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.

Multiple Award Schedule (MAS)
SIN 54151S – IT Professional Services

**Contract Number - 47QTCA18D001H**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract period: October 27, 2017 – October 26, 2022

**Smartnet, Inc.**
211 Edwards Ferry Rd.
Leesburg, VA 20176

www.SmartNetGov.com

Small Business, Woman-Owned Business, SBA Certified Small Disadvantaged Business
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table of awarded special item numbers</td>
<td>1</td>
</tr>
<tr>
<td>Identification of the lowest priced model number</td>
<td>1</td>
</tr>
<tr>
<td>Description of job titles</td>
<td>1</td>
</tr>
<tr>
<td>Maximum order</td>
<td>1</td>
</tr>
<tr>
<td>Minimum order</td>
<td>1</td>
</tr>
<tr>
<td>Geographic coverage</td>
<td>1</td>
</tr>
<tr>
<td>Point(s) of production</td>
<td>1</td>
</tr>
<tr>
<td>Discount from list prices</td>
<td>1</td>
</tr>
<tr>
<td>Quantity discounts</td>
<td>1</td>
</tr>
<tr>
<td>Prompt payment terms</td>
<td>1</td>
</tr>
<tr>
<td>Foreign Items</td>
<td>1</td>
</tr>
<tr>
<td>Time of delivery</td>
<td>1</td>
</tr>
<tr>
<td>Expedited Delivery</td>
<td>1</td>
</tr>
<tr>
<td>Overnight and 2-day delivery</td>
<td>1</td>
</tr>
<tr>
<td>Urgent Requirements</td>
<td>1</td>
</tr>
<tr>
<td>FOB Point</td>
<td>1</td>
</tr>
<tr>
<td>Ordering address</td>
<td>2</td>
</tr>
<tr>
<td>Ordering procedures</td>
<td>2</td>
</tr>
<tr>
<td>Payment address</td>
<td>2</td>
</tr>
<tr>
<td>Warranty provision</td>
<td>2</td>
</tr>
<tr>
<td>Export packing charges</td>
<td>2</td>
</tr>
<tr>
<td>Terms and conditions of rental, maintenance, and repair</td>
<td>2</td>
</tr>
<tr>
<td>Terms and conditions of installation</td>
<td>2</td>
</tr>
<tr>
<td>Terms and conditions of repair parts</td>
<td>2</td>
</tr>
<tr>
<td>Terms and conditions for any other services</td>
<td>2</td>
</tr>
<tr>
<td>List of service and distribution points</td>
<td>2</td>
</tr>
<tr>
<td>List of participating dealers</td>
<td>2</td>
</tr>
<tr>
<td>Preventive maintenance</td>
<td>2</td>
</tr>
<tr>
<td>Special attributes</td>
<td>2</td>
</tr>
<tr>
<td>Section 508 compliance information</td>
<td>2</td>
</tr>
<tr>
<td>DUNS Number</td>
<td>2</td>
</tr>
<tr>
<td>SAM Registration Information</td>
<td>2</td>
</tr>
<tr>
<td>Terms and Conditions Applicable to IT Professional Services</td>
<td>3</td>
</tr>
<tr>
<td>GSA Labor Categories</td>
<td>8</td>
</tr>
<tr>
<td>Net Hourly Rate Pricing</td>
<td>18</td>
</tr>
</tbody>
</table>
1a. Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices: Special Item Number 54151S – IT Professional Services. Labor Category Description and Pricing Summary can be found at the end of this document.

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract:
SNPLIT1 - Installation Technician Level I - $64.84 per hour

1c. Description of job titles, experience, functional responsibility and education for hourly rate labor categories: Labor Category Description and Pricing Summary can be found at the end of this document.

2. Maximum order: $500,000

3. Minimum order: $100


5. Point(s) of production: Leesburg, VA, USA (Loudon County).

6. Discount from list prices or statement of net price: All pricing in this document reflect net, discounted GSA prices.

7. Quantity discounts: None.

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

9. Foreign items: None

10a. Time of delivery: As negotiated between Contractor and Ordering Entity.

10b. Expedited Delivery: Items available for expedited delivery are noted in this price list.

10c. Overnight and 2-day delivery: Overnight and 2-day delivery are not available.

10d. Urgent Requirements. The “Urgent Requirements” is present in the contract, and agencies can contact the Contractor’s representative to effect a faster delivery.

