

**GENERAL SERVICES ADMINISTRATION
Federal Acquisition Service**

AUTHORIZED FEDERAL SUPPLY SCHEDULE FSS PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*®, a menu-driven database system. The INTERNET address GSA *Advantage!*® is: GSAAdvantage.gov.

ISN
Multiple Award Schedule

FSC Group: Professional Services, Office Management, Human Capital

Contract number: 47QSEA18D0006

Contract period: November 29, 2022 – November 28, 2027

Information Systems & Networks Corporation (ISN)

10411 Motor City Drive
Bethesda, MD 20817
Phone Number: 301-469-0400
Fax: 301-469-0767
www.isncorp.com

Contract Administration:

Arvin Malkani
Phone Number: 301-469-0400
Fax: 301-469-0767
Email: amalkani@isncorp.com

Business size: Small

For more information on ordering, go to the following website: <https://www.gsa.gov/schedules>.

Price list current as of PS-0029 effective 07/09/2024

*This is the MOST RECENTLY awarded Contractor Initiated Modification and does NOT include any Mass Modifications

Prices Shown Herein are Net (discount deducted)

CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

SINs	Recovery	SIN Title
541611	541611RC	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
561611	561611RC	Investigative Services
541211	541211RC	Auditing Services
541219	541219RC	Budget and Financial Management Services
541611LIT	541611LITRC	Litigation Support Solutions
OLM		Order Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See Page 4

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See Page 4

2. Maximum order:

SINs	Maximum Order
541611	\$1,000,000
561611	\$1,000,000
541211	\$1,000,000
541219	\$1,000,000
541611LIT	\$1,000,000
OLM	\$250,000

3. Minimum order: **\$100**

4. Geographic coverage (delivery area). **Domestic – Continental US (CONUS) Only**

5. Point(s) of production (city, county, and State or foreign country). **Bethesda, MD (Montgomery County)**

6. Discount from list prices or statement of net price. **Government Net Prices (discounts already deducted.)**

7. Quantity/Volume discounts. **None**

8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. **Net 30 Days; Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.**

9. Foreign items. **Not Applicable**

10a. Time of delivery. **As Agreed to Between ISN and Customer**

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. **Contact Contractor for Availability**

10c. Overnight and 2-day delivery. **Contact Contractor for Availability**

10d. Urgent Requirements. **Contact Contractor for Availability**

11. F.O.B. point(s). **FOB Destination, including CONUS and Washington, DC**

12a. Ordering address. **Same as Contractors Address
Information Systems & Networks Corporation
10411 Motor City Drive
Bethesda, MD 20817**

12b. Ordering procedures: See Federal Acquisition Regulation (FAR) 8.405-3

13. Payment address. **Same as Contractors Address
Information Systems & Networks Corporation
10411 Motor City Drive
Bethesda, MD 20817**

14. Warranty provision.

For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

(1) Time of delivery/installation quotations for individual orders.

(2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

15. Export packing charges, if applicable. **Not Applicable**
16. Terms and conditions of rental, maintenance, and repair (if applicable). **Not Applicable**
17. Terms and conditions of installation (if applicable). **Not Applicable**
- 18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **Not Applicable**
- 18b. Terms and conditions for any other services (if applicable). **Not Applicable**
19. List of service and distribution points (if applicable). **Not Applicable**
20. List of participating dealers (if applicable). **Not Applicable**
21. Preventive maintenance (if applicable). **Not Applicable**
- 22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). **Not Applicable**
- 22b. If applicable, indicate that Section 508 compliance information is available for the information and communications technology (ICT) products and services and show where full details can be found (e.g., contractor's website or other location.) The ICT standards can be found at: www.Section508.gov/.
Not Applicable
23. Unique Entity Identifier (UEI) number. **Z7UMPPQN3F55**
24. Notification regarding registration in System for Award Management (SAM) database. **Contractor registered and active in SAM**



