work on complex assignments. This level of personnel generally has up to five years of professional experience in the field of expertise.

H. Significant knowledge of the labor category field and the ability to work independently on typical assignments. This level of personnel generally has up to four years of professional experience in the field of expertise.

I. General knowledge of the labor category field and the ability to work with minimal supervision. Assistant personnel generally have up to three years of professional experience in the field of expertise.

J. Basic knowledge of the labor category field and the ability to work with some supervision. Specialists generally have up to two years of professional experience in their field of expertise.

K. Some knowledge of the labor category field and the ability to work with supervision. Specialists generally have up to one year of professional experience in their field of expertise.

L. Entry level IT knowledge, with the ability to provide Level 1 System and Software Support. Professionals have up to one year experience.