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**

Special Item No. 54151S, 54151SSTLOC, 54151SRC - Information Technology Professional Services

FSC/PSC Class D302 IT AND TELECOM- SYSTEMS DEVELOPMENT  
• Systems Development Services  
FSC/PSC Class D306 IT AND TELECOM- SYSTEMS ANALYSIS  
• Systems Analysis Services  
FSC/PSC Class D307 IT AND TELECOM- IT STRATEGY AND ARCHITECTURE  
• Automated Information Systems Services  
FSC/PSC Class D308 IT AND TELECOM- PROGRAMMING  
• Programming Services  
FSC/PSC Class D310 IT AND TELECOM- CYBER SECURITY AND DATA BACKUP  
FSC/PSC Class D311 IT AND TELECOM- DATA CONVERSION  
• Data Conversion Services  
• IT Network Management Services  
FSC/PSC Class D317 IT AND TELECOM- WEB-BASED SUBSCRIPTION  
• Creation/Retrieval of IT Related Data Services  
• Creation/Retrieval of Other Information Services  
• Creation/Retrival of IT Related Automated News Services

**OLM – Order Level Materials**

Contract number 47QTCA19D0007

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

Contract period. **10/04/2018 through 10/03/2023**

**nagarro**

**Nagarro, Inc.**  
315 W 36 St. Suite 3017  
New York, NY 10001  
(917) 463-3058  
FAX 408-436-7508  
[www.nagarro.com](http://www.nagarro.com)

Business size: Large Business
1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s). SIN 54151S

1b. Identification of the lowest priced model number and lowest unit price for that model: Graphic Designer I, $50.24.

1c. 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. If hourly rates are not applicable, indicate “Not applicable” for this item. See Pages 6 through 24.

2. Maximum order: $500,000

3. Minimum order: $100


5. Point(s) of production:

   Nagarro, Inc.
   315 W 36 St. Suite 3017
   New York, NY 10001

6. Discount from list prices: GSA prices shown herein are NET, discounts deducted.

7. Quantity discounts: None.

8. Prompt payment terms: None.

9b. Government purchase cards are accepted above the micro-purchase threshold.

10. Foreign items: None.

11a. Time of delivery: 30 days ARO

11b. Expedited Delivery: As negotiated between Nagarro, Inc. and ordering activity.

11c. Overnight and 2-day delivery: As negotiated between Nagarro, Inc. and ordering activity.

11d. Urgent Requirements: As negotiated between Nagarro, Inc. and ordering activity.

12. F.O.B. point: Destination

13a. Ordering address:

   Nagarro, Inc.
   2001 Gateway Place, Suite 100W
   San Jose, CA 95110

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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:

    Nagarro, Inc.
    2001 Gateway Place, Suite 100W
    San Jose, CA 95110

15. **Nagarro** Offices in the Continental US

    **Atlanta**
    400 Galleria Parkway Suite 1500, Atlanta, GA 30339
    pubsec@nagarro.com
    +1 646 978 5175

    **Jacksonville**
    301 W. Bay Street, Suite 1422, Jacksonville FL 32202
    pubsec@nagarro.com
    +1 646 978 5175

    **Chicago**
    125 S Clark St. 17th Floor, Chicago, IL 60603, USA
    pubsec@nagarro.com
    +1 646 978 5175

    **Boston**
    625 Massachusetts Ave, Cambridge, MA 02139
    pubsec@nagarro.com
    +1 646 978 5175

    **NewYork**
    30 Vesey St 10th Floor, New York, NY 10007
    pubsec@nagarro.com
    +1 646 978 5175

16. Warranty provision: None

17. Export packing charges: N/A

18. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): None.

19. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

20. Terms and conditions of installation (if applicable): N/A

21. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A
22. Terms and conditions for any other services (if applicable): See page 4.

23. List of service and distribution points (if applicable): N/A

24. List of participating dealers (if applicable): N/A

25. Preventive maintenance (if applicable): N/A

26. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A

27. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/.


29. Notification regarding registration in System for Award Management (SAM) database: Registered and current.
1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

4. PERFORMANCE OF SERVICES
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
   d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)
   (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work
covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either- (1) Cancel the stop-work order; or

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

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

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

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

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

6. INSPECTION OF SERVICES

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST
a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

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

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

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

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

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

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

15. APPROVAL OF SUBCONTRACTS
The ordering activity may require that the Contractor receive, from the ordering activity’s Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.
16. LABOR CATEGORY DESCRIPTIONS OF IT PROFESSIONAL SERVICES

Project manager Entry level

Requirements: Less than 2 years of experience in overseeing small scaled, non-complex projects, comprised of a small number of deliverables and/or a small number of phases; typically coordinates and delegates the assignments for the consultant project staff numbering up to 5; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and issues and concerns raised by consultant staff or Requesting Agency.

Functional Responsibility: Ensures successful project delivery, serves as intermediary between client and organization, manages project budgets and timelines, oversees work process and quality assurance of final delivery.

Minimum Education: Bachelor's degree in business field appropriate to program management Graduate degree preferred but can be substituted with experience.

Project Manager 1

Requirements: Minimum 2 years of experience in overseeing small scaled, non-complex projects, comprised of a small number of deliverables and/or a small number of phases; typically coordinates and delegates the assignments for the consultant project staff numbering up to 10; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and issues and concerns raised by consultant staff or Requesting Agency.

Functional Responsibility: Ensures successful project delivery, serves as intermediary between client and organization, manages project budgets and timelines, oversees work process and quality assurance of final delivery.

Minimum Education: Bachelor's degree in business field appropriate to program management Graduate degree preferred but can be substituted with experience.

Project Manager II

Requirements: Minimum 4 years of experience in overseeing medium scaled projects comprised of sub-projects and distinct deliverables; typically coordinates and delegates assignments for the consultant project staff numbering over 10; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements; scope changes, financial, administrative, and technical issues and concerns raised by consultant staff or Requesting Agency.

