This Statement of Work contains requirements for three different line items as follows: CLIN 0001/NAC CM and IDM Personnel; CLIN 0002/Identity Management – Single Sign-On; and CLIN 0003/Information Risk Assessment. Please thoroughly review the requirements pertaining to each respective line item and provide your proposals/prices accordingly.
CLIN 0001
NAC, CM AND IDM PERSONNEL
STATEMENT OF WORK

1. OBJECTIVE

The objective of this SOW is to acquire the necessary network security services to investigate, design, and build enterprise information security architecture (EISA) for Metro.

2. SCOPE

This statement of work (SOW) is established to provide firewall and network access control (NAC), and identity management expertise and services, specifically within the context of the areas identified in the “Services Required” section below.

3. SERVICES REQUIRED

As part of establishing an Enterprise Information Security Architecture (EISA) for Metro, the selected contractor(s) will assist Metro to review, create, design, build, and implement the following components:

a. Enterprise Firewall and Network Access Control Design and Engineering
   A security zone is a logical grouping of sites/subnets/data that allows for additional security controls to be applied to match organizational goals or policies. Firewalls and NAC appliances will be used to design and implement a controlled environment where all devices must be validated prior to being allowed network access. This will include the designing and implementation of security resources to establish appropriate network access based on the identity of the user and compliance of the system being used to access network resources. This will require two (2) firewall engineering resources.

b. Enterprise Identity Management Design and Engineering
   An intrusion prevention system is a network security device that monitors network and/or system activities for malicious or unwanted behavior and can react to block or prevent those activities in real time. This will require one (1) identity management resource.

c. Enterprise Change Management
   Establish a change management system for IT and the Metro enterprise. This will encompass establishing, implementing, coordinating, and maintaining the following: Change Control Board (CCB), Business Continuity Planning (BCP), Continuity of Operations (COOP), Disaster Recovery (DR), and Pandemic planning. This will require two (2) change management resources.

The consultants shall provide support to MITS as Firewall/NAC (FWNAC) Security Engineers in the planning, implementation, deployment, and management of the MITS Information Security Architecture for Metro. The consultants will receive technical tasking from the MITS management, and have contract responsibility reporting to the COTR.
Activities shall include, but are not limited to, the following key areas:

- Lead the advanced technical support on network firewall engineering and related security infrastructure
- Provide technical consultation to Metro departments and other IT personnel relating to firewall device implementation, standards compliance, vulnerability reduction, and strategic security planning
- Document security procedures, processes, technical specifications, implementation plans, configurations of daily tasks as necessary for the continuation of operations
- Identify, troubleshoot, and resolve complex network connectivity issues
- Support information security-related development projects.
- Perform other duties as assigned by MITS management.

Additionally, the contractor shall

- Provide timely business function analysis and business impact assessments of all planned design and engineering activities
- Assist Metro in establishing IT Security best practices
- Make recommendations towards IT Security Architecture, which includes a high level review of threats, risks and vulnerabilities
- Provide an approval process for this project to be done through milestone presentations COTR and other management as designated by the COTR

4 DELIVERABLES

Before initiation and upon completion of the design and engineering efforts identified in the “SERVICES REQUIRED” section, the contractor must provide:

- Proposed architecture planning document, including relevant and applicable diagrams,
- Final architecture diagram and build document, as appropriate
- All deliverables shall be submitted to the COTR, in one (1) hard copy and (1) electronic copy in Microsoft Office format.

5 CONTRACTOR REQUIREMENTS

MITS management will select the most qualified contractor based upon comparative analysis of the following technical skill criteria and qualification requirements of the contractor and its offered staff:

The terms “Expert”, “Advanced”, and “Functional” as applied to the Technical Skills section that follows are to be interpreted by offerors in accordance with current Information Technology (IT) industry standards and the evaluation of such is completely within WMATA’s discretion.
5.1 TECHNICAL SKILLS

FW/NAC Engineer:
- Expert knowledge of firewalls, Intrusion Prevention Systems (IPS), and Virtual Private Network (VPN) technologies
- Specific knowledge of the Juniper Firewall/NAC and related technologies
- Expert knowledge of encryption, anti-virus, and patch management
- Specific knowledge of network access control (NAC) technology and
- Specific knowledge of the Juniper Secure Socket Layer (SSL) VPN and related technologies
- Specific knowledge of the McAfee network and host-based IPS

Identity Management Engineer:
- Expert knowledge of identity management systems
- Expert knowledge of Oracle Identity Management
- Specific knowledge of PeopleSoft and Oracle database
- Specific knowledge of LDAP, specifically Microsoft Active Directory and Novell eDirectory

Change Management Engineer:
- Expert knowledge of COOP, BCP, and DR concepts, procedures, processes, planning, and implementation
- Expert knowledge of Change Control concepts, procedures, processes, planning, and implementation

General:
- Expert knowledge of various IP protocols and their behavior;
- Expert knowledge of the OSI model and Transmission Control Protocol /Internet Protocol (TCP/IP) stack;
- Expert knowledge of network routing and switching methodologies

5.2 INTERPERSONAL SKILLS
- Demonstrated ability to provide superior customer service to clients
- Ability to provide expert technical leadership and direction
- Effective oral and written communication skills
- Ability to work as team player
5.3 QUALIFICATION REQUIREMENTS:

5.3.1 These positions indicated above require a BS or equivalent in computer science or electrical engineering. Equivalent professional and technical training may be considered in lieu of the degree.

