FEDERAL SUPPLY SERVICE

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

MULTIPLE AWARD SCHEDULE (MAS)

Federal Supply Group: Information Technology
FSC Code: D310, D399, D305
Contract No. 47QTCA18D001L
Contract Period: 10/31/2017 – 10/30/2022

USmax Corporation
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Fairfax, VA 22031
Contract Administrator: Cassandra Cooper
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Small Disadvantaged Business

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.

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Price List current through Modification PS-0009 dated March 8, 2021

For orders call (703) 424-7800 x2019
www.usmax.com
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1 Customer Information

1a Awarded Special Item Numbers
Table of awarded Special Item Numbers (SINS) with appropriate cross-reference to item descriptions and awarded prices

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
<th>Description Page</th>
<th>Awarded Price Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151HACS</td>
<td>Highly Adaptive Cybersecurity Services (HACS)</td>
<td>Appendix A, Section 2</td>
<td>Appendix A, Section 3</td>
</tr>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
<td>Appendix B, Section 2</td>
<td>Appendix B, Section 3</td>
</tr>
<tr>
<td>518210C</td>
<td>Cloud and Cloud-Related IT Professional Services</td>
<td>Appendix C, Section 2</td>
<td>Appendix C, Section 3</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

1b Lowest Priced Model Number
Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.
Not applicable

1c Proposed Hourly Rates and Descriptions
If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.
For 54151HACS, see Appendix A, Section 2 for labor category descriptions and Appendix A, Section 3 for awarded hourly rates
For 54151S, see Appendix B, Section 2 for labor category descriptions and Appendix B, Section 3 for awarded hourly rates
For 518210C, see Appendix C, Section 2 for labor category descriptions and Appendix C, Section 3 for awarded hourly rates

2 Maximum Order
$500,000

3 Minimum Order
$100.00

4 Geographic Coverage (Delivery Area)
Domestic and Overseas
5  Point(s) of Production (city, county, and State or foreign country)  
   N/A  

6  Discount from list prices or statement of net price  
   Prices shown herein are net prices (discount already deducted)  

7  Quantity Discounts  
   None  

8  Prompt Payment Terms  
   0% Net 30 days from receipt of invoice or date of acceptance. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.  

9  Government Purchase Cards  
   9a Government purchase cards are accepted at or below the micro-purchase threshold.  
   9b Government purchase cards are accepted above the micro-purchase threshold.  

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

11 Delivery  
   11a Time of Delivery  
      As specified on the Task Order  
   11b Expedited Delivery  
      Contact Contractor  
   11c Overnight and 2-day Delivery  
      Contact Contractor  
   11d Urgent Requirements  
      Contact Contractor  

12 F.O.B. Point  
   Destination  

13 Ordering  
   13a Ordering Address  
      Same as Contractor Address
13b 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.

14 Payment Address
Same as Contractor Address

15 Warranty Provision
Not applicable

16 Export packing charges
Not applicable

17 Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level)
Contact Contractor

18 Terms and conditions of rental, maintenance, and repair (if applicable)
Not applicable

19 Terms and conditions of installation (if applicable)
Not applicable

20 Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable)
Not applicable

20a Terms and conditions for any other services (if applicable)
Not applicable

21 List of service and distribution points (if applicable)
Not applicable

22 List of participating dealers (if applicable)
Not applicable

23 Preventive maintenance (if applicable)
Not applicable

24 Special attributes and Section 508
24a Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants)
Not applicable
24b Section 508 Compliance for EIT
USmax Corporation's Section 508 compliance information can be found at www.usmax.com/508-compliance. The EIT standards can be found at: www.Section508.gov/.

25  Data Universal Number System (DUNS) number
01-497-4096

26  Notification regarding registration in System for Award Management (SAM) database
USmax Corporation has an active registration in the System for Award Management (SAM) database.
## Appendix A  Consolidated Awarded Rates

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<thead>
<tr>
<th>SIN(s)</th>
<th>Labor Category</th>
<th>Hourly Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210C</td>
<td>Cloud Analyst I</td>
<td>$89.93</td>
</tr>
<tr>
<td>518210C</td>
<td>Cloud Analyst II</td>
<td>$108.00</td>
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<td>518210C</td>
<td>Cloud Analyst III</td>
<td>$117.22</td>
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<td>518210C</td>
<td>Cloud Architect</td>
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<td>518210C</td>
<td>Cloud Database Engineer I</td>
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<td>518210C</td>
<td>Cloud Database Engineer II</td>
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<td>518210C</td>
<td>Cloud Developer I</td>
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<td>$124.60</td>
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<tr>
<td>518210C</td>
<td>Cloud Developer III</td>
<td>$133.08</td>
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<tr>
<td>518210C</td>
<td>Cloud Engineer I</td>
<td>$137.51</td>
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<tr>
<td>518210C</td>
<td>Cloud Engineer II</td>
<td>$150.08</td>
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<td>518210C</td>
<td>Cloud Engineer III</td>
<td>$168.07</td>
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<td>518210C</td>
<td>Cloud Help Desk Support I</td>
<td>$54.01</td>
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<td>Cloud Help Desk Support II</td>
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<tr>
<td>518210C</td>
<td>Cloud Help Desk Support III</td>
<td>$90.17</td>
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<tr>
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<td>Cloud Project Manager</td>
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<td>518210C</td>
<td>Cloud Security Analyst I</td>
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<td>Cloud Security Analyst II</td>
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<td>518210C</td>
<td>Cloud SME I</td>
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<td>518210C</td>
<td>Cloud SME II</td>
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<tr>
<td>54151S</td>
<td>Database Administrator III</td>
<td>$119.41</td>
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<tr>
<td>54151S</td>
<td>Developer I</td>
<td>$77.44</td>
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<td>Developer II</td>
<td>$93.75</td>
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<td>54151S</td>
<td>Developer III</td>
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<td>54151S</td>
<td>Developer IV</td>
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<td>54151S</td>
<td>Help Desk Specialist I</td>
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<td>Help Desk Specialist III</td>
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<td>Help Desk Manager</td>
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<td>Help Desk Technician</td>
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<td>54151HACS, 54151S</td>
<td>IT Analyst I</td>
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<td>IT Analyst III</td>
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<td>54151S</td>
<td>Network Specialist I</td>
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<td>Network Specialist II</td>
<td>$71.03</td>
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<td>Network Specialist III</td>
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<td>SIN(s)</td>
<td>Labor Category</td>
<td>Hourly Rates</td>
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<td>------------------------</td>
<td>-------------------------</td>
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</tr>
<tr>
<td>54151S</td>
<td>Network Technician</td>
<td>$60.25</td>
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<tr>
<td>54151HACS, 54151S</td>
<td>Program Manager</td>
<td>$159.29</td>
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<td>54151HACS, 54151S</td>
<td>Project Control Specialist</td>
<td>$95.72</td>
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<td>54151HACS, 54151S</td>
<td>Project Manager</td>
<td>$117.46</td>
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<td>54151S</td>
<td>Quality Assurance Specialist III</td>
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<td>Security Specialist III</td>
<td>$117.46</td>
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<tr>
<td>54151HACS, 54151S</td>
<td>Subject Matter Expert</td>
<td>$188.41</td>
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<td>54151S</td>
<td>Systems Specialist I</td>
<td>$60.29</td>
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<td>54151S</td>
<td>Systems Specialist II</td>
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</tr>
<tr>
<td>54151S</td>
<td>Systems Specialist III</td>
<td>$115.87</td>
</tr>
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</table>
Appendix B  SIN 54151HACS - Description of Services and Pricing

