Section C Description/ Specifications/ Work Statement

C.1   Introduction and Background

The Treasury Information Processing Support Services II (TIPSS-2) contracts were awarded in 2000 and provided a continuation of the broad range of IT-related services provided by the initial TIPSS contracts. The TIPSS-2 acquisition resulted in the award of 18 IDIQ contracts featuring CPFF (term, completion) and FFP task orders.

The TIPSS-2 contracts were awarded with a wide range of choices in terms of technical skills to provide the full range of information processing support services for project level support. The flexibility of the TIPSS-2 contracts and wide range of contractor options have proven valuable to the Department of the Treasury, IRS, and Treasury Bureaus.

C.2   Contract Objective

The Total Information Processing Support Services-III (TIPSS-3) contracts will provide a continuation of the broad range of IT-related services provided by the TIPSS-2 contracts. The TIPSS-3 acquisition will result in the award of IDIQ contracts featuring , CPFF (term and completion) and FFP task orders. Many will include performance-based features.

TIPSS-3 contracts will provide a wide array of services for IRS, Department of the Treasury, Treasury Bureaus, and other federal agencies. While the variety of services possibly required is known, the specific tasks to be ordered and their distribution are not clear. The continuing emergence and rapid adoption of new technologies by the Government strongly suggest that the nature of IT support services tasks will not necessarily resemble those of prior years. It is anticipated that the TIPSS-3 contracts will be used to provide IT services that:

a)   Go beyond maintaining the use of current hardware, operating systems and software
b)   Advance the use of current systems, improve upon and streamline them, craft new applications and introduce new technologies as they emerge.
c)   Give expert assistance in configuring and managing computer hardware, software, and networks, in training customers, and in improving systems and network security
d)   Provide comprehensive studies and solutions for system development

e)   Fulfill requirements on short notice to provide rapid solutions

C.3   Scope of the Contract

The TIPSS-3 contract is a Multiple Agency Contract (MAC). It provides sources of information processing support services for the Department of the Treasury, IRS, Treasury Bureaus, and other federal agencies. The IRS will be the primary user of the contracts to provide the full range of information processing support services for project level support.

The support required encompasses a large spectrum of services from local microcomputer applications to large-scale integrated systems. Services are required across virtually all software languages and hardware platforms. The scope of TIPSS-3 does not include the purchase or lease of commercial off-the-shelf (COTS) hardware or software for the Government. However, such requirements that are integral and/or incidental to the support functions being performed may be identified in task orders and provided by the contractor. The value of COTS hardware and software should normally not exceed 20% of the value of a task order. When applicable, care must be taken to coordinate with functional experts who are responsible to assure appropriate systems' integration, compatibility, and legal rights.

TIPSS-3 consists of three principal task areas as follows:

- Information Systems Services (ISS)
- System Security Services (SSS)
- Strategic Business Services (SBS)

C.4   Contract Environment

C.4.1   General

The contractor shall provide all management, administration, staffing, planning, scheduling, procuring, assembling, tracking and reporting for all items or services required by the contract and/or task order. This shall include, but is not limited to the following:

a)   All activities associated with recruiting and hiring a qualified staff; such as, advertising, screening applicants, interviewing and reference checking

b)   Maintaining "in-house" skills, teaming and/or subcontract arrangements to ensure staff meets the required minimum experience, skills and knowledge and are available on short notice

c)   Screening and processing prospective contract staff to ensure all contractor employees used under this contract meet personnel hiring and security requirements

d)   All activities associated with management of the contractor's facilities that may be utilized, including obtaining space, equipment, furniture, supplies, and maintenance

e)   Utilizing electronic means to conduct business transactions under this contract to the maximum extent feasible. This will include, but is not limited to the following: contractor receipt of Statements of Work (SOW) and/or Statements of Need (SON), contractor submission of proposals in response to such requests, Government/contractor electronic mail exchange to support administration of active task orders, contractor invoicing, and electronic funds transfer (EFT) for payment of approved invoices

f)   Ensuring the facilities used for the contractor's performance of this contract shall meet all physical security requirements of this contract

g)   Planning, scheduling, and procuring airfare, lodging accommodations, and ground transportation for all approved travel by contractor personnel contractors need to ensure that invoiced travel costs are itemized in accordance with Government travel guidelines in effect at the time of travel

h)   Planning for and making all necessary arrangements to ensure that contractor personnel performing field work have all necessary supplies and equipment by the time they arrive at the site

i)   Procuring items/services on behalf of the Government. Such purchases are only allowed for those hardware or software items determined to be integral to the performance of a task order. A competitive cost analysis will be performed and properly documented to prove price competition was obtained or justification for not obtaining competition. If use of GSA Schedules is authorized, the contractor shall follow the requirements of FAR Subpart 8.4 before placing the order.

j)   Assembling billing data and billing back-up materials, including, but not limited to, all time and materials needed for preparing any responses to Government deliverable rejection letters. Generating, distributing, and tracking invoices, including generating reports and responding to inquiries regarding invoice status, tracking which deliverables and/or units have or have not been invoiced

k)   Tracking and reporting on Government-furnished property (GFP). The contractor is responsible for adequate care and safekeeping of all Government-furnished materials, including, but not limited to inventory, tracking and reporting. The contractor shall reimburse the Government for

any Government-furnished materials lost or stolen while in the contractor's safekeeping.

The contractor shall also provide all management, administration and staffing for all activities associated with preparing proposals in response to a SON and/or SOW, submitting the proposals, and negotiating task order requirements.

The above items are not separately billable under the contract or any task order.

C.4.2   Performance of Work

In general, task orders issued by the Government will be for work in the contractor's principal task area. However, the contractor may be requested to perform work outside its principal task areas provided sufficient expertise in the task has been demonstrated. Task orders will be awarded based on the guidance set forth in section H.2, Task Order Content.

C.4.3   Current Hardware/Software Environment

A listing of the hardware and software that IRS presently uses is described in sections J.3, List of Primary Software and J.4, List of Current IRS Platforms. Task orders may require knowledge of and skills in these hardware/software systems, as well as other systems acquired during the life of the contract.

