GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

P O R T L A N D P W E B W O R K S

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

SCHEDULE TITLE

Federal Supply Schedule 70 – General Purpose Commercial Information Technology Equipment, Software, and Services

CONTRACT NUMBER

47QTCA19D00GW

CONTRACT TERM

August 8, 2019 - August 7, 2024

CONTRACT PERIOD

For more information on ordering from Federal Supply go to this website:
www.gsa.gov/schedules

CONTRACTOR

Portland Webworks

5 Milk Street Portland, ME 04101

207-773-6600
207-775-1307
info@portlandwebworks.com

CONTRACTOR'S ADMININSTRATION SOURCE

Portland Webworks

5 Milk Street Portland, ME 04101

207-773-6600
207-775-1307
info@portlandwebworks.com

BUSINESS SIZE

Small Business

CUSTOMER INFORMATION

P O R T L A N D W E B W O R K S

Portland Webworks has been in business delivering software development services since 1999. We offer customers a robust suite of consulting, project planning, design, development, implementation, maintenance and sustainment services. Our custom solutions emphasize outstanding quality of user experience, compelling design, compatibility, interoperability, sustainability, extensibility and standards compliance.

We routinely operate in the government space under the emergent brand name of GovWebworks (www.govwebworks.com). This represents a natural evolution in our corporate identity, given our team's long and reputable history of successful performance with government departments and agencies throughout the continental United States. Under this new moniker, we provide many government partners with access to industry leading technicians and specialists, who offer fresh perspective and innovative ideas, making it possible for our customers to optimize work processes and achieve dramatic mission critical outcomes within a responsible budget and with low risk exposure.

WHAT WE DO

We deliver professional, full-life cycle service and support for three main categories of

1 **"Missing Piece" Applications**
Discrete pieces of software that are tailor-fit to emergent needs, or that fill-in gaps between existing systems and applications.

2 **Incremental Modernization**
Gradual replacement of major infrastructure, working strategically and based on priority, one piece at a time, while still keeping all infrastructure fully active and operational.

3 **Modular System Extension**
Modernization without replacement by adding new interfaces, features and integrations to legacy infrastructure, effectively prolonging its lifespan.

4 **Enterprise Web Presences**
Highly engaging user experiences, driven by content management solutions, incorporating modern features and capabilities, including but not limited to Artificial Intelligence and Machine Learning.

5 **Mobile**
Custom hybrid and progressive applications that can be operated from a variety of devices and platforms.

OUR VALUE PROPOSITION

Agile

Our methods are conducive to total project transparency, enabling clients to observe, monitor, redirect and re-prioritize efforts on demand. We present customers with tangible progress at two week intervals. Our tools eliminate the traditional barriers between the project team and the stakeholders, so that ongoing conversation can occur throughout the entire project life cycle.

Open Source

We're using modern, standards-driven, open source technologies that have been vetted and accepted in the government IT landscape. Why does it matter? Reduced total cost of ownership, reduced risk of vendor lock-in and increased productivity.

Deep Discovery

Being Agile doesn't mean you shouldn't look before you leap. We invest extra time up front to gain a better understanding of requirements and meaningful milestones. We emphasize full-team engagement, deploying our team members to establish key relationships, building trust, confidence and consensus among product owners, stakeholders, and technical staff. This gives us the capacity to engineer responsible solutions that anticipate needs and that "nail it" from the start.

Reliable Software

We are committed to delivering higher quality controls, better value outcomes. Our QA Engineers use an array of manual and automated testing techniques to ensure the software we produce works under any circumstances.

Citizen and User Centric

The work that we do each day is fundamentally user oriented. Whether working on software that will be used by internal government staff or external citizens, we always place maximum emphasis on the user's experience. We validate our approach through extensive user research and testing.

Accessibility and Compatibility

Part of the mission of "meeting clients where they are" means ensuring that all different types of users can user and benefit from our solutions. Our solutions work across a broad spectrum of devices, meeting WCAG and 508 accessibility requirements.

Rapid Prototyping

We jump start development and validate intentions by quickly producing functional proofs of concept that enable interactive testing, feedback and effective evaluation of alternatives. Avoid expensive mistakes early and keep the project aligned to its core mission.