1  Education/Experience Equivalencies

<table>
<thead>
<tr>
<th>Educational Level</th>
<th>Equivalent Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School Diploma</td>
<td>2 years of work experience</td>
</tr>
<tr>
<td>Associate’s Degree</td>
<td>2 years of work experience</td>
</tr>
<tr>
<td>Bachelor’s Degree</td>
<td>4 years of work experience</td>
</tr>
<tr>
<td>Higher than Bachelor’s Education Degree</td>
<td>6 years of work experience</td>
</tr>
</tbody>
</table>

2  SIN 54151HACS Labor Categories

2.1  IT Analyst I

**Functional Responsibility:** Analyze business problems and identify and document potential technology solutions. Analyze real or hypothetical domains and document business, processes, and/or systems, assessing the appropriateness of intended solutions and their integration with existing or emerging technology. Identify vulnerabilities, threats and risks and assist with testing, executing, and rolling-out of solutions. May require interim or active security clearance.

**Minimum Years of Experience:** 0 to 2 years’ relevant experience

**Minimum Education:** Associate’s degree in Information Systems, Engineering, Business or relevant field

**Certification Requirements:** One or more security-related certifications such as CISSP, CEH, CISA, CISM, SECURITY+ or OSCP preferred but not required

2.2  IT Analyst II

**Functional Responsibility:** Analyze business problems and identify, document, and recommend potential technology solutions. Analyze real or hypothetical domains and document business, processes, and/or systems, assessing the appropriateness of intended solutions and their integration with existing or emerging technology. Identify vulnerabilities, threats and risks and assist with testing, executing and rolling-out solutions. May require interim or active security clearance.

**Minimum Years of Experience:** 1 to 3 years’ relevant experience

**Minimum Education:** Associate’s degree in Information Systems, Engineering, Business or relevant field

**Certification Requirements:** One or more security-related certifications such as CISSP, CEH, CISA, CISM, SECURITY+ or OSCP preferred but not required

2.3  IT Analyst III

**Functional Responsibility:** Analyze business problems and identify, document, and recommend potential technology solutions. Analyze real or hypothetical domains and document business, processes, and/or systems, assessing the appropriateness of intended solutions and their integration with existing or emerging technology. Collaborate with users, stakeholders and technical staff to define business and technical needs, provide problem definition and evaluation of requirements and streamline processes. Conduct research, analysis, and testing to
formulate and define information systems scope and objectives. Prepare communications and conduct presentations regarding recommendation on system enhancements, improved productivity, and compliance. Research and evaluate emerging technologies relevant to technical and business needs and provide analytical reviews and recommendations. May require interim or active security clearance.

**Minimum Years of Experience:** 2 to 5 years' relevant experience

**Minimum Education:** Bachelor’s degree in Information Systems, Engineering, Business or relevant field

**Certification Requirements:** One or more technical certifications such as Microsoft Certified IT Professional, MCSA/MCSE, Microsoft Certified Technology Specialist, CompTIA + certifications, or CCNA, CCDA, CCNA Security

### 2.4 IT Analyst IV

**Functional Responsibility:** Analyze business problems and identify, document, and recommend potential technology solutions. Analyze real or hypothetical domains and document business, processes, and/or systems, assessing the appropriateness of intended solutions and their integration with existing or emerging technology. Collaborate with users, stakeholders and technical staff to define business and technical needs, provide problem definition and evaluation of requirements and streamline processes. Conduct research, analysis and testing to formulate and define information systems scope and objectives. Prepare communications and conduct presentations regarding recommendation on system enhancements, improved productivity and compliance. Research and evaluate emerging information technologies relevant to technical and business needs and provide analytical reviews and recommendations. May require interim or active security clearance.

**Minimum Years of Experience:** 4 to 7 years' relevant experience

**Minimum Education:** Bachelor’s degree in Information Systems, Engineering, Business or relevant field. Master’s degree preferred but not required

**Certification Requirements:** One or more technical certifications such as Microsoft Certified IT Professional, MCSA/MCSE, Microsoft Certified Technology Specialist, CompTIA + certifications, or CCNA, CCDA, CCNA Security

### 2.5 Program Manager

**Functional Responsibility:** Responsible for overall organization, direction, and management of technical delivery and contract operation support functions for one or more projects. Oversee program performance including cost, schedule, planned vs. completed progress and actual vs. baseline metrics to determine improvements for analysis and reporting. Manage multitask contract or contracts and provide guidance and direction to tasks. Interface with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel and customer agency representatives. Report projects’ progress to executive management. Formulate and enforce work standards, assign contractor schedules, review work discrepancies, supervise contractor personnel and communicate
policies, purposes, and goals of the organization to subordinates and subcontractors. May require interim or active security clearance.

**Minimum Years of Experience:** 2 years’ experience in a program manager role or 5 years’ experience in a project manager role

**Minimum Education:** Bachelor’s degree in Computer Science, Information Technology or relevant field. Advanced degree preferred but not required

**Certification Requirements:** PMP certification preferred but not required

### 2.6 Project Control Specialist

**Functional Responsibility:** Responsible for delivering defined project components. Manage resources for task execution. Report task progress to project manager, program manager, and/or executive management. Develop project team and define scope, goals and deliverables, enforce work standards providing clear and concise direction, assign contractor schedules, review work discrepancies and supervise contractor personnel. Oversee overall task performance. Manage and ensure the successful completion of multiple technical tasks. May require interim or active security clearance.