11. F.O.B. point: Destination
12a. Ordering address: 211 Edwards Ferry Rd., Leesburg, VA 20176

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address: 211 Edwards Ferry Rd., Leesburg, VA 20176

14. Warranty provision: Standard Commercial Warranty

15. Export packing charges, if applicable: Not Applicable

16. Terms and conditions of rental, maintenance, and repair: Not Applicable

17. Terms and conditions of installation: Not Applicable

18. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not Applicable

18b. Terms and conditions for any other services: None

19. List of service and distribution points: Not Applicable

20. List of participating dealers: Not Applicable

21. Preventive maintenance: Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): None

22b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services at: www.Section508.gov/.

23. Universal Entity Identifier (UEI) number: 47QTCA18D001H

24. Smartnet, Inc. is currently registered in the System for Award Management (SAM) database.
Category 1 - SNHDM - Help Desk Manager

Minimum Education:  B.A. or B.S. degree or 3 years of equivalent experience in a related field.

Minimum Experience:  General Experience: This position requires a minimum of 3 years of experience. Specialized Experience: At least 3 years of specialized experience, including management of help desks in a multiserver environment; comprehensive knowledge of PC operating systems, and networking and mail standards, and supervision of help desk employees. General experience includes information system development and network and other work in the client/server field or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Functional Description: Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of E-mail, directories and standard Windows desktop applications, and other network services. Manages personnel who serve as the initial point of contact for troubleshooting network applications and hardware and software PC and printer problems.

Category 2 - SNHDE2 - Help Desk Systems Engineer

Minimum Education:  B.A. or B.S. degree or equivalent 8 years.

Minimum Experience:  General Experience: Must have 8 years of experience in planning, designing, building, and implementing IT systems. Specialized Experience: At least 4 years of experience understanding user requirements and translating them into supporting and troubleshooting interruptions in service, network problems, system and hardware problems using various test and troubleshooting tools and techniques. Excellent communication and customer service skills. Demonstrated ability to solve customer problems.

Functional Description: Inheriting all open escalated calls for any network, personnel, and end user issue that may impact customer satisfaction or the achievement of contractual service until full resolution to the customer’s expectations.

Category 3 - SNPLIT1 - Installation Technician Level I

Minimum Education:  Building Industry Consulting Service International (BICSI) Installer Certification

Minimum Experience:  General Experience: Must have 4 years of experience in telecommunications infrastructure design and installation of indoor, outdoor, wireless systems. Must demonstrate the ability to work independently, or under general direction.
**Functional Description:** Installation of telecommunications network infrastructure supporting a wide range of capabilities, including voice, data, video, and/or wireless services. Closely coordinates with other installation technicians to ensure proper implementation of physical network services.

**Category 4 - SNPLIT2 - Installation Technician Level II**

**Minimum Education:** Building Industry Consulting Service International (BICSI) Installer Certification

**Minimum Experience:** General Experience: Must have 6 years of experience in telecommunications infrastructure design and installation of indoor, outdoor, wireless systems. Must demonstrate the ability to work independently, or under general direction, and direct other installation technicians as team lead on requirements.

**Functional Description:** Installation of telecommunications network infrastructure supporting a wide range of capabilities, including voice, data, video, and/or wireless services. Helps to develop designs and plans for installation and maintenance of telecommunications systems from project inception to conclusion. Closely coordinates with other installation technicians as team lead to ensure proper implementation of physical network services.

**Category 5 – SNPLIT3 - Installation Technician Level III**

**Minimum Education:** Building Industry Consulting Service International (BICSI) Installer Certification

**Minimum Experience:** General Experience: Must have 8 years of experience in telecommunications infrastructure design and installation of indoor, outdoor, wireless systems. Must demonstrate the ability to work independently, or under general direction, and direct other installation technicians as team lead on requirements.

**Functional Description:** Installation of telecommunications network infrastructure supporting a wide range of capabilities, including voice, data, video, and/or wireless services. Helps to develop designs and plans for installation and maintenance of telecommunications systems from project inception to conclusion. Closely coordinates with other installation technicians as team lead to ensure proper implementation of physical network services.