Security and Compliance First

We accomplish our development work in environments that are compliant with NIST standards (800-171, 800-53). Our teams work with some of the most sensitive forms of private and personal information. This includes Federal Tax Information (FTI), court and criminal justice records, and data that is subject to HIPAA and FERPA regulations.

Governance

We have formalized configuration control protocols that subject change and modification decisions to customer approval processes.

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

SIN	DESCRIPTION
132-51	**Information Technology (IT) Professional Services** Includes resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, and other services relevant to 29CFR541.400.

1b   **Lowest Priced Model Number and Price for Each SIN**
Not Applicable, Services Only

1c   **Hourly Rates (services only)**

SERVICE PROPOSED (E.G. JOB/TASK)	PRICE
Big Data Architect / Engineer	$153.04
Business Analyst I	$93.80
Business Analyst II	$123.42
Content Specialist / Content Strategist / Writer	$123.42
Cybersecurity Engineer	$133.29
Database Administrator	$123.42
DevOps Engineer	$123.42
Graphic Designer	$123.42
Project Manager I	$103.67
Project Manager II	$123.42
Quality Assurance Engineer I	$102.89
Quality Assurance Engineer II	$123.42
Scrum Master / Agile Coach	$123.42
Software Developer	$123.42
Solution Support Technician	$113.55
Subject Matter Expert	$177.14
Technical Architect / Lead Solution Engineer	$123.42
UX Designer	$123.42

2   **Maximum order**
500,000

NOTE TO ORDERING ACTIVITIES: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3   **Minimum order**
$100

4   **Geographic coverage**

5   **Point(s) of production**
N/A (Services Only)

6   **Discount from list prices**
GSA Net Prices are shown on the attached GSA Pricelist. Negotiated discount has been applied.

For calculation of the GSA Schedule price see Page 1A.

7   **Quantity discounts**
None

8   **Prompt payment terms**
None

9a   **Government Purchase Cards must be accepted at or below the micro-purchase threshold.**

9b   **Government Purchase Cards are not accepted above the micro-purchase threshold. Contact contractor for limit.**

10   **Foreign items (list items by country of origin)**
None

11a   **Time of delivery**
N/A (Services Only)

11b   **Expedited Delivery**
N/A (Services Only)

11c   **Overnight and 2-day delivery**
N/A (Services Only)

11d   **Urgent Requirements**
N/A (Services Only)

12   **F.O.B. point**
Destination

13a   **Ordering address**
Same as contractor

13b   **Ordering procedures**
Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

14   **Payment address**
Same as contractor

15   **Warranty provision**
N/A for services

16   **Export packing charges**
N/A

17   **Terms and conditions of Government purchase card acceptance**
N/A

18   **Terms and conditions of rental, maintenance, and repair (if applicable)**
As applicable

19   **Terms and conditions of installation (if applicable)**
As applicable

20   **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable)**
As applicable

20a   **Terms and conditions for any other services (if applicable)**
As applicable

21   **List of service and distribution points (if applicable)**
N/A

22   **List of participating dealers (if applicable)**
N/A

23   **Preventive maintenance (if applicable)**
N/A

24a   **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants)**
Not applicable

24b   **Section 508 Compliance for Electronic and Information Technology (EIT)**
As applicable

25   **Data Universal Number System (DUNS) number**
141995121

26   **Notification regarding registration in System for Award Management (SAM) database.**
Contractor has an Active Registration in the SAM database.

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

The phrase, "Information Technology (IT) Professional Services/Identity Access Management (IAM) Professional Services" in the following paragraphs may need to be revised in order to be consistent with the Offeror's proposal; e.g., if only IT Professional Services are offered, all references to IAM Services should be deleted.

****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately. Further, non-professional labor categories shall be offered under SIN 132 100 only.

1. SCOPE
a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)
a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER
a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase

Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either- (1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with 552.212-4 CONTRACT TERMS AND CONDITIONS–COMMERCIAL ITEMS (JAN 2017) (DEVIATION – FEB 2007)(DEVIATION - FEB 2018) for Firm-Fixed Price orders; or GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS-COMMERCIAL ITEMS (JAN 2017) (DEVIATION - FEB 2018) (ALTERNATE I - JAN 2017) (DEVIATION - FEB 2007) for Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

 a. Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:
a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by— (1) The offeror;
(2) Subcontractors; and/or
(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.
c. The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.
Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

DESCRIPTION OF IT PROFESSIONAL SERVICES

Big Data Architect / Engineer

MINIMUM/GENERAL EXPERIENCE

4 Years General IT + 2 years Big Data.

FUNCTIONAL RESPONSIBILITY

Plans, develops, maintains, supports, monitors, and analyses large data systems, including but not limited to enterprise data warehouse systems and corresponding data marts. Troubleshoots and tunes data platforms. Conducts research into new data applications and determines viability for adoption. Assists in establishing development standards.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Programming, Networking.