**Minimum Years of Experience:** 2 years’ experience in a supervisory role

**Minimum Education:** Bachelor’s degree in Computer Science, Information Technology or relevant field

**Certification Requirements:** PMP certification preferred but not required

### 2.7 Project Manager

**Functional Responsibility:** Responsible for overall technical project delivery. Implement and administer process and procedures to ensure that all tasks are performed in accordance with applicable standards, quality requirements and schedules. Oversee overall project performance including control of funds and resources. Manage project scope, schedule and budget. Report project progress to program manager and/or executive management. Enforce work standards, assign contractor schedules, review work discrepancies, supervise contractor personnel and communicate policies, purposes, and goals of the organization to subordinates. Interface with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel and customer agency representatives. May require interim or active security clearance.

**Minimum Years of Experience:** 2 years’ experience in a project manager role or 3 years’ experience in a supervisory role

**Minimum Education:** Bachelor’s degree in Computer Science, Information Technology or relevant field

**Certification Requirements:** PMP certification preferred but not required

### 2.8 Security Specialist I
**Functional Responsibility:** Assist with certification and accreditation, risk assessment, and IT auditing. Responsible for supporting computer forensics, intrusion detection, incident response, and penetration testing. May require interim or active security clearance.

**Minimum Years of Experience:** 0 to 1 years’ relevant experience

**Minimum Education:** Associate’s degree in Information Systems, Engineering, Business or relevant field

**Certification Requirements:** One or more security-related certifications such as CISSP, CEH, CISA, CISM, SECURITY+ or OSCP preferred but not required

### 2.9 Security Specialist II

**Functional Responsibility:** Support the Governance, Risk Management and Compliance program within information technology systems. Conduct threat identification, vulnerability identification, control analysis, impact analysis, risk determination, control recommendations, and results documentation. Perform technical and non-technical risk assessments on systems to reveal security gaps and determine improvements to mission performance and delivery services. Assist with certification and accreditation, risk assessment and IT auditing. Conduct computer forensics, intrusion detection, incident response and penetration testing. Review network security architectures to ensure proper operations, performance, reliability and security of network environment. May require interim or active security clearance.

**Minimum Years of Experience:** 1 to 3 years’ relevant experience

**Minimum Education:** Bachelor’s degree in Information Systems, Engineering, Business or relevant field

**Certification Requirements:** One or more security-related certifications such as CISSP, CEH, CISA, CISM, SECURITY+ or OSCP

### 2.10 Security Specialist III

**Functional Responsibility:** Support the Governance, Risk Management and Compliance program within information technology systems. Conduct threat identification, vulnerability identification, control analysis, impact analysis, risk determination, control recommendations, and results documentation. Perform technical and non-technical risk assessments on systems to reveal security gaps and determine improvements to mission performance and delivery services. Conduct computer forensics, intrusion detection, incident response and penetration testing. Review network security architectures to ensure proper operations, performance, reliability and security of network environment. Assist with certification and accreditation, risk assessment and IT auditing. Research and evaluate emerging information technologies; interpret requirements and provide analytical reviews for system architecture, equipment and software. May require interim or active security clearance.

**Minimum Years of Experience:** 2 to 5 years’ relevant experience

**Minimum Education:** Bachelor’s degree in Computer Science, Information Technology or relevant field
Certification Requirements: One or more security-related certifications such as CISSP, CEH, CISA, CISM, SECURITY+ or OSCP

2.11 Subject Matter Expert

Functional Responsibility: Provide expert technical guidance of specialized applications, operational environments, systems analysis, design, integration, documentation and implementation regarding technical and business goals and provide detailed recommendation to accomplish goals. Contribute to planning, analysis, testing, integration, documentation and presentation of all systems development and enhancement. Compose technical documents that may include user manuals, training guides, specifications, and white papers. May require interim or active security clearance.

Minimum Years of Experience: 10 years’ relevant experience

Minimum Education: Bachelor’s degree in Information Systems, Engineering, Business or relevant field. Master’s degree preferred

Certification Requirements: One or more technical certifications such as Microsoft Certified IT Professional, MCSA/MCSE, Microsoft Certified Technology Specialist, CompTIA + certifications, or CCNA, CCDA, CCNA Security or security-related certifications such as CISSP, CEH, CISA, CISM, SECURITY+ or OSCP required

3 SIN 54151HACS Awarded Rates

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Hourly Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Analyst I</td>
<td>$74.84</td>
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<tr>
<td>IT Analyst II</td>
<td>$81.61</td>
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<td>IT Analyst III</td>
<td>$104.69</td>
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<tr>
<td>IT Analyst IV</td>
<td>$114.08</td>
</tr>
<tr>
<td>Program Manager</td>
<td>$159.29</td>
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<tr>
<td>Project Control Specialist</td>
<td>$95.72</td>
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<td>Project Manager</td>
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<td>Security Specialist I</td>
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<tr>
<td>Subject Matter Expert</td>
<td>$188.41</td>
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Appendix C  SIN 54151S - Description of Services and Pricing

1  Education/Experience Equivalencies

<table>
<thead>
<tr>
<th>Educational Level</th>
<th>Equivalent Experience</th>
</tr>
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<tbody>
<tr>
<td>High School Diploma</td>
<td>2 years of work experience</td>
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<tr>
<td>Associate's Degree</td>
<td>2 years of work experience</td>
</tr>
<tr>
<td>Bachelor's Degree</td>
<td>4 years of work experience</td>
</tr>
<tr>
<td>Higher than Bachelor's Education Degree</td>
<td>6 years of work experience</td>
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</table>

2  SIN 54151S Labor Categories

2.1  Database Administrator III

**Functional Responsibility:** Support all areas related to the administration, planning, and development of computerized databases and related information platforms. Design methods to store, analyze, utilize, and organize, data. Research and resolve integrity, performance, replication, connectivity, extract-transform-load, and security issues. Assess weaknesses or deficiencies and recommend and implement corrective actions to address vulnerabilities. Implement and maintain procedures to control access and allocation of data and maintain security controls. Collaborate with IT specialists to assure proper operation of database and other information platforms. Prepare documentation. May require interim or active security clearance.

**Minimum Years of Experience:** 2 to 5 years’ relevant experience

**Minimum Education:** Bachelor's Degree in Information Systems, Engineering, Business, or relevant field

**Certification Requirements:** One or more dba- or business intelligence-related certifications such as OCA or OCP, CDMP, SQL Server, or Oracle DBMS required

2.2  Developer I

**Functional Responsibility:** Code and/or integrate modular software to build new or enhance existing IT transactional or analytical platforms. Consult with stakeholders and technical teams responsible for development and/or requirements gathering to analyze, design, develop, test, and integrate new and modified solutions into enterprise software systems using SDLC, Agile, or other such methodology. Create and maintain program-level and user-level software documentation. May utilize technologies, such as JavaScript, HTML, PHP, CSS, AJAX, SQL, MDX, dynamic pages or web service integration in an OLTP or OLAP environment. May require interim or active security clearance.

