

Section J, Attachment 5

CONTRACT LABOR PERSONNEL QUALIFICATIONS

J.5.1 GENERAL REQUIREMENTS

The Contractor shall provide individuals for specific tasks that meet the qualifications established herein. The Government will evaluate proposed individuals for specific tasks based on the criteria established in this section, but may use other factors in determining whether proposed individuals meet the requirements of a specific task.

J.5.1.1 RESPONSIBILITIES

Each labor category identified herein identifies the duties and responsibilities for that labor category as may further be defined within specific task orders. Task Orders may also require specific experience and education requirements based on the complexity of the task.

J.5.1.2 MULTIPLE DUTIES WITHIN LABOR CATEGORY

It is likely that the task orders under this contract may require expertise in multiple skill categories. Personnel proposed must possess this expertise, however, in cases where an individual does not have the required expertise in all skill categories, multiple personnel shall be assigned. The Contractor is required to provide a range of personnel capable of satisfying duties for all skill categories at any one time.

J.5.1.3 RESUMES

The Contractor shall submit resumes for individuals proposed as Project Director on each task order pursuant to Clause 2-65, Section H of the contract.

5.2. EXPERIENCE DEFINITION

5.2.1 GENERAL EXPERIENCE

General Experience refers to the minimum number of years required in Information Technology (IT). This experience must have been obtained within the most recent 15 years.

5.2..2 SPECIALIZED EXPERIENCE

Specialized Experience refers to the minimum number of years required related to the particular appropriate skills for a labor category. This experience is not in addition to, but may be part of the minimum experience required in General Experience. This specialized experience may require education in specific studies and/or formal accreditation in an IT related discipline (e.g. Certified Novell Engineer (CNE), MicroSoft Certified Engineer (MSCE, Cisco CCNP Certification, or CISSP).)

5.2.3 SUBSTITUTION OF EDUCATION FOR EXPERIENCE

An Associate's degree may be substituted for one year of general and specialized experience for those labor categories requiring a high school diploma. A Bachelor's degree may be substituted for two years of general and specialized experience for those labor categories requiring a high school diploma. A Master's degree may be substituted for three years of general and specialized experience for those labor categories requiring a high school diploma. Formal accreditation in an area closely related to the statement of work may be substituted for one year of general and specialized experience for those labor categories requiring a Bachelor's degree. A Master's degree may be substituted for two years of general and specialized experience for those labor categories requiring a Bachelor's degree.

5.2.4 SUBSTITUTION OF EXPERIENCE FOR EDUCATION

The labor category description provides the minimal degree required to qualify for each labor category. Experience may be substituted for the minimal degree depending on the number of years and nature of the experience. Seven (7) years of general and specialized experience may be substituted for the next degree. However, no experience substitution is allowed for a High School Diploma, Associate's Degree or Formal Accreditation. The allowable substitutions are as follows:
High School Diploma plus 7 years = Bachelor's Degree
High School Diploma plus 14 years = Master's Degree
Bachelor's Degree plus 7 years = Master's Degree

5.3. LABOR CATEGORY DESCRIPTION

5.3.1 PROJECT DIRECTOR

General Experience: Ten (10) years progressive Information Technology (IT) experience including at least six projects in technical areas included in Section C. At least one project must have occurred within the past three (3) years.

Specialized Experience: Eight (8) years in supervision of substantial IT projects. Five (5) years of this experience must have been in supervising large IT services contracts, including people of various job categories and skills and must have occurred in the last ten (10) years.

Functional Responsibility: Ensures problem resolution and customer satisfaction for the contract. The Project Director is the Contractor's primary interface with the Government and consults routinely with the Contracting Officer's Technical Representative and AO users concerning support requirements performed under the contract, costs and cost control, problem resolution, and operational planning. The Project Director ensures that all contractor-performed activities operate in conformance with the terms and conditions of the contract and individual task orders; serves as a liaison between the Contracting Officer and/or the Contracting Officer's Technical Representative and his/her corporate management.

Minimum Education: Master's Degree

5.3.2. MASTER IT ANALYST

General Experience: Ten (10) years progressive Information Technology (IT) experience including at least six projects in technical areas included in Section C. At least one project must have occurred within the past three (3) years.

Specialized Experience: Eight (8) years in supervision of substantial IT projects. Five (5) years of this experience must have been in supervising large IT services contracts, including people of various job categories and skills and must have occurred in the last ten (10) years.

Functional Responsibility: Ensures problem resolution and customer satisfaction for individual delivery orders; provides supervisory, technical, and administrative direction for personnel performing on a Task Order.