Business Analyst

MINIMUM/GENERAL EXPERIENCE

I – 1 Year; II - 4 Years. Should also possess a high-level, cross-cutting grasp of IT best practices, particularly with regard to system architecture, service management, integration, interoperability, data structure, application development and maintenance operations, analytics and visualization, and infrastructure/cloud/network design and management.

FUNCTIONAL RESPONSIBILITY

Conducts activities that help with identification, articulation, and clarification of contract scope. Researches, reviews, documents, and assesses business objectives, needs, processes, and procedures. Translates findings into modern system specifications and validates solution requirements. Recommends process improvements as appropriate. Advises, supports, and informs certain Project Management activities, including but not limited to resource and budget planning. Provides consultation regarding project direction and major decisions, based on a grounded, deep and detailed understanding of solution requirements. Monitors project progress. Recommends potential enhancements relative to prevailing team processes that are used to accomplish design, development, testing, verification and validation, documentation, and implementation. Assists with compilation of the project backlog. Contributes to and supports development of project deliverables as needed.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Field. Potential examples include, but are not limited to, Business Administration, Project Management, Technology, Communications, Computer Science, Web Development, Software Development/Engineering, and other domain-specific areas relevant to the project at hand.

CAT	MINIMUM EXPERIENCE*	EDUCATION/CERT*
I	1	BACHELORS
II	4	BACHELORS

Content Specialist / Content Strategist / Writer

MINIMUM/GENERAL EXPERIENCE

4 Years. Preferred to have at least 1 year of previous experience working with digital communications products and projects (websites, web applications, other software). Should be familiar with industry standard word processing software and collaborative writing tools. Must have outstanding writing skills.

FUNCTIONAL RESPONSIBILITY

The Content Specialist will be capable of mobilizing, directing, leading, coordinating, facilitating, and/or supporting content preparation initiatives that are specifically associated with website, web application, and/or other software development projects. Assigned duties may include everything from content assessment and auditing, to writing and editing of web and software content, to migration planning and execution. Where applicable, assists with rationalization of website/software content scope for the purpose of developing and redeveloping information architecture and overall content organization schemes. Other key duties of the position might potentially include consultation and mentoring with regard to SEO and editorial calendars, and/or advisement with regard to other industry best practices pertaining to content preparation and management. May be called upon to conduct targeted subject research (ex. SME interviews and/or reviews of available literature). May also support preparation of other IT contract documentation, including but not limited to training materials that would facilitate the proper use and operation of final IT project deliverables.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Field. Potential examples include, but are not limited to, Communications, English, Linguistics, Liberal Arts, Web Development, and other domain-specific areas relevant to the project at hand.

Cybersecurity Engineer

MINIMUM/GENERAL EXPERIENCE

7 Years + Relevant security certification (ex. CEH, CISM, CISSP, Comptia, OSCP).

FUNCTIONAL RESPONSIBILITY

Performs security audits, risk analyses, application-level vulnerability tests, and security code reviews. Develops and implements technical solutions to help mitigate security vulnerabilities. Conducts research to identify new attack vectors.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Engineering, Web Development, Networking.

Database Administrator

MINIMUM/GENERAL EXPERIENCE

8 Years.

FUNCTIONAL RESPONSIBILITY

Oversees and/or administers one or more databases being used in a solution's architecture. Continuously monitors, analyzes, and assesses a project's evolving database requirements, especially with respect to data structure, hardware and software configurations, and access protocols. Supports solution planning with respect to database needs. Prepares documentation of physical, functional, data security and data backup/recovery specifications. Coordinates and accomplishes configuration changes and installations of new, revised or updated database infrastructure and resources. Conducts research into new tools and determines viability for adoption.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Engineering, Web Development, Networking.