Note: The acquisition of COTS hardware and software is outside the scope of this contract, except for when the Government determines the requirements are integral and/or incidental to the support functions being performed (see sections C.3, Scope of the Contract, and F.10, TIPSS-3 Quarterly Government-Owned/Contractor-Held Property Report.)
The provision of software or hardware must commence no sooner than the task start date and terminate with the task end date. (See section I.2, FAR 52.227-14 for direction on the Government's rights concerning software and other deliverables developed under this contract.) The Government reserves the right to take title to specialized or fully amortized equipment and software purchased as incidental to primary services under the contract.

C.4.4   Standards

All work completed under this contract shall comply with latest versions of all applicable standards. Individual task orders will reference applicable versions of standards or exceptions as necessary. These may include, but are not limited to, Internal Revenue Manual(s), IRS documents, Acquisition Bulletins (AB), American National Standards Institute standards, and National Institute of Standards and Technology (NIST) standards, including Federal Information Processing Standards (FIPS) publications. Section J.9, Software Development Standards, Life Cycle (SDLC) Guidelines, contains a list of software development standards for IRS tasks. The IRS has developed its own Enterprise Life Cycle (ELC).

C.4.5   Contractor Interface

The work of the TIPSS-3 contractors may require interfaces with other contractors (see section H.28, Contractor Interfaces). This requirement will be invoked, as required, under individual task orders.

C.4.6   Access to Government Property and Facilities

The Treasury Department Publication (TDP) 71-10, Department of the Treasury Security Manual, chapter 2, section 2, Investigative Requirements for Contract Employees, established requirements for security screening of contract employees. IRM 1.23.2, Security Investigations, Contractor Investigations established the procedures and guidelines for the conduct of security investigations on contractor employees.

Portions of the effort required under this contract may be performed at Government facilities specified in section F.4, Place of Performance, as well as at other Department of the Treasury, IRS, and other federal agencies. Contractor personnel will be required to pass a background investigation to receive security access and contractor badge (as local practice dictates) to enter an IRS or other federal facility. Contractor personnel shall adhere to local security and identification practices. This requirement will be invoked as required in individual task orders. Additional security requirements are task order dependent and will be clearly noted in each awarded task order. (See sections H.31 through H.37, and H.42, for clauses pertaining to security screening, identification/badges, disclosure of information, and systems access requirements). In accordance with TDP 71-10, chapter 2, section 2, IRS shall weigh potential risks and magnitude of loss or harm that could be caused by contractor employees and determine risk levels.

The contractor may receive sensitive, but unclassified data or have access, use or operation of IRS IT systems. Therefore, the position of risk for this contract would be moderate and require a National Agency Check with Law and Credit (NACLC). The NACLC will include, but not be limited to favorable review of the standard form (SF)-85P, law enforcement checks, FBI fingerprint and name checks, and federal tax record checks.

In order to obtain required background investigations, the contractor shall require their corporate-level key management personnel to complete and submit background investigation information to the Lead Contracting Officer's Technical Representative (Lead COTR) for processing through the IRS National Background Investigations Center (NBIC). Corporate-level key management personnel are required to submit investigation information within 10 calendar days after contract award as they will be active on the contract and task orders at all times. Instructions for completion and submission of this information shall be provided at the time of contract award by the Lead COTR.

Contractor personnel at the task order level shall submit investigation information before they start work on a task order to the Contracting Officer's Technical Representative (COTR). If an individual is hired by a contractor after previously working at the IRS for another contractor, the COTR is required to verify that a previous investigation was actually completed, that it is current, and that the person remains acceptable. The NBIC will make the determination whether to perform an update, perform a new complete investigation, or to accept the current investigation results. The contractor will be notified accordingly.

Contractor personnel will be provided escort access during the time required to process and obtain interim or final staff-like access approvals. Interim access approvals generally take five to seven days from NBIC receipt of acceptable investigation paperwork.

Contractor employees will be required to be fingerprinted and arrangements for fingerprinting can be made through the Lead COTR for corporate-level key management personnel (to include replacement personnel) and the COTR for task order personnel (to include additional or replacement personnel), when the employee has accessibility to a local IRS office. If the employee cannot come to an IRS office to be fingerprinted, employees may need to go to a local law enforcement agency for fingerprinting. Fingerprints must be completed on the form FD-258 furnished by the IRS. Any cost for fingerprinting outside of the IRS shall be borne by the contractor.

If the Lead COTR or COTR receives a denial of access from NBIC after processing of the investigation forms, or if the Lead COTR or COTR finds a

prospective employee to be unsuitable or unfit for his assigned duties, the contractor shall be advised immediately in writing. The employee in question shall not continue to work or be assigned to work under the contract. The IRS shall have and exercise full and complete control over the granting, denying, withholding, or terminating access for contractor employees. The IRS may, as it deems appropriate, authorize and grant interim staff-like access to any such employees of the contractor. However, the granting of an interim staff-like access to any such employee shall not be considered as assurance that final staff-like access will follow as a result or condition thereof. The granting of either interim or final staff-like access shall in no way prevent, preclude, or bar the withdrawal or termination of any such access by the Government.

All contractor and subcontractor employees shall either be U.S. citizens or have lawful permanent resident status. The IRS may require the contractor to submit the investigation forms for every employee covered by this paragraph on a five-year basis for reinvestigation.

The Government will absorb the cost of the background investigations. Upon contract award, instructions for completion/submission of all required forms for security background investigations for the corporate-level key management personnel will be made available to successful contractors by the Lead COTR .

C.4.7   Reassignment and Replacement of Contractor Personnel

The Government reserves the right to request immediate removal of contractor personnel for cause. The contractor shall replace the personnel in question within 15 working days.

The Government reserves the right to request reassignment of contractor personnel. Discussions will be held with the contractor concerning specific issues. If issues remain, the Contracting Officer (CO) reserves the right to request permanent reassignment of contractor personnel. The contractor shall replace the personnel within 15 working days. In cases of contractor-initiated reassignment of personnel, notice shall be provided at least 15 working days prior to reassignment. This written notice shall also include the resume(s) of the proposed replacement personnel (see sections H.20, Substitution of Key Management Personnel and H.22, Substitution of Task Order Key Personnel). All replacement personnel are subject to the prior written approval of the CO. In the event the contractor finds it necessary to replace any of the assigned personnel during the performance of a task order, the CO and COTR shall be notified in writing.

C.4.8   Contractor-Furnished Items

Unless otherwise specified in a given task order, the contractor shall furnish all necessary management, supervision, labor, facilities, equipment, supplies and materials necessary to perform task orders.