Minimum Education: Master's Degree

5.3.3 SENIOR IT ANALYST

General Experience: Eight (8) years of progressive Information Technology (IT) experience including at least five projects in technical areas included in Section C. At least one project must have occurred within the past (3) years.

Specialized Experience: Two (2) years in supervision of substantial IT projects. One (1) year of this experience must have been in supervising large IT service contracts, including people of various job categories and skills and must have occurred in the last five (5) years.

Functional Responsibility: Provides technical and administrative direction for tasks, including review of work products for correctness, compliance with industry accepted standards, FTS standards, and user standards specified in specific Task Orders.

Minimum Education: Bachelor's degree.

5.3.4 MID-LEVEL IT ANALYST

General Experience: Four (4) - seven (7) years of progressive Information Technology (IT) experience including at least three projects in technical areas included in Section C. At least one project must have occurred within the past three (3) years.

Specialized Experience: One (1) year in management of substantial IT projects. One (1) year of this experience must have been in managing large IT service contracts, including people of various job categories and skills and must have occurred in the last five (5) years.

Functional Responsibility: Supports a senior analyst with both technical and administrative tasks related to the project with direct responsibility for assuring the correctness of a product.

Minimum Education: Bachelor's degree

5.3.5 ASSOCIATE IT ANALYST

General Experience: Five (5) years of progressive Information Technology (IT) experience including at least two projects in technical areas included in Section C. At least one project must have occurred within the past three (3) years.

Functional Responsibility: Works under general supervision, developing all aspects of a product from inception to conclusion. Develops required specifications for simple to moderately complex problems.

Minimum Education: Bachelor's degree

5.3.6 MASTER SUBJECT MATTER EXPERT

General Experience: Ten (10) years of progressive Information Technology (IT) experience including at least six projects in technical areas included in Section C. At least one project must have occurred within the past three (3) years.

Specialized Experience: Five (5) years of this experience must have been in performing large IT projects related to the individual's subject matter expertise and must have occurred in the last eight (8) years.

Functional Responsibility: Serves as a senior subject matter technical expert in areas relevant to the project. Produces/reviews substantive and/or complex technical documentation reflecting detailed knowledge of technical areas included in Section C. Documentation subjects shall include but not limited to systems design, system architecture, feasibility studies, and system specifications. Interfaces with Government management personnel. Reports in writing and orally to Contractor management and Government representatives, including the Government CO and COR.

Minimum Education: Master's degree

5.3.7 SENIOR SUBJECT MATTER EXPERT

General Experience: Eight (8) years of progressive functional experience related to the technical areas included in Section C. Most recent functional project experience must have occurred within the past three (3) years.

Specialized Experience: Three (3) years of this functional experience must have included management responsibility for large projects related to the individual's subject matter expertise and must have occurred in the last five (5) years.

Functional Responsibility: Serves as a subject matter technical expert in areas relevant to the project. Provide guidance to the technical staff on the functional procedures/processes/policies reflecting detailed knowledge of functional areas included in Section C. Interfaces with Government management personnel and functional proponents. Reports in writing and orally to Contractor management and Government representatives, including the Government CO and COR.

Minimum Education: Bachelor's degree

5.3.8 SENIOR TECHNICIAN

General Experience: Eight (8) years of progressive Information Technology (IT) experience including at least five projects in technical areas included in Section C. At least one project must have occurred within the past three (3) years.

Functional Responsibility: Is responsible for directing technical work on projects. Performs a variety of analyses and prepares appropriate documentation. Prepares and makes briefings and presentations. Leads team in on-site management of installations. Works independently and installs, operates, maintains, configures, troubleshoots, and repairs IT systems devices, circuits, cables, components, software, and end-user devices, components, software and connectivity. Assists in the development and management of project plans. This includes the review of task performance and work products for correctness, for adherence to design concepts and user requirements, and for progress in accordance with schedules. Coordinates with the Contractor's project manager, GSA COR, and Government user representatives to ensure accurate solutions and user satisfaction on technical matters.

Minimum Education: Associate's Degree or Formal Accreditation (e.g. CNE, MSCE)

5.3.9 MID-LEVEL TECHNICIAN

General Experience: Four (4)- seven (7) years of progressive Information Technology (IT) experience including at least three projects in technical areas included in Section C. At least one project must have occurred within the past three (3) years.

