



INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
TERMS OF SERVICE AND PRICE LIST

Information Technology Professional Services

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DUNS Number
080360393
CAGE Code
7PRN3

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Terms of Service

Prompt payment terms: Net 30 Days

Payment address: R5 CSG: 16809 Mt. Club Ave. Rawlings, MD, 21557

Data Universal Number System (DUNS): 080360393

System for Award Management (SAM) database: R5 CSG is registered in the SAM database.

Geographic Coverage: Domestic Delivery only (48 contiguous states plus Washington, DC)

EDUCATION AND EXPERIENCE

Program Manager

Minimum Education: Must have an advanced degree (MS or MBA) in an accredited graduate program in a recognized business or technical discipline relevant to the contract and ten years of relevant experience; or a Bachelor's Degree relevant years of experience or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required. Project Management related certification a plus.

Functional Responsibility: Provides supervisory, technical, and administrative direction for personnel performing on tasks for this program. Responsible for resource management and performance of all tasks on this contract to include analyses, report findings, and deliverables. Develops a project management plan for each contract that identifies project staff, staffing hours, task outlines, milestones, contract deliverables, and due dates. Other duties as assigned.

Minimum/General Experience: Ten (10) years experience in the performance of large or complicated projects that encompass the overall management of Government or commercial technical and management support programs dealing with the disciplines involved in the task, and including financial management, staffing, contract compliance, and client relations. Project Management related certification a plus.

Project Manager

Minimum Education: Must have an advanced degree (MS or MBA) in an accredited graduate program in a recognized business or technical discipline relevant to the contract and ten years of relevant experience; or a Bachelor's Degree and relevant years of experience or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required.

Functional Responsibility: Provides supervisory, technical, and administrative direction for personnel performing on tasks for this program. Responsible for resource management and performance of all tasks on this contract to include analyses, report findings, and deliverables. Develops a project management plan for each contract that identifies project staff, staffing hours, task outlines, milestones, contract deliverables, and due dates. Other duties as assigned.

Minimum/General Experience: Ten (10) years experience and/or PMP certification in the performance of large or complicated projects that encompass the overall management of Government or commercial technical and management support programs dealing with the disciplines involved in the task, and including financial management, staffing, contract compliance, and client relations.

Desktop Support / Help Desk Technician

Minimum Education: High school diploma or equivalent.

Functional Responsibility: Provides telephone technical support to customers regarding technical aspects of assigned products. Answers specific questions about installation, operation, configuration, customization and usage of assigned products. Applies diagnostic techniques to identify problems, investigate causes and recommend solutions to correct common failures. Escalates complex problems to senior level Customer Support Specialists. Knowledge of hardware and/or software products required. Must have strong communications skills and be able to communicate technical issues effectively. Other duties as assigned.

Minimum/General Experience: Prefer an average of 5 years customer service experience, or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required.

Local/Metro/Wide Area Network Engineering

Minimum Education: BA or BS in computer science, engineering or other business related disciplines with emphasis on computer systems, computer engineering, or data communications is preferred or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required.

Will accept an Associates Degree and Industry Standard Certifications or equivalent training and experience in related field for junior level position.

Functional Responsibility: Oversees daily operations of the Network. Responsible for overall LAN/WAN system and activity. Studies and projects micro resource requirements including personnel, software, equipment and facilities and makes recommendations to management. Is typically a top-level technical contributor with advanced knowledge of and experience in the local and wide area networking, communications, and related hardware/software such as bridges, gateways, routers, multiplexers and hubs. Provides for the training of department's staff and end users. May supervise the setup and maintenance of library and materials for end users reference. Ensures that security procedures are implemented and enforced. May supervise or lead LAN/WAN Engineering staff. Other duties as assigned.

Minimum/General Experience: Prefer 5-10 or more years experience in design, troubleshooting and maintenance of large data networks or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required. An advanced degree in a directly related field may be substituted for years experience.

Information Assurance Analyst

Minimum Education: Bachelor's Degree in a related discipline or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required.

Will accept an Associates Degree and Industry Standard Certifications with relevant work experience in related field for junior level position.