C.4.9   Sensitive Information

Individual task orders may require access to data/information which may be classified up to and including the level of Sensitive but Unclassified (SBU) (see section H.26, Sensitive Information) unless otherwise specified in the individual SOW, SON, or task orders.

C.4.10   Restrictions and Equivalencies in Labor Categories

The labor category descriptions include minimum requirements for experience and education (see section C.7, Labor Categories for the Three Principal Task Areas); however, the following should be noted:

a)   It is the Government's option to reject task order proposals not complying with the requirements for minimum experience and education and issue an order to another contractor;
b)   Under CPFF, and T&M type task orders, labor descriptions, as defined herein, should be used as guidance in task order proposal preparation and negotiation.

The contractor will have the flexibility to make whatever actual adjustments are necessary to perform the specific requirement, subject to agreement reached through the operation of the Key Management Personnel clause (see section H.19) and Key Task Order Personnel clause (see section H.21).

C.4.10.1 Applicable Substitutions

One year of college or university education may be substituted for one year of general experience up to a maximum of two years.

One year of relevant experience can be substituted for one year of college or university education up to a maximum of two years, unless substitutions are not allowed for a specific labor category.

Teaching does not qualify as hands on experience, unless otherwise specified in the labor category description.

C.4.10.2 Qualification Waiver

There may be occasions when the contractor believes that an employee is the right person to perform the work under a task order, but the individual does not meet the labor category specifications for that task order. This may occur because the individual possesses special talents, skills, or experience that enables that individual to perform at a level of competency expected for a specific labor category for a particular task order. The Government recognizes that such instances may occur and will consider a qualification waiver. The burden of proof to provide evidence of the special talents, skills, or experiences that warrant a qualification waiver is on the contractor. The waiver request shall be submitted in writing to the CO and COTR. The contractor shall receive written approval from the CO before the substituted individual can work on the task order. The Government shall review the waiver request and respond in writing within five working days of its receipt.

C.4.11   Section 508 Compliance

The contractor must provide a comprehensive specific list of all offered Electronic and Information Technology (EIT) products (supplies and services) that fully comply with section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 Code of Federal Regulations (CFR) Part 1194. The contractor must clearly indicate where this list with full details of compliance can be found (e.g., vendor or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning five calendar days after award. The contractor must maintain this detailed listing of compliant products for the full contract term, including all forms of extensions, and must ensure that it is current within three calendar days of changes to his product line.

The contractor must ensure that all EIT products that are less than fully compliant are offered pursuant to extensive market research, which ensures that they are

the most compliant products and services available to satisfy this contract's requirements.

For every EIT product accepted under this contract by the Government that does not comply with 36 CFR Part 1194, the contractor shall on 30 days notice, at the discretion of the Government, make every effort to replace or upgrade it with a compliant equivalent produce or service, if commercially available and cost neutral.

C.4.12   Access to Training and Materials for the Disabled

The contractor shall be responsible for making all training courses and training materials accessible to the disabled when specified in a task order. This may include but not be limited to sign language or oral interpreters for hearing impaired persons, captioned video tape, Braille, or large print material for visually impaired persons, appropriate on-line training aides, and satisfactory physical or architectural accommodations for mobility-impaired persons. In addition, task orders may require copies of deliverables to be submitted in Braille or in enlarged print hard copy.

C.4.13   Compliance to Capability Maturity Model Integration (CMMI®) Standards

It is mandatory that all contractors awarded task orders for any activity related to software development for the IRS shall comply with the IRS policy for CMMI® compliance. All tasks that fall within the software development life cycle shall at minimum comply with Level 2 of the staged representation of the CMMI® for Software Engineering (CMMI-SW). There are no exceptions to this IRS policy. This policy, as relates to IRS, is contained in section J.8, IRS Capability Maturity Model Integration (CMMI®) Requirements.

Contractors who identify specific subcontractors as integral to the performance of software development work shall obtain evidence that the subcontractors identified are CMMI-SW Level 2 compliant, or alternatively, shall arrange for any software development work done by the subcontractor to be performed within the contractor's CMMI-SW Level 2 processes. It shall be the responsibility of the contractor to ensure that its subcontractors perform software development work within a CMMI-SW Level 2 compliant process. Contractors developing software for the IRS shall maintain Level 2 or higher in the staged representation of the

CMMI-SW in order to continue to receive software tasking. The CMM Review Team will monitor contractor process maturity:

a)   Using standard IRS Process Appraisal Review Methodology (PARM) processes, including execution of Standard CMMI Appraisal Method for Process Improvement (SCAMPI^{SM}), as needed,
b)   Performing annual cycles of review for CMMI-SW, and
c)   Considering all types of appraisal data and process improvement infrastructure data as standardized by the IRS PARM process.

Small Business, HubZone and Small Disadvantaged Businesses and Section 8(a) firms shall provide evidence of their CMMI-SW Level 2 rating prior to receiving any work for software development.

C.5   Corporate Area

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

The contractor shall maintain a management structure with overall task order control and authority for the performance of the work. At a minimum, the contractor's management structure shall be responsible for the following throughout the lifecycle of each task order:

a)   Deploying a technically proficient and professionally capable staff
b)   Keeping personnel turnover to a minimum and ensuring individuals are motivated to achieve excellent performance
c)   Ensuring problems are minimized and unavoidable problems are resolved with minimal disruption to the activities performed under the task order,
d)   Obtaining continuous feedback on performance from appropriate Government personnel and disseminating feedback to contractor personnel on all areas of task order performance
e)   Continually monitoring the quality of all products and services provided for purposes of identifying and implementing performance improvements; and
f)   Ensuring that all resources necessary to perform the order are identified with clearly defined roles and deployed on schedule. A successful effort will be predicated on the management practices applied by the Government and its contractors. Each contractor is expected to have a management plan with which to manage TIPSS-3-related work. This plan should provide appropriate program and project management information

and reporting systems to define program and project costs, schedules, and deliverables. The performance of task orders pursuant to this contract shall be in accordance with the contractor's best corporate business practices as set forth in the contractor's proposal and accepted in the contract.