DevOps Engineer

MINIMUM/GENERAL EXPERIENCE

5 Years.

FUNCTIONAL RESPONSIBILITY

Deploys, configures, and maintains server environments, software development team infrastructure, and other platforms, resources, systems, and tools that are integral to customer-requested solutions. This may include, but will under no circumstances be limited to, solution engineering/consultation, management of virtualized/cloud server environments, setup and administration of host application servers, implementation and configuration of development tools, automation of essential development team processes, and enforcement of security posture. Monitors servers and other resources on a continuous basis to ensure continuity of operations. As needed, supports administration of server operating systems (ex. Linux). May also be called upon to provide network engineering, and general database and data warehouse administration (ex. MySQL, PostgreSQL, MS SQL, Hadoop, Oracle).

MINIMUM EDUCATION

Bachelor's Degree in Relevant Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Engineering, Web Development, Networking.

Graphic Designer

MINIMUM/GENERAL EXPERIENCE

4 Years. Must have at least 2 years of previous experience in User interface design (websites, web applications, and/or other software products). Should be well-versed in all aspects of current visual design standards and trends. Should also be familiar with contemporary graphic design technologies and computer software packages that are used to produce and develop graphics, animations, videos, and/or other miscellaneous media files.

FUNCTIONAL RESPONSIBILITY

Works exclusively on IT projects that result in production of website, web application and/or other software deliverables. Researches, prepares, contributes to, and maintains configuration control over an IT project's formalized design deliverables, particularly in relation to a contract's overarching software development, communications, and outreach-oriented objectives. The duties of this position will encompass everything ranging from preparation of prototypical interface layouts/wireframing, to speculation and recommendation of artistic components (for selection of colors, images, fonts, etc.), to creation of full blown art (screen mockups, icons, imagery, and completed interface appearance), to documentation of formalized project decisions (ex. style guides). The Designer will furthermore be able to lead, coordinate, and facilitate collaborative processes that might surround such design activities, including but not limited to any required resource planning, research, reviews, iterative cycling, and vetting. Will be responsible for maintaining relationships with key peers in Marketing, Branding, PR and others. May also support design and visualization requirements for ongoing maintenance and sustainment of digital products and properties, including but not limited to websites, web applications, other types of software.

MINIMUM EDUCATION

Bachelor's Degree, Preferences for Degree in Artistic Field. Potential examples include, but are not limited to, Visual Arts, Graphic Design, Communications.

Project Manager

MINIMUM/GENERAL EXPERIENCE

I - 2 Years; II – 4 Years. Qualifying years of experience must have been devoted to IT product/project management undertakings.

FUNCTIONAL RESPONSIBILITY

Works exclusively on IT projects that result in production of website, web application and/or other software deliverables. Serves as a primary point of contact for the customer. Responsible for overall direction, leadership, facilitation, management, and coordination of efforts throughout the entire IT contract lifecycle. Interfaces and engages with key customer decision makers and stakeholders on a regular basis. Schedules and assigns duties to IT project team members as appropriate to accomplish work requirements. Provides day-to-day guidance to assigned personnel accordingly. Develops planning documents, work plans, schedules, estimates, instructions, standards, and other formal deliverables that may be needed as a part of IT contract operations. Monitors and keeps abreast of progress, budgets, expenditures, resourcing, accomplishments, challenges, and issues. Anticipates problems and identifies resolution and mitigation strategies. Reports in writing and orally to the government's technical representative.

MINIMUM EDUCATION

I – Associates; II - Bachelor's Degree. Degree must be in Relevant Field. Potential examples include, but are not limited to, Business Administration, Project Management, Communications, Computer Science, other Information Technology.

CAT	MINIMUM EXPERIENCE*	EDUCATION/CERT*
I	2	ASSOCIATES
II	4	BACHELORS

Quality Assurance Engineer

MINIMUM/GENERAL EXPERIENCE

I -1 Year; II - 5 Years.

FUNCTIONAL RESPONSIBILITY

Plans and accomplishes the necessary scope of testing to ensure that solutions deployed on behalf of a customer are fully compliant, functional in accordance with agreed standards, and free of bugs, errors, and defects. Plans and executes manual tests. Prepares and maintains custom code that would handle automated testing. Uses available tools and resources to accomplish solution scans and compliance audits. Documents problems. Coordinates fixes with developers, monitoring resolutions, and raising persistent issues to the attention of management. Makes recommendations and generally contributes to solution planning. The efforts and attentions of the Quality Assurance Engineer may be oriented to issues at the server, interface, application, database, and/or data tiers.

