

SW60715 Information Technology Consulting Services

User Guide

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1 Introduction

Central Purchasing has entered into a mandatory¹ statewide contract with three (3) contractors, per category, to provide Information Technology (IT) Consulting Services available to State Agencies, Counties, Cities, Schools, Hospitals, Municipalities, and Political Subdivisions.

The services covered by these contracts are to allow for:

- a) Staff Augmentation – provide resources to help agencies overcome short-term management, programming, operating systems, database, and networking skill-set shortfalls.
- b) Business strategy planning and implementation – provide industry knowledgeable personnel to assist management in the development of both short and long term business plans.
- c) Development Support – provide consulting and software services for planning, implementation, maintenance, and/or upgrade of business computer systems and services.
- d) Database Analysis – provide support for a wide range of database knowledge and support in currently database product, i.e. DB2, Access, and Oracle.
- e) Security Analysis – provide support of application and accessibility security issues.
- f) Network Support and Administration – provide support staff for local and wide area network design, implementation, and support networks encompassing diverse networks, contractors, and technologies.
- g) Network and Systems Security - provide support staff to analyze, design, implement, and monitor network and system security protocol.
- h) Web Support – provide support staff to allow for web design, development, and maintenance.
- i) Systems Support – provide support for a wide range of operating systems software and support applications.
- j) Operational Support – provide support in the areas of data operations, problem and change management, and production control.

1.1 Category

Awards have been made by “category”, with three contractors being awarded in each category. There are nine (9) categories.

1. Category One – Management Consultants

Provides consulting services for project management, business analyst, project logistics support, and technology strategic planning.

2. Category Two – Development Consultants – Mainframe

Provides consulting services normally associated with large mainframe development, i.e. programmers, quality assurance, technical writers, and trainers.

¹ “Mandatory” generally applies to first time users, agencies that believe they cannot use this contract simply need to follow the “exception” process by writing a letter to the State Purchasing Director stating requirements for an exception. The request will be reviewed by Central Purchasing and a ruling will be made.

3. Category Three – Development Consultants – Client Server/Mirco

Provides consulting services normally associated with client server or micro processor applications development, i.e. programmers, quality assurance, technical writers, and trainers.

4. Category Four – Development Consultants – Web

Provides consulting services for the development of web based applications, i.e. web developers, analysts, quality assurance, applications architect, graphics, technical writers, and trainers.

Deleted:

5. Category Five – Database Consultants

Provides consulting services for a wide range of database knowledge and support in current database products, i.e. DB2, Access, and Oracle.

6. Category Six – Security Consultants

Provides consulting services to provide direction in both application and network access security processes.

7. Category Seven – Network Consultants

Provides consulting services to provide staff for local and wide area network design, implementation, and support encompassing diverse networks, vendors, and technologies.

8. Category Eight – Infrastructure Consultants

Provides consulting services I support of 3rd party software, infrastructure architect and research, system capacity planning, and disaster recovery planning specialists.

9. Category Nine – Operational Consultants

Provides consulting services to support all areas of data operations, problem and change management, and production control.

1.2 Rate Reductions

The contractors offer percentage rate reductions that are applied to the next quarter's hourly rates based upon the previous quarters combined government entities total dollar expenditures against the contract(s). This process is ongoing by quarter and resets itself starting in the 1st quarter of the next year assuming that contract renewal has taken place. The reduced rates will be published on the DCS website, under Central Purchasing, Statewide Contracts, SW60715.

2 Workflow Process

Step 1.

Agency determines need for IT consulting services and creates a Statement of Work² (SOW) Form # 050 outlining the required deliverables.

Step 2.

Agency determines which category or categories that will provide the "skill sets" required to complete the SOW and submits the SOW to one, two, or, all three contractors, by required category, for a bid response.

² All forms are maintained on the DCS website, under Statewide Contracts / Statewide Contract Numerical List / SW60715

Step 3.

Contractors return their bid response for the SOW to the agency. The agency evaluates the response(s) and if acceptable awards the SOW to the contractors by creating a purchase order(s) (PO) for the SOW.

Note: the selection process should be documented to justify the selection(s) made.

Step 4.

The agency sends a copy of the PO(s) to the contractor(s).

Step 5.

The agency sends a copy of the SOW and the PO(s) to Central Purchasing.

Step 6.

The contractor(s) complete the SOW. See Section 13 for Statement of Work guidelines and requirements.

Step 7.

Contractor(s) completes Certification of Completion and Acceptance Form³ #051 and submits to agency for approval and signature. See Section 14 "Completion of Work" for process details.

Step 8.

Agency completes a Contractor Performance Report Form #052 for each contractor and sends completed form to Central Purchasing.

3 Contractors Performance Requirements

- a) The contractor(s) will provide information technology consulting services to any agency of the State of Oklahoma or government entity, in accordance with the terms and conditions of the contract.
- b) The contract(s) are for consulting services only. No hardware, third-party software products, or wiring/cabling services are to be acquired under the contract. If such items are needed they shall be obtained through other state contracts or procurement efforts.
- c) Upon request from the state agency for a particular personnel skill set, the contractor(s) shall provide resume(s) of available consultants. The contractor agrees that any agency requesting services under this contract shall reserve the right to accept or reject any of the contractor's consultant(s).
- d) The contractor must notify both the requesting ordering agency and the Department of Central Services, Central Purchasing Division in writing when they are unable to offer consulting services when a specific SOW is submitted to the contractor.
- e) Subcontractors - The ordering agency and the DCS contracting officer shall approve, in writing, the use of all subcontractors.
- f) Ramp Up Time - The agency reserves the right to terminate payment for contractor staff assigned to the agency effective upon written notice to the contractor if performance does not meet the agency expectations. The contractor must provide a replacement(s) acceptable to the agency. When any replacement is necessary, the "ramp up time" for the replacement(s) staff time will be at no cost to the agency. The "ramp up time" for replacement(s) staff will be determined by the agency and the contractor

³ All forms are maintained on the DCS website, under Statewide Contracts / Statewide Contract Numerical List / SW60715

on a case-by-case basis. If the agency and the contractor cannot come to terms on the ramp up time, the agency will notify the contracting officer at DCS to start a mediation procedure.

- g) Agency Status Reports - Contractor will provide project status reports to the agency, if requested, of all projects that exceed one week. Such reports will be at a frequency and with a content agreed to between Contractor and the agency.