C.5.1   Functional Requirements for Key Management Personnel In the Corporate Area

Contractors shall identify the key management personnel to be assigned toTIPSS-3, provide their resumes, and describe their roles, responsibilities, and relationships to the contract. Corporate contract management personnel at the contract-level are defined as key management personnel although they will not be specified in each task order (see section H.19, Key Management Personnel).

The task order-level project manager is always "key" to the task order and will be defined as such. Any additional task order-level key personnel will be identified in the task order (see section H.21, Key Task Order Personnel).

Resumes shall be submitted that identify the education and experience required. Resumes shall be limited to no more than two pages per individual. As a minimum, resumes shall include the following:

- Name of person
- Functional Responsibility
- Education (including, in reverse chronological order, colleges and/or technical schools attended with dates, degree(s)/certification(s) received, major field(s) of study, and approximate number of total class hours)
- Citizenship status
- Experience (including, in reverse chronological order, areas of work in which a person is qualified, company and title of position, approximate starting and ending dates (month/year), concise descriptions of experience for each position held including specific experience related to the requirements of the position, specific experience on projects of similar size/scope/complexity/functionality, and specific experience related to the principal task area(s) of TIPSS-3
- Certification that the information contained in the resume is correct and accurate (signature of key person and date signed, and signature of their supervisor or higher authority and date signed will be accepted as certification).

The titles of the labor categories shown at section C.5.1 for the Corporate Area are illustrative only. It is not required that the contractor provide personnel with these exact titles, rather the collection of contractor personnel shall meet the functional requirements listed below. Educational and general experience requirements may be found at section C.7.

C.5.1.1   Program Manager Functional Requirements

The program manager is a senior manager responsible for coordinating the management of all work performed under this contract and shall be capable of negotiating and making binding decisions for the company. The program manager shall act as the central point of contact for the contract. The program manager is ultimately responsible for coordinating the effort of subcontractors, team members, and vendors.

The program manager shall have broad and deep knowledge of the IT industry, business administration, and human resource management, and have excellent oral and written communications skills thus ensuring that the contractor has the capability of performing all the work. The program manager function is responsible for, but not limited to the following:

a)   Managing substantial contract support operations involving multiple TIPSS-3 projects and personnel at diverse locations
b)   Organizing, directing, and coordinating planning and production of all contract support activities and resource needs
c)   Communications with all levels of management
d)   Establishing and altering (as necessary) management structure to effectively direct contract support activities and
e)   Attending meetings and conferring with the Department of the Treasury, IRS, and other federal agency management officials regarding the status of specific contractor activities and problems, issues or conflicts requiring resolution.

C.5.1.2   Business Manager Functional Requirements

The business manager is a senior manager responsible for coordinating the management of all administrative and contractual functions for the contract and shall be capable of negotiating and making binding decisions for the company. The business manager is expected to work as a team with the program manager as many of their responsibilities overlap. The business manager shall have

extensive knowledge of business administration, marketing, and Government contracting. The business manager is responsible for, but not limited to the following:

a)   Proposal preparation and presentation
b)   Coordinating and managing all contract and task order negotiations and providing any supporting information to the Government
c)   Coordination and management of all subcontractor agreements and subcontractor management plans
d)   Coordination, production and review of all contract required reports, including but not limited, to cost and schedule reporting for all task orders
e)   Planning, organizing and directing recruiting and retention efforts as required;
f)   Screening applicants and ensuring the qualifications of the proposed applicants meet the Government requirements
g)   Serving as the focal point for contractor employee education and training for processes, procedures, tools and technologies required for the TIPSS-3 contract

C.5.1.3   Project Manager Functional Requirements

The project manager is a senior manager responsible for coordinating the management of all work performed. The project manager shall act as the central point of contact. The project manager is ultimately responsible for coordinating the effort of subcontractors, team members, and vendors. The project manager shall be capable of negotiating and making binding decisions for the company. The project manager function is responsible for but not limited to the following:

a)   Providing competent leadership and responsible program direction through successful performance of a variety of detailed, diverse elements of project transitioning
b)   Demonstrating competence using data from project management tools,
c)   Simultaneously planning and managing the transition of highly technical projects and directs completion of tasks within estimated time frames and budget constraints
d)   Organizing, directing, and coordinating planning and production of all support activities and resource needs and assigning duties to subordinates;
e)   Communications, both written and oral, with all levels of management and Government representatives, including but not limited to, the CO, COTR and Lead COTR

f)   Meeting with Department of the Treasury, IRS, and other federal agency management officials regarding the status of specific task order activities and problems, issues or conflicts requiring resolution

C.5.1.4   Quality Assurance Manager Functional Requirements

The quality assurance function, which resides at the corporate level, is responsible for but not limited to the following:

a)   Developing and implementing quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures
b)   Developing and defining characteristics of quality including quality metrics and scoring parameters
c)   Ensuring all documented guidelines and operating procedures for quality assurance/control are followed for all areas of performance
d)   Identifying modifications to procedures or other corrective actions to improve or remedy deficiencies and building additional quality reviews, as needed, into the operating procedures for each principal task area of the contract
e)   Making recommendations to the Government to improve operations; and
f)   Responding to and coordinating CMMI®/ PARM requirements and related process improvement activities

C.5.2   Local Support

The contractor shall maintain a local office to provide management and administrative facilities in support of the TIPSS-3 contract. This local office shall be physically located within 50 miles of the city limits of Washington, D.C. Individual task orders will specify whether space will or will not be provided at a Government site for the performance of work for that specific task order. If the contractor's personnel are required to work at a Government site, no per diem, local mileage, parking fees, etc., will be allowed, except as would be appropriate to Government employees working off-site and consistent with corporate policy.

C.6   Principal Task Areas

The nature of the work in the principal task areas requires the development of systems that meet the security requirements associated with sensitive data, such as tax return information for the IRS. Public and Congressional interest in the use of automation has grown as the information processed has increased in personal content and sensitivity. The Government has a commitment to the preservation of confidentiality and the maintenance of a high-level of security for all systems and communications, whether automated or manual.

In conjunction with all of the principal task areas, support may be needed in the training of employees at the Department of the Treasury, IRS, and other federal agencies in various aspects of the related disciplines. The work would consist of developing courses and instructional material to educate technical and non-technical personnel. In all of the principal task areas, there is a requirement for a quality assurance function. This function would assure the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures.