**Category 6 - SNPLIM - Installation Manager**

**Minimum Education:** Building Industry Consulting Service International (BICSI) Installer Certification

**Minimum Experience:** General Experience: Must have 8 years of experience in telecommunications infrastructure design and installation of indoor, outdoor, wireless systems. Must demonstrate the ability to work independently, and manage other installation technicians on requirements.
**Functional Description:** Installation and management of telecommunications network infrastructure supporting a wide range of capabilities, including voice, data, video, and/or wireless services. Helps to develop designs and plans for installation and maintenance of telecommunications systems from project inception to conclusion. Closely coordinates with other installation technicians as manager to ensure proper implementation of physical network services.

**Category 7 - SNPLITS2 - Information Transport Services Engineer Level II**

**Minimum Education:** B.A. or B.S. degree or equivalent 8 Years of telecommunications design experience. Must hold BICSI certifications.

**Minimum Experience:** General Experience: Telecommunications design experience, particularly on complex applications involving all phases of telecommunications network design, implementation, and analysis. Specialized Experience: At least 6 years of experience in analysis and design of voice networks, LAN and WAN data networks, wireless networks, and/or network management systems to support voice and data services. At least 4 years of experience in managing these activities. Experience in managing the evaluation and cost estimation of voice and data WAN services from telecommunications carriers, designing access and backbone networks using carrier services, or in managing the analysis and design of wireless voice or data networks.

**Functional Description:** Provides technical and administrative direction for personnel responsible for telecommunications network design, implementation, and operations tasks, including the review of work products for correctness, adherence to the design concept and to user standards and progress in accordance with schedules. Makes recommendations for approval of major network installations. Prepares milestone status reports, and deliveries on network progress to colleagues, and end user representatives.

**Category 8 - SNPMI - Project Manager Level I**

**Minimum Education:** B.A. or B.S. Degree or Associates degree with 2 years equivalent experience.

**Minimum Experience:** Specialized Experience: At least 2 years of IT project experience.

**Functional Description:** Assist with project management duties, oversee and perform project management functions related with a project. This may include calling contractors, making appointments, ordering supplies, doing site visits and preparing reports.

**Category 9 – SNPMII – Project manager Level II**

**Minimum Education:** B.A. or B.S. Degree.
Minimum Experience: Specialized Experience: At least 4 years of IT project experience.

Functional Description: Performs project management duties, oversee and perform project management functions related with a project. This may include calling contractors, making appointments, ordering supplies, doing site visits and preparing reports.

Category 10 - SNSPMII - Senior Project Manager III

Minimum Education: B.A. or B.S. degree.

Minimum Experience: General Experience: Must have 8 years of IT, project management, systems integration, or telecommunications experience, including at least 3 years of IT software management experience.
Specialized Experience: At least 8 years of experience in direct supervision of IT software development, systems integration, maintenance projects, and/or telecommunications management and at least 1 year of experience managing research and development (i.e., Internet or intranet) projects.

Functional Description: Performs day-to-day management of delivery order projects for advanced technology projects that involve teams of data processing and other information systems and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates written and oral communications skills.

Category 11 - SNSPMIV - Senior Project Manager IV

Minimum Education: B.A. or B.S. degree.

Minimum Experience: General Experience: Must have 10 years of IT, project management, systems integration, or telecommunications experience, including at least 3 years of IT software management experience. Specialized Experience: At least 8 years of experience in direct supervision of IT software development, systems integration, maintenance projects, and/or telecommunications management and at least 1 year of experience managing research and development (i.e., Internet or intranet) projects.

Functional Description: Performs day-to-day management of delivery order projects for advanced technology projects that involve teams of data processing and other information systems and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs, and
coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates written and oral communications skills.

**Category 12 - SNPRMI - Program Manager Level I**

**Minimum Education:** B.A. or B.S. or advanced degree.

**Minimum Experience:** General Experience: Must have 10 years of IT experience, including at least 10 years of IT and/or telecommunications system management experience. Specialized Experience: At least 10 years of direct supervision of IT software development, integration, maintenance projects, and/or telecommunications systems. Must be capable of leading projects that involve the successful management of teams composed of data processing and other information management professionals who have been involved in analysis, design, integration, testing, documenting, converting, extending, and implementing automated information and/or telecommunications systems.

**Functional Description:** Performs day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities.

**Category 13 - SNSPRMII - Senior Program Manager Level II**

**Minimum Education:** B.A. or B.S. degree.

**Minimum Experience:** General Experience: Must have 12 years of experience, including at least 10 years of IT and/or information system management experience. Specialized Experience: At least 10 years of direct supervision of IT software development, integration, maintenance projects, and/or telecommunications systems and at least 2 years of experience direction new technology and research and development (R&D)-based programs. Must be capable of leading projects using advanced technologies that involve the successful management of terms composed of data processing and other information management professionals who have been involved in analysis, design, integration, testing, documenting, converting, extending, and implementing high technology (i.e., Internet or intranet) systems. Must have proven skills that are specified in the delivery order to be managed.