Functional Responsibility: Ensures successful project delivery, serves as intermediary between client and organization, manages project budgets and timelines, oversees work process and quality assurance of final delivery.

Minimum Education: Bachelor's degree in business field appropriate to program management Graduate degree preferred but can be substituted with experience.

Project manager III

Requirements: Minimum 8 years of experience in overseeing medium to large scaled projects comprised of sub-projects and distinct deliverables, often comprising a program with multiple work streams; typically coordinates and delegates the assignments for the consultant project staff numbering over 20; focal point of contact for Requesting Agency
regarding project status, meetings, reporting requirements, scope changes, and financial, administrative, and technical
issues and concerns raised by consultant staff or Requesting Agency.

**Functional Responsibility:** Ensures successful project delivery, serves as intermediary between client and organization,
manages project budgets and timelines, oversees work process and quality assurance of final delivery.

**Minimum Education:** Bachelor's degree in business field appropriate to program management Graduate degree preferred but can be substituted with experience.

**Project manager IV**

**Requirements:** Minimum 12 years of experience in overseeing medium to large scaled projects comprised of sub-
projects and distinct deliverables, often comprising a program with multiple work streams; typically coordinates and
delегates the assignments for the consultant project staff numbering over 30; focal point of contact for Requesting
Agency regarding project status, meetings, reporting requirements, scope changes, and financial, administrative, and
technical issues and concerns raised by consultant staff or Requesting Agency.

**Functional Responsibility:** Ensures successful project delivery, serves as intermediary between client and organization,
manages project budgets and timelines, oversees work process and quality assurance of final delivery.

**Minimum Education:** Bachelor’s degree in business field appropriate to program management Graduate degree preferred but can be substituted with experience.

**Project manager V**

**Requirements:** Minimum 16 years of experience in overseeing medium to large scaled projects comprised of sub-
projects and distinct deliverables, often comprising a program with multiple work streams; typically coordinates and
delегates the assignments for the consultant project staff numbering over 40; focal point of contact for Requesting
Agency regarding project status, meetings, reporting requirements, scope changes, and financial, administrative, and
technical issues and concerns raised by consultant staff or Requesting Agency.

**Functional Responsibility:** Ensures successful project delivery, serves as intermediary between client and organization,
manages project budgets and timelines, oversees work process and quality assurance of final delivery.

**Minimum Education:** Bachelor’s degree in business field appropriate to program management Graduate degree preferred but can be substituted with experience.
Commercial Job Title: Programmer

Programmer entry level

Requirements: Less than 2 years of experience with writing application software, data analysis, data access, data structures, data manipulation, databases, design, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptops, and mobile.

Functional Responsibility: Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment. Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct. Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program. Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes. Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements. Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic. Write or contribute to instructions or manuals to guide end users. Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language. Perform systems analysis and programming tasks to maintain and control the use of computer systems software as a systems programmer. Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs. Assign, coordinate, and review work and activities of programming personnel. Collaborate with computer manufacturers and other users to develop new programming methods.

Minimum Education: Associate's degree or equivalent in computer science or related field

Programmer I

Requirements: Minimum 2 years of experience with writing application software, data analysis, data access, data structures, data manipulation, databases, design, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptops, and mobile.

Functional Responsibility: Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment. Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct. Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program. Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes. Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements. Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic. Write or contribute to instructions or manuals to guide end users. Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language. Perform systems analysis and programming tasks to maintain and control the use of computer systems software as a systems programmer. Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs. Assign, coordinate, and review work and activities of
programming personnel. Collaborate with computer manufacturers and other users to develop new programming methods.

**Minimum Education:** Associate's degree or equivalent in computer science or related field with practical experience.

**Programmer II**

**Requirements:** Minimum 4 years of experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptop; available to assist and/or lead in the design of program specifications and the implementation of software solutions, and mobile.

**Functional Responsibility:** Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment. Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct. Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program. Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes. Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements. Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic. Write or contribute to instructions or manuals to guide end users. Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language. Perform systems analysis and programming tasks to maintain and control the use of computer systems software as a systems programmer. Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs. Assign, coordinate, and review work and activities of programming personnel. Collaborate with computer manufacturers and other users to develop new programming methods.

**Minimum Education:** Associate's degree or equivalent in computer science or related field with practical experience.

**Programmer III**

**Requirements:** Minimum 8 years of experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptop, and mobile; available to assist and/or lead in the design of program specifications and the implementation of software solutions.

**Functional Responsibility:** Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment. Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct. Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program. Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes. Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements. Write, analyze, review,
and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic. Write or contribute to instructions or manuals to guide end users. Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language. Perform systems analysis and programming tasks to maintain and control the use of computer systems software as a systems programmer. Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs. Assign, coordinate, and review work and activities of programming personnel. Collaborate with computer manufacturers and other users to develop new programming methods.

**Minimum Education:** Bachelor’s degree or equivalent in computer science or related field with practical experience.

**Programmer IV**

**Requirements:** Minimum 12 years of experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptop, and mobile; available to assist and/or lead in the design of program specifications and the implementation of software solutions.

**Functional Responsibility:** Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment. Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct. Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program. Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes. Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements. Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic. Write or contribute to instructions or manuals to guide end users. Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language. Perform systems analysis and programming tasks to maintain and control the use of computer systems software as a systems programmer. Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs. Assign, coordinate, and review work and activities of programming personnel. Collaborate with computer manufacturers and other users to develop new programming methods.

