



# **RSSi rate structure for commercial engagements v1.6**

RSSi

## **Right Sized Solutions, Inc.**

22636 Glenn Dr. #302

Sterling, Virginia 20164

Telephone: 571.375.2299 • Fax: (703) 997-8115

e-mail: [contracts@rss-i.com](mailto:contracts@rss-i.com)

As of: Jan 1<sup>st</sup>, 2016



*This page intentionally left blank*



Table of Contents

1. Amendments and Revisions... 5
2. Overview... 6
3. Task Requirements... 6
3.1 Information Technology Services... 6
Support Technician I... 6
Support Technician 2... 6
Support Technician 3... 7
Support Technician 4... 7
Support Technician 5... 7
Support Technician 6... 8
Support Technician 7... 8
Support Technician 8... 9
Systems Analyst 1... 9
Systems Analyst 2... 9
Systems Analyst 3... 9
Systems Analyst 4... 9
Systems Engineer I... 10
Systems Engineer 2... 10
Systems Engineer 3... 10
Systems Engineer 4... 10
Technical Specialist I... 10
Technical Specialist 2... 11
Technical Specialist 3... 11
Technical Specialist 4... 11
Technical Specialist 5... 11
Technical Specialist 6... 12
Technical Specialist 7... 12
Technical Specialist 8... 12
Technical Specialist 9... 12
Technical Specialist 10... 13
3.2 Integrated Business Operations Support... 13
Records Clerk 1... 13
Records Clerk 2... 13
Records Clerk 3... 13




---

Records Clerk 4 ..... 14

Records Analyst 1 ..... 14

Records Analyst 2 ..... 14

Records Analyst 3 ..... 14

Sr. Subject Matter Analyst 1 ..... 15

Sr. Subject Matter Analyst 2 ..... 15

Section Manager ..... 15

Project Manager ..... 15

Project Manager 2 ..... 15

Program Manager ..... 16

Program Manager 2 ..... 16

Consultant ..... 16

Staff Consultant ..... 16

Sr. Consultant ..... 16

Principal Consultant ..... 17

Subject Matter Expert (SME) ..... 17

Staff Subject Matter Expert (SME) ..... 17

Sr. Subject Matter Expert (SME) ..... 17

Principal Subject Matter Expert (SME) ..... 18

**3.3 Allowable Substitutions of Education and Experience ..... 18**

**3.4 Support Hours of Operation ..... 19**

**3.5 RSSi Furnished Equipment and Other Resources ..... 19**

**3.6 Place of Performance ..... 19**

**3.7 Travel ..... 19**

**3 Project Management ..... 19**

**4 Security and Privacy ..... 19**

**5 Price ..... 19**



## 1. Amendments and Revisions

All copies of this Manual are kept under strict control to prevent the System from becoming unreliable. The Procedures in this Quality Manual (QM) Section 2.3 are the authority for the document control process is summarized below. This process will ensure that the system remains current and valid.

- All printed copies of the manual are to be clearly numbered and the holder recorded on the RSSi Distribution Form (**QF-QA-1**).
- Each page in the manual is to carry a unique number.
- The Quality Manual is the process owner responsible for all revisions and additions being recorded and submitted to QA for review and approval.
- Any Employee may suggest changes by using the Corrective and Preventive Action Request (CPAR) (**QF-QA-05**) IAW section 9.4 of the RSSi Quality Manual and must be approved before being entered into the Manual.
- All changes are recorded in the Table of Amendment and appropriate pages in each Manual changed.
- Uncontrolled copies must be clearly marked as such.

Table of Amendments					
Schedule Number	Page Number	Issue	Date	Description of Change	Authorization
v1.0	All	Initial	3/19/10	Initial Publication	S. Barrass
v1.1	All	Annual update	1/1/11	Annual review and incorporates FY 2016 Rates approved at the last management review	S. Barrass
v1.2	All	Annual update	1/1/12	Annual review	S. Barrass
v1.3	All	Annual update	1/1/13	Annual review	S. Barrass
v1.4	All	Annual update	1/1/14	Annual review	S. Barrass
v1.5	All	Annual update	1/1/15	Annual review	S. Barrass
v1.6	All	Annual update	1/1/16	Annual review	S. Barrass



## 2. Overview

RSSi is a professional services company focused on secure mission systems support to the U.S. Federal government. As a young Economically Disadvantaged Woman-owned (EDWOSB), and 8(a) certified Small Business we stay focused by concentrating on services in two areas: management consulting for integrated business operation support; and Secure IT systems development and operations.

- Our Business Management practice is based on the PMP Program Management Body of Knowledge (PMBOK) and is certified under ISO 9001:2015.
- Our IT practice is based on ITIL and Agile development and is certified under ISO 20000:2011.
- All our services are secure and are certified under ISO 27001:2013 to protect the integrity and confidentiality of our client's information.

Our commitment to our employees, partners, and customers, is to provide Quality Services, Quickly, while acting as faithful stewards of your resources, to give you more than you expect, on time and within budget

## 3. Task Requirements

Consistent with customer and RSSi Leadership direction, RSSi is prepared to provide consulting, technical and analysis support to assist our clients. RSSi has identified the functions detailed in paragraphs below as fundamental to success.