Functional Responsibility: Develops and recommend technical solutions to support client requirements in solving moderate to highly complex network, platform, and system security problems. Typical focus area includes analytical and engineering solutions based on federal and industry INFOSEC policies, doctrine, and regulations. Responsibilities additionally include secure system engineering and development, including system/security requirements analysis and secure system definition and specification development of INFOSEC policies and procedures utilizing technical and analytical skills. Also design test beds of advanced INFOSEC hardware and software solutions. Other duties as assigned.

Minimum/General Experience: Prefer 10 years of related experience or equivalent combination of experience and training to meet required skill level or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required. An advanced degree in a directly related field may be substituted for years experience.

Technical Writer / Editor

Minimum Education: Bachelor's degree in Management or technical discipline or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required.

Will accept an Associates Degree and Industry Standard Certifications with relevant work experience in related field for junior level position.

Functional Responsibility: Experienced in program documentation for management information systems. Other duties as assigned.

Minimum/General Experience: Prefer 5 years of Progressive related experience or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required. An advanced degree in a directly related field may be substituted for years experience.

Quality Assurance Tester

Minimum Education: Bachelor's degree in Computer Science, Information System, Business Management or similar disciplined field or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required.

Will accept an Associates Degree and Industry Standard Certifications with relevant work experience in related field for junior level position.

Functional Responsibilities: Establish and maintains a process for evaluating software and associated documentation. Provide independent review of processes, techniques, and procedures used to assess the quality of software products. Analyze quality metrics and determines risk mitigation strategies. Determine the resources required for quality control. Conduct formal and informal reviews and audits at predetermined points throughout the development life cycle. Provide daily supervision and direction to support staff. Other duties as assigned.

Minimum/General Experience: Prefer 5 years of continued programming experience or software testing experience. Experienced in writing/modifying and/or maintaining application software, testing software, troubleshooting, and documentation or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required. An advanced degree in a directly related field may be substituted for years experience.

Software Developer

Minimum Education: Bachelor's degree in Computer Science or a related field or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required.

Will accept an Associates Degree and Industry Standard Certifications with relevant work experience in related field for junior level position.

Functional Responsibility: Qualified in the design, planning and programming of computer programs using formal languages. Knowledge of advanced programming techniques and advance data structures. Experienced in software validation and testing techniques. Capable of implementing software design requirements as specified by system design documentation. Other duties as assigned.

Minimum/General Experience: Prefer 5-10 years of continued programming experience or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required. An advanced degree in a directly related field may be substituted for years experience. Experienced in writing/modifying and/or maintaining application software.

Information Technology Specialists

Minimum Education: Bachelor's degree in Computer Science, Engineering or other related discipline or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required.

Will accept an Associates Degree and Industry Standard Certifications with relevant work experience in related field for junior level position.

Functional Responsibility: Provide work direction to lower-level staff. Should have a thorough understanding of capabilities of the client's applicable hardware/software configurations. This includes system backup/recovery, basic software management, security management, and library management, operating computer systems in different operating environments, sizing, performance, tuning, hardware/software trouble shooting and resource allocation. Other duties as assigned.

Minimum/General Experience: Prefer 5-10 years, or more, hands-on technical experience with computer systems and data communications or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required. An advanced degree in a directly related field may be substituted for years experience.

Database Administrator

Minimum Education: Bachelor's degree in computer graphics, commercial art or related field or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required.

Will accept an Associates Degree and Industry Standard Certifications with relevant work experience in related field for junior level position.

Functional Responsibility: Manages high-level databases. Directs the entire software development process, from the establishment and definition of requirements to implementation, acceptance, and maintenance. Participates in the design and development of database management systems (DBMS) at the highest level, and in defining system and subsystems. Provides leadership in problem solving, implementation practices, and selection of DBMS theory. Manages the software development process based on cost and personnel factors. Provides technical guidance to systems and applications programmers. Directs and participates in the conceptual system design and specification. Ensures that software design promotes modularity and portability is reliable, serviceable, and maintainable has demonstrable accuracy, privacy, and security, and is sufficient within the parameters of the system. Assists in reviewing computer database information software support systems and data requirements, as well as communication and response needs, and recommends operating systems and languages to support them. Develops test plans and test data for operating systems and support software. Assists with the design and documentation of data requirements, system test and implementation plans, and system demonstrations. IT experience in database management, development, and systems analysis. Must have demonstrated program management, deliverables, and technical staff management experience. Other duties as assigned.