5.3.2 Candidates must have a minimum of 3 years experience as a full-time IT Security Engineer supporting wide area networks and must demonstrate expert-level skills in firewall deployment and management. Industry specific certification, e.g. SANS GIAC certification, for security engineering professionals is strongly recommended.

5.3.3 In general, the positions require an extensive knowledge in information security, information assurance, and threat and vulnerability trends. This position also requires a functional knowledge of networking, databases and systems operations. Strong related experience in developing security guidelines, procedures, plans and policies and selecting/implementing automated management/administration tools is also needed.

5.3.4 Consultants must possess strong planning and organization skills. S/he must also demonstrate a keen problem solving and analysis skills and be decisive as well as flexible. Additionally, each consultant must possess expert technical leadership and direction skills. Excellent oral and written communications skills are essential.

Notes on Candidates

1. Offerors are hereby notified that no more than two (3) candidates will be considered and rated for each of the areas identified in Services Required section.

2. Rating will be performed in two phases: in phase one, all candidates will be preliminarily rated using information presented in submitted resumes to generate a list of fully qualified candidates. In phase two, only those candidates preliminarily rated as fully qualified will be contacted for telephonic or personal interviews to determine their final rating for selection purposes.

5.4 The hours required for this project are based on a 40-hour workweek. The workweek is specifically defined as 8:30AM through 5:30PM on weekdays designated as business hours for WMATA. Consultants are not authorized flexible schedules or telecommuting under this contract. Work outside of the identified core hours above must be approved by the COTR in advance. Contractors are responsible for insuring that consultants remain in compliance with the work schedule requirements. Upon notification by the COTR contractors shall be required to replace consultants that do not comply with the work schedule or other requirements of this SOW.

5.5 Actual hours worked will not exceed contractual hours; however, the Chief, IT Security may adjust hours as required to effectively manage the project. Contractors are responsible for tracking actual hours worked and insuring that consultants do not exceed contractual hours.

5.6 All work performed by the consultants must be conducted on-site at WMATA provided facilities.
1. INTRODUCTION
Washington Metropolitan Area Transit Authority’s (“Metro”) Department of Information Technology (IT) has established a centralized Information Security program, Metro IT Security (MITS). MITS was established to serve as a:

- Catalyst for ensuring that information security risks are considered in both planned and ongoing operations
- Central resource for advice and expertise to business units throughout Metro
- Conduit for keeping senior and executive management informed about security-related issues and activities affecting the organization

In addition, this central group will be able to achieve some efficiency and increase consistency in the implementation of the organization’s security functions by performing tasks centrally that might otherwise be performed by multiple individual groups.

2. OBJECTIVE
The objective of this SOW is to acquire the services necessary to implement a complete identity management system.

3. SCOPE
This statement of work (SOW) is established to implement a Metro-wide identity management solution. This engagement will be implemented in two phases, namely single sign-on (SSO) and provisioning. The phases will be comprised of, and implemented, as identified in the “Services Required” section below.

   a. Plan and Define Phase
      1. Review and validation of WMATA’s existing WebSSO and Identity Management business requirements
      2. Review and validation of WMATA’s existing WebSSO and Identity Management functional requirements
      3. High level architecture
      4. Hardware/Software Requirements
b. **Design Phase**

Participate and lead discussions around Access Control and Identity Provisioning implementation methodology best practices. Detailed steps will be delivered in the design document after all requirements gathering has been completed.

c. **Construct / Build Phase**

Install Oracle Access Manager and Oracle Identity Manager Infrastructure (As detailed in the design phase and per specifications in design phase documents)

1. Build environments development, QA / staging and production

### 6 SERVICES REQUIRED

As part of establishing an Identity Management and Access Control (IDM/SSO) for Metro, the selected contractor(s) will assist Metro to review, create, design, build, and implement various components.

The selected contractor(s) will help build a complete Identity Management system that will integrate with their current data and security architecture. This will be a two-part implementation that will encompass an Access Control product and an Identity Management product.

The Access Control product implementation will be the initial phase. This will encompass a single sign on solution for three of WMATA’s primary web applications and it’s sub-parts. These applications are Outlook Web Access, Maximo (a change management product with a web interface), and the PeopleSoft environments. There are four applications within PeopleSoft that must be protected (CRM / EPM / ABC+ / HR).

After the Access Control product has been implemented, passed internal QA review from WMATA, and received production sign-off, the next phase should begin. The next phase will consist of an Identity Management and Provisioning product implementation and integration to the Access Control product from the previous phase. This provisioning system will reconcile user accounts from multiple authoritative sources and provision accounts into three of WMATA’s most prominent applications to be determined later. This system will include a workflow process which includes both account approval and automatic account creation workflow of the user identity in the target systems. Workflow notifications will also be sent out in a mirror style of current notifications through normal account creation into these repositories.

The selected contractor(s) will review and validate current business and functional requirements, build a design that fits into WMATA’s current business security architecture, and implement the Identity Management system using Oracle Access Manager and Oracle Identity Manager.