The contractor shall be required to perform all work according to the architectures, standards, guidelines, and procedures as stated in individual task orders for each agency. A listing of the IRS applicable software development standards for this contract is contained in section J.9, Software Development Standards, Life Cycle (SDLC) Guidelines. Applicable standards or exceptions will be specified in individual task orders. The support in all of the principal task areas shall cover the spectrum from local microcomputer applications to large-scale integrated systems and shall involve a variety of software languages and hardware platforms. See sections J.3, List of Primary Software, and J.4, List of Current IRS Platforms, for representative examples of those systems.

C.6.1   Information System Services (ISS) Principal Task Area

The breadth and scale of the information systems within the Department of the Treasury, IRS, and Treasury Bureaus has created a need for a wide range of IT support services. The types of support services that fall within the ISS principal task area are usually referred to as traditional automated data processing (ADP) or IT support services. These support services represent the basic requirement for the Department of the Treasury, IRS, and other federal agencies. The skills and knowledge within this area are foundational to the specialized aspects of

information processing, represented by the other principal task areas identified in the contract.

C.6.1.1   Scope of Work for the ISS Principal Task Area

The scope of work for the ISS principal task area shall include all aspects of software, security, training, and quality assurance support services. The work shall include, but is not limited to, the following:

Analytical Support (Network Traffic and Trend Analysis);
Call Center Support.
Computer Operations;
Configuration Management;
Data Entry Support;
Database Design, Development, Implementation, Customization;
Electronic Data Interchange (EDI) Support;
Engineering and Integration Support;
Hardware Support.
ICASE Tools Support
Installation Support;
Interactive Voice Systems (Development and Support);
Internet Support
Local Area Network Design;
Local Area/Intranet Design Support;
Media Duplication Support;
Object Oriented Methodology, Analysis, Design and Programming support;
Office Automation Support/Help Desk Support;
Operations Management Support;
Optimization Support;
Personal Computer (PC) Technical Support;
Requirements Analysis Support;
Security Planning and Analysis Support.
Software Engineering and Integration Support;
System Administration;
System Design, Development, Implementation, Customization and Maintenance;
System Integration and Integration Testing Support;
Systems Design, Development, Implementation and Customization;
Technical Support

Telecommunication Systems/Software Testing;
Telecommunications Software Development Support;
Voice Mail Support (Support and Development);
Voice Recognition Systems Support;
Web-Site Development and Support;

C.6.2   System Security Services (SSS) Principal Task Area

Enhancing IT security of data residing in computer files or during transmission, assessing IT risk relating to privacy, fraud and abuse and the adequacy of internal controls to eliminate and/or mitigate risks to systems being built. Contingency plans cover system failure and recovery procedures. Procedures are developed in case of disaster or other conditions that may severely affect the provision of timely and efficient system services. This area includes evaluating and implementing encryption, authenticating users on a system and providing for digital signatures to ensure integrity of electronic messages and files. The area may include analyzing and maintaining a list of critical systems to decide for each system the time available to transfer to an alternative processing site without significant programmatic impact, including systems handling National Security and Limited Official Use (included as a minimum – Law Enforcement Sensitive) data.

This area also includes the conduct of risk analyses and the development of recommendations and implementations, plans for new procedures and changes to existing systems. Area may include identification and recommendation of new security-related technology product versions and enhancements to products and services. Developing implementation, transition and verifications, testing plans for installing these products within the existing client organization technology infrastructure. May include conducting formal Certification and Accreditation (C&A) efforts such as C&A Documentation Preparation and C&A Testing for both legacy and new systems in accordance with all standard security requirements (e.g., DITCAP, NIACAP, NISPOM, DOJ Directives, etc.). Area may include mitigation strategies and mitigation activities for residual risks identified for specific organizations or systems. Area includes development of security policies and procedures, and assistance with implementation of these policies.

C.6.2.1   Scope of Work for the SSS Principal Task Area

The scope of work for Systems Security Services principal task area shall include all aspects of systems security services. Work shall include, but is not limited to the following:

Computer Security Awareness and Training
Computer Security Incident Response
Computer Security Planning
Crypto Systems
Digital Signatures
Disaster Recovery, Continuity of Operations, and Contingency Planning
Hot-site and Cold-site Support Services including Hardware and Software
Independent Verification and Validation
Mainframe Automated Information Security Support
Public Key Infrastructure (PKI)
Quantitative Risk Analysis of Large Sensitive Systems
Security Certification and Accreditation
Security for Small Systems, Telecommunications, and Client Service
Software/Hardware Maintenance and /or Licensing
Systems Vulnerability Analysis/Assessment and Risk Assessment

C.6.3   Strategic Business Services (SBS) Principal Task Area

The IRS and many of the Department of the Treasury offices and Treasury Bureaus are in a state of change, from a paper-based organization, to one using cutting-edge technologies. The implementation of large-scale systems across functional areas will require high-level project management skills and tools for managing, tracking, reporting, and transitioning large-scale systems, and for maintaining configuration management controls. Another of these areas is support service for the special computer and human interfaces often required to provide equal access to information resources for employees who have physical or sensorial disabilities.

C.6.3.1   Scope of Work for the SBS Principal Task Area

The scope of work for SBS principal task area shall include all aspects of strategic business services. The work shall include, but is not limited to, the following:

Automated Tracking and Evaluation Tools Support;

Business Process Re-Engineering Support;
Change Management and Transition Management Support;
Configuration Management Support, Including Planning and Reviews;
Disaster Recovery, Continuity of Operation and Contingency Planning
Ergonomics Support, Including Evaluations and Recommendations;
Independent Validation and Verification Support;
Metrics Support, Including Quality Measures and Function Point Analysis;
Performance Engineering;
Privacy Planning and Analysis Support;
Process Analysis Support;
Project Evaluation Support;
Project Management Support;
Quality Management;
Relocation, Installation and other Hardware Related Support;
Risk and Threat Analysis;
Technical Support for the Disabled (Customization of Automated Interfaces, Needs Assessments, and etc.);
Work System Design and Implementation;
Work System Design and Usability Labs Support;
Workload Analysis and Concept of Operation Support

C.7   Labor Categories for the Three Principal Task Areas (FFP & CPFF)

In order to support the three principal task areas in this contract, the following Labor Categories have been identified. Labor categories are not limited to any one functional area and represent the minimum requirements. The Labor Categories are listed below and are described in the following paragraphs.