**Minimum Education:** Bachelor’s degree or equivalent in computer science or related field with practical experience.

**Programmer V**

**Requirements:** Minimum 16 years of experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptop, and mobile; available to assist and/or lead in the design of program specifications and the implementation of software solutions.
**Functional Responsibility:** Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment. Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct. Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so others can understand the program. Consult with managerial, engineering, and technical personnel to clarify program intent, identify problems, and suggest changes. Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements. Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic. Write or contribute to instructions or manuals to guide end users. Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language. Perform systems analysis and programming tasks to maintain and control the use of computer systems software as a systems programmer. Consult with and assist computer operators or system analysts to define and resolve problems in running computer programs. Assign, coordinate, and review work and activities of programming personnel. Collaborate with computer manufacturers and other users to develop new programming methods.

**Minimum Education:** Bachelor’s degree or equivalent in computer science or related field with practical experience.
Commercial Job Title: Specialists

Specialist Entry level

Requirements: Less than 2 years of experience in a particular technical and/or business application that is beyond the requirements addressed in the Programmer (Entry level) labor category.

Functional Responsibility: Assess infrastructure on a regular basis to ensure it continues to meet necessary demands. Manage daily operations of the IT department. Develop new strategies and IT procedures to increase efficiency, enhance workflow and improve customer satisfaction. Coordinate the needs of in-house IT experts and remote employees, vendors and contractors. Protect customer data from outside infiltration through encryption, secure data storage and other necessary means. Assist with the installation of new hardware and software and help train employees on its use.

Minimum Education: Bachelor's degree in area of expertise.

Specialist I

Requirements: Minimum 2 years of experience in a particular technical and/or business application that is beyond the requirements addressed in the Programmer I labor category.

Functional Responsibility: Assess infrastructure on a regular basis to ensure it continues to meet necessary demands. Manage daily operations of the IT department. Develop new strategies and IT procedures to increase efficiency, enhance workflow and improve customer satisfaction. Coordinate the needs of in-house IT experts and remote employees, vendors and contractors. Protect customer data from outside infiltration through encryption, secure data storage and other necessary means. Assist with the installation of new hardware and software and help train employees on its use.

Minimum Education: Bachelor's degree in area of expertise.

Specialist II

Requirements: Minimum 4 years of experience in a particular technical and/or business application that is beyond the requirements addressed in the Programmer II labor category.

Functional Responsibility: Assess infrastructure on a regular basis to ensure it continues to meet necessary demands. Manage daily operations of the IT department. Develop new strategies and IT procedures to increase efficiency, enhance workflow and improve customer satisfaction. Coordinate the needs of in-house IT experts and remote employees, vendors and contractors. Protect customer data from outside infiltration through encryption, secure data storage and other necessary means. Assist with the installation of new hardware and software and help train employees on its use.

Minimum Education: Bachelor's degree in area of expertise.

Specialist III

Requirements: Minimum 8 years of experience in a particular technical and/or business application that is beyond the requirements addressed in the Programmer III labor category.

Functional Responsibility: Assess infrastructure on a regular basis to ensure it continues to meet necessary demands. Manage daily operations of the IT department. Develop new strategies and IT procedures to increase efficiency, enhance workflow and improve customer satisfaction. Coordinate the needs of in-house IT experts and remote employees, vendors and contractors. Protect customer data from outside infiltration through encryption, secure data storage and other necessary means. Assist with the installation of new hardware and software and help train employees on its use.
**Minimum Education:** Bachelor's degree in area of expertise.

**Specialist IV**

**Requirements:** Minimum 12 years of experience in a particular technical and/or business application that is beyond the requirements addressed in the Programmer III labor category.

**Functional Responsibility:** Assess infrastructure on a regular basis to ensure it continues to meet necessary demands. Manage daily operations of the IT department. Develop new strategies and IT procedures to increase efficiency, enhance workflow and improve customer satisfaction. Coordinate the needs of in-house IT experts and remote employees, vendors and contractors. Protect customer data from outside infiltration through encryption, secure data storage and other necessary means. Assist with the installation of new hardware and software and help train employees on its use.

**Minimum Education:** Bachelor's degree in area of expertise. Graduate degree preferred but can be substituted with experience.

**Specialist V**

**Requirements:** Minimum 16 years of experience in a particular technical and/or business application that is beyond the requirements addressed in the Programmer III labor category. Examples of Specialists include but are not limited to:

- Certified Instructor (e.g. Sybase, PowerBuilder, Novell)
- Certified Network Engineer (CNE)
- Certified Systems Administrator
- Data Administrator
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Solutions Developer (MSD)
- Network Administrator
- PC Computer Designer
- Systems Administrator
- Web Master

**Functional Responsibility:** Assess infrastructure on a regular basis to ensure it continues to meet necessary demands. Manage daily operations of the IT department. Develop new strategies and IT procedures to increase efficiency, enhance workflow and improve customer satisfaction. Coordinate the needs of in-house IT experts and remote employees, vendors and contractors. Protect customer data from outside infiltration through encryption, secure data storage and other necessary means. Assist with the installation of new hardware and software and help train employees on its use.

**Minimum Education:** Bachelor's degree in area of expertise. Graduate degree preferred but can be substituted with experience.
Commercial Job Title: Analysts

Analyst Entry level

Requirements: Less than 2 years of experience in providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyses job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes.

Functional Responsibility: Discovering the underlying business need to be addressed and information related to the product and project requirements, often through conversations with stakeholders. Organizing, specifying and modelling the requirements to ensure they are complete and unambiguous. Documenting the requirements in a format that can be shared with stakeholders. Ensuring the requirements map to the real business need, are approved by all relevant stakeholders, and meet essential quality standards.

Minimum Education: Bachelor's degree in business, MIS, statistics, or related field.

Analyst I

Requirements: Minimum 2 years of experience in providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyses job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes.

Functional Responsibility: Discovering the underlying business need to be addressed and information related to the product and project requirements, often through conversations with stakeholders. Organizing, specifying and modelling the requirements to ensure they are complete and unambiguous. Documenting the requirements in a format that can be shared with stakeholders. Ensuring the requirements map to the real business need, are approved by all relevant stakeholders, and meet essential quality standards.