The approach to this project will start with the review and validation of WMATA’s business self-registration business requirements and functional specification. The selected vendor will provide an update to WMATA’s requirements based on best practices and
industry experience. After the requirements are reviewed and agreed upon, a logical and physical design will be developed to fit into WMATA’s current security architecture; this will be detailed in a system design document. The document details will be based on the WMATA’s current infrastructure which includes load balancing and failover. The use cases and design will be the foundation for the implementation of WMATA’s Identity Management infrastructure.

The approach to the Identity Management project will consist of, as stated previously, two major stages and several sub-phases within each. Each phase will detail the information needed to provide a secure, auditable, manageable, and scalable Identity Management solution. Each major phase will go through these sub-phases:

**Plan Phase:** Delivers the As-Is details which will help determine the To-Be architecture. This phase includes the review and validation of the existing business requirements and functional specification.

**Define Phase:** Delivers the High level To-Be architecture which will be used to build the Identity Management solution. Once the existing use cases are reviewed the selected contractor(s) will help update the systems functional and non functional requirements. The finalized requirements will then be placed in a system pipeline to determine the phased delivery approach. The information will be socialized and presented as the move forward approach to both WMATA as well as Oracle to verify best practices and system support. This phase will also help drive out any last minute requirements for the system.

**Design Phase:** Delivers the detailed technical information on how to construct the system. The details in this document speak to the actual code and exact configurations of the system. The system will be designed to integrate with the current WMATA business architecture.

**Construct/Build Phase:** This phase is responsible for building the system. There will be several environments including development, QA / staging, and production. After successful testing is complete the team will ready for the push to production.

The aforementioned items will comprise the deliverables or the report of activities of the IDM/SSO implementation.

Additionally, the contractor shall:

i. Provide timely business function analysis and business impact assessments of all planned design and engineering activities
ii. Assist Metro in establishing IT Security best practices
iii. Make recommendations towards IT Security Architecture, which includes a high level review of threats, risks and vulnerabilities
iv. Provide an approval process for this project to be done through milestone presentations COTR and other management as designated by the COTR
7 DELIVERABLES

Before initiation and upon completion of the design and engineering efforts identified in the “SERVICES REQUIRED” section, the contractor must provide:

1. Oracle Access Manager (Web SSO Access Control Product)
   a. Planning and Requirements Gathering
   b. Architect and Design Document Delivery
   c. Development Completion and Runbook Delivery
   d. QA Completion and Runbook Validation Sign-off
   e. Production Completion and Knowledge Transfer

2. Oracle Identity Manager (Identity Management and Provisioning Product)
   a. Planning and Requirements Gathering
   b. Architect and Design Document Delivery
   c. Development Completion and Runbook Delivery
   d. QA Completion and Runbook Validation Sign-off
   e. Production Completion and Knowledge Transfer

8 CONTRACTOR REQUIREMENTS

MITS management will select the most qualified contractor based upon comparative analysis of the received proposals.

9 WORK SCHEDULE

9.1 The hours required for this project are based on a 40-hour workweek. The workweek is specifically defined as 8:30AM through 5:30PM on weekdays designated as business hours for WMATA. Consultants are not authorized flexible schedules or telecommuting under this contract. Work outside of the identified core hours above must be approved by the COTR in advance. Contractors are responsible for ensuring that consultants remain in compliance with the work schedule requirements. Upon notification by the COTR, contractors shall be required to replace consultants that do not comply with the work schedule or other requirements of this SOW.

9.2 Actual hours worked will not exceed contractual hours; however, the Chief, IT Security may adjust hours as required to effectively manage the project. Contractors are responsible for tracking actual hours worked and ensuring that consultants do not exceed contractual hours.

9.3 All work performed by the consultants must be conducted on-site at WMATA provided facilities.
1. INTRODUCTION

Washington Metropolitan Area Transit Authority’s (“Metro”) Department of Information Technology (IT) has established a centralized Information Security program, Metro IT Security (MITS). MITS was established to serve as a:

- Catalyst for ensuring that information security risks are considered in both planned and ongoing operations
- Central resource for advice and expertise to business units throughout Metro
- Conduit for keeping senior and executive management informed about security-related issues and activities affecting the organization

In addition this central group will be able to achieve some efficiency and increase consistency in the implementation of the organization’s security functions by performing tasks centrally that might otherwise be performed by multiple individual groups.

2. OBJECTIVE

The objective of this SOW is to identify and assess the risks associated with Metro and to recommend strategies for responding to the risks identified.

3. SCOPE

This statement of work (SOW) is established to conduct a Metro-wide Information Security Risk Assessment. The phases will be comprised of, and implemented, as identified in the “Services Required” section below.

4. SERVICES REQUIRED

Task 1 – Identify potential areas of information security risk in Metro.

This task must be accomplished by tailoring a Risk Assessment Questionnaire with appropriate questions for the project/program being assessed.

The assessment should also include these sources of risk associated with the project:

**Strategic Alignment:** The degree to which project is consistent and compatible with both Metro’s and Metro IT Security’s (MITS) mission, goals, and priorities, from business and IT perspectives.