### 3.1 Information Technology Services

#### Support Technician I

*Experience:* This position requires one (1) year of experience involving one or more of the following: 1) the design, implementation and support of support systems; 2) data entry projects, 3) the formulation and implementation of standard procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 4) domain experience relevant to the office requiring support, such as IT, security, financial records, and accounting; 5) document analysis, document management, and document flow control systems; 6) support of standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, MS Mail, etc.); 7) experience in applications instruction, including both one-on one instruction as well as more formalized classroom training; 8) writing of procedures in support of custom macros and/or office procedures, such as logging in, naming conventions, re-routing printer output, etc.; 9) importation of multiple file format data into formats usable by the office standard applications; and 10) direct client interaction from clerical to upper management, requiring communications at all levels of the organization

*Education:* High School diploma or equivalent as described in Section 2.

#### Support Technician 2

*Experience:* This position requires two (2) years of experience involving one or more of the following: 1) the design, implementation and support of support systems; 2) data entry projects, 3) the formulation and implementation of standard procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 4) domain experience relevant to the office requiring support, such as IT, security, financial records, and accounting; 5) document



analysis, document management, and document flow control systems; 6) support of standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, MS Mail, etc.); 7) experience in applications instruction, including both one-on one instruction as well as more formalized classroom training; 8) writing of procedures in support of custom macros and/or office procedures, such as logging in, naming conventions, re-routing printer output, etc.; 9) other support functions; and 10) direct client interaction from clerical to upper management, requiring communications at all levels of the organization

*Education:* High School diploma or equivalent as described in Section 3.3.

### Support Technician 3

*Experience:* This position requires two (2) years of experience involving one or more of the following: 1) the design, implementation and support of support systems; 2) data entry projects, 3) the formulation and implementation of standard procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 4) domain experience relevant to the office requiring support, such as IT, security, financial records, and accounting; 5) document analysis, document management, and document flow control systems; 6) support of standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, MS Mail, etc.); 7) experience in applications instruction, including both one-on one instruction as well as more formalized classroom training; 8) writing of procedures in support of custom macros and/or office procedures, such as logging in, naming conventions, re-routing printer output, etc.; 9) other support functions; and 10) direct client interaction from clerical to upper management, requiring communications at all levels of the organization

*Education:* Associates degree or an appropriate Professional Certification or equivalent as described in Section 3.3.

### Support Technician 4

*Experience:* This position requires three (3) years of experience involving one or more of the following: 1) the design, implementation and support of support systems; 2) data entry projects, 3) the formulation and implementation of standard procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 4) domain experience relevant to the office requiring support, such as IT, security, financial records, and accounting; 5) document analysis, document management, and document flow control systems; 6) support of standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, MS Mail, etc.); 7) experience in applications instruction, including both one-on one instruction as well as more formalized classroom training; 8) writing of procedures in support of custom macros and/or office procedures, such as logging in, naming conventions, re-routing printer output, etc.; 9) other support functions; and 10) direct client interaction from clerical to upper management, requiring communications at all levels of the organization.

*Education:* Associates degree or an appropriate Professional Certification or equivalent as described in Section 3.3.

### Support Technician 5

*Experience:* This position requires four (4) years of experience involving one or more of the following: 1) the design, implementation and support of support systems; 2) supervision of data entry projects, 3)



the formulation and implementation of standard procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 4) domain experience relevant to the office requiring support, such as IT, security, financial records, and accounting; 5) document analysis, document management, and document flow control systems; 6) support of standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, MS Mail, etc.); 7) experience in applications instruction, including both one-on one instruction as well as more formalized classroom training; 8) writing of procedures in support of custom macros and/or office procedures, such as logging in, naming conventions, re-routing printer output, etc.; 9) other support functions; and 10) direct client interaction from clerical to upper management, requiring communications at all levels of the organization.

*Education:* Bachelor's degree or an appropriate Professional Certification or equivalent as described in Section 3.3.

### Support Technician 6

*Experience:* This position requires five (5) years of experience involving at least two or more of the following: 1) the design, implementation and support of support systems; 2) supervision of data entry projects, 3) the formulation and implementation of standard procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 4) domain experience relevant to the office requiring support, such as IT, security, financial records, and accounting; 5) document analysis, document management, and document flow control systems; 6) support of standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, MS Mail, etc.); 7) experience in applications instruction, including both one-on one instruction as well as more formalized classroom training; 8) writing of procedures in support of custom macros and/or office procedures, such as logging in, naming conventions, re-routing printer output, etc.; 9) other support functions; and 10) direct client interaction from clerical to upper management, requiring communications at all levels of the organization

*Education:* Bachelor's degree or an appropriate Professional Certification or equivalent as described in Section 3.3.