Minimum Education: Bachelor's degree in business, MIS, statistics, or related field.

Analyst II

Requirements: Minimum 4 years of experience in providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyses job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes.

Functional Responsibility: Discovering the underlying business need to be addressed and information related to the product and project requirements, often through conversations with stakeholders. Organizing, specifying and modelling the requirements to ensure they are complete and unambiguous. Documenting the requirements in a format that can be shared with stakeholders. Ensuring the requirements map to the real business need, are approved by all relevant stakeholders, and meet essential quality standards.

Minimum Education: Bachelor's degree in business, MIS, statistics, or related field.

Analyst III

Requirements: Minimum 8 years of experience in providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyses job
tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes.

**Functional Responsibility:** Discovering the underlying business need to be addressed and information related to the product and project requirements, often through conversations with stakeholders. Organizing, specifying and modelling the requirements to ensure they are complete and unambiguous. Documenting the requirements in a format that can be shared with stakeholders. Ensuring the requirements map to the real business need, are approved by all relevant stakeholders, and meet essential quality standards.

**Minimum Education:** Bachelor's degree in business, MIS, statistics, or related field.

### Analyst IV

**Requirements:** Minimum 12 years of experience in providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyses job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes.

**Functional Responsibility:** Discovering the underlying business need to be addressed and information related to the product and project requirements, often through conversations with stakeholders. Organizing, specifying and modelling the requirements to ensure they are complete and unambiguous. Documenting the requirements in a format that can be shared with stakeholders. Ensuring the requirements map to the real business need, are approved by all relevant stakeholders, and meet essential quality standards.

**Minimum Education:** Bachelor's degree in business, MIS, statistics, or related field.

### Analyst V

**Requirements:** Minimum 16 years of experience in providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyses job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes. Analysts must possess professional training or equivalent experience in one of the following types of disciplines: computer science; computer systems; decision support; computer security; electronic commerce; business process reengineering; business process analysis; information architecture planning and design; engineering; operations research; modelling and simulation; math; physics; quality assurance; systems analysis; business or management.

**Functional Responsibility:** Discovering the underlying business need to be addressed and information related to the product and project requirements, often through conversations with stakeholders. Organizing, specifying and modelling the requirements to ensure they are complete and unambiguous. Documenting the requirements in a format that can be shared with stakeholders. Ensuring the requirements map to the real business need, are approved by all relevant stakeholders, and meet essential quality standards.

**Minimum Education:** Bachelor's degree in business, MIS, statistics, or related field.
Commercial Job Title: Technician

Technician entry level

Requirements: Less than 2 years of experience in providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.

Functional Responsibility: Set up workstations with computers and necessary peripheral devices (routers, printers etc.). Install and configure appropriate software and functions according to specifications. Develop and maintain local networks in ways that optimize performance. Ensure security and privacy of networks and computer systems. Provide orientation and guidance to users on how to operate new software and computer equipment. Organize and schedule upgrades and maintenance without deterring others from completing their work. Perform troubleshooting to diagnose and resolve problems (repair, debugging etc.). Maintain records/logs of repairs and fixes and maintenance schedule. Identify computer or network equipment shortages and place orders.

Minimum Education: Bachelor's degree in Information Technology, Engineering, or related field

Technician I

Requirements: Minimum 2 years of experience in providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.

Functional Responsibility: Set up workstations with computers and necessary peripheral devices (routers, printers etc.). Install and configure appropriate software and functions according to specifications. Develop and maintain local networks in ways that optimize performance. Ensure security and privacy of networks and computer systems. Provide orientation and guidance to users on how to operate new software and computer equipment. Organize and schedule upgrades and maintenance without deterring others from completing their work. Perform troubleshooting to diagnose and resolve problems (repair, debugging etc.). Maintain records/logs of repairs and fixes and maintenance schedule. Identify computer or network equipment shortages and place orders.

Minimum Education: Bachelor's degree in Information Technology, Engineering, or related field.

Technician II

Requirements: Minimum 4 years of experience in providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.

Functional Responsibility: Set up workstations with computers and necessary peripheral devices (routers, printers etc.). Install and configure appropriate software and functions according to specifications. Develop and maintain local networks in ways that optimize performance. Ensure security and privacy of networks and computer systems. Provide orientation and guidance to users on how to operate new software and computer equipment. Organize and schedule upgrades and maintenance without deterring others from completing their work. Perform troubleshooting to diagnose
and resolve problems (repair, debugging etc.). Maintain records/logs of repairs and fixes and maintenance schedule. Identify computer or network equipment shortages and place orders.

**Minimum Education:** Bachelor's degree in Information Technology, Engineering, or related field.

**Technician III**

**Requirements:** Minimum 8 years of experience providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.

**Functional Responsibility:** Set up workstations with computers and necessary peripheral devices (routers, printers etc.). Install and configure appropriate software and functions according to specifications. Develop and maintain local networks in ways that optimize performance. Ensure security and privacy of networks and computer systems. Provide orientation and guidance to users on how to operate new software and computer equipment. Organize and schedule upgrades and maintenance without deterring others from completing their work. Perform troubleshooting to diagnose and resolve problems (repair, debugging etc.). Maintain records/logs of repairs and fixes and maintenance schedule. Identify computer or network equipment shortages and place orders.