**Project Constraints:** The data collection methodology must include, but is not limited to:
• Interviews with key stakeholders as identified by MITS. Telephone, e-mail or fax correspondence may be used for follow-up questions.
• Review of MITS vision and goals for project management and architectural Metro alignment.

Task 2 – Analyze the risks identified.

This task should be accomplished by developing Risk Scores, Priorities and Signs and Symptoms using the Risk Response Plan Template or another instrument substantially equivalent. The template should be tailored to reflect the various questionnaires provided and utilized for Task 1 above. The process used to complete these portions of the Risk Response Plan Template must include, but is not limited to, the following steps:

• Rate each risk according to likelihood and degree of impact to the project
• Select the highest risks identified
• Document the Impact Area and Signs and Symptoms, and calculate Risk Scores and Priorities in the Risk Response Plan for each selected risk.

Task 3 – Recommend strategies to manage and mitigate the risks identified.

The vendor may recommend risk response strategies based on prior knowledge and domain expertise. However, project stakeholders must also generate risk response strategies. When formulating risk response strategies, it is essential to consider the causes, sources, and elements of each risk.

To successfully complete this task, the vendor must, but is not limited to, do the following:

• Recommend risk response strategies based on past experience with similar projects.
• Establish appropriate “Action Plans” such as:
  o Risk Avoidance (eliminate the cause)
  o Risk Transfer (subcontract high-risk tasks)
  o Risk Mitigation (minimize probability and impact)
  o Risk Acceptance (establish contingency plans)
• Assign responsibilities (risk owners)
• Schedule the action (assign a “due date”)
• Document the actions and tracking information in a Risk Response Plan.

The aforementioned tasks will comprise the deliverables or the report of activities of the Information Security Risk Assessment implementation.

Additionally, the contractor shall

i. Provide timely business function analysis and business impact assessments of all planned design and engineering activities
ii. Assist Metro in establishing IT Security best practices
iii. Make recommendations towards IT Security Architecture, which includes a high level review of threats, risks and vulnerabilities
iv. Provide an approval process for this project to be done through milestone presentations
COTR and other management as designated by the COTR

5. **DELIVERABLES**

   **Task 1 Deliverable:** Completed questionnaire(s).

   **Task 2 Deliverable:** Impact Area and Signs and Symptoms, Risk Score and Priority portions of *Risk Response Plan* and appraisal of risk exposure.

   **Task 3 Deliverables:**
   1. Completed Risk Response Plan identifying risk response strategies by risk or risk group.
   2. Final report documenting the risk findings and suggestions to mitigate them.

6. **CONTRACTOR REQUIREMENTS**

   MITS management will select the most qualified contractor based upon comparative analysis of the received proposals.

7. **WORK SCHEDULE**

   a. The hours required for this project are based on a 40-hour workweek. The workweek is specifically defined as 8:30AM through 5:30PM on weekdays designated as business hours for WMATA. Consultants are not authorized flexible schedules or telecommuting under this contract. Work outside of the identified core hours above must be approved by the COTR in advance. Contractors are responsible for insuring that consultants remain in compliance with the work schedule requirements. Upon notification by the COTR contractors shall be required to replace consultants that do not comply with the work schedule or other requirements of this SOW.

   b. Actual hours worked will not exceed contractual hours; however, the Chief, IT Security may adjust hours as required to effectively manage the project. Contractors are responsible for tracking actual hours worked and insuring that consultants do not exceed contractual hours.

   c. All work performed by the consultants must be conducted on-site at WMATA provided facilities.
# ATTACHMENT A
## RISK RESPONSE PLAN AND REGISTER

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LABOR CATEGORY DESCRIPTIONS AND REQUIREMENTS

Skill Level 121:  Senior Database Management Specialist

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes: demonstrated experience with database design and system analysis, current operating systems software internals and data manipulation languages. General experience includes increasing responsibilities in the development and maintenance of database systems.

Functional Responsibilities: Manages the development of data base projects. Plans and budgets staff and data base resources. When necessary, reallocates resources to maximize benefits. Prepares and delivers presentations on database management systems (DBMS) concepts. May provide daily supervision and direction to support staff.

Minimum Education: A Bachelor’s degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and eight years general experience of which at least six years must be specialized experience.
2. No degree and thirteen years of general experience of which at least eleven years must be specialized experience.

Skill Level 122:  Database Management Specialist

Minimum/General Experience: This position requires a minimum of six years experience, of which at least four years must be specialized. Specialized experience includes: demonstrated experience using current DBMS’s technologies, application design utilizing various DBMS and experience with DBMS internals. General experience includes increasing responsibilities in DBMS systems analysis and programming. Demonstrated ability to work independently or under only general direction.

Functional Responsibilities: Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.
Minimum Education: A Bachelor’s degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics or business/finance.

Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and four years general experience of which at least three years must be specialized experience.
2. No degree and ten years of general experience of which at least eight years must be specialized experience.

Skill Level 123: Data Base Specialist

Minimum/General Experience: Eight (8) years related experience performing difficult and complex software engineering activities relative to the design and development of existing software and new or existing systems or subsystems. Task leader of complex technical efforts in their specialty.