### Support Technician 7

*Experience:* This position requires six (6) years of experience involving at least two or more of the following: 1) the design, implementation and support of support systems; 2) supervision of data entry projects, 3) the formulation and implementation of standard procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 4) domain experience relevant to the office requiring support, such as IT, security, financial records, and accounting; 5) document analysis, document management, and document flow control systems; 6) support of standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, MS Mail, etc.); 7) experience in applications instruction, including both one-on one instruction as well as more formalized classroom training; 8) writing of procedures in support of custom macros and/or office procedures, such as logging in, naming conventions, re-routing printer output, etc.; 9) other support functions; and 10) direct client interaction from clerical to upper management, requiring communications at all levels of the organization.

*Education:* Bachelor's degree or an appropriate Professional Certification or equivalent as described in Section 3.3.



### Support Technician 8

*Experience:* This position requires eight (8) years of experience involving at least three of the following: 1) the design, implementation and support of support systems; 2) supervision of data entry projects, 3) the formulation and implementation of standard procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 4) domain experience relevant to the office requiring support, such as IT, security, financial records, and accounting; 5) document analysis, document management, and document flow control systems; 6) support of standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, MS Mail, etc.); 7) experience in applications instruction, including both one-on one instruction as well as more formalized classroom training; 8) writing of procedures in support of custom macros and/or office procedures, such as logging in, naming conventions, re-routing printer output, etc.; 9) other support functions; and 10) direct client interaction from clerical to upper management, requiring communications at all levels of the organization.

*Education:* Bachelor’s degree or an appropriate Professional Certification or equivalent as described in Section 3.3.

### Systems Analyst 1

This position requires at least one (1) year experience in similar positions with some experience and knowledge of installation, operation and maintenance of operating systems. Experience in operating systems, networking or local area networks (LANs), and user support is preferred. Specific knowledge relating to the user environment is usually necessary.

*Education:* High School Diploma

### Systems Analyst 2

This position requires two (2) years’ experience in similar positions with some experience and knowledge of installation, operation and maintenance of operating systems. Experience in operating systems, networking or local area networks (LANs), and user support is preferred. Specific knowledge relating to the user environment is usually necessary.

*Education:* High School diploma or equivalent as described in Section 3.3.

### Systems Analyst 3

This position requires three (3) or more years’ experience in similar positions with 1 year of specialized experience and knowledge of installation, operation and maintenance of operating systems in a heterogeneous environment. Broad knowledge of operating systems, networking or local area networks (LANs), and user support is preferred. Specific knowledge relating to the user environment is usually necessary.

*Education:* High School diploma or equivalent as described in Section 3.3.

### Systems Analyst 4

This position requires four (4) or more years’ experience in similar positions with 2 years specialized experience and knowledge of installation, operation and maintenance of operating systems in a heterogeneous environment. Broad knowledge of operating systems, networking or local area networks (LANs), and user support is preferred. Specific knowledge relating to the user environment is usually necessary.



*Education:* High School diploma or equivalent as described in Section 3.3.

### **Systems Engineer 1**

This position requires two (2) or more years' experience in similar positions, which include 2 years specialized experience and knowledge of installation, operation and maintenance of operating systems, security systems, or software development in a heterogeneous environment. Broad knowledge of operating systems, networking or local area networks (LANs), and user support is preferred. Specific knowledge relating to the user environment is usually necessary.

*Education:* Bachelor's degree or an appropriate Professional Certification or equivalent as described in Section 3.3.

### **Systems Engineer 2**

This position requires four (4) or more years' experience in similar positions with 2 years specialized experience and knowledge of installation, operation and maintenance of operating systems, security systems or software development in a heterogeneous environment. Broad knowledge of operating systems, networking or local area networks (LANs), and user support is preferred. Specific knowledge relating to the user environment is usually necessary.

*Education:* Bachelor's degree or an appropriate Professional Certification or equivalent as described in Section 3.3.

### **Systems Engineer 3**

This position requires six (6) or more years' experience in similar positions with 3 years specialized experience and knowledge of installation, operation and maintenance of operating systems, security systems or software development in a heterogeneous environment. Broad knowledge of operating systems, networking or local area networks (LANs), and user support is preferred. Specific knowledge relating to the user environment is usually necessary.

*Education:* Bachelor's degree or an appropriate Professional Certification or equivalent as described in Section 3.3.

### **Systems Engineer 4**

This position requires eight (8) or more years' experience in similar positions with 3 years specialized experience and knowledge of installation, configuration, operation and maintenance of operating systems, security systems or software development in a heterogeneous environment. Experience in the execution of operating system migrations and troubleshooting is desirable. Broad knowledge of operating systems, networking or local area networks (LANs), and user support is preferred. Specific knowledge relating to the user environment is necessary.

*Education:* Bachelor's degree or an appropriate Professional Certification. Two additional years generalized IT experience may be substituted for a Bachelor's Degree or Professional Certification. A Master's degree in a related field may be substituted for two years' experience.

### **Technical Specialist I**

Applies technical or functional disciplines to accomplish tasks at a high level involving planning, design, or development in support of at least one of the following: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5)



Software development, or 6) other technical discipline. The Technical Specialist I should have two (2) years of experience in one of these areas and be recognized as a proven performer capable of complex task accomplishment with minimal supervision

*Education:* Bachelor's degree in a related field or an appropriate Professional Certification or equivalent as described in Section 3.3.