**Minimum Education:** Bachelor's degree in Information Technology, Engineering, or related field.

**Technician IV**

**Requirements:** Minimum 12 years of experience in providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.

**Functional Responsibility:** Set up workstations with computers and necessary peripheral devices (routers, printers etc.). Install and configure appropriate software and functions according to specifications. Develop and maintain local networks in ways that optimize performance. Ensure security and privacy of networks and computer systems. Provide orientation and guidance to users on how to operate new software and computer equipment. Organize and schedule upgrades and maintenance without deterring others from completing their work. Perform troubleshooting to diagnose and resolve problems (repair, debugging etc.). Maintain records/logs of repairs and fixes and maintenance schedule. Identify computer or network equipment shortages and place orders.

**Minimum Education:** Bachelor's degree in Information Technology, Engineering, or related field.

**Technician V**

**Requirements:** Minimum 16 years of experience in providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects. Technicians must possess technical training or equivalent experience in one of the following types of disciplines: computer science; computer systems; decision support; computer security; electronic commerce; business process reengineering; business process analyses; information architecture planning and design; engineering; operations research; modelling and simulation; math; physics; quality assurance; systems analysis; business or management.
**Functional Responsibility:** Set up workstations with computers and necessary peripheral devices (routers, printers etc.). Install and configure appropriate software and functions according to specifications. Develop and maintain local networks in ways that optimize performance. Ensure security and privacy of networks and computer systems. Provide orientation and guidance to users on how to operate new software and computer equipment. Organize and schedule upgrades and maintenance without deterring others from completing their work. Perform troubleshooting to diagnose and resolve problems (repair, debugging etc.). Maintain records/logs of repairs and fixes and maintenance schedule. Identify computer or network equipment shortages and place orders.

**Minimum Education:** Bachelor's degree in Information Technology, Engineering, or related field.
Commercial Job Title: Quality Analyst

Quality Assurance Analyst I

**Requirements:** Minimum 3 years of experience and is responsible for end-to-end functional and system testing of the application. Responsibilities include understanding client’s business needs, application’s functional and non-functional requirements, develop test cases and get them reviewed by Quality Lead. Develop Test scenarios and Test scripts & get them reviewed by Quality Lead. Conduct system test cycles and manage all activities to ensure project objectives are met and solution works as expected and adheres to strict quality guidelines.

**Functional Responsibility:** The Quality Assurance Analyst is responsible for supporting the planning, design and execution of system testing on simple to complex implementations. The QA Analyst works collaboratively within the IT department and business units to execute and validate test cases based upon system requirements. QA Analysts will develop test plans, test cases, test scripts and test reports on multiple projects of varying size. Perform testing on various software, telecom and reporting systems. Validate that user expectations are achieved during the testing process.

Review user requirements documents to ensure that requirements are testable.

**Minimum Education:** Bachelor's degree in related field

Quality Assurance Analyst II

**Requirements:** Minimum 5 years of experience and is responsible for management of all quality assurance functions such as planning, monitoring, controlling, strategizing and testing execution. Responsibilities include preparation of Software and UAT Test Plan, analyzing requirements during the requirement analysis phase of project, along with BA and tracking new requirements from the project. Review the test cases, test scenarios, test scripts, test reports and any other test documentation prepared by the Technician I.

**Functional Responsibility:** The Quality Assurance Analyst is responsible for supporting the planning, design and execution of system testing on simple to complex implementations. The QA Analyst works collaboratively within the IT department and business units to execute and validate test cases based upon system requirements. QA Analysts will develop test plans, test cases, test scripts and test reports on multiple projects of varying size. Perform testing on various software, telecom and reporting systems. Validate that user expectations are achieved during the testing process.

**Minimum Education:** Bachelor's degree in related field

Quality Assurance Analyst III

**Requirements:** Minimum 7 years of experience and is responsible for all quality assurance functions such as planning, strategy building, test execution and tools implementation. Responsibilities include preparation of test plans, requirement analysis with BA during requirement analysis phase, review of test cases, arrangement of hardware and software requirements for the test setup, task allocation to testing team, status monitoring, tracking of timely delivery of testing tasks and reports generation upon testing activities such as testing results, test case coverage, required resources, defects discovered and their status. Acts as an escalation point for issues involving testing and regularly report testing and project quality status to the Project manager.

**Functional Responsibility:** The Quality Assurance Analyst is responsible for supporting the planning, design and execution of system testing on simple to complex implementations. The QA Analyst works collaboratively within the IT department and business units to execute and validate test cases based upon system requirements. QA Analysts will
develop test plans, test cases, test scripts and test reports on multiple projects of varying size. Perform testing on various software, telecom and reporting systems. Validate that user expectations are achieved during the testing process.

**Minimum Education:** Bachelor’s degree in related field
Commercial Job Title: Usability Expert

Usability expert I

Requirements: Minimum 4 years of experience with job responsibilities such as analyzing user requirements, designing functional work flows and defined user interaction, creating low and high-fidelity prototypes (wireframes) and defining information architecture.

Functional Responsibility: Translate concepts into wireframes and mockups that lead to intuitive user experiences. Facilitate client’s product visions by researching, conceiving, wireframing, sketching, prototyping, and mocking up user experiences for digital products. Design and deliver wireframes, user stories, user journeys, and mockups optimized for a wide range of devices and interfaces. Identify design problems and devise elegant solutions. Make strategic design and user-experience decisions related to core, and new, functions and features. Take a user-centered design approach and rapidly test and iterate your designs. Collaborate with other team members and stakeholders.

Minimum Education: Bachelor's degree in related field

Usability expert II

Requirements: Minimum 6 years of experience with job responsibilities such as reviewing designs for adherence to usability principles and creation of User interfaces design document, coordination with client and internal resources and preparation of work estimates specific to usability activities and proposal creation.

Functional Responsibility: Translate concepts into wireframes and mockups that lead to intuitive user experiences. Facilitate client’s product visions by researching, conceiving, wireframing, sketching, prototyping, and mocking up user experiences for digital products. Design and deliver wireframes, user stories, user journeys, and mockups optimized for a wide range of devices and interfaces. Identify design problems and devise elegant solutions. Make strategic design and user-experience decisions related to core, and new, functions and features. Take a user-centered design approach and rapidly test and iterate your designs. Collaborate with other team members and stakeholders.