Functional Responsibilities: Works under limited supervision in performing difficult and complex software engineering assignments relative to the modification and/or development of software systems. Formulates and develops systems or subsystems architecture, requirements, and design documents. Performs software algorithm development, design, coding, and documentation work of systems. Understands and has implemented WEB technology. Evaluates subcontractor software activities, so as to ensure compliance with software engineering standards.

Minimum Education: Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Skill Level 124: Principal Industry/Functional Area Expert

Minimum/General Experience: Ten years of general IT experience and formal training and three years experience in BPR methods, plus training and one year experience in enterprise applications.

Functional Responsibilities: Recognized for strong expertise in industry issues and trends. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Works with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Guides the determination of information technology inadequacies and/or deficiencies that affect the functional area’s ability to support/meet organizational goals. Generates functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participates in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work
products, such as ERP implementations. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

**Minimum Education:** Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

**Education and experience requirements may be substituted with:**
1. A Master’s Degree (in subjects described above) and six years experience.
2. A PhD Degree (in subjects described above) and four years of general IT experience.
3. Three years of additional applicable experience as a Bachelor’s degree.

**Skill Level 125:** Senior Industry/Functional Area Specialist

**Minimum/General Experience:** Six years of experience in BPR methods, plus formal training and one year experience in enterprise applications.

**Functional Responsibilities:** Recognized for understanding and communicating common best practices for the industry. Utilizes a knowledge base to create conceptual business models and to point out relevant issues and considerations in selecting application software packages, such as those provided by ERP vendors. Assesses the operational and functional baseline of an organization and its organizational components, and helps to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Works with senior managers to provide industry vision and guidance with regard to their industry. Leads the determination and classification of information technology inadequacies and/or deficiencies that affect the functional area’s ability to support/meet organizational goals. Supports the development of functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

**Minimum Education:** Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

**Education and/or experience requirements may be substituted with:**
1. A Master’s Degree (in subjects described above) and four years experience.
2. A PhD Degree (in subjects described above) and two years of general IT experience.
3. Three years of additional applicable experience as a Bachelor’s degree.
Skill Level 126:  Modeling and Simulation Specialist

Minimum/General Experience: This position requires five years of increasingly complex and progressive experience in subject matter related to simulation models being used.

Functional Responsibilities: Expert in modeling and simulation functions or operations such as, but not limited to exercises, plans, coordination, demonstrations, and instruction in the fields such as, but not limited to health, environmental, transportation, law enforcement, and security for military, and civil agencies. Provides supervision and guidance on the proper operation and use of simulation models and exercises. May support live, constructive, or virtual training.

Minimum Education: Bachelor’s Degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

Education and/or experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and three years experience.
2. No degree and nine years of experience directly related to simulation and modeling or the work to be automated.

Skill Level 127:  Principal ERP Product Expert

Minimum/General Experience: Ten years of general IT experience including formal training and two years experience in BPR methods, plus formal training and one year experience in enterprise applications.

Functional Responsibilities: Recognized for in-depth knowledge of a specific product or families of enterprise applications, such as ERP products, and associated applications interface technologies. Utilizes technical area expertise to assess the operational and/or technical baseline of an organization as specifically associated with its functional components. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Works with information technology professionals to provide insight and advice to senior managers and executives, concerning the strategic direction and applicability of enterprise-based products. Takes a lead role in contributing to the development of standards and best practices surrounding the use of enterprise products and applications. Provides technical insight into the determination of technical inadequacies and/or deficiencies that affect the functional area’s ability to support/meet organizational goals. Generates technical strategies for enhanced operations, as well as ways to improve productivity across functional areas within the organization. Also responsible for developing and educating others with regard to product-specific best practices. Participate in technical assessments and reviews to validate the technical approach and associated work products, such as ERP implementations. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.
Minimum Education: Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and six years experience.
2. A PhD Degree (in subjects described above) and four years of general IT experience.
3. Three years of additional applicable experience as a Bachelor’s degree.

Skill Level 128: Senior ERP Product Specialist

Minimum/General Experience: Six years of general IT experience including formal training and two years experience in BPR methods, plus formal training and one year experience in enterprise applications.

Functional Responsibilities: Recognized for enterprise application implementation expertise, such as with specific ERP products, across functional business areas within an organization. Utilizes technical area expertise to assess, select, manage and implement enterprise application components, and to ensure that the technical solution solves the business problem as an organic part of the organization’s operational and functional baseline. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Focus is in a specific product or technology family of technologies on multiple platforms, which is supplemented with a clear understanding of the business requirements and related applications issues. Works with product specialists to brief senior managers and end users on applications integration/functionality within the enterprise. Determines those technology inadequacies and/or deficiencies that affect the functional area’s ability to support/meet organizational goals. Supports technical strategies that will improve productivity across functional areas within the organization. Educates others with regard to product-specific best practices. Leads enterprise applications integration efforts and oversee the validation of associated work products. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education: Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and four years experience.
2. A PhD Degree (in subjects described above) and two years of general IT experience.
3. Three years of additional applicable experience as a Bachelor’s degree.

Skill Level 129 - Principal ERP Business/Architectural Expert
Minimum/General Experience: Ten years of general IT experience, including formal training and two years experience in enterprise applications, plus formal training and one year experience in BPR methods.