C.7.1   Labor Category Descriptions for the Three Principal Task Areas (FFP & CPFF)

C.7.1.1   Corporate Personnel

General Description	An individual whose knowledge and skills are applicable to an actual SOW or SON and is recognized professionally for their leadership and management experience to the extent that the Government is able to qualify the individual as a member of the key corporate personnel.

Education	A degree from an accredited college or university in the field of expertise described in an actual SOW or SON is required. The CO may approve a waiver for substitution of experience for the education requirement, on a case-by-case basis.
General Experience	Six years of management experience in the field of IT.
Function	Performs as a senior manager responsible for coordinating the management of all work under this contract and has the authority to negotiate and make binding decisions for the company.
Examples (not all inclusive)	Business Manager, Program Manager, Quality Assurance Manager

C.7.1.2   Subject Matter Expert

General Description	An individual whose knowledge and skills are applicable to an actual SOW or SON and is so recognized in the professional community that the Government is able to qualify the individual as an expert in the field. (e.g., publications, speeches at conferences, research, and teaching.) Demonstrates exceptional oral and written communications skills.
Education	An advanced degree (master's or doctoral) from an accredited college or university in the field of expertise described in an actual SOW or SON is required. The CO may approve a waiver for substitution of experience for the education requirement, on a case-by-case basis.
General Experience	Eight years of progressive experience in the field of expertise required by an actual SOW or SON
Specific Experience	At least four years of the general experience is concentrated, hands-on experience in the specific discipline of the field of expertise required by an actual SOW or SON
Function	Performs as a consultant in highly specialized, leading edge information technologies and methodologies; Provides highly technical and specialized guidance concerning automated solutions to complex information processing problems; Performs elaborate analyses and studies; Prepares reports and gives presentations; Works independently or as a member of a team; May serve as a contractor task order Project Manager.
Examples (not all inclusive):	IT Expert, Neural Network Expert, Organizational Development Expert, Artificial Intelligence Expert, Industrial/Organizational Psychologist, Business Systems Analyst

C.7.1.3   Senior IT Specialist

General Description	An individual very knowledgeable in all aspects of IT. Has extensive experience in the specific IT discipline(s) described in an actual SOW or SON. Demonstrates very good oral and written communications skills.
General Experience	Eight years of progressive experience in the field of IT, including six years of specialized experience in numerous, highly specialized IT disciplines involving a wide range of hardware/software solutions.
Specific Experience	At least four years of general experience is concentrated, hands-on experience in all aspects of the specific discipline(s) of IT required by an actual SOW or SON
Function	Provides highly technical and specialized guidance and solutions to complex IT problems. Performs elaborate analyses and studies. Prepares reports and gives presentations; Works independently or as a member of a team; May serve as contractor task order Project Manager.
Examples (not all inclusive)	Senior Telecommunications Engineer, Senior Systems Analyst, Senior Independent Evaluator, Software Customization Specialist, Senior Telecommunications Specialist, Senior IT Engineer, Senior Communications Specialist, Senior Systems Programmer, Senior Organizational Specialist, Senior Applications Programmer, Senior Network Engineer, Senior Organizational Change Specialist, Senior Internet/Intranet Specialist, Senior Work Systems Design Specialist, Senior Software Systems Specialist, Senior Data Base Management Specialist, Senior Business Process Re-Engineering Specialist, Senior Integration and Integration Testing Specialist

C.7.1.4   IT Specialist

General Description	An individual very knowledgeable in IT; Has extensive experience in the specific IT discipline(s) described in an actual SOW or SON. Demonstrates good oral and written communications skills.
General Experience	Six years of progressive experience in the field of IT, including four years of specialized experience in numerous highly specialized IT disciplines involving a wide range of hardware/software solutions.

Specific Experience	At least three years of general experience is concentrated hands-on experience in the specific discipline(s) of IT required by an actual SOW or SON.
Function	Provides highly technical and specialized solutions to complex IT problems. Performs analyses and studies. Prepares reports. Works independently or as a member of a team.
Examples (not all inclusive)	Systems Analyst, Telecommunications Engineer, Optimization Specialist, Network Engineer, Lead Programmer/Analyst, Internet/Intranet Specialist, Relational Database Specialist, Communications Specialist, IT Engineer, Organizational Specialist, Systems Programmer, Organizational Change Specialist, Applications Programmer, Independent Evaluator, Internet/Intranet Specialist, Work Systems Design Specialist, Data Base Management Specialist, Software Systems Specialist, Business Process Re-Engineering Specialist, Integration and Integration Testing Specialist,

C.7.1.5   Junior IT Specialist

General Description	An individual knowledgeable in IT. Has experience in the specific IT discipline(s) described in an actual SOW or SON. Demonstrates good oral and written communications skills.
General Experience	Four years of progressive experience in the field of IT, including three years of specialized experience in highly specialized IT disciplines involving a range of hardware/software solutions.
Specific Experience	At least two years of general experience is concentrated hands-on experience in the specific discipline(s) of IT required by an actual SOW or SON.
Function	Provides technical and specialized solutions to complex IT problems. Performs analyses and studies. Prepares reports. Works independently or as a member of a team.
Examples (not all inclusive)	Junior Systems Programmer, Junior Network Engineer, Junior Telecommunications Specialist, Junior Work Systems Design Specialist, Junior Applications Programmer, Junior Communications Specialist, Junior Internet/Intranet Specialist, Junior Organizational Change Specialist, Junior IV&V Specialist, Junior Software Systems Specialist , Junior Data Base Management Specialist, Junior Systems Analyst, Junior Integration and Integration Testing Specialist, Junior Telecommunications Engineer, Junior IT Engineer

C.7.1.6   Senior IT Technician

General Description	An individual very knowledgeable in and experienced with software and hardware operations for IT. Has experience in the specific technologies required by an actual SOW or SON.
General Experience	Five years of progressive experience in the field of software or hardware operations.
Specific Experience	At least three years of general experience is concentrated hands-on experience in the specific discipline(s) of IT required by an actual SOW or SON. The experience shall be with the specific equipment, software or other requirement specified in an actual SOW or SON.
Function	Provides support in the less technical disciplines of IT, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Works independently or as a member of a team.
Examples (not all inclusive)	Senior Computer Operator, Senior Database Administrator, Senior Document Control Specialist, Senior Systems Administrator, Senior Computer Installation Technician, Senior Help Desk Manager, Senior Data Technician, Senior Network Administrator, Senior Network Technician, Senior Communications Technician, Senior Organizational Change Technician, Senior Hardware/Software (HW/SW) Installation Technician

C.7.1.7   IT Technician

General Description	An individual knowledgeable in and experienced with hardware and software operations for IT. Has experience in the specific technologies required by an actual SOW or SON.
General Experience	Three years of progressive experience in the field of software or hardware operations.
Specific Experience	At least two years of general experience is concentrated hands-on experience in the specific discipline(s) of IT required by an actual SOW or SON. The experience shall be with the specific equipment, software or other requirement specified in an actual SOW or SON.
Function	Provides support in the less technical disciplines of IT, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Works as a member of a team.