Minimum Education: Bachelor's degree in related field

Usability expert III

Requirements: Minimum 8 years of experience with job responsibilities such as providing strategic direction, leadership and guidance while incorporating user research methodologies into application designing.

Functional Responsibility: Translate concepts into wireframes and mockups that lead to intuitive user experiences. Facilitate client’s product visions by researching, conceiving, wireframing, sketching, prototyping, and mocking up user experiences for digital products. Design and deliver wireframes, user stories, user journeys, and mockups optimized for a wide range of devices and interfaces. Identify design problems and devise elegant solutions. Make strategic design and user-experience decisions related to core, and new, functions and features. Take a user-centered design approach and rapidly test and iterate your designs. Collaborate with other team members and stakeholders.

Minimum Education: Bachelor's degree in related field
Commercial Job Title: Graphic Designer

Graphic designer I

Requirements: Minimum 4 years of experience and is responsible for assisting lead developer with all design-related requirements. Involved in website and other user interface designing, and ensuring they are visually effective and easily accessible. Other activities include logo designing and webpage redesigning.

Functional Responsibility: Create designs, concepts, and sample layouts based on knowledge of layout principles and esthetic design concepts. Determine size and arrangement of illustrative material and copy, and select style and size of type. Use computer software to generate new images. Mark up, paste, and assemble final layouts to prepare layouts for printer. Draw and print charts, graphs, illustrations, and other artwork, using computer. Review final layouts and suggest improvements as needed. Confer with clients to discuss and determine layout design. Develop graphics and layouts for product illustrations, company logos, and Internet websites. Prepare illustrations or rough sketches of material, discussing them with clients and/or supervisors and making necessary changes. Prepare notes and instructions for workers who assemble and prepare final layouts for printing.

Minimum Education: Associate's degree or equivalent in computer design or relevant field.

Graphic Designer II

Requirements: Minimum 6 years of experience and is responsible for designing detailed pages to create rebranding and new look. Works with BA/UX team to develop design briefs by gathering information and data to understand design requirements. Also responsible for creation of detailed style guides for applications.

Functional Responsibility: Create designs, concepts, and sample layouts based on knowledge of layout principles and esthetic design concepts. Determine size and arrangement of illustrative material and copy, and select style and size of type. Use computer software to generate new images. Mark up, paste, and assemble final layouts to prepare layouts for printer. Draw and print charts, graphs, illustrations, and other artwork, using computer. Review final layouts and suggest improvements as needed. Confer with clients to discuss and determine layout design. Develop graphics and layouts for product illustrations, company logos, and Internet websites. Prepare illustrations or rough sketches of material, discussing them with clients and/or supervisors and making necessary changes. Prepare notes and instructions for workers who assemble and prepare final layouts for printing.

Minimum Education: Associate's degree or equivalent in computer design or relevant field.

Graphic Designer III

Requirements: Minimum 8 years of experience and is responsible for conceptualizing, designing and developing high quality web projects ranging from website templates, web graphics, and following logo and branding guidelines. Demonstrates out-of-box creativity in Typography, Concept development and Image rendering. Applies innovative ideas and pushes boundaries in new age design concepts especially for web, social and mobile.

Functional Responsibility: Create designs, concepts, and sample layouts based on knowledge of layout principles and esthetic design concepts. Determine size and arrangement of illustrative material and copy, and select style and size of type. Use computer software to generate new images. Mark up, paste, and assemble final layouts to prepare layouts for printer. Draw and print charts, graphs, illustrations, and other artwork, using computer. Review final layouts and suggest improvements as needed. Confer with clients to discuss and determine layout design. Develop graphics and layouts for product illustrations, company logos, and Internet websites. Prepare illustrations or rough sketches of material,
discussing them with clients and/or supervisors and making necessary changes. Prepare notes and instructions for workers who assemble and prepare final layouts for printing.