GOVERNMENT PRICE LIST

Labor Category	GSA Rate
Accountant	\$ 93.43
Accounting Clerk I **	\$ 42.51
Accounting Clerk II **	\$ 45.66
Accounting Clerk III **	\$ 49.35
Acquisition Specialist	\$ 73.83
Administrative Assistant **	\$ 60.15
Assistant Project Manager (APM)	\$ 84.11
Auditor	\$ 85.57
Cost Analyst	\$ 92.28
Customer Service Representative I **	\$ 37.49
Customer Service Representative II **	\$ 42.16
Customer Service Representative III **	\$ 46.02
Data Entry Operator I **	\$ 39.84
Data Entry Operator II **	\$ 46.37
Data Scientist	\$ 183.61
Financial Analyst	\$ 99.13
Financial Systems Analyst	\$ 186.38
General Clerk I **	\$ 40.21
General Clerk II **	\$ 43.77
General Clerk III **	\$ 46.59
Graphics Designer	\$ 75.71
Investigative Analyst	\$ 43.07
Investigator	\$ 82.99
Jr. Quality Control Reviewer	\$ 40.86
Junior Accountant	\$ 79.60
Junior Analyst	\$ 103.63
Junior Social Media Analyst	\$ 62.22
Junior Specialist	\$ 74.82
Management Analyst	\$ 103.80
Management Technician	\$ 80.69
Mid-Level Specialist	\$ 92.61
Personnel Assistant (Employment) I **	\$ 41.16
Personnel Assistant (Employment) II**	\$ 46.05
Personnel Assistant (Employment) III **	\$ 52.54

Process Improvement Analyst I	\$ 92.26
Process Improvement Analyst II	\$ 106.12
Project Coordinator	\$ 73.38
Project Manager (PM)	\$ 121.68
Project Manager II	\$ 202.82
Quality Analyst	\$ 84.98
Quality Assurance Manager	\$ 102.72
Quality Control Manager	\$ 66.67
Record Searcher	\$ 35.07
Senior Analyst	\$ 164.48
Senior Auditor	\$ 126.96
Senior Investigator	\$ 96.30
Senior Social Media Analyst	\$ 81.52
Senior Specialist	\$ 116.63
Senior Support Analyst	\$ 90.56
Senior Team Leader	\$ 114.27
Social Media Project Manager	\$ 141.50
Social Media Quality Control Officer	\$ 105.12
Sr. Quality Control Reviewer	\$ 47.80
Senior Quality Performance Monitor	\$ 70.83
Senior Quality Assurance Computer Analyst	\$ 83.15
Subject Matter Expert	\$ 107.35
Subject Matter Expert II	\$ 211.22
Subject Matter Expert III	\$ 255.49
Support Specialist	\$ 71.51
Support Technologist	\$ 110.15
Systems Security Analyst II	\$ 109.49
Systems Security Analyst I	\$ 102.94
Team Leader	\$ 60.75
Technical Writer	\$ 97.10
Training Instructor	\$ 112.51
Training Specialist	\$ 149.96
Web Developer	\$ 172.15

SCLS

The Service Contract Labor Standards (SCLS) is applicable to this contract and it includes SCLS applicable labor categories. The prices for the indicated (**) SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

SCLS Eligible Contract Labor Category	SCLS Equivalent Code Title	WD Number
General Clerk I **	General Clerk I - 01111	2015-4269
General Clerk II **	General Clerk II - 01112	2015-4269
General Clerk III **	General Clerk III - 01113	2015-4269
Accounting Clerk I **	Accounting Clerk I - 01011	2015-4269
Accounting Clerk II **	Accounting Clerk II - 01012	2015-4269
Accounting Clerk III **	Accounting Clerk III - 01013	2015-4269
Administrative Assistant **	Administrative Assistant - 01020	2015-4269
Customer Service Representative I **	Customer Service Representative I - 01041	2015-4269
Customer Service Representative II **	Customer Service Representative II - 01042	2015-4269
Customer Service Representative III **	Customer Service Representative III - 01043	2015-4269
Data Entry Operator I **	Data Entry Operator I - 01051	2015-4269
Data Entry Operator II **	Data Entry Operator II - 01052	2015-4269
Personnel Assistant (Employment) I **	Personnel Assistant (Employment) I - 01261	2015-4269
Personnel Assistant (Employment) II **	Personnel Assistant (Employment) II - 01262	2015-4269
Personnel Assistant (Employment) III **	Personnel Assistant (Employment) III - 01263	2015-4269