Examples (not all inclusive)	Data Entry Specialist, Organizational Change Technician, Computer Operator, Work Systems Design Technician, Database Administrator, Data Technician, System Administrator, Help Desk Technician, Network Technician, Communications Technician, Network Administrator, Hardware/Software Installation Technician

C.7.1.8   Junior IT Technician

General Description	An individual knowledgeable in hardware and software operations for IT. Has experience in the specific technologies required by an actual SOW or SON.
General Experience	Two years of progressive experience in the field of software or hardware operations.
Specific Experience	At least one year of general experience is concentrated hands-on experience in the specific discipline(s) of IT required by an actual SOW or SON. The experience shall be with the specific equipment, software or other requirement specified in an actual SOW or SON.
Function	Provides support in the less technical disciplines of IT, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Works as a member of a team.
Examples (not all inclusive)	Junior Data Entry Specialist, Junior Computer Operator, Junior HW/SW Installation Technician, Junior Data Technician

C.7.1.9   Senior IT Administrative Specialist

General Description	An individual very knowledgeable in computer-based documentation and presentation techniques, technical writing, technical proofreading and technical editing. Demonstrates excellent command and articulation of the English language. Demonstrates superior grammar skills.
General Experience	Five years of progressive experience in technical writing and documentation preparation in the field of information processing.

Function	Prepares documentation to be furnished as an actual SOW or SON deliverable(s). Provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product that may be delivered as computer-based magnetic media, preparation of graphical and narrative presentation material. Works as part of a team.
Examples (not all inclusive)	Senior Technical Writer, Senior Documentation Specialist, Senior Graphics Specialist, Senior Computer Aide

C.7.1.10 IT Administrative Specialist

General Description	An individual knowledgeable in computer-based documentation and presentation techniques, technical typing and word processing. Demonstrates excellent command and articulation of the English language. Has superior grammar skills.
General Experience	Three years of progressive experience in technical typing and documentation preparation in the field of IT.
Function	Prepares documentation to be furnished as an actual SOW or SON deliverable(s). Provides administrative support such as technical typing, editing of word processing and other computer-based manuscripts, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, preparation of graphical and narrative presentation material. Works as part of a team.
Examples (not all inclusive)	Technical Writer, Documentation Specialist, Graphics Assistant, Technical Typist, Computer Aide

C.7.1.11 Senior Security Specialist

General Description	An individual very knowledgeable and experienced in all aspects of Security. Has extensive experience in the specific Security discipline(s) described in an actual SOW or SON. Demonstrates very good oral and written communications skills.
General Experience	Eight years of progressive experience in the field of IT, including six years of specialized experience in numerous, highly specialized IT disciplines involving a wide range of hardware/software solutions.

Specific Experience	At least four years of general experience is concentrated, hands-on experience in all aspects of the specific area(s) of Security required by an actual SOW or SON.
Function	Provides highly technical and specialized guidance, and solutions to complex Security problems. Performs elaborate analyses and studies. Prepares reports and gives presentations to upper management. Works independently or as a member of a team. May serve as contractor task order Project Manager.
Examples (not all inclusive)	Senior Computer Security Specialist, Senior Security Engineer, Senior Business Systems Analyst Senior IT Audit Manager, Senior Data Security Specialist, Senior Security Systems Specialist, Senior Disaster Recovery Specialist, Senior Network Security Analyst, Senior Information Security Administrator

C.7.1.12 Security Specialist

General Description	An individual knowledgeable and experienced in all aspects of Security . Has extensive experience in the specific Security discipline(s) described in an actual SOW or SON. Demonstrates very good oral and written communications skills.
General Experience	Six years of progressive experience in the field of IT, including four years of specialized experience in numerous, highly specialized IT disciplines involving a wide range of hardware/software solutions.
Specific Experience	At least three years of general experience is concentrated, hands-on experience in all aspects of the specific area(s) of Security required by an actual SOW or SON.
Function	Provides highly technical and specialized guidance, and solutions to complex Security problems. Performs analyses and studies. Prepares reports and gives presentations to management. Works independently or as a member of a team.
Examples (not all inclusive)	Computer Security Specialist, Security Analyst, Data Security Specialist, Disaster Recovery Specialist, IT Audit Manager, Network Security Analyst, Security Systems Specialist

C.7.1.13 Junior Security Specialist

General Description	An individual knowledgeable in several aspects of Security. Has experience in the specific Security discipline(s) described in an actual SOW or SON. Demonstrates good oral and written communications skills.
General Experience	Three years of progressive experience in the field of IT, including one year of specialized experience in specialized IT disciplines involving a limited range of hardware/software solutions.
Specific Experience	At least two years of general experience is concentrated hands-on experience in the specific area(s) of Security required by an actual SOW or SON.
Function	Provides technical and specialized guidance, and solutions to Security problems. Performs analyses and studies. Prepares reports and gives presentations to management. Works independently or as a member of a team.
Examples (not all inclusive)	Junior Security Analyst, Security Technical Assistant

C.7.1.14 Senior IT Training Specialist

General Description	An individual who is very good at imparting technical information to technical and non-technical personnel and is very knowledgeable in IT. Has extensive experience in developing courses and teaching in all aspects of IT. Demonstrates excellent oral and written communication skills.
General Experience	Eight years of progressive experience in the field of IT, including six years as an instructor of various highly specialized IT disciplines.
Specific Experience	At least four years of General experience is hands-on experience in the development and performance of training courses in IT, in the discipline specified by an actual SOW or SON.
Function	Develops courses and instructional material to educate technical and non-technical personnel in IT. Develops curricula and modular training courses. Gathers and assembles information pertaining to the subject matter, organizes and condenses materials. Teaches courses. Works independently or as part of a team. May serve as contractor task order Project Manager.
Examples (not all inclusive)	Senior Instructor, Senior Course Developer, Senior Information Systems Training Specialist, Senior Technical Writer, Senior Knowledge Management Computer Specialist, Senior Documentation Specialist