**Minimum Education:** Bachelor's degree in computer design or related field.
# Labor Category GSA Prices – SIN 54151S

<table>
<thead>
<tr>
<th>SIN(s) PROPOSED</th>
<th>SERVICE PROPOSED (e.g. Job Title/Task)</th>
<th>MINIMUM EDUCATION/ CERTIFICATION LEVEL</th>
<th>MINIMUM YEARS OF EXPERIENCE</th>
<th>PRICE OFFERED TO GSA (including IFF)</th>
<th>QUANTITY/ VOLUME DISCOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Project Manager Entry Level</td>
<td>Bachelor's degree in business field appropriate to program management Graduate degree preferred but can be substituted with experience.</td>
<td>Less than 2 years of experience in overseeing small scaled, non-complex projects, comprised of a small number of deliverables and/or a small number of phases; typically coordinates and delegates the assignments for the consultant project staff numbering up to 5; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and issues and concerns raised by consultant staff or Requesting Agency</td>
<td>59.52</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager I</td>
<td>Bachelor's degree in business field appropriate to program management Graduate degree preferred but can be substituted with experience.</td>
<td>Minimum 2 years of experience in overseeing small scaled, non-complex projects, comprised of a small number of deliverables and/or a small number of phases; typically coordinates and delegates the assignments for the consultant project staff numbering up to 5; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and issues and concerns raised by consultant staff or Requesting Agency</td>
<td>66.97</td>
<td>None</td>
</tr>
<tr>
<td>Code</td>
<td>Position</td>
<td>Education</td>
<td>Experience</td>
<td>Score</td>
<td>Notes</td>
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<tr>
<td>54151S</td>
<td>Project Manager II</td>
<td>Bachelor's degree in business field appropriate to program management Graduate degree preferred but can be substituted with experience.</td>
<td>Minimum 4 years of experience in overseeing medium scaled projects comprised of sub-projects and distinct deliverables; typically coordinates and delegates assignments for the consultant project staff numbering over 10; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, financial, administrative, and technical issues and concerns raised by consultant staff or Requesting Agency.</td>
<td>79.72</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager III</td>
<td>Bachelor's degree in business field appropriate to program management Graduate degree preferred but can be substituted with experience.</td>
<td>Minimum 8 years of experience in overseeing medium to large scaled projects comprised of sub-projects and distinct deliverables, often comprising a program with</td>
<td>92.48</td>
<td>None</td>
</tr>
<tr>
<td>Code</td>
<td>Position</td>
<td>Education</td>
<td>Experience</td>
<td>Salary</td>
<td>Other</td>
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<td>54151S</td>
<td>Project Manager IV</td>
<td>Bachelor's degree in business field appropriate to program management Graduate degree preferred but can be substituted with experience.</td>
<td>Minimum 12 years of experience in overseeing medium to large scaled projects comprised of sub-projects and distinct deliverables, often comprising a program with multiple work streams; typically coordinates and delegates the assignments for the consultant project staff numbering over 30; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and financial, administrative, and technical issues and concerns raised by consultant staff or Requesting Agency.</td>
<td>107.36</td>
<td>None</td>
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<tr>
<td>Code</td>
<td>Position</td>
<td>Education/Experience Requirement</td>
<td>Requesting Agency</td>
<td>Pay Rate</td>
<td>Notes</td>
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<tr>
<td>54151S</td>
<td>Project Manager V</td>
<td>Bachelor's degree in business field appropriate to program management. Graduate degree preferred but can be substituted with experience. Minimum 16 years of experience in overseeing medium to large scaled projects comprised of sub-projects and distinct deliverables, often comprising a program with multiple work streams; typically coordinates and delegates the assignments for the consultant project staff numbering over 40; focal point of contact for Requesting Agency regarding project status, meetings, reporting requirements, scope changes, and financial, administrative, and technical issues and concerns raised by consultant staff or Requesting Agency.</td>
<td>131.80</td>
<td>None</td>
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<tr>
<td>54151S</td>
<td>Programmer Entry Level</td>
<td>Associate's degree or equivalent in computer science or related field. Less than 2 years of experience with writing application software, data analysis, data access, data structures, data manipulation, databases, design, programming, testing and implementation, technical and user documentation, software.</td>
<td>57.40</td>
<td>None</td>
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<tr>
<td>Code</td>
<td>Position</td>
<td>Education</td>
<td>Experience Requirements</td>
<td>Salary</td>
<td>Experience</td>
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<tr>
<td>54151S</td>
<td>Programmer I</td>
<td>Associate's degree or equivalent in computer science or related field with practical experience.</td>
<td>Minimum 2 years of experience with writing application software, data analysis, data access, data structures, data manipulation, databases, design, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptops, and mobile.</td>
<td>64.83</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>Programmer II</td>
<td>Associate's degree or equivalent in computer science or related field with practical experience.</td>
<td>Minimum 4 years of experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptop; available to assist and/or lead in the design of program</td>
<td>76.53</td>
<td>None</td>
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<tr>
<td>Code</td>
<td>Position</td>
<td>Education</td>
<td>Experience Requirements</td>
<td>Score</td>
<td>Notes</td>
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<tr>
<td>54151S</td>
<td>Programmer III</td>
<td>Bachelor’s degree or equivalent in computer science or related field with practical experience.</td>
<td>Minimum 8 years of experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptop, and mobile; available to assist and/or lead in the design of program specifications and the implementation of software solutions.</td>
<td>88.22</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>Programmer IV</td>
<td>Bachelor’s degree or equivalent in computer science or related field with practical experience.</td>
<td>Minimum 12 years of experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to</td>
<td>104.17</td>
<td>None</td>
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<tr>
<td>Code</td>
<td>Position</td>
<td>Requirements</td>
<td>Salary</td>
<td>Experience</td>
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<tr>
<td>54151S</td>
<td>Programmer V</td>
<td>Bachelor’s degree or equivalent in computer science or related field with practical experience. Minimum 16 years of experience with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid-range, personal computers, laptop, and mobile; available to assist and/or lead in the design of program specifications and the implementation of software solutions.</td>
<td>126.49</td>
<td>None</td>
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<tr>
<td>54151S</td>
<td>Specialist Entry Level</td>
<td>Bachelor’s degree in area of expertise. Less than 2 years of experience in a particular technical and/or business application that is beyond the requirements addressed in the Programmer (Entry level) labor category.</td>
<td>55.28</td>
<td>None</td>
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<tr>
<td>Code</td>
<td>Level</td>
<td>Education</td>
<td>Experience Requirements</td>
<td>Rate</td>
<td>Benefits</td>
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<tr>
<td>54151S</td>
<td>Specialist I</td>
<td>Bachelor's degree in area of expertise.</td>
<td>Minimum 2 years of experience in a particular technical and/or business application that is beyond the requirements addressed in the Programmer I labor category.</td>
<td>57.40</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>Specialist II</td>
<td>Bachelor's degree in area of expertise.</td>
<td>Minimum 4 years of experience in a particular technical and/or business application that is beyond the requirements addressed in the Programmer II labor category.</td>
<td>71.22</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>Specialist III</td>
<td>Bachelor's degree in area of expertise.</td>
<td>Minimum 8 years of experience in a particular technical and/or business application that is beyond the requirements addressed in the Programmer III labor category.</td>
<td>93.54</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>Specialist IV</td>
<td>Bachelor's degree in area of expertise. Graduate degree preferred but can be substituted with experience.</td>
<td>Minimum 12 years of experience in a particular technical and/or business application that is beyond the requirements addressed in the Programmer III labor category.</td>
<td>125.43</td>
<td>None</td>
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<tr>
<td>54151S</td>
<td>Specialist V</td>
<td>Bachelor's degree in area of expertise. Graduate degree preferred but can be substituted with experience.</td>
<td>Minimum 16 years of experience in a particular technical and/or business application that is beyond the requirements addressed in the Programmer III labor category. Examples of Specialists</td>
<td>153.06</td>
<td>None</td>
</tr>
</tbody>
</table>
include but are not limited to:
- Certified Instructor (e.g. Sybase, PowerBuilder, Novell)
- Certified Network Engineer (CNE)
- Certified Systems Administrator
- Data Administrator
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Solutions Developer (MSD)
- Network Administrator
- PC Computer Designer