4 Statement of Work – Form 050

4.1 Guidelines

- a) At its own discretion, agencies may submit a SOW to one, two, or all three Contractors requesting a written proposal addressing the Statement of Work.
- b) Selection of the contractor(s) to perform the SOW is at the sole discretion of the agency.
- c) The contractor and the agency's designated Project Manager must indicate mutual acceptance of the SOW by signing and dating the final SOW. The agency's designated Project Manager (1) must retain one signed copy; (2) must forward the other copy, plus a copy of the Purchase Order, to the Department of Central Services, Central Purchasing Division for inclusion in the contract file and (3) must send one copy to the contractor's Project Manager.
- d) The contractor's response to the SOW must be within the scope of the contract and must not change any provision of the contract.
- e) The agency's designated Project Manager has the right to terminate the SOW at any time, for the convenience of the agency, without penalty or recourse, by giving written notice to the contractor at least five working days prior to the effective date of such termination.

4.2 Requirements

Changes to the SOW required under this contract must be bilaterally made. Any change to a SOW that alters the deliverables, the categories, rates used, or completion schedule must be approved in writing by a revised SOW, signed by the agency and the contractor.

The agency and the contractor will designate a coordinator to represent them in all matters concerning the services provided and will be responsible for the supervision, direction and control of its respective personnel.

5 Completion of Work

- a) Upon the completion of the requirements under each SOW, the Contractor will obtain a signed DCS Form 051 "Certificate of Completion And Acceptance"⁴ to show satisfactory performance and final completion of each order.
- b) Acceptance of the work by certification shall be final and conclusive.
- c) Unless otherwise required by the SOW, acceptance is final and conclusive at close of business on the 10th working day after the date that Contractor notifies the agency of its completion of the work and tenders a Certificate of Completion for the agency's signature. The "Certificate" is considered final

⁴ All forms are maintained on the DCS website, under Statewide Contracts / Statewide Contract Numerical List / SW60715

regardless of whether or not the agency signs the certificate, unless, within this period, the agency identifies to Contractor valid corrections necessary to a specific portion or portions of the work.

- d) To be valid, corrections identified must be: (1) to work, in which no portion of it has been changed by the agency; (2) due to Contractor independent work performance that fails to conform to the SOW, or due to Contractor failure to follow specific work direction given by the agency; and (3) reasonably verifiable by Contractor.
- e) Work performed specifically to the agency's direction or modifications to the work by the agency, following Contractor completion, does not qualify for an exception to final acceptance within the 10 working days as described above. For example, where specific changes are directed to a software program by the agency, Contractor performed those specific changes accordingly, and the software then failed to perform as the agency expected, consequent changes that must be made is the responsibility of the agency, and acceptance is still final and conclusive within 10 working days.
- f) Similarly, where the agency changes Contractor work on its software or changes another portion of such software and the software then fails to perform as expected, acceptance shall still be final and conclusive within 10 working days.
- g) Following final acceptance of the work, payment is due and any further services will require a new SOW and purchase order or modification of the existing one(s) to incorporate changed work and add funds to pay for such work.

The following sections outline the "Categories" with defined "Skill Sets" and contractors contact information.

6 Category One – Management Consultants – Skill Sets

The "Skill Sets" included here are:

- Technology Strategy Consultant
- Project Manager – various disciplines
- IT Project Logistics Support
- Business Analyst
- The following lists the "Functional Responsibility" and Education and Experience" of each skill set.

6.1 Technology Strategy Consultant

Functional Responsibility:

- Participates in the preparation, development, and presentation of long-term strategic planning and support.
- Performs research strategies for 5-10 years out and would write long-term requirements.
- Assists with developing tactical plans for realization of strategic goals and objectives.
- Interacts with management team for business strategic priorities & goals and would assess and report risks associated with Privacy, Security, Technology, and Delivery strategies, as well as, Hardware & Software Infrastructure Architecture for the Enterprise in all environments.
- Assists with definition and documentation of hardware and software standards for the Enterprise Infrastructure to support the ordering agency strategies.

- Assists with the development of strategies for definition and delivery of performance design standards.
- Strategize in the formulation and use of Total Cost of Ownership (TCO), Total Economic Impact (TEI), and Return on Investment (ROI) to augment the Business Case Value proposition in the Portfolio Management process.
- Must be highly credible and trusted advisors to senior IT and business management on emerging technologies and how best to exploit them for business advantage.
- Possesses some business development skills, to enable relating with those on the account.

Education and Experience:

- Six (6) plus years experience in Research, Strategic Planning, Enterprise Architecture, Infrastructure, and Business experience in large-scale enterprises.
- Has a working knowledge of technology and delivery solutions research using formalized methodologies.

6.2 Project Manager – Various Disciplines

Functional Responsibility:

- Provides competent leadership and responsible direction through successful performance of a variety of detailed, diverse elements of project management.
- Directs completion of tasks within estimated time frames and budget constraints.
- Schedules and assigns duties to project team, comprising ordering agency technical staff and program staff, as well as, consultants from other contractors.
- Enforces work standards and reviews/resolves work discrepancies to ensure compliance with project requirements.
- Reports in writing and orally to the ordering agency management as necessary.

Education and Experience:

- Requires six (6) plus years in managing large, complex projects with outstanding interpersonal and communication skills and is able to utilize the ordering agency's specified Project Management Methodology to manage and execute projects.
- Working knowledge of information technology theories and systems analysis methodologies; and of data modeling methodologies and tools.
- Ability is required to analyze ordering agency requirements related to the assigned field of information technology; to analyze complex issues related to defining ordering agency business requirements; to communicate effectively, and establish and maintain effective working relationships with others.
- Responsibilities include leading complex initiatives such as those to develop published guidelines and standards that impact cross-functional and multi-disciplinary functions.

6.3 IT Project Logistics Support

Functional Responsibility:

- Experience in supporting the administrative aspects of small to large-scale projects.
- Responsibilities include; file and folder management, experience with project management tools, logistics planning and developing implementation schedules, schedule meetings and assist in deliverable preparation.

- Draft communications to the project stakeholders, and provide assistance to the project team.

Education and Experience:

- Work experience that provides the required knowledge, skills, and training.
- At least 1 year previous work experience and 6 credit hours of college or vo-tech coursework in the field of business or technology.