Functional Responsibilities: Recognized for business and/or architectural expertise with regard to effectively adapting functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Work with senior managers and executives to provide vision and strategic direction for those functional areas that support the defined business disciplines within the enterprise, and to provide insight into selecting the enterprise applications (such as ERP products) that set the direction and establish an approach for a technical solution. Analyzes ERP gap analysis and architecture for full-scale implementation. Designs ERP application interfaces and the solution infrastructure baseline across the functional areas of interest. Manages ERP development, implementation, integration, testing and follow on support. While considering the needs of specific business areas, as well as those of the enterprise, provides expertise on technology and industry trends that will affect enterprise solution sets, including technical platforms and network architectures. Leads technical design reviews, validates enterprise approaches, define application systems that support redesigned or improved business processes, recommends technical architectures that lead to comprehensive business solutions, and assesses work products. Updates and debugs system problems to ensure functionality. Also responsible for developing and educating others with regard to the solution set for business and/or architecture-specific best practices. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and six years experience.
2. A PhD Degree (in subjects described above) and four years of general IT experience.
3. Three years of additional applicable experience as a Bachelor’s degree.

Skill Level 130 - Senior ERP Business/Architectural Specialist

Minimum/General Experience: Six years of general IT experience, including formal training and two years experience in enterprise applications, plus formal training and one year experience in BPR methods.

Functional Responsibilities: Recognized for business and/or architectural expertise with regard to ensuring functional business requirements and process issues are resolved using comprehensive enterprise applications solution sets. Works with senior managers to identify and solve functional area issues, designs business area solutions, develops conceptual business models, translates functional area business
requirements into technical requirements, and supports the design and implementation of enterprise application solution sets (such as those provided by ERP products). Plans or generates data bases and/or data models that are the results of business systems planning and data requirements planning. Provides the future business strategies as seen from a data point of view for the systems development and data base administration groups. Analyzes the enterprise information system baseline and performs a “gap analysis” between the baseline, the user operational requirements and the operating capability of enterprise application product sets. Establishes requirements associated with the “gap analysis” to develop enterprise wide systems that support organizational goals and missions. The Design Architecture includes the entire application, database, and interface and communications infrastructure necessary to provide for present and future operational needs. Generates business architecture alternatives that address the technology and industry trends affecting enterprise solution sets. Reviews all implementation and support activities and provides technical direction to the programming functions. Supports technical design reviews, enterprise approach validations, and work product assessments.

Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

**Minimum Education:** Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

**Education and experience requirements may be substituted with:**
1. A Master’s Degree (in subjects described above) and four years experience.
2. A PhD Degree (in subjects described above) and two years of general IT experience.
3. Three years of additional applicable experience as a Bachelor’s degree.

**Skill Level 131 - Senior ERP Analyst/Designer**

**Minimum/General Experience:** Six years of general IT experience, including formal training and two years experience in enterprise applications and/or including formal training and one year experience in data bases such as ORACLE, M204, SYBASE.

**Functional Responsibilities:** Performs enterprise application team lead responsibilities, including planning tasks, assigning resources to the task, monitoring and tracking progress, and informing project management on all project activities. Performs business and technical analyst functions, including workshop facilitation, business process data validation, enterprise application (ERP product) testing from a functional business area perspective, program development, unit testing of the application code (ERP product) from a technical perspective, work group/work session participation, and delivery of technical and business solutions. Implements data bases that are the results of business systems planning and data requirements planning. Provides for systems development and data base administration groups the future business strategies as seen from a data point of view. Assists with the analysis of enterprise information
system baseline and perform a “gap analysis” between the baseline, the user operational requirements and the operating capability of enterprise application product sets. Also perform business and technical designer functions, including making contribution to both the business and technical architecture components of the enterprise solution, supporting industry/functional area/business process specialists and experts, supporting architecture/product/technology specialists and experts, and review/assess enterprise solution products for accuracy and consistency. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

**Minimum Education:** Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

**Education and experience requirements may be substituted with:**
1. A Master’s Degree (in subjects described above) and four years of general IT experience.
2. A PhD Degree (in subjects described above) and two years of general IT experience.
3. Three years of additional applicable experience as a Bachelor’s degree.

**Skill Level 132 - ERP Analyst/Designer**

**Minimum/General Experience:** Four years general IT experience and one year experience in enterprise applications and/or including formal training.

**Functional Responsibilities:** Performs business and technical analyst functions, including workshop facilitation, business process data validation, enterprise application (ERP product) testing from a functional business area perspective, program development, unit testing of the application code (ERP product) from a technical perspective, work group/work session participation, and delivery of technical and business solutions. Efforts include participation in the development, integration and deployment of enterprise solutions. Works with senior managers to provide industry vision and strategic direction with regard to their data enterprise. Utilizes functional area expertise to create data base models and to assess the operational and functional date baseline. Examples of functional areas include, providing data models that are the results of business systems planning and data requirements planning. Provides input for systems development and data base administration groups from a data point of view. Also perform business and technical designer functions, including making contribution to both the business and technical architecture components of the enterprise solution, supporting industry/functional area/business process specialists and experts, supporting architecture/product/technology specialists and experts, and review/assess enterprise solution products for accuracy and consistency.