SERVICES CASE PRICES

SIN	FIXED PRICE SERVICE	GSA RATE
561611	Background Investigation - Tier 5 -Expedited (14 days)	\$5,182.73
561611	Background Investigation - Tier 5 -Standard (35 Days)	\$4,540.06
561611	Background Investigation - Tier 5 -Extended (60 days)	\$4,387.62
561611	Background Investigation - Tier 5R - Periodic Reinvestigation - Expedited (14 days)	\$3,187.51
561611	Background Investigation - Tier 5R - Periodic Reinvestigation - Standard (35 Days)	\$2,984.80
561611	Background Investigation - Tier 5R - Periodic Reinvestigation - Extended (60 days)	\$2,954.36
561611	Background Investigation - Tier 4 - Expedited (14 days)	\$4,233.96
561611	Background Investigation - Tier 4 - Standard (35 Days)	\$3,675.30
561611	Background Investigation - Tier 4 - Extended (60 days)	\$3,545.14
561611	Background Investigation - Tier 4R - Periodic Reinvestigation - Expedited (14 days)	\$1,967.84
561611	Background Investigation - Tier 4R - Periodic Reinvestigation - Standard (35 Days)	\$1,928.01
561611	Background Investigation - Tier 4R - Periodic Reinvestigation - Extended (60 days)	\$1,793.78
561611	Background Investigation - Tier 3 - Expedited (14 days)	\$1,551.85
561611	Background Investigation - Tier 3 - Standard (35 Days)	\$1,472.34
561611	Background Investigation - Tier 3 - Extended (60 days)	\$1,351.86
561611	Background Investigation - Tier 3R - Periodic Reinvestigation - Expedited (14 days)	\$1,478.89
561611	Background Investigation - Tier 3R - Periodic Reinvestigation - Standard (35 days)	\$1,346.52
561611	Background Investigation - Tier 3R - Periodic Reinvestigation - Extended (60 days)	\$1,172.07
561611	Background Investigation - Tier 2 - Expedited (14 days)	\$2,023.20
561611	Background Investigation - Tier 2 - Standard (35 Days)	\$1,668.13
561611	Background Investigation - Tier 2 - Extended (60 days)	\$1,598.97
561611	Background Investigation - Tier 2R - Periodic Reinvestigation - Expedited (14 days)	\$1,584.84
561611	Background Investigation - Tier 2R - Periodic Reinvestigation - Standard (35 Days)	\$1,343.85
561611	Background Investigation - Tier 2R - Periodic Reinvestigation - Extended (60 days)	\$1,177.59
561611	Background Investigation - Additional Lead Activity (ADL) - Individual Subject Interview	\$1,554.13
561611	Background Investigation - Additional Lead Activity (ADL) - Individual Subject Re-Contact	\$897.50
561611	Background Investigation - Additional Lead Activity (ADL) - Individual Telephonic Subject Re-Contact	\$836.69
561611	Background Investigation - Additional Lead Activity (ADL) - Individual Source Interview	\$216.18
561611	Background Investigation - Additional Lead Activity (ADL) - Individual Telephonic Source Interview	\$229.33

561611	Background Investigation - Additional Lead Activity (ADL) - Individual Record Check	\$188.66
561611	Background Investigation - Additional Lead Activity (ADL) - Individual Telephonic/Fax/Online Record Check	\$170.95
561611	Additional Lead Activity (ADL) - Triggered Subject Interview (TESI)	\$989.06
561611	Local Search - Single County Criminal Records*	\$20.76
561611	Single State Statewide Criminal Record Search (where available) (includes Single State Sex Offender Registry)*	\$25.54
561611	Nationwide Criminal Record Search (publicly available records, includes SSN Trace and National Sex Offender Registries)	\$37.37

LABOR CATEGORY DESCRIPTIONS
SEE FOLLOWING PAGE

Job Title	Description	Minimum Education	Minimum Years of Experience
Accountant	May provide oversight of Junior Accountant. Examines and analyzes accounting documents to verify accuracy and uniform policy, procedure, and acceptable accounting standard application. Prepares reports and supporting documentation to demonstrate results.	Bachelors	2
Accounting Clerk I **	This position is responsible for performing one or more routine accounting clerical operations such as: examining, verifying, and correcting various accounting documents to ensure completeness and accuracy of data in accordance to accounting procedures. Specific tasks/duties are assigned under adequate supervision. Entry-level reconciliation and posting will be assigned under detailed guidance. In most instances, an employee in this position will rely on the supervisors' instructions. Completed work will be reviewed for accuracy and compliance with procedures.	High School	1
Accounting Clerk II**	This position uses knowledge of double entry bookkeeping in performing one or more of the following: posting actions to journals, identifying subsidiary accounts affected, making debit and credit entries, and assigning proper codes. The Accounting Clerk II may review computer printouts against manually maintained journals, detect and correct erroneous postings, and prepare documents to adjust accounting classifications and other data, or review lists of transactions rejected by an automated system. In this instance, the Accounting Clerk II will determine reasons for rejections, and prepare necessary correcting material. On routine assignments, an employee will select and apply established procedures and techniques. Detailed instructions are provided for difficult or unusual assignments. Completed work and methods used, are reviewed for technical accuracy.	High School	2