**Minimum Years of Experience:** 0 to 2 years’ relevant experience

**Minimum Education:** Bachelor's Degree in Information Systems, Engineering, Business, or relevant field

**Certification Requirements:** One or more certifications such as JavaScript, Java, MCSD, ACE, CSSLP, or C/C++ preferred but not required
2.3 Developer II

**Functional Responsibility:** Design, code, and/or integrate modular software to build new or enhance existing transactional or analytical IT platforms. Consult with stakeholders and technical teams responsible for development and/or requirements gathering to analyze, design, develop, test, and integrate new and modified solutions into enterprise software systems using SDLC, Agile, or other such methodology. Create and maintain program-level and user-level software documentation. May utilize technologies, such as JavaScript, HTML, PHP, CSS, AJAX, SQL, MDX, dynamic pages or web service integration in an OLTP or OLAP environment. May provide individual and/or group training sessions and materials to help new departmental staff and non-technological staff learn new tools, technologies and skills. May require interim or active security clearance.

**Minimum Years of Experience:** 1 to 3 years’ relevant experience

**Minimum Education:** Bachelor's Degree in Information Systems, Engineering, Business, or relevant field

**Certification Requirements:** One or more developer/programming certifications such as JavaScript, Java, MCSD, ACE, CSSLP, or C/C++ required.

2.4 Developer III

**Functional Responsibility:** Design, code, and/or integrate modular software to build new or enhance existing transactional or analytical IT platforms. Consult with stakeholders and technical teams responsible for development and/or requirements gathering to analyze, design, develop, test, and integrate new and modified solutions into enterprise software systems using SDLC, Agile, or other such methodology. Identify systems issues and risks, perform root cause analysis, recommend and implement recovery and/or risk mitigation plans. Recommend and implement configuration management tools to maintain code integrity and utilize code reuse and reconstitution. Requires advanced knowledge of technologies, such as JavaScript, HTML, PHP, CSS, AJAX, SQL, MDX, dynamic pages or web service integration. Develop project team and define scope, goals and deliverables, enforce work standards providing clear and concise direction, assign contractor schedule and review work. May require interim or active security clearance.

**Minimum Years of Experience:** 2 to 5 years’ relevant experience

**Minimum Education:** Bachelor's Degree in Information Systems, Engineering, Business, or relevant field

**Certification Requirements:** One or more developer/programming certifications such as JavaScript, Java, MCSD, ACE, CSSLP or C/C++ required. One or more security-related certifications such as CISSP, CEH, CISA, CISM, SECURITY+, or OSCP preferred but not required

2.5 Developer IV

**Functional Responsibility:** Design, code, and/or integrate modular software to build new or enhance existing transactional or analytical IT platforms. Consult with stakeholders and technical teams responsible for development and/or requirements gathering to analyze, design, develop, test, and integrate new and modified solutions into enterprise software systems using SDLC, Agile, or other such methodology. Identify systems issues and risks, perform root cause analysis, recommend and implement recovery and/or risk mitigation plans. Recommend and
implement configuration management tools to maintain code integrity and utilize code reuse and reconstitution. Requires advanced knowledge of technologies, such as JavaScript, HTML, PHP, CSS, AJAX, SQL, MDX, dynamic pages and web service integration. Develop project team and define scope, goals and deliverables, enforce work standards providing clear and concise direction, assign contractor schedule and review work. May require interim or active security clearance.

**Minimum Years of Experience:** 4 to 7 years’ relevant experience

**Minimum Education:** Bachelor's Degree in Information Systems, Engineering, Business, or relevant field

**Certification Requirements:** One or more developer/programming certifications such as JavaScript, Java, MCSD, ACE, CSSLP or C/C++ required. One or more security-related certifications such as CISSP, CEH, CISA, CISM, SECURITY+, or OSCP preferred but not required

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**2.6 Help Desk Specialist I**

**Functional Responsibility:** Provide technical assistance and support for end users’ incoming queries and issues. Run diagnostic programs, identify problems, determine and implement solution. Execute established Standard Operation Procedures (SOP) by consulting knowledge base repositories. Escalate unresolved issues to appropriate level of support. May require interim or active security clearance.

**Minimum Years of Experience:** 0 to 2 years’ relevant experience

**Minimum Education:** High School Diploma

**Certification Requirements:** One or more certifications such as CompTIA A+, ITIL Foundation, HDI-SCA, or MCSA preferred but not required

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**2.7 Help Desk Specialist II**

**Functional Responsibility:** Provide technical assistance and support for end users’ incoming queries and issues related to account administration, computer systems, software, and hardware. Run diagnostic programs, identify problems, determine and implement solution. Execute established Standard Operation Procedures (SOP) by consulting knowledge base repositories. Document SOPs. Escalate unresolved issues to appropriate level of support. May require interim or active security clearance.

**Minimum Years of Experience:** 1 to 3 years’ relevant experience

**Minimum Education:** High School Diploma

**Certification Requirements:** One or more certifications such as CompTIA A+, ITIL Foundation, HDI-SCA, or MCSA preferred but not required

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**2.8 Help Desk Specialist III**

**Functional Responsibility:** Provide lead oversight as required to technical support team to resolve technical issues and provide customer service. Provide technical assistance and support for end users’ incoming queries and issues related to account administration, computer systems, software, and hardware. Run diagnostic programs, identify problems, determine and implement solution. Execute established Standard Operation Procedures (SOP) by consulting knowledge base repositories. Document SOPs. Escalate unresolved issues to appropriate level of support. May require interim or active security clearance.

**Minimum Years of Experience:** 1 to 3 years’ relevant experience

**Minimum Education:** High School Diploma

**Certification Requirements:** One or more certifications such as CompTIA A+, ITIL Foundation, HDI-SCA, or MCSA preferred but not required
repositories. Document SOPs. Escalate unresolved issues to appropriate level of support. May require interim or active security clearance.

**Minimum Years of Experience:** 2 to 5 years’ relevant experience

**Minimum Education:** High School Diploma

**Certification Requirements:** One or more certifications such as CompTIA A+, ITIL Foundation, HDI-SCA, or MCSA preferred but not required

### 2.9 Help Desk Manager

**Functional Responsibility:** Manage technical support team to resolve technical issues and provide customer service. Manage all activities of the Help Desk such as scheduling shifts and assignment of tickets to appropriate support staff. Institute processes for escalation to Tier 2 and Tier 3 support teams. Respond to higher Tier escalation issues, review work discrepancies, supervise contractor personnel and communicate policies, purposes, and goals of the program. Educate team and enforce industry guidelines and best practices. Track and document statistics on issues and problem resolution and produce various reports including performance, IT and metrics reports. May require interim or active security clearance.