**Minimum Education:** Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences,
social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor’s degree.

**Skill Level 133 - Senior ERP Modeler/Developer**

**Minimum/General Experience:** Six years of general IT requirements and one year experience in enterprise applications and/or including formal training and two years experience in enterprise applications and/or including formal training and one year experience in data bases such as ORACLE, M204, SYBASE, INFORMIX, DB2, etc.

**Functional Responsibilities:** Responsible for supporting the delivery of technical and business solutions based upon enterprise applications (ERP products based), and working independently to develop enterprise-based programs of medium to high complexity. Activities include the development, integration and deployment of enterprise solutions. Supports ERP Analysts, Designers, Business Specialist and Architectural Experts with enterprise applications programming, workshops, documentation, training and user support. Efforts will produce business solution models, technical work products, unit-tested code, instructional courseware, data structures, user interfaces, documentation, and enhanced logical processes that will effectively utilize enterprise applications. May provide daily supervision and direction to support staff, ensures accuracy of the work of support staff, operates under deadlines, able to work on multiple tasks.

**Minimum Education:** Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and four years of general IT experience including formal training may be substituted for a Bachelor degree.
2. Three years of additional applicable experience as a Bachelor’s degree.

**Skill Level 134 - ERP Modeler/Developer**

**Minimum/General Experience:** Four years of general IT experience and 1 year experience in enterprise applications.

**Functional Responsibilities:** Responsible for supporting the delivery of technical and business solutions based upon enterprise applications (ERP products based), and working independently to develop enterprise-based programs of medium to high complexity. Activities include the development, integration and deployment of enterprise solutions. Support ERP Analysts, Designers, Business Specialist and Architectural Experts with enterprise applications programming, workshops, documentation, training and user support. Efforts will produce business solution models, technical work products, unit-tested code,
instructional courseware, data structures, user interfaces, documentation and enhanced logical processes that will effectively utilize enterprise applications.

Minimum Education: Bachelor’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance. Three years of additional applicable experience may be substituted for a Bachelor’s degree.

Skill Level 135 - Principal INFOSEC Consulting Engineer

Minimum/General Experience: This position requires a minimum of 18 years’ experience, of which 15 years must be specialized experience including leadership roles in developing and implementing INFOSEC technology, programs and policy for major industry and Government programs/efforts. Also requires an expert understanding of security policy advocated by the U.S. Government including Department of Defense and appropriate civil agencies, e.g., NIST, as well as commercial “best practices”. General experience includes development of both common user and special purpose command and control/ information systems with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

Functional Responsibilities: Establishes and satisfies highly challenging and complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. May have top level management responsibilities. Coordinates with senior representatives within the customer organizations to establish and define programs, resources and risks. Applies expertise to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control - related networks. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education: Master’s Degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:
1. A PhD Degree (in subjects described above) and 15 years of general IT experience of which 12 must be specialized experience.
2. A Bachelor’s degree and three years of additional applicable experience may be substituted for Master’s degree.
Skill Level 136 - Senior INFOSEC Consulting Engineer

**Minimum/General Experience:** This position requires a minimum of 10 years’ experience, of which 8 years must be specialized experience including INFOSEC technology, policy and procedure development and implementation on major industry and Government programs/efforts. Also includes a strong understanding of security policy advocated by the U.S. Government including Department of Defense and appropriate civil agencies, e.g., NIST. General experience includes development of both common user and special purpose command and control/information systems with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

**Functional Responsibilities:** Establishes and satisfies system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Provides leadership and guidance in the development, design and application of solutions implemented by more junior staff members. May have management responsibilities when assigned. Coordinates with senior representatives within the customer organizations to address program goals, milestones, resources and risks. Applies expertise to common user information systems, as well as to dedicated special purpose systems requiring specialized security features and procedures. Examples could include classified intelligence and command and control-related networks. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

**Minimum Education:** A Master’s degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:

1. A Bachelor’s degree (in subjects described above) and 12 years of general IT experience of which 9 must be specialized experience.
2. Three years of additional applicable experience may be substituted for Bachelor’s degree.

Skill Level 137 - INFOSEC Development Engineer

**Minimum/General Experience:** This position requires a minimum of eight years’ experience, of which at least six years must be specialized experience including the design and development of SECURE command/control/communications and intelligence (C3I) and/or SECURE command/control/communications/computer and intelligence (C4I) systems or experience in providing information system security support for such systems. General experience includes information system requirements analysis, system design, implementation, and testing.

**Functional Responsibilities:** Develops and recommends technical solutions to support client’s requirements in solving moderately complex network, platform and system security problems. Typical
focus areas include analytical and engineering solutions based on federal and industry INFOSEC policy, doctrine and regulations. Responsibilities 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 designs test beds for the DT&E of advanced INFOSEC hardware and software solutions.

**Minimum Education:** A Bachelor’s degree computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

**Education and experience requirements may be substituted with:**
1. A Master’s Degree (in subjects described above) and six years of general IT experience of which 5 must be specialized.
2. Three years of additional applicable experience may be substituted for Bachelor’s degree.