### **Technical Specialist 2**

Applies technical or functional disciplines to accomplish tasks at a high level involving planning, design, or development in support of at least one of the following: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development, or 6) other technical discipline. Technical Specialist 2 should have four (4) years' experience in one of these areas and be recognized as a proven performer capable complex task accomplishment with minimal direction.

*Education:* Bachelor's degree in a related field or an appropriate Professional Certification. or equivalent as described in Section 3.3.

### **Technical Specialist 3**

Applies technical or functional disciplines to accomplish tasks at a high level involving planning, design, or development in support of at least one of the following: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development, or 6) other technical discipline. The Technical Specialist 3 should have six (6) years' experience in one of these areas and be recognized as a proven performer capable complex task accomplishment with minimal direction.

*Education:* Bachelor's degree in a related field or an appropriate Professional Certification. or equivalent as described in Section 3.3.

### **Technical Specialist 4**

Applies technical or functional disciplines to accomplish tasks at a high level involving planning, design, or development in support of at least one of the following: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development, or 6) other technical discipline. The Technical Specialist 4 should have six (6) years' experience in at least one of these areas and be recognized as a proven performer capable of working independently.

*Education:* Bachelor's degree in a related field or an appropriate Professional Certification. or equivalent as described in Section 3.3.

### **Technical Specialist 5**

Applies technical or functional disciplines to accomplish tasks at a high level involving planning, design, and construction in support of at least one of the following: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development, or 6) other technical discipline. The Technical Specialist V should have eight (8) years' experience in at least one of these areas and be recognized as a proven performer capable of working independently. Generalized experience should include information system requirements analysis, system design, implementation, and testing.



*Education:* Bachelor’s degree in a related field or equivalent as described in Section 3.3.

**Technical Specialist 6**

Applies technical or functional disciplines to accomplish tasks at a high level involving planning, design, or development in support of at least two of the following: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development, or 6) other technical discipline. The Technical Specialist VI should have ten (10) years’ experience in at least one of these areas and be recognized as a proven performer capable of working independently. Generalized experience should include information system requirements analysis, system design, implementation, and testing, with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

*Education:* Bachelor’s degree in a related field or an appropriate Professional Certification or equivalent as described in Section 3.3.

**Technical Specialist 7**

Applies technical or functional disciplines to accomplish tasks at a high level involving planning, design, or development in support of at least two of the following: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development, or 6) other technical discipline. The Technical Specialist V2 should have twelve (12) years’ experience in at least one of these areas and be recognized as a proven performer who is self-directed. Generalized experience should include information system requirements analysis, system design, implementation, and testing, with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

*Education:* Master’s degree in a related field or equivalent as described in Section 3.3.

**Technical Specialist 8**

Applies technical or functional disciplines to accomplish tasks at a high level involving planning, design, or development in support of at least two of the following: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development, or 6) other technical discipline. The Technical Specialist V3 should have fourteen (14) years’ experience in at least one of these areas and be recognized in the industry as an innovative solution provider. Generalized experience should include information system requirements analysis, system design, implementation, and testing, with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

*Education:* Master’s degree in a related field or equivalent as described in Section 3.3.

**Technical Specialist 9**

Applies technical or functional disciplines to accomplish tasks at a high level involving planning, design, or development in support of at least two of the following: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development, or 6) other technical discipline. The Technical Specialist IX should have fourteen (16) years’ experience in at least one of these areas and be recognized in the industry as an innovative solution provider. Generalized experience should include information system requirements



analysis, system design, implementation, and testing, with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

*Education:* Master's degree in a related field or equivalent as described in Section 3.3.

### **Technical Specialist 10**

Applies technical or functional disciplines to accomplish tasks at a high level involving planning, design, or development in support of at least two of the following: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development, or 6) other technical discipline. The Technical Specialist V3 should have fourteen (18+) years' experience in at least one of these areas and be recognized in the industry as an innovative solution provider. Generalized experience should include information system requirements analysis, system design, implementation, and testing, with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

*Education:* Master's degree in a related field or equivalent as described in Section 3.3.

## **3.2 Integrated Business Operations Support**

### **Records Clerk 1**

*Experience:* This position requires one (1) year of experience involving one or more of the following: 1) data entry, 2) use of standard procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 3) domain experience relevant to the office requiring support, such as financial or accounting records; 4) document review, document or document flow control systems; 5) support of standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, MS Mail, etc.); 6) importation of multiple file format data into formats usable by the office standard applications; and 7) direct client interface from clerical to upper management, requiring communications at all levels of the organization

*Education:* High School diploma or equivalent as described in Section 3.3.

### **Records Clerk 2**

*Experience:* This position requires two (2) years of experience involving one or more of the following: 1) data entry, 2) use of standard procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 3) domain experience relevant to the office requiring support, such as financial or accounting records; 4) document review, document or document flow control systems; 5) support of standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, MS Mail, etc.); 6) importation of multiple file format data into formats usable by the office standard applications; and 7) direct client interface from clerical to upper management, requiring communications at all levels of the organization

*Education:* High School diploma or equivalent as described in Section 3.3.