Accounting Clerk III **	The Accounting Clerk III maintains journals or subsidiary ledgers of an accounting system and balances and reconciles accounts. Typical duties include one or both of the following: 1.) reviewing invoices and statements verifying information, ensuring sufficient funds have been obligated, and if questionable, resolving with the submitting unit determining accounts involved. The review will include coding transactions, and processing material through data processing for application in the accounting system; 2.) analysis and reconciliation of computer printouts with operating unit reports (contacting units, researching causes of discrepancies, and taking action to ensure that accounts balance). Supervisor provides suggestions for handling unusual or non-recurring transactions. Conformance with requirements and technical soundness of completed work are reviewed by the supervisor, or are controlled by mechanisms built into the accounting processes.	High School	3
Acquisition Specialist	Provides acquisition support to a product or system. Responsibilities may include but are not limited to: the development and preparation of acquisition timeline, acquisition planning, market analyses, needs assessments, assist with the development/management of maintenance procedures/technical manuals, and vendor management. Performs assigned task order projects in the acquisition logistics area. Supports project personnel in the execution of task order activities.	High school	2
Administrative Assistant **	In addition to secretarial duties (filing, taking phone calls, scheduling appointments, making travel arrangements), this position will provide administrative support to executive staff with office management responsibilities to include budgeting, personnel records and payroll. The Administrative Assistant may be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials.	High School	0
Assistant Project Manager (APM)	Supports the Project Manager in all contract tasks, including but not limited to: managing project staff; reviewing work performance; coordinating quality control workloads; recruitment and retention; and reviewing high-level decisions concerning contract performance. The APM assumes the PM's responsibilities when the PM is unavailable or on leave.	Bachelors	3
Auditor	Knowledgeable of the applicable field, the auditor ensures that compliance obligations have been met per customer requirements. Performs individual audit plan tasks under Senior Auditor or Project Manager supervision. Prepares reports and supporting documentation to demonstrate audit results.	Bachelors	1

Cost Analyst	The position must possess a knowledge of financial and accounting systems. Responsibilities may include but are not limited to: Reporting status of cost analysis and estimating activities; gathering and analyzing cost data; organizing and documenting findings of studies; and conducting common investment analyses, for example life cycle cost estimating, cost effectiveness analysis, and cost benefit analysis.	Bachelors	1
Customer Service Representative I **	This position receives, comprehends, provides, and responds to routine informational inquiries and service requests through the use of various communication technologies including but not limited to telephones, e-mail, facsimile, postal mail, and the Internet.	High School	0
Customer Service Representative II **	Position is responsible for performing duties detailed in CSR I job description. In addition, CSR II is responsible for responding to escalated and more complex inquiries on a broader scope of topics. Tasks may require simple adaptation and interpretation of provided reference materials	High School	1
Customer Service Representative III **	Position is responsible for performing duties detailed in CSR I and CSR II job descriptions. In addition, CSR III is responsible for supervising and advising CSR I and CSR II.	High School	2
Data Entry Operator I **	This position operates keyboard-controlled data entry devices such as a computer, key-operated magnetic tape, or disc encoder to transcribe data into a format suitable for computer processing. Job task requires skill in operating an alphanumeric keyboard, and an understanding of transcribing procedures and relevant data entry equipment. This position works under close supervision and follows specific procedures or detailed instructions. The Data Entry Operator I works from various standardized source documents that have been coded and require little or no selecting, coding or interpreting of data. Problems such as erroneous items and codes, or missing information are resolved at the supervisory level. Work is routine and repetitive.	High School	0
Data Entry Operator II **	This position operates keyboard-controlled data entry devices such as a computer, key-operated magnetic tape, or disc encoder to transcribe data into a format suitable for computer processing. Job task requires skill in operating an alphanumeric keyboard, and an understanding of transcribing procedures and relevant data entry equipment. This position requires the application of experience and judgment in selecting procedures to be followed, and searching for interpreting, selecting, or coding items to be entered from a variety of document sources. The Data Entry Operator II may occasionally perform routine work as described for Data Entry Operator I.	High School	1

