

16. DESCRIPTION OF IT SERVICES AND PRICING

zCore Business Solutions, Inc. (zCore) is an 8(a) certified small business and an IBM Advance Business Partner that delivers a broad range of quality IT solutions. We specialize in providing services in the IBM pillar, using products such as: Lotus Notes, Domino, WebSphere and others.

zCore has substantial experience in supporting the maintenance, enhancement, development and operation of large and small Lotus Notes/Domino applications for local, state, and federal Government customers, as well as commercial contracts of varying size and scope.

zCore provides an outstandingly technical range of capabilities and a proven approach for planning, organizing activities, and overall management of our IT projects. This includes the programmatic, organizational, and functional processes, and quality control necessary to support the general management of any of our contracts.

LABOR CATEGORY DESCRIPTIONS**Administrative Specialist 1**

Minimum/General Experience: Two years experience using automated word processing equipment, personal computers, or work stations.

Functional Responsibility: Performs specialized program/project administrative duties as required, which may include maintaining financial or other records, verifying statistical reports for accuracy and completeness, handling and/or adjusting customer complaints, making travel and/or meeting/conference arrangements, taking inventory of equipment and supplies, and helping prepare invoices or budgetary requests. The Administrative Specialist is capable of planning and carrying out assigned tasks to completion, with minimal supervision.

Minimum Education: High School Diploma/GED

Administrative Specialist 2

Minimum/General Experience: Two years experience using automated word processing equipment, personal computers, or work stations.

Functional Responsibility: Performs specialized program/project administrative duties as required, which may include maintaining financial or other records, verifying statistical reports for accuracy and completeness, handling and/or adjusting customer complaints, making travel and/or meeting/conference arrangements, taking inventory of equipment and supplies, and helping prepare invoices or budgetary requests. The Administrative Specialist is capable of planning and carrying out assigned tasks to completion, with minimal supervision.

Minimum Education: Associates Degree

Jr. Information Analyst

Minimum/General Experience: Two years of experience planning, designing, or developing information systems using data modeling tools and methodologies.

Functional Responsibility: Supports enterprise-wide business information and systems planning and analysis efforts. Uses manual techniques and automated CASE tools to perform process and data modeling in support of planning and analysis efforts. Applies reverse engineering and business reengineering techniques to develop migration strategies. Assists in the development of techniques, guidelines, and methodologies for systems planning, analysis and development.

Minimum Education: Associates Degree or equivalent technical certification.

Information Analyst

Minimum/General Experience: Two years of experience planning, designing, or developing information systems using data modeling tools and methodologies.

Functional Responsibility: Provides expert knowledge of information engineering techniques and methodologies in support of enterprise-wide business information and systems planning and analysis efforts. Uses manual techniques and automated CASE tools to perform process and data modeling in support of planning and analysis efforts. Applies reverse engineering and business reengineering techniques to develop migration strategies. Provides guidance to technical staff in information engineering techniques and use of automated CASE tools. Assists in the development of techniques, guidelines, and methodologies for systems planning, analysis and development.

Minimum Education: Bachelors degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field.

Sr. Information Analyst

Minimum/General Experience: Five or more years of experience planning, designing, or developing information systems using data modeling tools and methodologies.

Functional Responsibility: Provides expert knowledge of information engineering techniques and methodologies in support of enterprise-wide business information and systems planning and analysis efforts. Uses manual techniques and automated CASE tools to perform process and data modeling in support of planning and analysis efforts. Applies reverse engineering and business reengineering techniques to develop migration strategies. Provides guidance to technical staff in information engineering techniques and use of automated CASE tools. Leads the development of techniques, guidelines, and methodologies for systems planning, analysis and development.

Minimum Education: Bachelors degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field.

Application Developer

Minimum/General Experience: Two years experience with commercial-off-the-shelf (COTS) development platforms, database principals, evaluation, customized software development, integration and testing of information technology applications/solutions.

Functional Responsibility: Develops software applications using a variety of tools, which may include Lotus Notes, Domino, C++, PHP, HTML, XML, .NET, SQL, or other relevant languages/environments; middleware; object oriented modeling and design; web-based or client/server transactional solutions; relational database design and development; or web-based presentation. Able to work independently with minimal supervision, yet also works well with a team of other highly skilled technologists.

Minimum Education: Bachelors Degree in Information Systems Engineering, Computer Science, Engineering, Business, or related field.

Sr. Application Developer

Minimum/General Experience: Five years experience with commercial-off-the-shelf (COTS) development platforms, database principals, evaluation, customized software development, integration and testing of information technology applications/solutions.

Functional Responsibility: Provides expert knowledge in developing software applications using a variety of tools, which may include Lotus Notes, Domino, C++, PHP, HTML, XML, .NET, SQL, or other relevant languages/environments; middleware; object oriented modeling and

design; web-based or client/server transactional solutions; relational database design and development; or web-based presentation. Works independently but may also lead teams of technologists when required.

Minimum Education: Bachelors Degree in Information Systems Engineering, Computer Science, Engineering, Business, or related field.