**Minimum Years of Experience:** 5 years’ relevant experience including 1-year management experience or 3 years’ experience in a lead capacity

**Minimum Education:** Bachelor's Degree in Information Systems, Engineering, Business, or relevant field

**Certification Requirements:** One or more certifications such as CompTIA A+, ITIL Foundation, HDI-SCA, or MCSA required. PMP certification preferred but not required

### 2.10 Help Desk Technician

**Functional Responsibility:** Provide technical assistance and support for end users incoming queries and issues related to account administration, computer systems, software, and hardware. Run diagnostic programs, identify problems, determine and implement solution. Escalate unresolved issues to appropriate level of support. May require interim or active security clearance.

**Minimum Years of Experience:** 0 to 1 years' relevant experience

**Minimum Education:** High School Diploma

**Certification Requirements:** One or more certifications such as CompTIA A+, ITIL Foundation, HDI-SCA, or MCSA required

### 2.11 IT Analyst I

**Functional Responsibility:** Analyze business problems and identify and document potential technology solutions. Analyze real or hypothetical domains and document business, processes, and/or systems, assessing the appropriateness of intended solutions and their integration with existing or emerging technology. Identify vulnerabilities, threats and risks and assist with testing, executing, and rolling-out of solutions. May require interim or active security clearance.

**Minimum Years of Experience:** 0 to 2 years’ relevant experience
**Minimum Education:** Associate’s degree in Information Systems, Engineering, Business or relevant field

**Certification Requirements:** One or more security-related certifications such as CISSP, CEH, CISA, CISM, SECURITY+ or OSCP preferred but not required

2.12 IT Analyst II

**Functional Responsibility:** Analyze business problems and identify, document, and recommend potential technology solutions. Analyze real or hypothetical domains and document business, processes, and/or systems, assessing the appropriateness of intended solutions and their integration with existing or emerging technology. Identify vulnerabilities, threats and risks and assist with testing, executing and rolling-out solutions. May require interim or active security clearance.

**Minimum Years of Experience:** 1 to 3 years' relevant experience

**Minimum Education:** Associate’s degree in Information Systems, Engineering, Business or relevant field

**Certification Requirements:** Bachelor's Degree in Information Systems, Engineering, Business, or relevant field

2.13 IT Analyst III

**Functional Responsibility:** Analyze business problems and identify, document, and recommend potential technology solutions. Analyze real or hypothetical domains and document business, processes, and/or systems, assessing the appropriateness of intended solutions and their integration with existing or emerging technology. Collaborate with users, stakeholders and technical staff to define business and technical needs, provide problem definition and evaluation of requirements and streamline processes. Conduct research, analysis, and testing to formulate and define information systems scope and objectives. Prepare communications and conduct presentations regarding recommendation on system enhancements, improved productivity, and compliance. Research and evaluate emerging technologies relevant to technical and business needs and provide analytical reviews and recommendations. May require interim or active security clearance.

**Minimum Years of Experience:** 2 to 5 years' relevant experience

**Minimum Education:** Bachelor’s degree in Information Systems, Engineering, Business or relevant field

**Certification Requirements:** One or more technical certifications such as Microsoft Certified IT Professional, MCSA/MCSE, Microsoft Certified Technology Specialist, CompTIA + certifications, or CCNA, CCDA, CCNA Security

2.14 IT Analyst IV

**Functional Responsibility:** Analyze business problems and identify, document, and recommend potential technology solutions. Analyze real or hypothetical domains and document business, processes, and/or systems, assessing the appropriateness of intended solutions and their integration with existing or emerging technology. Collaborate with users, stakeholders and technical staff to define business and technical needs, provide problem definition and evaluation of
requirements and streamline processes. Conduct research, analysis and testing to formulate and define information systems scope and objectives. Prepare communications and conduct presentations regarding recommendation on system enhancements, improved productivity and compliance. Research and evaluate emerging information technologies relevant to technical and business needs and provide analytical reviews and recommendations. May require interim or active security clearance.

**Minimum Years of Experience:** 4 to 7 years' relevant experience

**Minimum Education:** Bachelor’s degree in Information Systems, Engineering, Business or relevant field. Master’s degree preferred but not required

**Certification Requirements:** One or more technical certifications such as Microsoft Certified IT Professional, MCSA/MCSE, Microsoft Certified Technology Specialist, CompTIA + certifications, or CCNA, CCDA, CCNA Security

### 2.15 Network Specialist I

**Functional Responsibility:** Assist with overseeing the operation and maintenance of large enterprise networks. Conduct network analysis to identify performance deficiencies and recommend performance improvements and enhancements. Analyze and test new software/hardware upgrades to ensure performance standards on existing systems. Schedule, perform, and monitor systems backups and other network maintenance. Provide technical support to new and existing users and assist with installations and network configurations. May require interim or active security clearance.

**Minimum Years of Experience:** 0 to 2 years' relevant experience

**Minimum Education:** Associate’s degree in Information Systems, Engineering, Business or relevant field

**Certification Requirements:** One or more technical certifications such as CompTIA Network+ preferred but not required

### 2.16 Network Specialist II

**Functional Responsibility:** Assist with overseeing the operation and maintenance of large enterprise networks. Conduct network analysis to identify performance deficiencies and recommend performance improvements and enhancements. Analyze and test new software/hardware upgrades to ensure performance standards on existing systems. Schedule, perform, and monitor systems backups and other network maintenance. Provide technical support to new and existing users and assist with installations and network configurations. May require interim or active security clearance.

**Minimum Years of Experience:** 1 to 3 years' relevant experience

**Minimum Education:** Bachelor’s degree in Computer Science, Information Technology or relevant field

**Certification Requirements:** One or more technical certifications such as CompTIA Network+ preferred but not required

### 2.17 Network Specialist III
**Functional Responsibility:** Oversee the operation and conduct the maintenance of large enterprise networks. Conduct network analysis to identify performance deficiencies and recommend performance improvements and enhancements. Provide recommendations for and implement performance enhancements. Analyze and test new software/hardware upgrades to ensure performance standards on existing systems. Provide technical support to new and existing users and assist with installations and network configurations. Respond to escalated issues, review work discrepancies, supervise contractor personnel and communicate policies, purposes, and goals of the program. May require interim or active security clearance.