### **Records Clerk 3**

*Experience:* This position requires three (3) years of experience involving one or more of the following: 1) data entry, 2) use of standard procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 3) domain experience relevant to the office requiring support, such as financial or accounting records; 4) document review, document or



document flow control systems; 5) support of standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, MS Mail, etc.); 6) importation of multiple file format data into formats usable by the office standard applications; and 7) direct client interface from clerical to upper management, requiring communications at all levels of the organization

*Education:* High School diploma or equivalent as described in Section 3.3.

#### **Records Clerk 4**

*Experience:* This position requires four (4) years of experience involving one or more of the following: 1) data entry, 2) use of standard procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 3) domain experience relevant to the office requiring support, such as financial or accounting records; 4) document review, document or document flow control systems; 5) support of standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, MS Mail, etc.); 6) importation of multiple file format data into formats usable by the office standard applications; and 7) direct client interface from clerical to upper management, requiring communications at all levels of the organization

*Education:* High School diploma or equivalent as described in Section 3.3.

#### **Records Analyst 1**

*Experience:* This position requires two (2) years of experience involving one or more of the following: 1) data analysis, 2) use of customized or tailored procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 3) domain expertise relevant to the office requiring support, such as financial or accounting records; 4) document management of document flow control systems; 5) high level proficiency in standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, etc.); 6) direct client interaction from clerical to upper management, requiring communications at all levels of the organization

*Education:* High School diploma or equivalent as described in Section 3.3.

#### **Records Analyst 2**

*Experience:* This position requires four (4) years of experience involving one or more of the following: 1) data analysis, 2) use of customized or tailored procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 3) domain expertise relevant to the office requiring support, such as financial or accounting records; 4) document management of document flow control systems; 5) high level proficiency in standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, etc.); 6) direct client interaction from clerical to upper management, requiring communications at all levels of the organization

*Education:* High School diploma or equivalent as described in Section 3.3.

#### **Records Analyst 3**

*Experience:* This position requires six (6) years of experience involving one or more of the following: 1) data analysis, 2) use of customized or tailored procedures for document control and tracking, evidentiary screening and preparation, document indexing/abstracting, and quality control; 3) domain expertise relevant to the office requiring support, such as financial or accounting records; 4) document



management of document flow control systems; 5) high level proficiency in standard applications such as word processing (Word, etc.), spreadsheets (Excel, etc.), e-mail (MS Exchange, etc.); 6) direct client interaction from clerical to upper management, requiring communications at all levels of the organization

*Education:* High School diploma or equivalent as described in Section 3.3.

### **Sr. Subject Matter Analyst 1**

Applies a Structured approach to accomplish tasks at a high level involving planning, design, and implementation in support of: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development. 6) General Subject Matter Expertise. The Analyst should have two (2) years of experience in one of these areas and be recognized as a proven performer capable of complex task accomplishment with minimal supervision

*Education:* Bachelor's degree in a related field or an appropriate Professional Certification or equivalent as described in Section 3.3.

### **Sr. Subject Matter Analyst 2**

Applies a structured approach to accomplish tasks at a high level involving planning, design, and construction in support of: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development. 6) General Subject Matter Expertise The Analyst should have four (4) years' experience in one of these areas and be recognized as a proven performer capable complex task accomplishment with minimal direction.

*Education:* Bachelor's degree in a related field or an appropriate Professional Certification or equivalent as described in Section 3.3

### **Section Manager**

Serves as the primary task manager between the customer and company to lead and ensure completion as directed of technical requirements and contract deliverables. Manages small teams for achievement of business objectives. Ensures scheduled staffing to support current and projected workload and appropriate workforce skills and certifications to support customer requirements

*Education:* High School diploma or equivalent as described in Section 3.3.

### **Project Manager**

Serves as the primary business relationship manager between the customer and company to manage and ensure successful fulfillment of technical requirements and contract deliverables. Manages overall program business processes and achievement of business objectives. Ensures appropriate staffing to support current and projected workload and appropriate workforce skills and certifications to support customer requirements for small technical teams

*Education:* Bachelor's degree in a related field or an appropriate Professional Certification or equivalent as described in Section 3.3.

### **Project Manager 2**

Serves as the primary business relationship manager between the customer and company to manage and ensure successful fulfillment of technical requirements and contract deliverables. Manages overall



program business processes and achievement of business objectives. Ensures appropriate staffing to support current and projected workload and appropriate workforce skills and certifications to support customer requirements for Mid-sized technical teams

*Education:* Bachelor’s degree in a related field or an appropriate Professional Certification or equivalent as described in Section 3.3.

**Program Manager**

Serves as the primary business relationship manager between the customer and company to manage and ensure successful fulfillment of management and technical requirements and contract deliverables. Manages overall program business processes and achievement of business objectives. Ensures appropriate direct and indirect staffing to support current and projected workload and appropriate workforce skills and certifications to support customer requirements for large-sized technical teams or small to mid-sized integrated teams. Projects often will contain subcontractor team members

*Education:* Bachelor’s degree in a related field or an appropriate Professional Certification or equivalent as described in Section 3.3.