6.4 Business Analyst

Functional Responsibility:

- Assigned primary responsibility to elicit, analyze, validate, specify, verify, and manage the business needs of the project stakeholders, including customers and end users.
- Serves as the conduit between the customer community and the development team through which requirements flow.
- Responsible for seeing that the tasks are performed properly and maintain the scope of business requirements.
- Plans and performs analysis of business functions, processes, and activities to improve computer based business solutions for the most effective use of money, materials, equipment, and people.
- Conducts site visits and analyzes tasks and workflow approaches.
- Documents and communicates business requirement specifications according to standard templates, using natural language simply, clearly, unambiguously, and concisely.
- Extrapolate high-level business and user requirements into quality functional requirements specified in an appropriate level of detail suitable for use by those who must base their work on the requirements.
- Effectively communicate issues to ordering agency business customers and elicit feedback for applications programmers and technology solution providers.

Education and Experience:

- Five (5) plus years professional work experience that provides the required knowledge, skills, and training.
- General knowledge of computer technology, of business disciplines and program area operations, business process modeling using process flow diagramming techniques, and of requirements gathering processes and security measures.
- Ability to review and translate requirements to enable programmers to write programs to produce desired results; to user specified requirements that are used to develop and test protocols, and to use and interpret business and technical manuals and publications.

6.5 Category One - Contractor Contact Data

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Director of Operations	501 E. 15 th St, Suite 400 D	Mike Adams - 810-8005
655 Research Parkway, Suite 400	Edmond, OK 73013	Dianna DeMotto - 810-8005
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7 Category Two – Development Consultants Mainframe – Skill Sets

The “Skill Sets” included here are:

- Programmer/System Analyst
- Programmer - Mainframe
- Quality Assurance Inspector/Analyst
- Quality control Planners
- Quality Control Testers
- Technical Writers
- IT End-user Trainer
- The following lists the “Functional Responsibility” and Education and Experience” of each skill set.

7.1 Programmer/System Analyst - Mainframe

Functional Responsibility:

- Analyzes and documents requirements.
- Develops plans for automated data processing systems.
- Constructs data models, performance models, security models, and activity/process models as may be required to define system functions.
- Coordinate closely with programmers to ensure proper implementation of program and system specifications.
- Analyzes functional business applications and business requirements for developing programs.
- Develops block diagrams and logic flow charts.
- Translates business requirements into detailed design through detailed analysis and then into computer software.
- Provides support for the installation, testing, implementation, and ongoing maintenance of information systems.
- Tests, debugs, and refines the computer software to produce the required product. Performs problem-solving and determination tasks and provides performance measurements.
- Prepares required documentation, including both program-level and user-level documentation.
- Provides advanced analysts skills to oversee development and implementation of system specifications, designs, integration, testing, and documentation.
- Directs other programmers and support personnel, and requires experience as development lead in relevant disciplines.

Education and Experience:

- Five (5) or more years of professional work experience that provides the required knowledge, skills, and training. Of which three (3) or more years experience in relevant disciplines as technical lead for development, testing, integration, or deployment of applications.
- Primary skill set comprises Z/OS, OS/400, COBOL, FOCUS, IMS DB/DC or DB2.

7.2 Programmer - Mainframe

Functional Responsibility:

- Translates Analysis and Design documents and specifications into software programs.
- Tests, debugs, and refines the computer software to produce the required product.
- Prepares required documentation, including both program-level and user-level documentation.
- Include the coding guidelines and procedures as implemented by the hiring agency into all programs and follows all appropriate standards.

Education and Experience:

- Two (2) or more years of professional work experience that provides the required knowledge, skills, and training.
- Primary skill set comprises COBOL, FOCUS, IMS DB/DC or DB2.

7.3 Quality Assurance Inspector/Analyst

Functional Responsibility:

- Responsibilities include reviewing project deliverables for compliance, and overseeing the testing and production implementation processes to ensure quality delivery.
- Develops product and process metrics, assists with post-implementation evaluations of key projects, and works with other staff to recommend and implement process improvements.
- Responsible for the quality of all products published on the Internet/Intranet/extranet, and therefore has the ability to stop deployment if the created computer application does not meet all standards (User Interface, Architecture, Programming, Database Design, and Performance).
- Participates in Requirement, Design, and Programming reviews.

Education and Experience:

- Three (3) or more years professional work experience that provides the required knowledge, skills, and training.
- Working knowledge of industry requirements, management techniques and tools, testing techniques and tools, software configuration management techniques and tools, and computer platforms, languages, etc. to QA tasks.
- Working knowledge of TQM and development of measurement techniques is a plus.

7.4 Quality Control Planners

Functional Responsibility:

- Under the direction of the QA Manager or other senior personnel, develops project testing strategies, creates and executes system test plans, and creates and executes stress and performance tests.
- Tracks software defects and coordinates re-testing with the project team.
- Coordination of test team efforts.
- Develops and executes system tests for application development efforts by evaluating project requirements, program code and design documentation to extract the desired business functionality.
- Records and tracks test results to closure and elimination of defects.

- Categorizes test results into IT metrics.
- Coordinates re-testing with application development team.

Education and Experience:

- Professional work experience that provides the required knowledge, skills, and training.
- Understands the general business functions of assigned applications.
- Possesses working knowledge of automated testing tools.
- Possesses general understanding of the technical platforms, and is able to determine most likely defects.
- Understands stress and performance testing techniques.

7.5 *Quality Control Testers*

Functional Responsibility:

- Under the direction of the QA Manager or other senior personnel, the QC Tester executes system test plans.
- Tracks defects, corrections, and coordinates re-testing with the project teams.

Education and Experience:

- Professional work experience that provides the required knowledge, skills, and training.
- Understands the general business functions of assigned applications.
- Possesses working knowledge of automated testing tools.
- Possesses general understanding of the technical platforms, and is able to determine most likely defects.

7.6 *Technical Writers*

Functional Responsibility:

- Technical Documentation expert with experience in developing technical documents such as Functional Requirements Document, Functional Design document, etc.
- Working knowledge of the Writers should be well versed with the Software Development Life Cycle and must have prior experience in developing technical documents.

Education and Experience:

- Three (3) or more years experience in technical writing in a large data center environment.
- Working knowledge of the Software Development Life Cycle.
- Must be proficient with technical writing tools such as VISIO.

7.7 *IT End-user Trainer*

Functional Responsibility:

- Responsible for training end-users in enhanced or new software applications.
- Develop training material and deliver the training.
- Working knowledge of Adult learning tools and techniques with excellent communication skills.

Education and Experience:

Three (3) years experience training end-users on new applications, new hardware, and new operating systems.