Data Scientist	Applies complex mathematical and statistical solutions along with creative problem- solving techniques to business concerns and analytic tasks. Develops comprehensive data understanding through scientifically and statistically sound methods to support decision-making.	Masters	5
Financial Analyst	The position must possess a knowledge of financial and accounting systems. Responsibilities may include but are not limited to: Cost estimating, allocation, execution, and administration of approved budgets; assessing products and procedures for compliance with government standards, internal controls and accounting principles; apply accounting principles and theories to assist management in making informed decisions; integrate business, cost estimating and financial management processes to ensure the efficient stewardship of funds.	Bachelors	2
Financial Systems Analyst	The position must possess a knowledge of financial and accounting systems and understanding of current technological environments. Performs financial system design and development. Responsibilities may include but are not limited to: Analyzing accounting data and systems and developing client solutions with a team; preparing documentation, reports, and other deliverables for client approval, under the direction of a program manager or leader; assess products and procedures for compliance with government standards and accounting principles; analysis and documentation of all stages of a project's life cycle- including the creation of schedules, requirements documents, system designs and specifications, and project status reports.	Bachelors	2
General Clerk I **	This position follows clearly detailed procedures in performing simple repetitive tasks in the same sequence. Responsibilities would include filing pre-coded documents in a chronological file, or operating office equipment, (e.g., mimeograph, photocopy, addressograph or mailing machine).	High School	0
General Clerk II **	This position follows clearly detailed specific procedures in completing several repetitive clerical steps performed in a prescribed or slightly varied sequence, such as coding and filing documents in an extensive alphabetical file; could involve simple posting to individual accounts, opening mail, calculating and posting charges to departmental accounts, operating basic office equipment, e.g., photocopier, facsimile, multi-line phone/voicemail systems, mailing machines, and minimal computer programs. Little or no subject-matter knowledge is required, but the clerk uses his or her own judgment in choosing the proper procedure for each task.	High School	1

General Clerk III **	This position requires familiarity with the terminology of the office unit. The General Clerk selects appropriate methods from a wide variety of procedures or makes simple adaptations and interpretations of a limited number of substantive guides and manuals. The clerical steps often vary in type or sequence, depending on the task. Recognized problems are referred to others.	High School	2
Graphics Designer	Working with project leaders and designated personnel, responsible for graphics design. Performs graphic projects and assists in coordination of all graphic production scheduling. Ensures that graphic projects are completed on time, within budget, and to user's satisfaction.	Bachelors	1
Investigative Analyst	Analyzes reports containing information collected from subject and reference interviews, official records, and other information sources in order to make an adjudicative determination of the subject's loyalty to the United States, general character, integrity, trustworthiness, and overall suitability.	None	2
Investigator	Conducts personal interviews with subjects of investigation and subject references. Obtains data from appropriate official records and sources containing information to confirm the identities and personal histories of subjects. Prepares reports to be used as the basis for an adjudicative determination of the subject's loyalty to the United States, general character, integrity, trustworthiness, and overall suitability.	None	4
Jr. Quality Control Reviewer	Reviews reports and work product ensuring that deliverables are consistent with customer specifications	Bachelors	1
Junior Accountant	Assists the accountant or Project Manager and performs tasks under supervision. Examines and analyzes accounting documents to verify accuracy and uniform policy, procedure, and acceptable accounting standards application. Prepares reports and supporting documentation to demonstrate results.	Bachelors	1
Junior Analyst	Performs research and analysis on requirements and associated regulations, considerations, and other information; Assists in designing solutions based on requirements and available resources; Works with other analysts and technical staff to accomplish all goals on a project and tracks progress; and Working with management and Senior Analyst, suggests planning and management controls for improvement, including expanded usage of management information systems and other automated tools.	Bachelors	2

Junior Social Media Analyst	Performs an exhaustive search of social media and other open source web data in order to obtain relevant information pertaining to an applicant; analyzes the results to locate relevant data to flag a case for further analysis.	Bachelors	0
Junior Specialist	Provides project support in a variety of functional areas to include but not limited to: Project control, project planning and scheduling, and cost estimating. Assists with financial management, administration, and/or schedule control over the activities of one or more specific sub-activities. May assist project personnel, including through the review of work products, adherence to program requirements, and progress in accordance with schedule. May assess program issues and recommend solutions to ensure problem resolution and user satisfaction. May assist in the implementation of recommended solutions.	Bachelors	1
Management Analyst	Performs functional sub-activity management, to include but not limited to: detailed indexing of case files, drafting procedures for accomplishing assignments, and document acquisition related tasks. Leads one or more specialists, when necessary, to provide complete program support to a very large department or field location; Proofreads and edits deliverable products; and Works under limited supervision on complex tasks within established procedures.	Bachelors	3
Management Technician	Provides high-level document or program support to managers and staff; Leads one or more specialists, when necessary, to provide complete support to a very large department or field location; Coordinates complex and important projects and logistical details to ensure smooth operation of the unit; Advises managers and staff on proper procedures and policies; Responsible for preparing weekly and monthly reports involving research and data collection and numerous complex and confidential responsibilities; Drafts correspondence and prepares presentations; and Works under limited supervision on complex tasks within established procedures.	Bachelors	2
Mid-Level Specialist	Provides project support in a variety of functional areas to include but not limited to: Project control, project planning and scheduling, and cost estimating. Assists with financial management, administration, and/or schedule control over the activities of one or more specific sub-activities. May assist project personnel, including through the review of work products, adherence to program requirements, and progress in accordance with schedule. May assess program issues and recommend solutions to ensure problem resolution and user satisfaction. May assist in the implementation of recommended solutions.	Bachelors	2