**Program Manager 2**

Serves as the primary business relationship manager between the customer and company to manage and ensure successful fulfillment of management and technical requirements and contract deliverables. Manages overall program business processes and achievement of business objectives. Ensures appropriate direct and indirect staffing to support current and projected workload and appropriate workforce skills and certifications to support customer requirements for large-sized integrated teams. Projects often will contain subcontractor team members

*Education:* Bachelor’s degree in a related field or an appropriate Professional Certification or equivalent as described in Section 3.3.

**Consultant**

Applies a structured approach to provide expertise and to accomplish tasks at a high level involving planning, design, and construction in support of: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development. The Consultant should have six (6) years’ experience in one of these areas and be recognized as a proven performer capable complex task accomplishment with minimal direction.

*Education:* Bachelor’s degree in a related field or an appropriate Professional Certification or equivalent as described in Section 3.3.

**Staff Consultant**

Applies a structured approach to provide expertise and to accomplish tasks at a high level involving planning, design, and construction in support of: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development. The Consultant should have six (6) years’ experience in at least one of these areas and be recognized as a proven performer capable of working independently.

*Education:* Bachelor’s degree in a related field or an appropriate Professional Certification or equivalent as described in Section 3.3.

**Sr. Consultant**



Applies a structured approach to provide expertise and to accomplish tasks at a high level involving planning, design, and construction in support of: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development. The Consultant should have eight (8) years' experience in at least one of these areas and be recognized as a proven performer capable of working independently. Generalized experience should include information system requirements analysis, system design, implementation, and testing.

*Education:* Bachelor's degree in a related field or equivalent as described in Section 3.3.

### **Principal Consultant**

Applies a structured approach to provide expertise and to accomplish tasks at a high level involving planning, design, and construction in support of: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development. The Consultant should have ten (10) years' experience in at least one of these areas and be recognized as a proven performer capable of working independently. Generalized experience should include information system requirements analysis, system design, implementation, and testing, with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

*Education:* Bachelor's degree in a related field or an appropriate Professional Certification or equivalent as described in Section 3.3.

### **Subject Matter Expert (SME)**

Applies a structured approach to provide expertise and to accomplish tasks at a high level involving planning, design, and construction in support of: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development. The SME should have ten (10) years' experience in at least one of these areas and be recognized as a proven performer who is self-directed. Generalized experience should include information system requirements analysis, system design, implementation, and testing, with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

*Education:* Master's degree in a related field or equivalent as described in Section 3.3.

### **Staff Subject Matter Expert (SME)**

Applies a structured approach to provide expertise and to accomplish tasks at a high level involving planning, design, and construction in support of: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development. The SME should have twelve (12) years' experience in at least one of these areas and be recognized in the industry as an innovative solution provider. Generalized experience should include information system requirements analysis, system design, implementation, and testing, with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

*Education:* Master's degree in a related field or equivalent as described in Section 3.3.

### **Sr. Subject Matter Expert (SME)**

Applies a structured approach to provide expertise and to accomplish tasks at a high level involving planning, design, and construction in support of: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development. The SME should have fourteen (14) years' experience in at least one of these areas and be recognized as



a proven performer who is self-directed. Generalized experience should include information system requirements analysis, system design, implementation, and testing, with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

*Education:* Master’s degree in a related field or equivalent as described in Section 3.3.

**Principal Subject Matter Expert (SME)**

Applies a structured approach to provide expertise and to accomplish tasks at a high level involving planning, design, and construction in support of: 1) Information Engineering; 2) Network Engineering; 3) Computer Security Engineering; 4) Business Process Reengineering; or 5) Software development. The SME should have fourteen (14) years’ experience in at least one of these areas and be recognized in the industry as an innovative solution provider. Generalized experience should include information system requirements analysis, system design, implementation, and testing, with increasing responsibilities in the scope and magnitude of the systems for which solutions have been implemented.

*Education:* Master’s degree in a related field or equivalent as described in Section 3.3.

**3.3 Allowable Substitutions of Education and Experience**

When determining the qualifications of an individual to fill one of the positions offered, substitutions for the education and experience requirements may be made, as shown in the tables below. The minimum education and experience will be met when the educational equivalencies in the Tables below are considered. Additional educational achievements in excess of requirements can be substituted for experience requirements:

Education Substitutions for Experience		
Required Education	Actual Education Obtained	Additional Years of Experience Credited
MA/MS	Ph.D.	4
BA/BS	Ph.D.	6
BA/BS	MA/MS/MBA	2
HS/GED	BA/BS	4

Experience Substitutions for Education		
Actual Education	Required Education Obtained	Additional Years of Experience required
None	HS/GED	2
HS/GED	Certification/Military Training	2
HS/GED	BA/BS	4
HS/GED	MA/MS/MBA	6
HS/GED	Ph.D.	No Equivalency
BA/BS	MA/MS/MBA	2
BA/BS	Ph.D.	6
MA/MS/MBA	Ph.D.	4



Incumbency in a position, when the position is transferred from a legacy contractor shall be considered to meet all the requirements of a position regardless of any other education or experience requirements for a labor category.