7.8 Category Two - Contractor Contact Data

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Mike Adams - 810-8005
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8 Category Three – Development Consultants – Client Server/Micro – Skill Sets

The “Skill Sets” included here are:

- Programmer/System Analyst
- Programmer – Client Server/Micro
- Quality Assurance Inspector/Analyst
- Quality Control Planners
- Quality Control Testers
- Technical Writers
- IT End-user Trainer
- The following lists the “Functional Responsibility” and Education and Experience” of each skill set.

8.1 Programmer/System Analyst – Client Server/Micro

Functional Responsibility:

- Analyzes functional business applications and business requirements for developing programs.
- Translates business requirements into detailed design through detailed analysis and then into computer software.
- Tests, debugs, and refines the computer software to produce the required product.
- Performs problem-solving and determination tasks and provides performance measurements.
- Prepares required documentation, including both program-level and user-level documentation.
- Oversees development and implementation of system specifications, designs, integration, testing, and documentation.
- Directs other programmers and support personnel and requires experience as lead technician in relevant disciplines.

Education and Experience:

- Five (5) years of professional experience and training.

- Primary skill set comprises LINUX, UNIX, Windows, Oracle, DB/2, Visual Basic, Visual C++ or PowerBuilder.
- Secondary skill set includes familiarity with other standard desktop software.

8.2 Programmer – Client Server/Micro

Functional Responsibility:

- Translates Analysis and Design documents and specifications into software programs.
- Tests, debugs, and refines the computer software to produce the required product.
- Prepares required documentation, including both program-level and user-level documentation.
- Includes the coding guidelines and procedures as implemented by the hiring agency into all programs and follows all appropriate standards.

Education and Experience:

- Four (4) years of professional work experience and training.
- Primary skill set comprises LINUX, Windows, Oracle, DB/2, Visual Basic, Visual C++ or PowerBuilder.
- Secondary skill set includes familiarity with other standard desktop software.

8.3 Quality Assurance Inspector/Analyst

Functional Responsibility:

- Responsibilities include reviewing project deliverables for compliance, and overseeing the testing and production implementation processes to ensure quality delivery.
- Develops product and process metrics, assists with post-implementation evaluations of key projects, and work with other staff to recommend and implement process improvements.
- Responsible for the quality of all products published on the Internet/Intranet/extranet, and therefore has the ability to stop deployment if the created computer application does not meet all standards (User Interface, Architecture, Programming, Database Design, and Performance).
- Participates in Requirement, Design, and Programming reviews.

Education and Experience:

- Three (3) or more years professional work experience that provides the required knowledge, skills, and training.
- Working knowledge of industry requirements management techniques and tools, testing techniques and tools, software configuration management techniques and tools, and computer platforms, languages, etc. to QA tasks.
- Working knowledge of TQM and development of measurement techniques is a plus.

8.4 Quality Control Planners

Functional Responsibility:

- Under the direction of the QA Manager or other senior personnel, develops project testing strategies, creates and executes system test plans, and creates and executes stress and performance tests.
- Tracks software defects and coordinates re-testing with the project team.

- Coordination of test team efforts.
- Develops and executes system tests for application development efforts by evaluating project requirements, program code and design documentation to extract the desired business functionality.
- Records and tracks test results to closure and elimination of defects.
- Categorizes test results into IT metrics.
- Coordinates re-testing with application development team.

Education and Experience:

- Professional work experience that provides the required knowledge, skills, and training.
- Understands the general business functions of assigned applications.
- Possesses working knowledge of automated testing tools.
- Possesses general understanding of the technical platforms, and is able to determine most likely defects.
- Understands stress and performance testing techniques.

8.5 *Quality Control Testers*

Functional Responsibility:

- Under the direction of the QA Manager or other senior personnel, the QC Tester executes system test plans.
- Tracks defects, corrections, and coordinates re-testing with the project teams.

Education and Experience:

- Professional work experience that provides the required knowledge, skills, and training.
- Understands the general business functions of assigned applications.
- Possesses working knowledge of automated testing tools.
- Possesses general understanding of the technical platforms, and is able to determine most likely defects.

8.6 *Technical Writers*

Functional Responsibility:

- Technical Documentation expert with experience in developing technical documents such as Functional Requirements Document, Functional Design document etc.
- Working knowledge of the Writers should be well versed with the Software Development Life Cycle and must have prior experience in developing technical documents.

Education and Experience:

- Three (3) or more years experience in technical writing in a large data center environment.
- Working knowledge of the Software Development Life Cycle.
- Must be proficient with technical writing tools such as VISIO.

8.7 *IT End-user Trainer*

Functional Responsibility:

- Responsible for training end-users in enhanced or new software applications.
- Develop training material and deliver the training.

- Working knowledge of Adult learning tools and techniques with excellent communication skills.

Education and Experience:

Three (3) years experience training end-users on new applications, new hardware, and new operating systems.

8.8 Category Three - Contractor Contact Data

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9 Category Four – Web Developer Consultants – Skill Sets

The “Skill Sets” included here are:

- Web Programmer/System Analyst
- Web Programmer
- Web Integrator
- Applications Architect
- Graphics Designers
- Object Oriented Developers
- Component Librarian
- Quality Assurance Inspector/Analyst
- Quality Control Planners
- Quality Control Testers
- Technical Writers
- IT End-user Trainer
- The following lists the “Functional Responsibility” and Education and Experience” of each skill set.

9.1 Web Programmer/Systems Analysts

Functional Responsibility:

- Gathers, organizes, and documents business requirements and translates the requirements into a set of clear and concise functional requirements and technical designs to meet the business requirements.
- Analyzes functional business applications and business requirements for developing programs.
- Translates business requirements into detailed design through detailed analysis and then into computer software.
- Tests, debugs, and refines the computer software to produce the required product.

- Performs problem-solving and determination tasks and provides performance measurements.
- Prepares required documentation, including both program-level and user-level documentation.
- Creates software programs specifications to be implemented on Internet/Intranet/extranet.

Education and Experience:

- Have working knowledge of the Rational Unified Process.
- Three (4) plus years of experience doing Business Analysis, System Analysis, or Software Development.
- Experienced with HTML, Browser GUI Elements and Server-side programming/communication.
- Primary skill set comprises of familiarity with the Java Suite or the Microsoft .Net framework. Familiarity with Visual Studio, Visual Basic and Visual Interdev is required. Also experience with multi-tiered Application architecture and implementation. Experienced with HTML, Browser GUI Elements and Server-side programming/communication.