Personnel Assistant (Employment) I **	This position performs a variety of tasks including, but not limited to, clerical and secretarial duties. The work is under general supervision of higher-level personnel in preparation of various human resource tasks throughout compensation, benefits, staffing/employment, EEO procedures and policy administration. The Personnel Assistant I is expected to exercise discretion at all times; limited judgment may be necessary at times. This assistant may be required to operate general office equipment such as: typewriter, personal computer, copier, adding machine, and facsimile.	High School	0
Personnel Assistant (Employment) II**	This position serves as a clerical expert in independently processing the most complicated types of personnel actions, e.g., temporary employment, rehires, and dismissals. In this position, one may perform tasks beyond routine clerical such as: pre-employment drug screening and new hire orientation, responding to routine questions on policy and procedures, and/or provide reports on employee turnover or time and attendance. This assistant may be asked to evaluate and consolidate information from various sources under short deadlines, such as internal or external survey information, reporting on company employment statistics (retention, equal opportunity reporting, etc.). The Personnel Assistant II may provide guidance to lower level Personnel Assistants. This level requires extensive knowledge of various office software packages. Guidance is provided as needed. Completed written work receives close technical review from higher-level personnel office employees. Work may be checked occasionally	High School	1
Personnel Assistant (Employment) III **	This position performs work in support of human resource professionals that requires a good working knowledge of personnel procedures, guides, and precedents. Job tasks may include interviewing applicants, obtaining references, and recommending placement in a well-defined occupation. At this level, assistants typically have a range of personal contacts within and outside the organization, in addition to handling employee-sensitive material.	High School	2
Process Improvement Analyst I	Conducts analysis of management, organization and/or business improvement programs. Identifies best practices, assesses performance, and collects/verifies program data. Works with program leadership to develop strategic and operational improvements. Responsibilities may include, but are not limited to: Improving quality and timeliness, streamlining processes, facilitating change management, identifying/eliminating duplication, and business process improvement and/or redesign .	Bachelors	1

Process Improvement Analyst II	May supervise Process Improvement Analyst 1. Conducts analysis of management, organization and/or business improvement programs. Identifies best practices, assesses performance, and collects/verifies program data. Works with program leadership to develop strategic and operational improvements. Responsibilities may include, but are not limited to: Improving quality and timeliness, streamlining processes, facilitating change management, identifying/eliminating duplication, and business process improvement and/or redesign .	Bachelors	2
Project Coordinator	Provides analysis and oversight of project tasks and deliverable completion. Directs and coordinates activities for the facilitation, planning, forecasting, control, and completion of projects or tasks within area of assigned responsibility. Works closely with project leadership to align priorities to project needs.	Bachelors	3
Project Manager (PM)	Oversees the daily aspects of contract performance, including but not limited to: managing project team members, making high-level project decisions, and serving as a liaison to the customer. Identifies and analyzes significant project-related risks and customer quality and timeliness standards. issues. Ensures that all contract milestones are met and that deliverables satisfy	Bachelors	5
Project Manager II	Oversees the daily aspects of contract performance, including but not limited to: managing project team members, making high-level project decisions, and serving as a liaison to the customer. Identifies and analyzes significant project-related risks and issues. Ensures that all contract milestones are met and that deliverables satisfy customer quality and timeliness standards. Assumes primary responsibility for all support provided to a particular project, including monitoring work flow, preparing regular reports for managers or clients, identifying and assigning staff, creating and tracking budgets, coordinating technical or data processing support, maintaining project security, and obtaining other resources as needed.	Bachelors	7
Quality Analyst	Under the supervision of project leadership, Quality Assurance Manager or Quality Control Manager. Supports ongoing Quality Control/Assurance tasks required on the contract, including but not limited to: supporting quality control/assurance systems consistent with customer specifications, project goals, and established standards; completing Quality Control/Assurance tasks; and supporting Quality Control/Assurance processes.	Bachelors	1