**Minimum Years of Experience:** 2 to 5 years’ relevant experience

**Minimum Education:** Bachelor’s degree in Computer Science, Information Technology or relevant field

**Certification Requirements:** One or more technical certifications such as CompTIA Network+

**2.18 Network Technician**

**Functional Responsibility:** Provide support for multiple programs supporting installation, configuration and maintenance operations of large network enterprise. Complete equipment moves, add, changes. Provide technical support to new and existing users, analyze requests for service assist with installations and network configurations. Troubleshoot, repair and maintain various electronic equipment and devices. May require interim or active security clearance.

**Minimum Years of Experience:** 0 to 1 years’ relevant experience

**Minimum Education:** High School Diploma

**Certification Requirements:** One or more technical certifications such as CompTIA A+ or Network+ preferred but not required

**2.19 Program Manager**

**Functional Responsibility:** Responsible for overall organization, direction, and management of technical delivery and contract operation support functions for one or more projects. Oversee program performance including cost, schedule, planned vs. completed progress and actual vs. baseline metrics to determine improvements for analysis and reporting. Manage multitask contract or contracts and provide guidance and direction to tasks. Interface with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel and customer agency representatives. Report projects’ progress to executive management. Formulate and enforce work standards, assign contractor schedules, review work discrepancies, supervise contractor personnel and communicate policies, purposes, and goals of the organization to subordinates and subcontractors. May require interim or active security clearance.

**Minimum Years of Experience:** 2 years’ experience in a program manager role or 5 years’ experience in a project manager role

**Minimum Education:** Bachelor’s degree in Computer Science, Information Technology or relevant field. Advanced degree preferred but not required

**Certification Requirements:** PMP certification preferred but not required
2.20 Project Control Specialist

**Functional Responsibility:** Responsible for delivering defined project components. Manage resources for task execution. Report task progress to project manager, program manager, and/or executive management. Develop project team and define scope, goals and deliverables, enforce work standards providing clear and concise direction, assign contractor schedules, review work discrepancies and supervise contractor personnel. Oversee overall task performance. Manage and ensure the successful completion of multiple technical tasks. May require interim or active security clearance.

**Minimum Years of Experience:** 2 years’ experience in a supervisory role

**Minimum Education:** Bachelor’s degree in Computer Science, Information Technology or relevant field

**Certification Requirements:** PMP certification preferred but not required

2.21 Project Manager

**Functional Responsibility:** Responsible for overall technical project delivery. Implement and administer process and procedures to ensure that all tasks are performed in accordance with applicable standards, quality requirements and schedules. Oversee overall project performance including control of funds and resources. Manage project scope, schedule and budget. Report project progress to program manager and/or executive management. Enforce work standards, assign contractor schedules, review work discrepancies, supervise contractor personnel and communicate policies, purposes, and goals of the organization to subordinates. Interface with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel and customer agency representatives. May require interim or active security clearance.

**Minimum Years of Experience:** 2 years’ experience in a project manager role or 3 years’ experience in a supervisory role

**Minimum Education:** Bachelor’s degree in Computer Science, Information Technology or relevant field

**Certification Requirements:** PMP certification preferred but not required

2.22 Quality Assurance Specialist

**Functional Responsibility:** Lead and assure quality of technology releases across multiple platforms. Confirm products align with business requirements, policies, and established procedures. Conduct verification, validation, testing, integration, and apply systems metrics in accordance with quality standards. Create and maintain Q/A deliverables such as test plans, test cases, test data, project test progress and release reports, application turnover documents and test schedules. Conduct formal and informal reviews, and educate and direct personnel regarding adherence to standards to ensure quality processes and procedures are compliant. May require interim or active security clearance.

**Minimum Years of Experience:** 2 to 5 years’ relevant experience

**Minimum Education:** Bachelor’s degree in Information Systems, Engineering, Business or relevant field preferred
Certification Requirements: One or more certifications such as CASQ, CSQA, CMSQ or ISTQB preferred but not required

2.23 Security Specialist I

Functional Responsibility: Assist with certification and accreditation, risk assessment, and IT auditing. Responsible for supporting computer forensics, intrusion detection, incident response, and penetration testing. May require interim or active security clearance.

Minimum Years of Experience: 0 to 1 years’ relevant experience

Minimum Education: Associate’s degree in Information Systems, Engineering, Business or relevant field

Certification Requirements: One or more security-related certifications such as CISSP, CEH, CISA, CISM, SECURITY+ or OSCP preferred but not required

2.24 Security Specialist II

Functional Responsibility: Support the Governance, Risk Management and Compliance program within information technology systems. Conduct threat identification, vulnerability identification, control analysis, impact analysis, risk determination, control recommendations, and results documentation. Perform technical and non-technical risk assessments on systems to reveal security gaps and determine improvements to mission performance and delivery services. Assist with certification and accreditation, risk assessment and IT auditing. Conduct computer forensics, intrusion detection, incident response and penetration testing. Review network security architectures to ensure proper operations, performance, reliability and security of network environment. May require interim or active security clearance.

Minimum Years of Experience: 1 to 3 years’ relevant experience

Minimum Education: Bachelor’s degree in Information Systems, Engineering, Business or relevant field

Certification Requirements: One or more security-related certifications such as CISSP, CEH, CISA, CISM, SECURITY+ or OSCP

2.25 Security Specialist III

Functional Responsibility: Support the Governance, Risk Management and Compliance program within information technology systems. Conduct threat identification, vulnerability identification, control analysis, impact analysis, risk determination, control recommendations, and results documentation. Perform technical and non-technical risk assessments on systems to reveal security gaps and determine improvements to mission performance and delivery services. Conduct computer forensics, intrusion detection, incident response and penetration testing. Review network security architectures to ensure proper operations, performance, reliability and security of network environment. Assist with certification and accreditation, risk assessment and IT auditing. Research and evaluate emerging information technologies; interpret requirements and provide analytical reviews for system architecture, equipment and software. May require interim or active security clearance.

Minimum Years of Experience: 2 to 5 years’ relevant experience
Minimum Education: Bachelor’s degree in Computer Science, Information Technology or relevant field

Certification Requirements: One or more security-related certifications such as CISSP, CEH, CISA, CISM, SECURITY+ or OSCP

2.26 Subject Matter Expert

Functional Responsibility: Provide expert technical guidance of specialized applications, operational environments, systems analysis, design, integration, documentation and implementation regarding technical and business goals and provide detailed recommendation to accomplish goals. Contribute to planning, analysis, testing, integration, documentation and presentation of all systems development and enhancement. Compose technical documents that may include user manuals, training guides, specifications, and white papers. May require interim or active security clearance.