9.2 Web Programmer

Functional Responsibility:

- Translates Analysis and Design documents and specifications into software programs.
- Tests, debugs, and refines the computer software to produce the required product.
- Prepares required documentation, including both program-level and user-level documentation.
- Enhances software to reduce operating time or improve efficiency. Includes the coding guidelines and procedures as implemented by the ordering agency into all programs and follows all appropriate standards.
- Ability to work in a diverse team environment with hard deadlines, and is able to produce quality software code.

Education and Experience:

- Three (3) or more years of professional work experience that provides the required knowledge, skills, and training.
- Primary skill set comprises Java and the .Net framework.
- Knowledge and experience of the following languages and tools is required, VB.Net, C#, ASP.Net, Win Forms, Web Services, JavaScript, XSL, XML, CSS, HTML, ADO.Net, DB2 Stored Procedures, UML, RuleML and Active Directory.
- Familiarity with Visual Studio, Visual Basic and Visual Interdev is required. Also experience with multi-tiered
- Secondary skill set includes familiarity with other standard desktop software.

9.3 Web Integrator

Functional Responsibility:

- Consulting on Domain registrations (government and non government), web performance analysis, web security and intrusion detection.

- Provide web skill set required to manage data transfer rates, perform capacity management and scalability planning, backup and recovery planning, content management planning, and interdepartmental interfaces and link planning.

Education and Experience:

- Four or more years of advanced experience in web management technologies sufficient to provide:
- Experience in working with ISP's and Telecommunication contractors, as well as, in web design and governmental web content management.
- Expertise in web server configuration and capacity planning.
- Expertise in LAN and WAN communication for web systems.
- Advanced knowledge in Wireless web networks for PDA's, Cell phones, and laptops.
- Expertise in domain name registration and planning, and in web security, including wireless web security.

9.4 Applications Architect

Functional Responsibility:

- Develops strategy, methodology, best practices, and processes.
- Collaborates with the others to ensure that the enterprise applications architecture conforms to the data and technology (infrastructure) architecture, and is consistent with the overall enterprise architecture portfolio.
- Assists with the development strategies for aligning Applications with data and infrastructure elements, and with business objectives to meet the overall Applications Architecture portfolio requirements.
- Establishes a strategy for the design, and development of applications software, and the use of enterprise applications development tools.
- Establishes criteria for applications performance measurement.
- Develops strategies around an established and accepted enterprise applications development philosophy.
- Provides mentoring of ordering agency staff in applications architecture best practices.
- Must be a good teacher and communicator, capable of using a variety of methods to transfer knowledge.

Education and Experience:

- At least six (6) years of systems administration, network design, systems performance analysis tools and techniques, and enterprise infrastructure architecture experience in large-scale enterprises.
- Prefer Systems Analyst/Programmer or Applications Architecture certification from a major software development contractor.
- Must possess good teaching and communication skills and be capable of using a variety of methods to transfer knowledge.

9.5 Graphics Designers

Functional Responsibility:

- Use appropriate computer software to develop the overall layout and production design of ordering agency reports, publications, promotional displays, marketing brochures for products and services, design distinctive logos for projects developing material for Internet Web pages, computer interfaces, and multimedia projects.
- Strong skills in designing and maintaining graphic content for Web-based systems.
- Graphic content may include web headers, logos and any graphic content that may be included as an object or bitmap in any software application and/or presentation.

Education and Experience:

- Should be experienced with the latest Graphic design tools such as Adobe Photo Studio / Image Ready, JASC PaintShop Pro, Corel PhotoPaint / PhotoDraw and Microsoft Imaging software.
- Requires at least 3 years of experience.

9.6 Object Oriented Developers

Functional Responsibility:

- Create programs and specifications using Object-oriented Modeling tools such as Rational Rose and UML.
- Knowledge/experience in open multi-tiered Component Development techniques and remote object management is required.
- Ability to work with Component Models and Designs is a key requirement.

Education and Experience:

- Professional work experience that provides the required knowledge, skills, and training.
- Primary skill set comprises Java and the .Net framework. Also experience with multi-tiered Application architecture and implementation is helpful.
- Secondary skill set includes familiarity with other standard desktop software.
- Requires at least 3 years of experience.

9.7 Component Librarian

Functional Responsibility:

- Create/maintain a library of Object Components.
- Devise methods of searching hundreds/thousands of developed modules to respond to Component Architecture designs. Ability to suggest alternative architectures to take better advantage of library content is expected.
- Ability to work with Object-oriented modeling tools is a requirement.

Education and Experience:

- Two (2) years plus professional work experience that provides the knowledge, skills, and training.
- Possess a working knowledge of current Object-oriented modeling tools.

9.8 Quality Assurance Inspector/Analyst

Functional Responsibility:

- Responsibilities include reviewing project deliverables for compliance, and overseeing the testing and production implementation processes to ensure quality delivery.
- Develops product and process metrics, assists with post-implementation evaluations of key projects, and works with other staff to recommend and implement process improvements.
- Responsible for the quality of all products published on the Internet/Intranet/extranet, and therefore has the ability to stop deployment if the created computer application does not meet all standards (User Interface, Architecture, Programming, Database Design, and Performance).
- Participates in Requirement, Design, and Programming reviews.

Education and Experience:

- Three (3) or more years professional work experience that provides the required knowledge, skills, and training.
- Working knowledge of industry requirements management techniques and tools, testing techniques and tools, software configuration management techniques and tools, and computer platforms, languages, etc. to QA tasks.
- Working knowledge of TQM and development of measurement techniques is a plus.

9.9 *Quality Control Planners*

Functional Responsibility:

- Under the direction of the QA Manager or other senior personnel, develops project testing strategies, creates and executes system test plans, and creates and executes stress and performance tests.
- Tracks software defects and coordinates re-testing with the project team.
- Coordination of test team efforts.
- Develops and executes system tests for application development efforts by evaluating project requirements, program code and design documentation to extract the desired business functionality.
- Records and tracks test results to closure and elimination of defects.
- Categorizes test results into IT metrics.
- Coordinates re-testing with application development team.

Education and Experience:

- Professional work experience that provides the required knowledge, skills, and training.
- Understands the general business functions of assigned applications.
- Possesses working knowledge of automated testing tools.
- Understands stress and performance testing techniques.
- Possesses general understanding of the technical platforms, and is able to determine most likely defects.