### 3.4 Support Hours of Operation

As required we can be available to meet during business hours or after hours as appropriate. For unscheduled support after normal work hours (0600-1900 M-F excluding holidays) a 12% premium is normally applied to all CLINS. For sustained shift work a shift differential of 6% from 1900-2300 weekdays and 0600-2300 weekends. A shift differential of 10% is applied for sustained support from 2300-0600.

### 3.5 RSSi Furnished Equipment and Other Resources

RSSi will provide all necessary equipment and facilities for work bid at RSSi site rates. Customers will provide access to relevant information, reports, documentation and staff for interviews consistent with Customers policies and limitations.

### 3.6 Place of Performance

The work will be performed primarily at RSSi sites or at other supported sites as required.

### 3.7 Travel

For travel outside the National Capitol Region, after customer authorization, RSSi personnel travel as requested by the customer on a reimbursable basis at actual cost with applicable G&A charges. No Profit is included on travel costs

## 3 Project Management

RSSi will provide oral and written reports to customers highlighting critical elements of the effort. The frequency of these reports will be coordinated with the customer leadership.

## 4 Security and Privacy

- a) Information given to *RSSi* during the lifetime of this contract will only be used for the purpose of carrying out the provisions of this work statement. Organization information marked “For Official Use Only” or bearing other sensitive markings will be handled in accordance with organizational information security program regulations and will not be divulged or disclosed without organizational permission. Customer will supply *RSSi* with current security policies prior to start up and will update these as required.
- b) Details of any safeguard that may be revealed to *RSSi* by the customer during the course of performance will not be published or disclosed without written consent of the customer
- c) Data Integrity. *RSSi* personnel may become aware of data pertaining to other contractors or services that may reside on ADP systems used in performance of this contract. Under no circumstances will *RSSi* personnel obtain, divulge, or use this data for personal gain.

## 5 Price

*RSSi* has established the following formal rate structure to support engagements. Standard terms include weekly billing and payment terms of Net15. For task orders with a period of performance extending beyond the final listed period price will be escalated 3.00% annually.



The following rate schedule lists rates for RSSi Personnel performing services predominately at a customer site location.