Quality Assurance Manager	Oversees all ongoing Quality Assurance tasks required on the contract, including but not limited to: ensuring that quality assurance processes align with customer specifications, project goals, and established standards; developing Quality Assurance processes; assigning Quality Assurance tasks; and performing review of Quality Assurance processes to effect continuous performance improvement.	Bachelors	3
Quality Control Manager	Oversees all ongoing Quality Control tasks required on the contract, including but not limited to: ensuring that quality control systems are consistent with customer specifications, project goals, and established standards; assigning Quality Control tasks; and performing review of Quality Control processes on a sample basis.	Bachelors	5
Record Searcher	Responds to requests for data collection associated with subjects of investigation. May be required to visit physical records archives in courthouses or other storage facilities. Typically geographically dispersed throughout the nation and therefore poised to respond to requests quickly and efficiently.	None	2
Senior Analyst	May provide supervision to Junior Analysts. Prepares and conducts research and business analyses and studies, needs assessments, requirements analysis and definition, and/or cost/benefit analyses in an effort to align business systems, solutions and initiatives; Develops and analyzes metrics, performance measurements, requirements, reports and recommendations related to management, organizational structure, policies, procedures, and business systems; and Working with management, suggests planning and management controls for improvement, including expanded usage of management information systems and other automated tools.	Bachelors	4
Senior Auditor	Knowledgeable of the applicable field, the auditor ensures that compliance obligations have been met per customer requirements. Responsible for major audit segments. Supervises and directs auditors performing audit plan procedures. Supervises field personnel and reviews work products prepared during audits for proper documentation. Summarizes audit results for the Project Manager or leadership personnel. May prepare reports and supporting documentation to demonstrate audit results.	Bachelors	2

Senior Investigator	Conducts personal interviews with subjects of investigation and subject references. Obtains data from appropriate official records and sources containing information to confirm the identities and personal histories of subjects. Prepares reports to be used as the basis for an adjudicative determination of the subject's loyalty to the United States, general character, integrity, trustworthiness, and overall suitability.	High School	4
Senior Social Media Analyst	Performs an exhaustive search of social media and other open source web data in order to obtain relevant information pertaining to an applicant; analyzes the results to locate relevant data to flag a case for further analysis.	Bachelors	1
Senior Specialist	Supervises more junior Specialists as needed. Provides project support in a variety of functional areas to include but not limited to: Project control, project planning and scheduling, and cost estimating. Provides financial management, administration, and/or schedule control over the activities of one or more specific sub-activities. May provide technical and administrative direction for project personnel, including the review of work products, adherence to program requirements, and progress in accordance with schedule. May assess program issues and recommend solutions to ensure problem resolution and user satisfaction. May assist in the implementation of recommended solutions.	Bachelors	3
Senior Support Analyst	Directs and supervises the work of support staff, particularly on major support efforts, including but not limited to large legal research projects or large program support services; Monitors work and reports on progress; Responsible for ensuring that work meets contract requirements and is delivered within timelines; Troubleshoots and performs quality control spot –checks; Capable of formulating administrative and technical procedures for clients; Provides significant support to client managers, client staff, and designated personnel; May perform complex legal and factual research; Designs and develops systems and procedures for tracking, controlling, and managing files, exhibits, and other program-specific materials; and Coordinates with support components, including data processing support staff, in order to accomplish work.	Bachelors	5

Senior Team Leader	May supervise more Junior Team Leaders. Coordinates and supervises a specific task or function; Ensures all activities are carried out in accordance with project commitments or specific objectives; Responsible for day-to-day coordination and administration of tasks by ensuring that quality and productivity standards are maintained; Prepares work schedules. Supervises work performance of team members and provides training as needed; Assists with writing project plans and reports; Administers quality and timeliness of delivered services; and Communicates with Program Manager to improve upon the program at all times.	Bachelors	3
Senior Quality Performance Monitor	Monitors and assesses the quality, accuracy, timeliness, and requirements compliance in support of assigned litigation support projects. Monitoring the development of database manuals, including examination of field attributes and other database specifications.	Bachelors	2
Senior Quality Assurance Computer Analyst	Analyzes complex user requirements, procedures, and problems to automate manual processing or to improve existing computer systems, working with users to implement these new and revised systems. Design, develop, test, debug, specialized complex programs and computer applications to address the needs of the program.	Bachelors	3
Social Media Project Manager	Oversees social media investigation efforts. Manages a team of social media investigation specialists, assigns workloads, and reviews performance.	Bachelors	3
Social Media Quality Control Officer	Responsible for reviewing samples of work performed by the social media team to verify the integrity of the data, proper use of data gathering tools, and the team's ability to provide customers with legally admissible and conclusive evidence regarding an application.	Bachelors	3
Sr. Quality Control Reviewer	Reviews reports of investigation ensuring that deliverables are consistent with customer specifications.	None	4
Subject Matter Expert	Applies subject matter expertise in relevant disciplines, methods, techniques, domains, organizations, or processes in support of project operations by participating in planning and strategy development sessions, conducting research, making presentations, providing technical assistance, and producing reports.	Masters	5
Subject Matter Expert II	Applies subject matter expertise in relevant disciplines, methods, techniques, domains, organizations, or processes in support of project operations by participating in planning and strategy development sessions, conducting research, making presentations, providing technical assistance, and producing reports; Capable of consultation with major stakeholders when required; and Trains new experts when required.	Masters	7