9.10 *Quality Control Testers*

Functional Responsibility:

- Under the direction of the QA Manager or other senior personnel, the QC Tester executes system test plans.
- Tracks defects, corrections, and coordinates re-testing with the project teams.

Education and Experience:

- Professional work experience that provides the required knowledge, skills, and training.
- Understands the general business functions of assigned applications.
- Possesses working knowledge of automated testing tools.
- Possesses general understanding of the technical platforms, and is able to determine most likely defects.

9.11 Technical Writers

Functional Responsibility:

- Technical Documentation expert with experience in developing technical documents such as Functional Requirements Document, Functional Design document etc.
- Working knowledge of the Writers should be well versed with the Software Development Life Cycle and must have prior experience in developing technical documents.

Education and Experience:

- Three (3) or more years experience in technical writing in a large data center environment.
- Working knowledge of the Software Development Life Cycle.
- Must be proficient with technical writing tools such as VISIO.

9.12 IT End-user Trainer

Functional Responsibility:

- Responsible for training end-users in enhanced or new software applications.
- Develop training material and deliver the training.
- Working knowledge of Adult learning tools and techniques with excellent communication skills.

Education and Experience:

Three (3) years experience training end-users on new applications, new hardware, and new operating systems.

9.13 Category Four - Contractor Contact Data

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10 Category Five - Database Management Consultants – Skill Sets

The “Skill Sets” included here are:

- Database Specialist
- Data Analyst / Administrator

- Data Architect
- Data Warehousing and Business Intelligence Develops
- The following lists the “Functional Responsibility” and Education and Experience” of each skill set.

10.1 Database Specialist

Functional Responsibility:

- Reviews project design deliverables.
- Designs and reviews database systems; evaluates and recommends changes to database systems; and implements new or revised systems to ensure accuracy, efficiency, and adherence to technical standards.
- Provides technical assistance to other personnel involved in system applications development by answering questions, recommending best practices, describing techniques, and writing procedures.
- Monitors application and system performance; gathers and evaluates information; reviews historical data, and recommends modifications to applications or DB systems based upon analysis to ensure optimal performance and availability.
- Performs daily maintenance, tracking and documentation of production database systems including creating and scheduling database specific jobs and determining necessary actions to recover from problems or failures.
- Develops and enforces Standards, Procedures, and Guidelines to establish the operational framework in which database management systems are consistently and effectively utilized.
- Performs research to identify, evaluate, and select database software.
- Instructs users in the use of database software to enhance database system usage, facilitate problem resolution, and maximize customer service.
- Works with ordering agency support staff to quickly diagnose operating systems, communications software, database software, or utility problems, and restore service to users in the event of service disruptions.
- Creates, and/or recommends, and utilize special-purpose software to ensure efficiency and integrity between systems and applications.
- Diagnoses problems and incompatibilities that may occur with integrated software products and with hardware dependencies.
- Performs capacity planning and performance analysis and tuning, and evaluates software products.

Education and Experience:

- Six (6) or more years professional experience and training in a large host or large networked environment, that includes design, development, and support of enterprise database.
- Experienced in using two or more of the following relational database management systems: IMS, IMS/HALDB, DB2, UDB, Oracle, or MS SQL/Server.

10.2 Data Analyst / Administrator

Functional Responsibility:

- Analyzes the data and functional requirements using modeling methodologies and analysis techniques.

- Assists in preparation and presentation of facilitated modeling sessions.
- Assists in converting and managing the data repository.
- Works with the Application Developers, Data Modelers, Data Base Administrators, and customers on refining data issue requirements and design.

Education and Experience:

- Professional work experience that provides the required knowledge, skills, and training.
- Requires at least 3 years of current experience.

10.3 Data Architect

Functional Responsibility:

- Responsible for developing the strategy, methodology, best practices, and processes to ensure that the enterprise data architecture and enterprise technology architecture is consistent with the overall enterprise portfolio.
- Assists with establishing strategies for the design, development, and management of agency enterprise tools.
- Mentor agency staff with the intent of enabling them to carry forward after the contract engagement has ended. Must possess good teaching and communicating skills in a variety of methods to transfer knowledge.

Education and Experience:

- At least six (6) years of data base administration, software development, technology tools and services, and enterprise data architecture experience in large-scale enterprises.
- Prefer DBA or Architect certification from a major database contractor.

10.4 Data Warehousing and Business Intelligence Developers

Functional Responsibility:

- Creates, modify and maintain data marts and data warehouses.
- Ability to design and build complex dashboards and experience with ETL (Extraction, Transformation and Loading) of raw data into the data mart or data warehouse.

Education and Experience:

- Primary skill set comprises experience with Web Focus and/or Brio tools. Also experience with multi-tiered Application architecture and implementation is helpful.
- Secondary skill set includes familiarity with other standard desktop software.
- Requires at least 4 years of experience.

10.5 Category Five - Contractor Contact Data

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11 Category Six - Security Consultants – Skill Sets

The “Skill Sets” included here are:

- Security Architect
- Security Analyst
- The following lists the “Functional Responsibility” and Education and Experience” of each skill set.

11.1 Security Architect

Functional Responsibility:

- Develops strategy, methodology, best practices, and processes concerning Privacy and Security.
- Collaborate with others to ensure that the enterprise security and privacy models are consistent with the overall enterprise portfolio.
- Coordinates closely with users, system analysts and security staff to ensure proper implementation of business and system specifications.
- Implements new or revised security models to ensure accuracy, efficiency, and adherence to technical standards.
- Provides technical assistance to ordering agency personnel involved in security by answering questions, recommending best practices, describing techniques, and writing procedures.
- Monitors security functions; gathers and evaluates information; reviews historical data, and recommends modifications to security systems based upon analysis to ensure optimal performance and availability.
- May act as project leader of security systems, and identifies, evaluates, and makes recommendations to management concerning problems or issues in the security infrastructure ensure safeguard requirements are met.
- Develops and enforces the Standards, Procedures, and Guidelines to establish the security safeguards framework.
- Researches, identifies, evaluates and selects security software.
- Instruct users in the use of security software and best practices to facilitate awareness and problem resolution, and to maximize customer service.

Education and Experience:

- Five (5) or more years of work experience and training in current principles and methodologies of security design and implementation.
- Knowledge of Z/OS-MVS, OS/400, Windows AD, UNIX, LINUX, ACF2, IMS, DB2, Oracle, MS SQL/Server, Firewalls.

11.2 Security Analyst

Functional Responsibility:

- Analyzes and documents security requirements for information systems.