MINIMUM EDUCATION

Bachelor's Degree, Preference for Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Engineering, Web Development.

CAT	MINIMUM EXPERIENCE*	EDUCATION/CERT*
I	1	BACHELORS
II	5	BACHELORS

Scrum Master / Agile Coach

MINIMUM/GENERAL EXPERIENCE

5 Years. All qualifying years of experience must be associated with IT projects.

FUNCTIONAL RESPONSIBILITY

Works exclusively on IT projects that result in production of website, web application and/or other software deliverables. Leads, guides, facilitates, and coordinates Agile procedural activities, to include initial backlog preparation and grooming (epics and user stories), sprint planning, scrum meetings, sprint reviews, and sprint retrospectives. Provides essential mentoring, so as to ensure that all team members have a complete understanding of relevant Agile procedures and techniques being used. Assists with velocity estimation, and other types of performance monitoring and metric tracking/analysis. May also provide organizational consultation and planning for transformation.

MINIMUM EDUCATION

Bachelor's Degree, with Preference for Related Fields, such as Business Administration, Project Management, or Communications.

Software Developer

MINIMUM/GENERAL EXPERIENCE

5 Years.

FUNCTIONAL RESPONSIBILITY

Applies industry best practices to plan, create, implement, deploy, integrate, and/or maintain software solutions. May accomplish engineering, technical architecture design, platform/system configuration, front-end and back-end coding/programming, and code testing/review. Implements and manages coding environments and code repositories. Possesses skills with one or more languages and/or libraries (ex. html, css, SASS, Javascript, Angular, Java, Ruby, Rails, PHP, .Net C++, C#, F#). May also, or alternatively, be skilled with particular platforms or systems (ex. Oracle, Drupal, Salesforce, SAP, etc.). The solutions deployed by Developers might include, but will under no circumstances be limited to, websites, portals, interactive tools, web-based applications, mobile applications, custom code/object libraries, and service-oriented architectures. Based on their advanced technical expertise, developers may furthermore provide expert analysis of functional/feature requirements, and/or technical consultation and advisement on an as needed basis.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Engineering, Web Development, Mathematics, Networking.

Solution Support Technician

MINIMUM/GENERAL EXPERIENCE

3 Hands-On Experience with Existing/Legacy Software Code and/or Infrastructure.

FUNCTIONAL RESPONSIBILITY

This is a non-consultative, maintenance and support role. A Solution Support Technician is deeply entrenched in the code, configurations, and infrastructure of an existing/legacy system. Accomplishes adjustments to system configurations, and/or testing at any or all application tiers. The Support Technical might also accomplish certain "light weight" development tasks. Solution support technicians can also fulfill help-desk duties.

MINIMUM EDUCATION

Associates Degree.

Subject Matter Expert

MINIMUM/GENERAL EXPERIENCE

9 Years. Background must be reflective of concentrated professional experience in a particular targeted technology, business/operational environment, or content domain.

FUNCTIONAL RESPONSIBILITY

Works exclusively on IT projects that result in production of website, web application and/or other software deliverables. May provide technical, managerial, and/or analytical direction and insight, especially as would be necessary for problem definition, analysis, and requirements development. Where applicable, may provide consultation and insight relative to business processes and business logic that are relevant to the web or software project at hand. May also assist with hands-on technical development and/or preparation of specialized content and documentation. May inform and mentor project staff, and/or participate in strategy sessions, strategic assessments, and reviews to validate technical work products and outcomes. The subject matter expert will be capable of rendering advice and guidance as needed, and may be integrally involved with multiple aspects of an IT project, including but not limited to planning, analysis, development/execution, testing/validation, maintenance and sustainment, and/or documentation.

MINIMUM EDUCATION

Bachelors Degree in Related Field.