Position	CLIN	2015	2016	2017	2018	2019	2020	2021
Support Technician 1	0001	\$ 48.30	\$ 49.75	\$ 51.24	\$ 52.78	\$ 54.36	\$ 55.99	\$ 57.67
Support Technician 2	0002	\$ 54.10	\$ 55.72	\$ 57.39	\$ 59.11	\$ 60.88	\$ 62.71	\$ 64.59
Support Technician 3	0003	\$ 60.59	\$ 62.41	\$ 64.28	\$ 66.21	\$ 68.20	\$ 70.25	\$ 72.36
Support Technician 4	0004	\$ 69.90	\$ 72.00	\$ 74.16	\$ 76.38	\$ 78.67	\$ 81.03	\$ 83.46
Support Technician 5	0005	\$ 78.29	\$ 80.64	\$ 83.06	\$ 85.55	\$ 88.12	\$ 90.76	\$ 93.48
Support Technician 6	0006	\$ 87.68	\$ 90.31	\$ 93.02	\$ 95.81	\$ 98.68	\$ 101.64	\$ 104.69
Support Technician 7	0007	\$ 98.21	\$ 101.16	\$ 104.19	\$ 107.32	\$ 110.54	\$ 113.86	\$ 117.28
Support Technician 8	0008	\$ 106.79	\$ 109.99	\$ 113.29	\$ 116.69	\$ 120.19	\$ 123.80	\$ 127.51
Systems Analyst 1	0009	\$ 83.09	\$ 85.58	\$ 88.15	\$ 90.79	\$ 93.51	\$ 96.32	\$ 99.21
Systems Analyst 2	0010	\$ 93.06	\$ 95.85	\$ 98.73	\$ 101.69	\$ 104.74	\$ 107.88	\$ 111.12
Systems Analyst 3	0011	\$ 104.23	\$ 107.36	\$ 110.58	\$ 113.90	\$ 117.32	\$ 120.84	\$ 124.47
Systems Analyst 4	0012	\$ 116.74	\$ 120.24	\$ 123.85	\$ 127.57	\$ 131.40	\$ 135.34	\$ 139.40
Systems Engineer 1	0013	\$ 102.18	\$ 105.25	\$ 108.41	\$ 111.66	\$ 115.01	\$ 118.46	\$ 122.01
Systems Engineer 2	0014	\$ 109.86	\$ 113.16	\$ 116.55	\$ 120.05	\$ 123.65	\$ 127.36	\$ 131.18
Systems Engineer 3	0015	\$ 129.44	\$ 133.32	\$ 137.32	\$ 141.44	\$ 145.68	\$ 150.05	\$ 154.55
Systems Engineer 4	0016	\$ 149.02	\$ 153.49	\$ 158.09	\$ 162.83	\$ 167.71	\$ 172.74	\$ 177.92
Technical Specialist 1	0017	\$ 110.10	\$ 113.40	\$ 116.80	\$ 120.30	\$ 123.91	\$ 127.63	\$ 131.46
Technical Specialist 2	0018	\$ 114.94	\$ 118.39	\$ 121.94	\$ 125.60	\$ 129.37	\$ 133.25	\$ 137.25
Technical Specialist 3	0019	\$ 127.29	\$ 131.11	\$ 135.04	\$ 139.09	\$ 143.26	\$ 147.56	\$ 151.99
Technical Specialist 4	0020	\$ 135.35	\$ 139.41	\$ 143.59	\$ 147.90	\$ 152.34	\$ 156.91	\$ 161.62
Technical Specialist 5	0021	\$ 145.54	\$ 149.91	\$ 154.41	\$ 159.04	\$ 163.81	\$ 168.72	\$ 173.78
Technical Specialist 6	0022	\$ 156.11	\$ 160.79	\$ 165.61	\$ 170.58	\$ 175.70	\$ 180.97	\$ 186.40
Technical Specialist 7	0023	\$ 164.86	\$ 169.81	\$ 174.90	\$ 180.15	\$ 185.55	\$ 191.12	\$ 196.85
Technical Specialist 8	0024	\$ 178.15	\$ 183.49	\$ 188.99	\$ 194.66	\$ 200.50	\$ 206.52	\$ 212.72
Technical Specialist 9	0025	\$ 190.79	\$ 196.51	\$ 202.41	\$ 208.48	\$ 214.73	\$ 221.17	\$ 227.81
Technical Specialist 10	0026	\$ 201.55	\$ 207.60	\$ 213.83	\$ 220.24	\$ 226.85	\$ 233.66	\$ 240.67
Records/Documentation Clerk 1	0027	\$ 21.12	\$ 22.12	\$ 22.78	\$ 23.46	\$ 24.16	\$ 24.88	\$ 25.63
Records/Documentation Clerk 2	0028	\$ 22.89	\$ 24.55	\$ 25.29	\$ 26.05	\$ 26.83	\$ 27.63	\$ 28.46
Records/Documentation Clerk 3	0029	\$ 25.84	\$ 26.53	\$ 27.33	\$ 28.15	\$ 28.99	\$ 29.86	\$ 30.76
Records/Documentation Clerk 4	0030	\$ 26.93	\$ 28.65	\$ 29.51	\$ 30.40	\$ 31.31	\$ 32.25	\$ 33.22
Records/Documentation Analyst 1	0031	\$ 30.55	\$ 31.47	\$ 32.41	\$ 33.38	\$ 34.38	\$ 35.41	\$ 36.47
Records/Documentation Analyst 2	0032	\$ 38.46	\$ 39.61	\$ 40.80	\$ 42.02	\$ 43.28	\$ 44.58	\$ 45.92
Records/Documentation Analyst 3	0033	\$ 45.55	\$ 46.92	\$ 48.33	\$ 49.78	\$ 51.27	\$ 52.81	\$ 54.39
Section Manager	0034	\$ 66.53	\$ 68.90	\$ 70.97	\$ 73.10	\$ 75.29	\$ 77.55	\$ 79.88
Project Manager	0035	\$ 148.46	\$ 152.91	\$ 157.50	\$ 162.23	\$ 167.10	\$ 172.11	\$ 177.27
Project Manager 2	0036	\$ 172.14	\$ 177.30	\$ 182.62	\$ 188.10	\$ 193.74	\$ 199.55	\$ 205.54
Program Manager	0037	\$ 195.83	\$ 201.70	\$ 207.75	\$ 213.98	\$ 220.40	\$ 227.01	\$ 233.82
Program Manager 2	0038	\$ 224.69	\$ 231.43	\$ 238.37	\$ 245.52	\$ 252.89	\$ 260.48	\$ 268.29
Sr Subject Matter Analyst 1	0039	\$ 228.41	\$ 235.26	\$ 242.32	\$ 249.59	\$ 257.08	\$ 264.79	\$ 272.73
Sr Subject Matter Analyst 2	0040	\$ 248.49	\$ 255.94	\$ 263.62	\$ 271.53	\$ 279.68	\$ 288.07	\$ 296.71
Consultant	0041	\$ 137.20	\$ 141.32	\$ 145.56	\$ 149.93	\$ 154.43	\$ 159.06	\$ 163.83
Staff Consultant	0042	\$ 183.57	\$ 189.08	\$ 194.75	\$ 200.59	\$ 206.61	\$ 212.81	\$ 219.19
Sr. consultant	0043	\$ 197.01	\$ 202.92	\$ 209.01	\$ 215.28	\$ 221.74	\$ 228.39	\$ 235.24
Principal consultant	0044	\$ 213.19	\$ 219.59	\$ 226.18	\$ 232.97	\$ 239.96	\$ 247.16	\$ 254.57
SME	0045	\$ 207.47	\$ 213.69	\$ 220.10	\$ 226.70	\$ 233.50	\$ 240.51	\$ 247.73
Staff SME	0046	\$ 231.43	\$ 238.37	\$ 245.52	\$ 252.89	\$ 260.48	\$ 268.29	\$ 276.34
Sr. SME	0047	\$ 255.20	\$ 262.86	\$ 270.75	\$ 278.87	\$ 287.24	\$ 295.86	\$ 304.74
Principal SME	0048	\$ 335.05	\$ 345.10	\$ 355.45	\$ 366.11	\$ 377.09	\$ 388.40	\$ 400.05