- Constructs security models and activity/process models as may be required to define system functions.
- Coordinates closely with users, system analysts and security staff to ensure proper implementation of business and system specifications.
- Implements new or revised security models to ensure accuracy, efficiency, and adherence to technical standards.
- Provides technical assistance to other personnel involved in security by answering questions, recommending best practices, describing techniques, and writing procedures.
- Monitors security functions; gathers and evaluates information; reviews historical data, and recommends modifications to security systems based upon analysis to ensure optimal performance and availability.
- Develops and enforces the Standards, Procedures, and Guidelines to establish the security safeguards framework.
- Researches, identifies, evaluates and selects security software.
- Instructs users in the use of security software and best practices to facilitate awareness and problem resolution, and to maximize customer service.
- Diagnoses security software systems or utility problems and restore service to users in the event of service disruptions.
- Creates and/or recommends, and utilizes special-purpose software to ensure efficiency and integrity between systems and applications.
- Diagnoses problems and incompatibilities that may occur with integrated software products and with hardware dependencies.
- Must be able to evaluate and recommend software products. Knowledge of Z/OS-MVS, OS/400, Windows AD, UNIX, LINUX, CA ACF-2, IMS, DB2, Oracle, MS SQL/Server, Firewalls.

Education and Experience:

- Three (3) or more years of work related experience and training in current principles and methodologies of security design and implementation.
- Working knowledge of Z/OS, Windows AD, UNIX, Linux, operating systems, as well as, IMS, DB2, Oracle, SQL/Server, and firewalls.

11.3 Category Six - Contractor Contact Data

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12 Category Seven - Network Consultants – Skill Sets

The “Skill Sets” included here are:

- Network Administrator
- Network Specialist
- The following lists the “Functional Responsibility” and Education and Experience” of each skill set.

12.1 Network Administrator

Functional Responsibility:

- Performs daily operation and support of Local Area Network computer systems.
- Installs of hardware and software components comprising the network.
- Provides diagnoses of LAN problems and restore service to users in the event of service disruptions.
- Diagnoses problems and incompatibilities that occur with integrated software products and with hardware dependencies.

Education and Experience:

- Three (3) or more years of work experience and training in current principles and methodologies of network design and implementation.
- Working knowledge of Windows Workstation and Windows Server.

12.2 Network Specialist

Functional Responsibility:

- Reviews telecommunication design deliverables; designs and reviews telecommunications network components and systems; evaluates and recommends changes to the telecommunications systems.
- Analyzes, documents and oversees specifications for Telecommunication network components.
- Provides telecommunications network design and support by answering questions, recommending best practices, describing techniques, and writing procedures.
- Installation, maintenance, performance analysis, and support of telecommunication components across the entire enterprise – WAN, LAN, backbone, routers, switches, and various protocols; and the operating systems, utility software, and/or specialized software related to those components.
- Creates and/or recommend, and utilizes special-purpose software to ensure efficiency and integrity between systems and applications.
- Diagnoses operating systems, communications software, database software, or utility problems and restore service to users in the event of service disruptions.
- Assists with the development of and enforce the Standards, Procedures, and Guidelines to establish the operational framework in which telecommunication network systems are consistently and effectively utilized.
- Performs research, identifies, evaluates and selects telecommunication network components based upon business requirements.

Education and Experience:

Three (3) or more years of work experience and training in current principles and methodologies of network design and implementation.

12.3 Category Seven - Contractor Contact Data

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13 Category Eight – Infrastructure Consultants – Skill Sets

The “Skill Sets” included here are:

- Third-Party Software Specialist
- Infrastructure System Specialist
- Infrastructure Architect
- Technology Research Analyst
- Capacity Planning and Performance Specialist
- IT Disaster Recovery Specialist
- The following lists the “Functional Responsibility” and Education and Experience” of each skill set.

13.1 Third-Party Software Specialist

Functional Responsibility:

- Knowledgeable with large-scale Enterprise Architecture Planning issues and be proficient in the technical knowledge, support and configuration of the specific Third-Party software product.
- Perform srisk assessments and project feasibility studies, maximizing customer service opportunities.
- These products could be implemented in the MS-Windows, Linux, Unix, OS/400, Z/VM or Z/OS operating systems.
- Examples of the specific Third-Party software products are: MOM, SMS, HP/OpenView, NetView, Remedy, CA Products, Tivoli Products, etc.

Education and Experience:

Three (3) or more years of working experience or certification in specified third-party software.

13.2 Infrastructure System Specialist

Functional Responsibility:

- Provides expertise in the integration, installation, upgrade, performance tuning, software evaluation, capacity planning, and maintenance of information technology hardware,

operating systems software, and application software. This consists of operating systems, communications software, database packages, compilers, utility programs, specialized software, and related systems software.

- Provides expert knowledge in system applications development or support by recommending best practices and describing new techniques.
- Performs monitoring services of application and system performance; gathers and evaluates information; reviews historical data, and recommends modifications to applications or systems based upon analysis to ensure optimal performance and availability.

Education and Experience:

- Five or more years of experience in information technology system administration.
- Professional knowledge of OS/400, Z/OS-MVS, Z/VM, LINUX, UNIX or Windows Server, etc.

13.3 Infrastructure Architect

Functional Responsibility:

- Develops the strategy, methodology, best practices, and processes.
- Works with the ordering agency to ensure that their enterprise technology architecture supports their data and applications architecture, and is consistent with their overall enterprise architecture portfolio.
- Provides assistance with the development of strategies to align both Application and Infrastructure elements with business objectives and meeting the overall Architecture portfolio delivery requirements, and establish a strategy for the design, and implementation of Hardware and Systems Software infrastructure enterprise tools.
- Provides mentoring to ordering agency staff in infrastructure planning and architecture best practices.
- This person must be a good teacher and communicator capable of using a variety of methods to transfer knowledge.

Education and Experience:

- Six (6) years or more of systems administration, network design, systems performance analysis tools and techniques, and enterprise infrastructure architecture experience in large-scale enterprises.
- Prefer Network Design, Systems Administrator, or Architecture certification from a major hardware/operating system contractor.

13.4 Technology Research Analyst

Functional Responsibility:

- Develops the strategy, methodology, best practices, and processes to effectively research: 1) Hardware, Software and Services Technology options for inclusion into the enterprise; 2) Delivery options for systems infrastructure and applications.
- Performs research on strategic IT topics.
- Collaborates to ensure that policies, procedures, and tools are consistent with the strategy, research methodology and direction.
- Evaluates customer requirements and create possible solutions viability within the enterprise.