**Functional Description:** Performs day-to-day management of overall contract support operations, involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support.
activities. Must be capable of negotiating and making binding decisions for the company.

**Category 14 - SNQAA2 - Quality Assurance Analyst - Level II**

**Minimum Education:** B.A. or B.S. degree.

**Minimum Experience:** General Experience: Must have 6 years of experience, including at least 4 years of IT experience.

**Functional Description:** Under general supervision, carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements.

**Category 15 - SNDAPIV – Database Programmer - Level IV**

**Minimum Education:** B.A. or B.S. degree.

**Minimum Experience:** General Experience: Must have 8 years of experience, including at least 4 years of IT experience.

**Functional Description:** Responsible for developing and maintaining reliable and effective database solutions to meet development and operational client needs. Ensures all database programs meet company and performance requirements. Provides data management support to all users. Works with peers to constantly improve applications and best practices.

**Category 16 - SNSIA2 - CAD Systems Infrastructure Administrator Level III**

**Minimum Education:** B.A., B.S. Degree, Associates Degree or 8 years of equivalent experience.

**Minimum Experience:** General Experience: 5 Years of experience if no degree is held; Specialized Experience: Participates in the design, creation, and maintenance of computerized Physical Layer CAD Files.

**Functional Description:** Responsible for creating physical layer CAD files, quality control, and auditing of computerized documents to ensure accurate CAD deliverables. Works with peers to develop CAD strategies to support stakeholder needs. Consults with and advises users on access to various documents. Works directly with peers to resolve CAD database conflicts.
Category 17 - SNSDA2 - Systems Design Architect Level II

Minimum Education: B.A. or B.S. degree.

Minimum Experience: General Experience: Must have 4 years of experience in planning, designing, building, and implementing IT systems. Specialized Experience: At least 3 years of experience developing application, development, network, and technical architectures for small-scale client/server and mainframe applications. Demonstrated ability to develop and execute architecture strategies and to perform feasibility studies and integration analyses. Experience supervising and providing guidance in implementing various small-scale architectures and supporting implementation of mid-range and large-scale applications.

Functional Description: Must be able to lead team in developing application, development, network, and technical architectures for small-scale client/server and mainframe applications. Responsible for gathering and defining the architecture requirements and for ensuring that the architectures are compatible and in compliance with the appropriate IT organization and projects standards.

Category 18 - SNNED2 - Network Engineer - Level II

Minimum Education: B.A. or B.S. degree.

Minimum Experience: General Experience: Must have 4 years of experience in planning, designing, building, and implementing IT systems. Familiar with our Capability Maturity Model compliant structured methodology. Specialized Experience: At least 4 years of experience analyzing user requirements and translating them into system designs using various design tools and techniques. Demonstrated ability to develop and execute system designs, ensure implementation of repeatable processes, and ensure compliance with CMM methodology.

Functional Description: Must be able to perform design of information systems, including the design of the application architecture, database, and interfaces. Responsible for gathering and analyzing user requirements and translating them into system designs. Under general direction, manages the purchase, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large-scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications.

Category 19 – SNSE2 - Systems Engineer, Level II

Minimum Education: B.A. or B.S. degree
Minimum Experience: General Experience: Must have 4 years of experience in planning, designing, building, and implementing IT systems.

Functional Description: Must be able to perform the design of information systems, including designing the application architecture, database, and interfaces. Responsible for gathering and analyzing the user requirements and translating them into system designs

Category 20 - SNSE5 - Systems Engineer, Level V

Minimum Education: B.A. or B.S. degree and M.S. or Expert/Master Level Certification

Minimum Experience: General Experience: Must have 10 years of experience in planning, designing, building, and implementing IT systems. Familiar with our Capability Maturity Model (CMM) compliant structured methodology. Specialized Experience: At least 8 years of experience analyzing user requirements and translating them into system designs using various design tools and techniques. Demonstrated ability to develop and execute system designs, ensure implementation of repeatable processes, and ensure compliance with CMM methodology.