Functional Responsibility: Is responsible for direct technical work on projects. Performs a variety of analyses and prepares appropriate documentation. Prepares and makes briefings and presentations. Assists in on-site management of installations. Works independently and installs, operates, maintains, configures, troubleshoots, and repairs IT systems devices, circuits, cables, components, software, and end-user devices, components, software and connectivity. Assists in the development and management of project plans. This includes the review of task performance and work products for correctness, for adherence to design concepts and user requirements, and for progress in accordance with schedules. Coordinates with the Contractor's project manager, GSA COR, and Government user representatives to ensure accurate solutions and user satisfaction on technical matters.

Minimum Education: High School Diploma

5.3.10 ASSOCIATE TECHNICIAN

General Experience: Three (3) years of progressive Information Technology (IT) experience including at least two projects in technical areas included in Section C. At least one project must have occurred within the past three (3) years.

Functional Responsibility: Performs direct technical work on projects. Works under general supervision and installs, operates, maintains, configures, troubleshoots, and repairs IT systems devices, circuits, cables, components, software, and end-user devices, components, software and connectivity. Coordinates with the Contractor's project manager, GSA COR, and Government user representatives to ensure accurate solutions and user satisfaction on technical matters.

Minimum Education: High School Diploma

5.3.11 Master Engineer

General Experience: Ten (10) years of progressive Information Technology (IT) experience including at least six projects in technical areas included in Section C. At least one project must have occurred within the past three (3) years.

Specialized Experience: Five (5) years of this experience must have been in performing large IT projects related to the individual's subject matter expertise and must have occurred in the last eight (8) years.

Functional Responsibility: Serves as a lead expert in areas relevant to the project. Produces/reviews substantive and/or complex technical documentation reflecting detailed knowledge of technical areas included in Section C. Documentation subjects shall include but not limited to systems design, system architecture, feasibility studies, and system specifications. Interfaces with Government management personnel. Reports in writing and orally to Contractor management and Government representatives, including the Government CO and COR.

Minimum Education: Master's degree

5.3.12 SENIOR ENGINEER

General Experience: Eight (8) years of progressive Information Technology (IT) experience including at least five projects in technical areas included in Section C. At least one project must have occurred within the past (3) years.

Specialized Experience: Two (2) years in supervision of substantial IT projects. One (1) year of this experience must have been in supervising large IT service contracts, including people of various job categories and skills and must have occurred in the last five (5) years.

Functional Responsibility: Provides technical and administrative direction for tasks, including review of work products for correctness, compliance with industry accepted standards, FTS standards, and user standards specified in specific Task Orders.

Minimum Education: Bachelor's degree.

5.3.13 MID-LEVEL ENGINEER

General Experience: Four (4) - seven (7) years of progressive Information Technology (IT) experience including at least three projects in technical areas included in Section C. At least one project must have occurred within the past three (3) years.

Specialized Experience: One (1) year in management of substantial IT projects. One (1) year of this experience must have been in managing large IT service contracts, including people of various job categories and skills and must have occurred in the last five (5) years.

Functional Responsibility: Supports a senior analyst with both technical and administrative tasks related to the project with direct responsibility for assuring the correctness of a product.

Minimum Education: Bachelor's degree

5.3.14 SENIOR TRAINER/TECHNICAL WRITER

General Experience: Eight (8) years of progressively responsible experience designing, developing, editing, and delivering training, technical and graphic documentation for IT systems included in Section C.

Specialized Experience: Two (2) years in substantial IT training and documentation projects included in Section C. Experience in designing and developing courses for instructor- led, distance learning or electronic courses, as well as courses designed for standard or custom written applications using a variety of media. Projects must have occurred in the last five (5) years.

Functional Responsibility: Designing, producing and implementing training courses and documentation using all methods and all media, including electronic. Provides technical and administrative direction for tasks, including review of work products for correctness, compliance with industry accepted standards and user standards specified in specific Task Orders.

Minimum Education: Bachelor's degree.

5.3.15 MID-LEVEL TRAINER/TECHNICAL WRITER

General Experience: Four (4) - seven (7) years designing, developing, editing, and delivering training, technical and graphic documentation for IT systems included in Section C.

Specialized Experience: Two years experience designing, developing, and delivering documentation and training on IT systems using all delivery methods and all media, including electronic.

Functional Responsibility: Designing, producing and implementing training courses and documentation using all methods and all media, including electronic. Reviews and edits highly complex written and graphic technical materials, including system configuration, documentation, studies, reports and other presentation graphics. Ensures compliance with standards of style and format, good usage of English, and overall structure and organization of material.

Minimum Education: Bachelor's Degree