- Document findings, write proposals, studies, evaluations, and recommendations.

Education and Experience:

- Six (6) years or more of Research, Strategic Planning, Enterprise Architecture, Infrastructure, and Business experience in large-scale enterprises.
- Have a background of technology and delivery solutions research using formalized methodologies.

13.5 Capacity Planning and Performance Specialist

Functional Responsibility:

- Provides leadership in the areas of workload forecasting, resource acquisition, performance and tuning or storage administration and use of all data processing facilities.
- Establishes strategic upgrade path plans for hardware across multiple corporate platforms.
- Evaluates and recommends new hardware, operating systems and purchased program packages.
- Provides cost evaluation and justification for large-scale systems software.
- Designs and implements reporting systems used to support any recommended change including the development and continued monitoring of a performance measuring system.

Education and Experience:

- Four (4) or more years experience in capacity planning or performance management with large systems.
- Demonstrated ability to solve complex design problems utilizing business modeling and system development methodology.
- Demonstrated ability to interface with all organizational levels including facilitating meetings and to present technical information.
- Working knowledge of current and developing technologies and ability to analyze technology for use in current environment.
- A level of expertise in relevant environmental technologies and proficiency in programming language relative to project.
- Previous leadership experience in the installation of large, high-risk projects.

13.6 IT Disaster Recovery Specialist

Functional Responsibility:

- Provides leadership and coordination for the development of advance arrangements and procedures to ensure the ordering agency can respond to a disaster so that critical business functions can be resumed within a defined time frame, the amount of loss can be minimized, and any stricken facilities can be repaired or replaced as quickly as possible.
- Leads and coordinates the design, development, maintenance, and exercising (testing) of the overall disaster recovery plans for each critical functional area of the ordering agency.
- Provides assurance that disaster recovery plans address three major elements of the recovery process: (1) the Emergency Response organization and procedures for reacting to and coordinating recovery efforts; (2) the Recovery Support procedures for restoring key organization resources; and (3) the Business Resumption procedures for the continuation of critical business processes.

Education and Experience:

- Previous experience as a Business Continuity and Disaster Recovery (BCDR) leader for a medium to large size organization.
- Possess a proven track record of successful BCDR strategy deployment and successful BCDR plan development.
- Thorough knowledge and understanding of current disaster recovery planning techniques and technologies as well as the methods used in performing risk analyses and business impact analyses.
- Working knowledge of data processing in order to assist in the preparation of recovery procedures in this area.
- Working knowledge of data and voice telecommunications in order to assist in the preparation of recovery procedures in this area.
- Good project management skills.
- Ability to plan, organize, and direct the testing of emergency response, recovery support, and business resumption procedures.
- Strong human relations skills to interface with managers and staff at all levels within the organization and to deal with contractors of record storage facilities and disaster recovery services.

13.7 Category Eight - Contractor Contact Data

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14 Category Nine – Operations Consultants – Skill Sets

The “Skill Sets” included here are:

- Operations Specialist
- Change Management Specialist
- Help Desk Technician
- Problem Determination Specialist
- Production Control Support Technician
- The following lists the “Functional Responsibility” and Education and Experience” of each skill set.

14.1 Operations Specialist

Functional Responsibility:

- Monitors application batch operations.
- Evaluates system problems and processing abends to determine correct recovery and back out procedures to insure data integrity.
- Recovery of databases, recreating files, and insuring interagency interfaces are correct.
- Monitors of data sets, databases, and libraries to insure adequate space allocation and data availability; and monitoring migrations of new or modified programs and programs components across multiple test and production environments.
- A thorough knowledge of LINUX, UNIX, OS/400, Z/OS-MVS, JES, JCL, WINDOWS and TSO operations is required for this position.
- Must have server support experience with a large central site network.

Education and Experience:

- Three (3) years of current operational experience.
- Experience should be on one or more of the following platforms: IBM OS/400 or Z/OS Mainframe hardware and peripherals with MVS & LINUX operating systems, HP/Compaq hardware with UNIX, MS NT & 2003 operating systems.

14.2 Change Management Specialist

Functional Responsibility:

Must be able to work under limited supervision to provide change management support for mainframe, client-server, and web-based application environments using agency products and procedures.

Education and Experience:

- Three (3) or more years professional work experience and training in Change Management methodologies.
- Good project management skills.
- Strong human relations skills to interface with managers and staff at all levels within the ordering agency.

14.3 Helpdesk Technician

Functional Responsibility:

- Responsible for responding to customer IT issues or problems.
- Provides resolution and tracking the issues through an established mechanism.
- Provides support for both software and hardware problems, including problems related to workstations, application issues, servers or general network issues.
- Performs defined escalation process.
- Interacts with service providers, by way of causing technicians to be dispatched to resolve hardware problems.
- Participates in new application implementations to provide input to needed customer support and planning of implementation.
- Provides training or assisting users with various systems applications, responding to various problems and coordinating with operations or technical staff to effect solutions or enhance systems performance, providing assistance in scheduling special productions requirements, providing assistance in obtaining and distributing a variety of management reports or other

products, responsibility for an inventory of a variety of equipment, supplies and materials related to the management information system, and similar activities.

- Provide reports on problems reported, resolved and unsolved.

Education and Experience:

- Three (3) or more years professional work experience in a customer service call center and/or in a Help Desk support position.
- Must possess knowledge of and proven ability to support servers, desktops, laptops, software, and applications, and troubleshoot networking issues.

14.4 Problem Determination Specialist

Functional Responsibility:

- Responsibilities include doing problem determination and resolution across multiple platforms.
- Develop methodologies to assist in root cause analysis;
- Identifies processes to assist in problem determination and points of vulnerability.
- Document best practices for problem determination.

Education and Experience:

- Five (5) years of professional work experience and training in IT related business analysis and hardware/software analysis.
- A working knowledge in determining root cause and process improvement.

14.5 Production Control Support Technician

Functional Responsibility:

- Provides assistance in defining production computer processes.
- Develops, set up, and coordinate the computer resources to provide requested data processing services.
- Coordinates with operations, application development, and other technical staff to effect solutions, reviews and analyzes problems.
- Participants in application systems testing.

Education and Experience:

Three (3) years plus of professional work experience in a production control environment, supporting a large data center operation.

14.6 Category Nine - Contractor Contact Data

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