C.7.1.15 IT Training Specialist

General Description	An individual who is very good at imparting technical information to technical and non-technical personnel and is very knowledgeable in IT. Has experience in developing courses and teaching in all phases of IT. Demonstrates very good oral and written communication skills.
General Experience	Five years of progressive experience in the field of IT, including three years as an instructor of various highly specialized IT disciplines.
Specific Experience	At least two years of general experience is hands-on experience in the development and performance of training courses in IT, in the discipline specified by an actual SOW or SON.
Function	Develops courses and instructional material to educate technical and non-technical personnel in IT. Gathers and assembles information pertaining to the subject matter, organizes and condenses materials. May be required to teach courses. Works independently or as part of a team.
Examples (not all inclusive)	Course Developer, Instructor, Administrative Support and Graphics, Documentation Specialist, Imaging Specialist, Technical Writer/Editor, Information Systems Training Specialist, Knowledge Process Specialist, Knowledge Management Computer Specialist

C.7.1.16 Junior IT Training Specialist

General Description	An individual who is good at imparting technical information to technical and non-technical personnel and is knowledgeable in IT. Has experience in developing courses and teaching in phases of IT. Demonstrates good oral and written communication skills.
General Experience	Three years of progressive experience in the field of IT, including one year as an instructor of various IT disciplines.
Specific Experience	At least one year of general experience is hands-on experience in the development and performance of training courses in IT, in the discipline specified by an actual SOW or SON.
Function	Develops courses and instructional material to educate technical and non-technical personnel in IT. Gathers and assembles information pertaining to the subject matter, organizes and condenses materials. May be required to teach courses. Works independently or as part of a team.

Examples (not all inclusive)	Junior Course Developer, Junior Instructor, Junior Technical Writer/Editor, Junior Documentation Specialist, Junior Administrative Support and Graphics Specialist, Junior Information Systems Training Specialist

C.7.2   Labor Category Descriptions for the Three Principal Task Areas (T&M)

The 16 labor categories listed in sections C.7.1.1 through C.7.1.16 will be combined with the labor categories listed below to comprise the T&M portion of this contract. The T&M labor categories below are not limited to any one principal task area.

C.7.2.1   Applications Engineer

Analyzes functional business applications, studies complex system requirements and designs specifications for functional activities. Develops block diagrams and logic flow charts. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Also, translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Also, estimates software development costs and schedule. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met. Senior level engineer supervises software configuration management and manages software development.

C.7.2.2   Applications Programmer

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

C.7.2.3   Application Systems Analyst

Provides analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handles test scripts and service requirements; works closely with end users on project development and implementation. Specifies the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepares cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible.

C.7.2.4   Business Process Reengineering Specialist

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

C.7.2.5   Data Architect

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

C.7.2.6   Data Security Specialist

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

C.7.2.7   Database Analyst/Programmer

Designs, implements and maintains moderately complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Maintains database dictionaries, monitors standards and procedures, and integration of systems through database design.

C.7.2.8   Disaster Recovery Specialist

Responsible for security and integrity of assigned electronic data, data systems, and data networks and provides support in the development of a Government agencies emergency management and business recovery plans. Contributes knowledge of business processes, management structures, technology programs/platforms and performs functions pertaining to the agencies business risk assessment. Reviews and develops business recovery strategies. Drafts procedures for identifying failures and invoking contingency plans, creates response procedures, and identifies communication channels. Communicates with various response teams during testing, actual execution of recovery procedures and supports the design, development, installation, implementation, and administration of backup solutions. Also, makes recommendations to the user community and the operations group on system enhancements, designs and administers programs to include policies, standards, guidelines, training programs and a viable quality assurance process for disaster recovery.

C.7.2.9   Information Engineer

Applies business process improvement practices to re-engineer methodologies/ principles and business process modernization projects. Should apply as appropriate, activity data modeling, transaction flow analysis, and internal control and risk analysis, modern business methods and applies performance measurement techniques. Assist 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. Senior level supervisors provide daily supervision and direction to staff.

C.7.2.10   Network Engineer

Reviews, plans, and evaluates network Systems. May troubleshoot network systems and recommend improvements to network. Also, provides documentation/project tracking and management reporting, tactical, and strategic input on overall network planning and related projects. Senior level supervisor leads and directs the staff.

C.7.2.11   Software Developer/Programmer

Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Also, assists in the development of software user manuals. Senior level supervisors provide daily supervision and direction to staff.

C.7.2.12   Systems Software Engineer

Should provide identification/fixing for the problems within existing software, design/implementation of new systems, enhances the existing applications and participates in analysis, design and new construction of next generation IT applications. Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will

allow implementation by the development team and COTS products. Also, contributes knowledge of telecommunications concepts, computer languages, operating systems, database/DBMS and applications.

C.7.2.13 Systems Analyst

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

Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Shall develop in conjunction with the functional users system alternative solutions and then coordinate closely with the programmers to ensure proper implementation of program and system specifications.

Senior level supervisor provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules.

C.7.2.14 Systems Architect

Shall also, establish system information requirements using the analysis from information engineer(s) in the development of enterprise-wide or large-scale information systems.

Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures that the systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference mode

and as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Ensures that the common operating environment is TAFIM compliant, evaluates analytically and systematically problems of workflows, organization, and plans and develops appropriate corrective action. Senior level supervisor provides daily supervision and direction to staff.

C.7.2.15 Telecommunications Engineer

Provides support in the translation of business requirements into telecommunications requirements, designs and orders. Also, provides in-depth engineering analysis of telecommunications alternatives for Government agencies in support of their strategic modernization efforts and telecommunications enhancement design for medium and large-scale telecommunication infrastructures. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management.

C.7.2.16 Web Designer

Provides support in upgrading, maintaining and creating content for agency's web site under the guidance of Web Project Manager. Also, provides day-to-day site design, creation, on-the-job training for the development, maintenance, and updating of Web pages.

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