Principal Application Developer

Minimum/General Experience: Eight years experience with commercial-off-the-shelf (COTS) development platforms, database principals, evaluation, customized software development, integration and testing of information technology applications/solutions.

Functional Responsibility: Provides expert knowledge in developing software applications using a variety of tools, which may include Lotus Notes, Domino, C++, PHP, HTML, XML, .NET, SQL, or other relevant languages/environments; middleware; object oriented modeling and design; web-based or client/server transactional solutions; relational database design and development; or web-based presentation. Leads teams of high-skilled technologists.

Minimum Education: Bachelors Degree in Information Systems Engineering, Computer Science, Engineering, Business, or related field.

Network Engineer

Minimum/General Experience: At least two years experience in performing analysis, design, and installation of local and wide area networks. Experienced with the creation of network documentation and topologies diagrams and using multiple aspects of networking including protocols, bridges, frame relay and routers.

Functional Responsibility: Plans, designs, and implements network management systems to monitor, diagnose, control, and measure performance of communications networks that impact individual sites. Uses and supports network administrative systems to ensure accurate network inventory and timely implementations. May work with end customer, and vendors to define, analyze, and provide solutions for the customer s voice, data, and communications requirements. Typically works as part of a team

Minimum Education: Bachelors Degree in Information Systems Engineering, Computer Science, Engineering, Business, or related field.

Sr. Network Engineer

Minimum/General Experience: At least five years experience in performing analysis, design, and installation of local and wide area networks. Experienced with the creation of network documentation and topologies diagrams and using multiple aspects of networking including protocols, bridges, frame relay and routers.

Functional Responsibility: Plans, designs, and implements network management systems to monitor, diagnose, control, and measure performance of communications networks that impact individual sites. Uses and supports network administrative systems to ensure accurate network inventory and timely implementations. May work with end customer, and vendors to define, analyze, and provide solutions for the customer s voice, data, and communications requirements. May manage more junior network team members.

Minimum Education: Bachelors Degree in Information Systems Engineering, Computer Science, Engineering, Business, or related field.

Database Engineer

Minimum/General Experience: Two years of administration with relational database management systems (RDBMS) on Windows or Linux/UNIX server platforms.

Functional Responsibility: Requires strong knowledge of database languages that support major business applications. Analyzes complex organizational and computer database system(s); designs and implements computer database systems in both stand-alone and network configurations; is knowledgeable in both commercially-available off-the-shelf (COTS) and custom database software platforms; and develops technical documentation detailing the installation procedures. Performs analyses of organizational and computer database system(s). Typically works as part of a team.

Minimum Education: Bachelors degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field.

Sr. Database Engineer

Minimum/General Experience: Five years of administration with relational database management systems (RDBMS) on Windows or Linux/UNIX server platforms.

Functional Responsibility: Requires advanced knowledge of database languages that support major business applications. Analyzes complex organizational and computer database system(s); designs and implements computer database systems in both stand-alone and network configurations; is knowledgeable in both commercially-available off-the-shelf (COTS) and custom database software platforms; and develops technical documentation detailing the installation procedures. Performs analyses of organizational and computer database system(s). May supervise more junior personnel or work as part of a team.

Minimum Education: Bachelors degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field.

Program Manager

Minimum/General Requirements: Five years of management and supervisory experience.

Functional Responsibility: Acts as the overall lead, manager and administrator for the contract effort. Serves as the primary interface and point of contact with government program authorities and representatives on technical and program/project issues. Supervises program/project operations by developing procedures, planning and directing execution of the technical programming, maintenance and administrative support effort and monitoring and reporting progress. Manages acquisition and employment of program/project resources. Manages and controls financial and administrative aspects of the program/project with respect to contract requirements.

Minimum Education: Bachelors degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field.

Sr. Program Manager

Minimum/General Requirements: Eight years of management and supervisory experience.

Functional Responsibility: Acts as the overall lead, manager and administrator for the largest contract efforts encompassing multiple projects/task orders. Serves as the primary interface and point of contact with government program authorities and representatives on technical and program/project issues. Supervises program/project operations by developing procedures, planning and directing execution of the technical programming, maintenance and administrative support effort and monitoring and reporting progress. Manages acquisition and employment of program/project resources. Manages and controls financial and administrative aspects of the program/project with respect to contract requirements.

Minimum Education: Bachelors degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field.

Web-Based Consultant

GSA SCHEDULE ----- INFORMATION FOR ORDERING ACTIVITIES

Minimum/General Experience: Two or more years experience using a variety of concepts, languages, scripts and development platforms to create web-based applications (i.e., SQL, C++, HTML, CGI and JavaScript).

Functional Responsibility: Consults with clients and other project team members to design, build and manage web sites. Creates web-based applications that are customized to the end user based on the requirements documentation collected during the beginning of the Systems Development Life Cycle. Also provides technical support for existing web sites, web applications and Content Management Systems, including writing support and technical documents as needed.

Minimum Education: Bachelors degree in Information Systems Engineering, Computer Science, Engineering or Business, or other related field or an additional five years of experience.