Minimum/General Experience: Prefer 5 - 10 years experience in development and management of database systems or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required. An advanced degree in a directly related field may be substituted for years experience. Excellent written and verbal communication skills.

Scientific Graphics Artist

Minimum Education: Bachelor's degree in computer graphics, commercial art or related field or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required.

Will accept an Associates Degree and Industry Standard Certifications with relevant work experience in related field for junior level position.

Functional Responsibility: Provides creative computer presentation graphics by the creation of artwork on a graphic console. This includes, but is not limited to, timely and effective color processing of computer graphics with a reversal film processor. Supports the proper preventive maintenance for all the computer graphic facility hardware. Renders effective images using a wide range of media to create slides, viewgraphs, wall charts, and hard copy for presentations and technical papers. Interprets information effectively in graphic form to meet the communications requirements of administrators, managers, scientists, engineers or other technical personnel. Selects letters, colors, overlays, and design layouts to carry out a graphic theme and convey information as intended by the customer. Solves simple problems of design, choice of media, etc., for graphics communications. Executes graphics assignments using a variety of media in a production environment. Communicates effectively with clients concerning technical requirements of graphics assignments. Other duties as assigned.

Minimum/General Experience: Prefer 5 years experience in development of artwork on a computer console or an equivalent combination of related experience, training and education needed to ensure the specified skill level is required. An advanced degree in a directly related field may be substituted for years experience. Excellent written and verbal communication skills.

PRICE LIST

SIN	Min Years of Exp.	Job Category	Edu. Level	Base Hourly Rate	Year 2	Year 3	Year 4	Year 5
132 51	10	Program Manager	M.S.	\$139.20	\$142.40	\$145.67	\$149.02	\$152.45
132 51	10	Project Manager	M.S. + PMP	\$106.02	\$108.46	\$110.95	\$113.50	\$116.12
132 51	5	Desktop Support Specialist/Help Desk Technician	H.S.	\$71.37	\$73.01	\$74.69	\$76.41	\$78.16
132 51	10	LAN/MAN/WAN Engineer	B.S. + CCNA	\$105.17	\$107.59	\$110.06	\$112.59	\$115.18
132 51	10	Information Assurance Analyst	B.S.	\$90.54	\$92.63	\$94.76	\$96.94	\$99.16
132 51	5	Technical Writer/Editor	B.S.	\$68.30	\$69.87	\$71.48	\$73.12	\$74.81
132 51	5	Quality Assurance Tester	B.S.	\$82.45	\$84.35	\$86.29	\$88.27	\$90.30
132 51	5	Software Developer	B.S.	\$85.02	\$86.97	\$88.97	\$91.02	\$93.11
132 51	10	Senior Software Developer	B.S.	\$116.22	\$118.90	\$121.63	\$124.43	\$127.29
132 51	5	Information Technology Specialist	B.S.	\$92.73	\$94.87	\$97.05	\$99.28	\$101.56
132 51	10	Senior Information Technology Specialist	B.S.	\$120.05	\$122.81	\$125.63	\$128.52	\$131.48
132 51	5	Database Administrator	B.S.	\$87.01	\$89.01	\$91.05	\$93.15	\$95.29
132 51	10	Senior Database Administrator	B.S.	\$109.95	\$112.48	\$115.07	\$117.71	\$120.42
132 51	5	Scientific Graphics Artist	B.S.	\$75.57	\$77.31	\$79.08	\$80.90	\$82.76

* Minimum years experience and Educational Level reflect in the price list, are ballpark figures, and may be an equivalent combination of related experience, training and education needed to ensure the specified skill level is required.