Minimum Years of Experience: 10 years’ relevant experience

Minimum Education: Bachelor’s degree in Information Systems, Engineering, Business or relevant field. Master’s degree preferred

Certification Requirements: One or more technical certifications such as Microsoft Certified IT Professional, MCSA/MCSE, Microsoft Certified Technology Specialist, CompTIA + certifications, or CCNA, CCDA, CCNA Security or security-related certifications such as CISSP, CEH, CISA, CISM, SECURITY+ or OSCP required

2.27 Systems Specialist I

Functional Responsibility: Consult with personnel and stakeholders to convey systems objectives and provide system design enhancements and specifications to improve business solutions and user effectiveness. Conduct research, analysis and troubleshoot operating and networking systems to identify problems and recommend resolution implementations. Create and maintain documentation for process and procedures and educate those with little or no technical background regarding computer concepts and resolution. May require interim or active security clearance.

Minimum Years of Experience: 0 to 2 years’ relevant experience

Minimum Education: Associate’s degree in Information Systems, Engineering, Business or relevant field

Certification Requirements: One or more technical certifications such as Microsoft Certified IT Professional, MCSA/MCSE, Microsoft Certified Technology Specialist, CompTIA + certifications preferred but not required

2.28 Systems Specialist II

Functional Responsibility: Consult with personnel and stakeholders to coordinate and perform system enhancements and specifications. Assist with installation, configuration and testing of network hardware and software to ensure production, enhancements and specifications are operating at optimal performance. Monitor and test application performance for potential bottlenecks and work with technical team to implement solutions. May require interim or active security clearance.
Minimum Years of Experience: 1 to 3 years’ relevant experience

Minimum Education: Bachelor’s degree in Computer Science, Information Technology or relevant field

Certification Requirements: One or more technical certifications such as Microsoft Certified IT Professional, MCSA/MCSE, Microsoft Certified Technology Specialist, CompTIA + certifications preferred but not required

2.29 Systems Specialist III

Functional Responsibility: Consult with personnel and stakeholders to coordinate and perform system enhancements and specifications. Assist with installation, configuration and testing of network hardware and software to ensure production, enhancements and specifications are operating at optimal performance. Monitor and test application performance for potential bottlenecks and work with technical team to implement solutions. Respond to escalated issue and crisis situations involving highly complex system problems or failures. May require interim or active security clearance.

Minimum Years of Experience: 2 to 5 years’ relevant experience

Minimum Education: Bachelor’s degree in Computer Science, Information Technology or relevant field. Advanced degree preferred

Certification Requirements: One or more technical certifications such as Microsoft Certified IT Professional, MCSA/MCSE, Microsoft Certified Technology Specialist, CompTIA + certifications
### SIN 54151S Awarded Rates

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<th>Labor Category</th>
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<tr>
<td>Database Administrator III</td>
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<td>Developer I</td>
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<td>Help Desk Specialist I</td>
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<td>Network Technician</td>
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<td>Subject Matter Expert</td>
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<td>Systems Specialist I</td>
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<td>Systems Specialist III</td>
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Appendix D  SIN 518210C - Description of Services and Pricing

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<td>2 years of work experience</td>
</tr>
<tr>
<td>Bachelor’s Degree</td>
<td>4 years of work experience</td>
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<td>Bachelor’s Degree in technical discipline</td>
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<tr>
<td>Higher than Bachelor’s Education Degree</td>
<td>6 years of work experience</td>
</tr>
</tbody>
</table>

2  SIN 518210C Labor Categories

2.1  Cloud Analyst I

**Functional Responsibility:** Responsible for analyzing, planning, and solutioning cloud computing infrastructure and applications. Implements and designs hardware and software. Monitors performance of systems. Familiar with standard concepts, practices, and procedures of cloud technology including SaaS, PaaS, or IaaS. May require security clearance.

**Minimum Years of Experience:** 1 year

**Minimum Education:** Associate’s Degree

2.2  Cloud Analyst II

**Functional Responsibility:** Responsible for analyzing, planning, and solutioning cloud computing infrastructure and applications. Implements and designs hardware and software. Monitors performance of systems. Familiar with standard concepts, practices, and procedures of cloud technology including SaaS, PaaS, or IaaS. May require security clearance.

**Minimum Years of Experience:** 2 years

**Minimum Education:** Bachelor’s Degree

2.3  Cloud Analyst III

**Functional Responsibility:** Responsible for analyzing, planning, and solutioning cloud computing infrastructure and applications. Implements and designs hardware and software. Monitors performance of systems. Familiar with standard concepts, practices, and procedures of cloud technology including SaaS, PaaS, or IaaS. May require security clearance.

**Minimum Years of Experience:** 4 years

**Minimum Education:** Bachelor’s Degree

2.4  Cloud Architect

**Functional Responsibility:** Responsible for designing and implementing enterprise infrastructure and platforms required for cloud computing. Analyzes system requirements and ensures that systems will be securely integrated with current applications. Deep understanding of system development in cloud environments including SaaS, PaaS, and IaaS. May require interim or active security clearance.

**Minimum Years of Experience:** 5 years
**Minimum Education:** Bachelor’s Degree

### 2.5 Cloud Database Engineer I

**Functional Responsibility:** Provides technical expertise for cloud database design, development, implementation, information storage and retrieval, data flow and analysis. Develops relational and/or Object-Oriented databases, database parser software, and database loading software. Responsible for developing a database structure that fits into the overall architecture of the cloud environment. Assists with analysis and evaluation of systems improvements, optimization, development, and/or maintenance efforts. May require interim or active security clearance.

**Minimum Years of Experience:** 3 years

### 2.6 Cloud Database Engineer II

**Functional Responsibility:** Provides technical expertise for cloud database design, development, implementation, information storage and retrieval, data flow and analysis. Develops relational and/or Object-Oriented databases, database parser software, and database loading software. Responsible for developing a database structure that fits into the overall architecture of the cloud environment. Assists with analysis and evaluation of systems improvements, optimization, development, and/or maintenance efforts. May require interim or active security clearance.

**Minimum Years of Experience:** 5 years

### 2.7 Cloud Developer I

**Functional Responsibility:** Designs, develops, codes, tests, deploys, and maintains cloud applications. Develops and integrates commercial off-the-shelf (COTS) and custom solutions. Ability to work within the framework of a controlled and repeatable SDLC using multiple development methodologies such as agile, RUP, etc. Ensures application designs meet business requirements. Participates in code origination and refinement. Works to test implemented code and solutions. Provides code maintenance. Produces documentation, as necessary. May require interim security clearance.