Subject Matter Expert III	Applies subject matter expertise in relevant disciplines, methods, techniques, domains, organizations, or processes in support of project operations by participating in planning and strategy development sessions, conducting research, making presentations, providing technical assistance, and producing reports; Leads teams of experts; and Provides support and consultation to project stakeholders.	Masters	10
Support Specialist	Conducts relevant research, refining data, and creating reports. Assists in drafting and preparing project deliverables. Works with data processing support staff, in order to accomplish requirements of the project deliverables; Formulates administrative and technical procedures for clients; and Consults closely with clients and is skilled in formulating administrative and technical procedures to support program objectives.	Bachelors	2
Support Technologist	Consults closely with clients and skilled in formulating administrative and technical procedures to support program needs; Supports client managers, staff, and designated personnel; May perform complex research; Develop and provide presentations; Arranges for access to appropriate libraries and other research facilities; and Coordinates with support component staff, including data processing support staff, in order to accomplish work.	Bachelors	2
Systems Security Analyst II	Reviews systems to ensure their systems security posture meets requirements. Reviews risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Familiar with Federal security standards and requirements.	Bachelors	5
Systems Security Analyst I	Reviews systems to ensure their systems security posture meets requirements. Reviews risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs. Familiar with Federal security standards and requirements.	Bachelors	4
Team Leader	Provides first-line supervision of investigative operations and field staff. Manages case workloads and case review activities, including periodic reviews of field staff performance. Ensures that quality and timeliness standards are met. Provides statistical and other metric data for review and analysis.	Bachelors	4

Technical Writer	Writes detailed end and technical user guides, reference manuals, program maintenance manuals, document coding manuals, and other forms of documentation for specific databases and computer application systems; Writes, edits, and/or prepares graphical presentations of technical information for technical and non-technical personnel; Edit documents to ensure clarity, appropriate organization, and correct grammar; Produces studies such as requirements analyses, risk analyses, technology assessments, strategic and tactical planning, market surveys, and budget reviews; and Prepares materials for use in training sessions and seminars.	Bachelors	2
Training Instructor	Administers training for all program activities; Provides technical expertise to staff; Designs and implements training programs and materials; and Performs review of performance as need.	Bachelors	3
Training Specialist	Derives, designs, and facilitates training based on learning objectives; Develops curriculum, user guides, and manuals to enable training delivery; Closely coordinates with shareholders to ascertain training requirements; and Evaluates current training programs and updates according to company requirements; Plans, organizes, and implements training activities; and Schedules and leads workshops and lectures	Bachelors	5
Web Developer	Leads design of Web sites, conducts the planning and scheduling of projects, determines applicable project milestones, conducts risk mitigation procedures to ensure schedule adherence, develops and implements Web pages, provides database and e-commerce capabilities to Web sites, conducts and documents module and system level testing, and conducts debugging and troubleshooting procedures	Bachelors	7

EXPERIENCE/EDUCATION SUBSTITUTION TABLE

Additional education over the minimum required in any labor category may be substituted for required years of experience as follows:

Required Education	Actual Education	Credit for Additional Experience
Bachelor's Degree	Master's Degree	2 Years
Bachelor's Degree	Master's Degree & Professional Certifications	3 Years
Bachelor's Degree	PhD	6 Years
Bachelor's Degree	Master's Degree & Professional Certifications	6 Years

Experience Substitution Table

Additional years of experience over the minimum required in any labor category may be substituted for required education as follows:

Required Education	Actual Education	Additional Experience Required
Bachelor's Degree	HS/GED	4 Years
Bachelor's Degree	HS/GED & Professional Certifications	3 Years
Bachelor's Degree	Associate's Degree	2 Years
Bachelor's Degree	Associate's Degree & Professional Certifications	1 Years