Functional Description: Must be able to supervise the design of information systems, including designing the application architecture, database, and interfaces. Responsible for gathering and analyzing the user requirements and translating them into system designs

Category 21 - SNPE - Project Engineer

Minimum Education: B.A. or B.S. degree.

Minimum Experience: General Experience: Must have 4 years of experience in planning, designing, building, and implementing IT systems. Familiar with our Capability Maturity Model compliant structured methodology. Specialized Experience: At least 4 years of experience analyzing user requirements and translating them into system designs using various design tools and techniques.

Functional Description: Must be able to understand design of information systems, including the design of the application architecture, database, and interfaces. Responsible for gathering and planning from user requirements and translating them into system designs. Plans large-scale systems projects through vendor comparison and cost studies. Requires expert knowledge of LAN/WAN systems, networks, and applications. Performs engineering design evaluations and works to complete projects within budget and scheduling restraints. Develops, implements, and monitors information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine and address problems.
**Category 22 - SNTED1 - Telecommunications Engineer Level I**

**Minimum Education:** B.A. or B.S. degree, or Associates degree with 2 years of experience.

**Minimum Experience:** General Experience: Must have 2 years of experience in implementing telecommunications systems.

**Functional Description:** Provides maintenance of the switching equipment. Performs more complex activities for routine maintenance on switch. Reads and interprets circuit diagrams and electrical schematics.

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**Category 23 - SNTED2 - Telecommunications Engineer Level II**

**Minimum Education:** B.A. or B.S. degree, or Associates degree with 3 years of experience.

**Minimum Experience:** General Experience: Must have 4 years of experience in planning, designing, building, and implementing telecommunications systems. Specialized Experience: At least 2 years of experience developing application, development, telecommunication, and technical architectures for small-scale applications. Demonstrated ability to develop and execute architecture strategies and to perform feasibility studies and integration analyses.

**Functional Description:** Provides maintenance of the switching equipment. Performs more complex activities for routine maintenance on switch. Reads and interprets circuit diagrams and electrical schematics. Responsible for gathering and defining the architecture requirements and for ensuring that the architectures are compatible and in compliance with the appropriate telecommunication organization and projects standards.

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**Category 24 - SNTED3 - Telecommunications Engineer Level III**

**Minimum Education:** B.A. or B.S. degree.

**Minimum Experience:** General Experience: Must have 6 years of experience in planning, designing, building, and implementing mid-range Telecommunications systems. Specialized Experience: At least 4 years of experience developing application, development, telecommunication, and technical architectures for mid-range applications. Demonstrated ability to develop and execute architecture strategies and to perform feasibility studies and integration analyses. Experience supervising and providing guidance in implementing various mid-range architectures and supporting implementation of large scale applications.

**Functional Description:** Must be able to lead team in developing application, development, telecommunication, and technical architectures for mid-range applications. Responsible for gathering and defining the architecture requirements and for ensuring that the architectures are compatible and in compliance with the appropriate
telecommunication organization and project standards.

**Category 25 - SNTED5 - Telecommunications Engineer Level V**

**Minimum Education:** B.A. or B.S. degree and M.S. or Expert/Master Level Certification.

**Minimum Experience:** General Experience: Must have 10 years of experience in planning, designing, building, and implementing large-scale telecommunications systems. Specialized Experience: At least 8 years of experience in developing application, development, telecommunication, and technical architectures for large-scale applications. Demonstrated ability to develop and execute architecture strategies, feasibility studies, and integration analyses. Experience supervising and providing guidance in implementing various architectures.

**Functional Description:** Must be able to lead team in developing application, development, telecommunication, and technical architectures for large-scale support of applications. Responsible for gathering and defining the architecture requirements and for ensuring that the architectures are compatible and in compliance with the appropriate telecommunication organization and project standards.

**Category 26 - SNSME - Security Consultant Subject Matter Expert SME**

**Minimum Education:** PhD or Masters of Science or B.A. or B.S.

**Minimum Experience:** 20 years of experience

**Functional Description:** Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation.
<table>
<thead>
<tr>
<th>Labor Category</th>
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<th>Net GSA Hourly Rate 10/26/18 - 10/25/19</th>
<th>Net GSA Hourly Rate 10/26/19 - 10/25/20</th>
<th>Net GSA Hourly Rate 10/26/20 - 10/25/21</th>
<th>Net GSA Hourly Rate 10/26/21 - 10/25/22</th>
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<tbody>
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<td>SNHDM - Help Desk Manager</td>
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