**Skill Level 138 - Senior INFOSEC Systems Specialist**

**Minimum/General Experience:** This position requires a minimum of five years experience, of which at least three must be specialized experience including system security analysis and implementation; secure system engineering and/or design, design assurance or testing for INFOSEC products and systems computer networking technology and work in protocol and/or interface standards. General experience includes software engineering; program design and implementation; configuration management; or maintenance, integration or testing, and information system engineering, analyst or software experience.

**Functional Responsibilities:** Provides customer support in solving all phases of complex INFOSEC-related technical problems. Reviews and recommends INFOSEC solutions to customer problems based on an understanding of products/systems test results. Conducts systems security analysis and implementation, system engineering, electrical design, design assurance, testing, software engineering, program design, configuration management, integration and testing of INFOSEC products and techniques. Solutions are based on a firm understanding of government/industry policy, practices, procedures, and customer requirements. Particular attention placed on Guard, Firewall, Secure Network Server, PCMCIA format security solutions, “Smart Cards”, and emerging security technologies and future trends in support of information system and network security. Insures that INFOSEC solutions are fully compatible with or engineered into the customer’s network design. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

**Minimum Education:** A Bachelor’s degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.
Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and two years year of specialized experience as detailed above.
2. A PhD Degree (in subjects described above) and one year of specialized experience as detailed above.
3. Three years of additional applicable experience may be substituted for Bachelor’s degree.

**Skill Level 139 - Senior INFOSEC Applications Developer**

**Minimum/General Experience:** Experience in software engineering, of which at least five years must be specialized experience including demonstrated experience in designing, developing/programming INFOSEC - related software. Experience in designing and developing large software systems is required.

**Functional Responsibilities:** Analyzes complex INFOSEC requirements. Based on direct interface with customers, designs, develops, and integrates software - based solutions. Software applications encompass cryptographic solutions that provide and/or enhance the security of individual platforms, systems or networks. Develops and enhances user interfaces to existing INFOSEC software. Designs test scenarios and supports testing of new and enhanced software products. Provides telephonic and on-site support (as required) to customer’s worldwide operational sites. Maintains documentation IAW customer’s security requirements and practices. Creates and maintains subject matter Web Site and contributes technical matter for the publication of Computer Based Training for software products he/she develops. Maintains technical supervision over other software developers.

May provide work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

**Minimum Education:** A Bachelor’s degree in computer science/systems, information systems/technology, engineering/engineering technology, software engineering/programming, management, natural sciences, social sciences, mathematics, or business/finance.

Education and experience requirements may be substituted with:
1. A Master’s Degree (in subjects described above) and five years general experience and three years of specialized experience as detailed above.

**Skill Level 140 – Master Information Assurance (IA) Specialist**

**Minimum/General Experience:** This position requires eight years of general experience including experience with information system requirements analysis, system design, implementation, and testing. Also required, as part of the eight years of experience, are six years of specialized experience including the design and development of secure command, control, security, identity management, intelligence, or communications systems or experience in providing information system security support for such systems.
**Functional Responsibilities:** Develops and recommends technical solutions to support client requirements in solving moderately complex network, platform and system security problems. Typical focus areas include analytical and engineering solutions based on federal and industry INFOSEC policy, doctrine and regulations. Responsibilities include: identity management, secure system engineering and development, biometrics, system/security requirements analysis, secure system definition, as well as, specification development of INFOSEC policies and procedures utilizing technical and analytical skills. Also designs test beds for the Developmental Test & Evaluation (DT&E) of advanced INFOSEC hardware and software solutions. Potential areas of functionality include but are not limited to: Master IA Systems Engineer, Master IA Systems Security Engineer, and Master IA Analyst.

**Minimum Education:** A Bachelor’s degree from an accredited college or university with a curriculum or major field of study which is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.

**Education and experience requirements may be substituted with:**
1. A Master’s Degree (in subjects described above) with six years of general experience of which five years must be specialized may be substituted.
2. Four years of directly applicable specialized experience may be substituted for Bachelor degree.
LABOR CATEGORIES PRICING TABLE

CLIN 0001: NAC, CM and IDM Personnel

<table>
<thead>
<tr>
<th>CLIN 0001</th>
<th>Labor Category</th>
<th>Base Rate/FY09</th>
<th>Option 1 Rate/FY10</th>
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<tr>
<td>0001AA</td>
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<tr>
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<tr>
<td>0001AB</td>
<td>Senior IDM Expert Security Engineer</td>
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<td>0001AC</td>
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<td>Change Management Engineer</td>
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CLIN 0002: Enterprise Single Sign-On/Identity Management

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<tr>
<th>CLIN 0002</th>
<th>Skill Level</th>
<th>Labor Category</th>
<th>Rate</th>
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<tbody>
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<td>0002AC</td>
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<td>0002AD</td>
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<td>Senior Industry/functional Area Specialist</td>
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<td>0002AF</td>
<td>126</td>
<td>Modeling and Simulation Specialist</td>
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<td>0002AG</td>
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<td>Principal ERP Product Expert</td>
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<td>0002AL</td>
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<td>ERP Analyst/Designer</td>
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<td>0002AT</td>
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**CLIN 0003: Information Risk Assessment**

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<td>0003AT</td>
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