Technical Architect / Engineer

MINIMUM/GENERAL EXPERIENCE

8 Years.

FUNCTIONAL RESPONSIBILITY

This is a specialized, consultative position that is applicable to complex system implementations. Analyzes the project requirements, goals and challenges. Advises and finalizes crucial design and planning decisions with respect to the logical and technical structure of necessary components and applications that will be part of the deployed solution. Explores solution alternatives. Ensures technical decisions are made in alignment with modern best practices and prevailing regulations. Identifies the simplest and most elegant system possible to accomplish the desired outcome for the customer. Develops and maintains necessary technical documentation/artifacts. Provides technical presentation of concepts to customer as needed. Advises project leadership with regard to timelines, milestones, scheduling and target dates. Shares approved plans with project team, and provides technical clarification and insight as needed. Researches and keeps current with trends and innovations in the industry. May assist with configuration and management of key items and epics in the project backlog. May also support development and maintenance of the solution roadmap.

MINIMUM EDUCATION

Bachelor's Degree in Relevant Technical Field. Potential examples include, but are not limited to, Information Technology, Computer Science, Software Development/Engineering, Web Development.

UX Designer

MINIMUM/GENERAL EXPERIENCE

4 Years. All qualifying years of experience must be in IT domain, working on projects that result in production of websites, web applications, and/or other types of software with human user interfaces. Should be well-versed in all aspects of current visual design standards and trends, and be familiar with contemporary graphic design technologies and computer software packages that are regularly used to produce interactive prototypes. Additionally, should be familiar with contemporary software packages used to develop graphics, animations, videos, and/or other miscellaneous media files. Some experience with coding is preferred.

FUNCTIONAL RESPONSIBILITY

Works exclusively on IT projects that result in production of website, web application and/or other software deliverables. Advises, informs, and directly contributes to a web or software project's critical design, feature, and functionality decisions. Accomplishes user and stakeholder research, requirements assessment, needs analysis, usability testing, and synthesis of results and findings. Prepares and articulates user personas, storyboards, use cases, scenarios, flowcharts, information architectures, conceptual ideas for interfaces, and other recommendations for product enhancements. Produces testable prototypes and interactive proofs of concept to validate assertions and ensure that the final products of a contract are capable of delivering maximally attractive, appealing, joyful, and friendly experiences to each prospective user and audience member. Leads, coordinates, facilitates, and participates in collaborative processes, including but not limited to any required resource planning, review sessions, and decision vetting. May also be called upon to produce and contribute to Testing Plans, Testing Scripts, and Testing Reports. Will be responsible for maintaining relationships with members of the design team and other project decision makers. The UX Designer may also contribute to coding, testing, and debugging interfaces and small applications.

MINIMUM EDUCATION

Bachelor's Degree, Preference for Technical or Artistic Field. Potential examples include, but are not limited to, Information Technology, Software Development/Engineering, Human-Computer Interaction, Visual Arts, Graphic Design, Web Development, Psychology.

EDUCATION / EXPERIENCE NOTES

The labor category definitions in our Pricelist describe the functional responsibilities and corresponding minimum education and experience requirements for each labor category. These requirements are intended to be a guide to the types of experience and educational background that would be typical of personnel in each labor category.

The specified levels of education and experience are intended to reflect minimums only. Portland Webworks reserves the right, at its own discretion, to assign staff that exceed the specified education and experience levels.

Education and experience may be substituted for each other as shown below. The intent is that each year of relevant experience may be substituted for 1 year of education, and vice versa (1:1 tradeoff). In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education with the written approval of the ordering activity.

DEGREE	EXPERIENCE	OTHER
ASSOCIATES	2	RELEVANT VOCATIONAL OR TECHNICAL TRAINING
BACHELORS	4	RELEVANT PROFESSIONAL CERTIFICATION
MASTERS	6	RELEVANT PROFESSIONAL LICENSE

Years of experience for any candidate will be calculated in terms of time spent performing similar tasks and functions (ex. software developer might have experience planning applications, and/or preparing and reviewing code).

Education would be in a relevant domain, or in a discipline that would provide relevant professional sills (ex. For program manager, acceptable degrees might include, but not be limited to, those in fields of program management, communication, or business administration; For software developer, acceptable degrees might include, but not be limited to, those in fields of computer science, or human-computer interaction).

As is the case with other forms of education and training, it will similarly be possible for experience to be exchanged in place of professional certifications. This sort of exchange will be subject to consent from the customer, and will be an acceptable practice when dealing with projects involving well-established off-the-shelf solution platforms. As a general guideline, the intent would be to permit the exchange of one year of directly relevant professional experience and exposure to best practices for each 24 hours of training that would otherwise be required to achieve certification. The actual exchange rate would be agreed in writing with the customer on a case-by-case basis.