**Minimum Years of Experience:** 1 year

### 2.8 Cloud Developer II

**Functional Responsibility:** Designs, develops, codes, tests, deploys, and maintains cloud applications. Develops and integrates commercial off-the-shelf (COTS) and custom solutions. Ability to work within the framework of a controlled and repeatable SDLC using multiple development methodologies such as agile, RUP, etc. Ensures application designs meet business requirements. Participates in code origination and refinement. Works to test implemented code and solutions. Provides code maintenance. Produces documentation, as necessary. May require interim security clearance.

**Minimum Years of Experience:** 2 years

**Minimum Education:** Bachelor’s Degree
2.9 Cloud Developer III

**Functional Responsibility:** Designs, develops, codes, tests, deploys, and maintains cloud applications. Develops and integrates commercial off-the-shelf (COTS) and custom solutions. Ability to work within the framework of a controlled and repeatable SDLC using multiple development methodologies such as agile, RUP, etc. Ensures application designs meet business requirements. Participates in code origination and refinement. Works to test implemented code and solutions. Provides code maintenance. Produces documentation, as necessary. May require interim security clearance.

**Minimum Years of Experience:** 4 years

**Minimum Education:** Bachelor’s Degree

2.10 Cloud Engineer I

**Functional Responsibility:** Monitors, troubleshoots, maintains, and continuously improves cloud infrastructure and deployment processes. Designs, builds, and maintains a stable and efficient infrastructure to optimize service delivery. Implements automated infrastructure capabilities such as backups, security tools, and monitoring. Utilizes a consistent DevOps approach to ensure end-to-end quality. May require interim or active security clearance.

**Minimum Years of Experience:** 1 year

**Minimum Education:** Bachelor’s Degree

2.11 Cloud Engineer II

**Functional Responsibility:** Monitors, troubleshoots, maintains, and continuously improves cloud infrastructure and deployment processes. Designs, builds, and maintains a stable and efficient infrastructure to optimize service delivery. Implements automated infrastructure capabilities such as backups, security tools, and monitoring. Utilizes a consistent DevOps approach to ensure end-to-end quality. May require interim or active security clearance.

**Minimum Years of Experience:** 2 years

**Minimum Education:** Bachelor’s Degree

2.12 Cloud Engineer III

**Functional Responsibility:** Monitors, troubleshoots, maintains, and continuously improves cloud infrastructure and deployment processes. Designs, builds, and maintains a stable and efficient infrastructure to optimize service delivery. Implements automated infrastructure capabilities such as backups, security tools, and monitoring. Utilizes a consistent DevOps approach to ensure end-to-end quality. May require interim or active security clearance.

**Minimum Years of Experience:** 4 years

**Minimum Education:** Bachelor’s Degree

2.13 Cloud Help Desk Support I

**Functional Responsibility:** Provides support to end users for cloud application, system, device, access, and hardware issues. Identifies, researches, and resolves technical problems. Responds to telephone,
email, and online requests for technical support. Documents, tracks, and monitors issues. Coordinate with other teams to resolve user issues. May require interim or active security clearance.

**Minimum Years of Experience:** 1 year

**Minimum Education:** High School Diploma

2.14 **Cloud Help Desk Support II**

**Functional Responsibility:** Provides support to end users for cloud application, system, device, access, and hardware issues. Identifies, researches, and resolves technical problems. Responds to telephone, email, and online requests for technical support. Documents, tracks, and monitors issues. Coordinate with other teams to resolve user issues. May require interim or active security clearance.

**Minimum Years of Experience:** 2 years

**Minimum Education:** High School Diploma

2.15 **Cloud Help Desk Support III**

**Functional Responsibility:** Provides support to end users for cloud application, system, device, access, and hardware issues. Identifies, researches, and resolves technical problems. Responds to telephone, email, and online requests for technical support. Documents, tracks, and monitors issues. Coordinate with other teams to resolve user issues. May require interim or active security clearance.

**Minimum Years of Experience:** 4 years

**Minimum Education:** High School Diploma

2.16 **Cloud Project Manager**

**Functional Responsibility:** Responsible for overall technical cloud project delivery. Implements and administers process and procedures to ensure that all tasks are performed in accordance with applicable standards, quality requirements, and schedules. Oversees overall project performance including control of funds and resources. Manages project scope, schedule, and budget. Reports project progress to program manager and/or executive management. Enforces work standards, assigns contractor schedules, reviews work discrepancies, supervises contractor personnel, and communicates policies, purposes, and goals of the organization to subordinates. Interfaces with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel and customer agency representatives. May require interim or active security clearance.

**Minimum Years of Experience:** 5 years

**Minimum Education:** Bachelor’s Degree

2.17 **Cloud Security Analyst I**

**Functional Responsibility:** Analyzes cloud infrastructure information security systems and applications and finds vulnerabilities. Configures and maintains network security tools. Performs network security assessments. Recommends and installs appropriate security products. Coordinates with development teams or third parties to fix vulnerabilities. May require interim or active security clearance.

**Minimum Years of Experience:** 3 years

**Minimum Education:** Bachelor’s Degree
### 2.18 Cloud Security Analyst II

**Functional Responsibility:** Analyzes cloud infrastructure information security systems and applications and finds vulnerabilities. Configures and maintains network security tools. Performs network security assessments. Recommends and installs appropriate security products. Coordinates with development teams or third parties to fix vulnerabilities. May require interim or active security clearance.

**Minimum Years of Experience:** 5 years

**Minimum Education:** Bachelor’s Degree

### 2.19 Cloud SME I

**Functional Responsibility:** Responsible for determining current and future enterprise cloud infrastructure needs and creating strategies to support the cloud infrastructure. Oversees design and implementation of information systems that support the cloud infrastructure. Implements the enterprise architecture and development and maintenance of the cloud environment. May require interim or active security clearance.

**Minimum Years of Experience:** 3 years

**Minimum Education:** Bachelor’s Degree

### 2.20 Cloud SME II

**Functional Responsibility:** Responsible for determining current and future enterprise cloud infrastructure needs and creating strategies to support the cloud infrastructure. Oversees design and implementation of information systems that support the cloud infrastructure. Implements the enterprise architecture and development and maintenance of the cloud environment. May require interim or active security clearance.

**Minimum Years of Experience:** 5 years

**Minimum Education:** Bachelor’s Degree
### SIN 518210C Awarded Rates

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<thead>
<tr>
<th>Labor Category</th>
<th>Hourly Rates</th>
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<td>$89.93</td>
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<td>Cloud Architect</td>
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<td>Cloud Database Engineer I</td>
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