<p>| 54151S | Analyst Entry Level | Bachelor's degree in business, MIS, statistics, or related field. | Less than 2 years of experience in providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyses job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes. | 59.52 | None |</p>
<table>
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<tr>
<th>Code</th>
<th>Level</th>
<th>Education</th>
<th>Experience</th>
<th>Base Rate</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Analyst I</td>
<td>Bachelor's degree in business, MIS, statistics, or related field</td>
<td>Minimum 2 years of experience in providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyses job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes.</td>
<td>66.97</td>
<td>None</td>
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<tr>
<td>54151S</td>
<td>Analyst II</td>
<td>Bachelor's degree in business, MIS, statistics, or related field</td>
<td>Minimum 4 years of experience in providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyses job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes.</td>
<td>79.72</td>
<td>None</td>
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<td>Code</td>
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<td>Experience Description</td>
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<tr>
<td>54151S</td>
<td>Analyst III</td>
<td>Bachelor's degree in business, MIS, statistics, or related field.</td>
<td>Minimum 8 years of experience in providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyses job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes.</td>
<td>92.48</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>Analyst IV</td>
<td>Bachelor's degree in business, MIS, statistics, or related field.</td>
<td>Minimum 12 years of experience in providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyses job tasks, organizational structure and user requirements to provide system-wide solutions.</td>
<td>107.36</td>
<td>None</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Education</td>
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<td>Grade</td>
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<tr>
<td>54151S</td>
<td>Analyst V</td>
<td>Bachelor's degree in business, MIS, statistics, or related field.</td>
<td>Minimum 16 years of experience in providing specialized knowledge of system requirements and programming specifications. Designs solutions based on customer needs and technical considerations. Analyses job tasks, organizational structure and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, states of technology and current processes. Analysts must possess professional training or equivalent experience in one of the following types of disciplines: computer science; computer systems; decision support; computer security; electronic</td>
<td>131.80</td>
<td>None</td>
</tr>
<tr>
<td>Code</td>
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<td>Education</td>
<td>Experience</td>
<td>Description</td>
<td>Salary</td>
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<tr>
<td>54151S</td>
<td>Technician Entry Level</td>
<td>Bachelor's degree in Information Technology, Engineering, or related field</td>
<td>Less than 2 years of experience in providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.</td>
<td>55.28</td>
<td>None</td>
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<tr>
<td>54151S</td>
<td>Technician I</td>
<td>Bachelor's degree in Information Technology, Engineering, or related field.</td>
<td>Minimum 2 years of experience in providing specialized knowledge of complex customer processes and requirements. Applies technical</td>
<td>71.22</td>
<td>None</td>
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<tr>
<td>Job Code</td>
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<tr>
<td>54151S</td>
<td>Technician II</td>
<td>Bachelor's degree in Information Technology, Engineering, or related field.</td>
<td>Minimum 4 years of experience in providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.</td>
<td>93.54</td>
<td>None</td>
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<tr>
<td>Code</td>
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<tr>
<td>54151S</td>
<td>Technician III</td>
<td>Bachelor's degree in Information Technology, Engineering, or related field.</td>
<td>Minimum 8 years of experience providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.</td>
<td>107.36</td>
<td>None</td>
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<tr>
<td>54151S</td>
<td>Technician IV</td>
<td>Bachelor's degree in Information Technology, Engineering, or related field.</td>
<td>Minimum 12 years of experience in providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects.</td>
<td>129.68</td>
<td>None</td>
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<tr>
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<td>Experience</td>
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<tr>
<td>54151S</td>
<td>Technician V</td>
<td>Bachelor's degree in Information Technology, Engineering, or related field.</td>
<td>Minimum 16 years of experience in providing specialized knowledge of complex customer processes and requirements. Applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current engineering processes. Conducts complex technical investigations through advanced research techniques, analysis or development phases of engineering projects. Technicians must possess technical training or equivalent experience in one of the following types of disciplines: computer science; computer systems; decision support; computer security; electronic commerce; business process reengineering; business process analyses; information</td>
<td>157.31</td>
<td>None</td>
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<tr>
<td>Code</td>
<td>Position</td>
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<td>Experience Requirements</td>
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<tr>
<td>54151S</td>
<td>Technician I (QA)</td>
<td>Bachelor's degree in related field</td>
<td>Minimum 3 years of experience and is responsible for end-to-end functional and system testing of the application. Responsibilities include understanding client’s business needs, application’s functional and non-functional requirements, develop test cases and get them reviewed by Quality Lead. Develop Test scenarios and Test scripts &amp; get them reviewed by Quality Lead. Conduct system test cycles and manage all activities to ensure project objectives are met and solution works as expected and adheres to strict quality guidelines.</td>
<td>51.02</td>
<td>None</td>
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<tr>
<td>54151S</td>
<td>Technician II (QA)</td>
<td>Bachelor's degree in related field</td>
<td>Minimum 5 years of experience and is responsible for management of all quality assurance functions such as planning, monitoring, controlling, strategizing and testing execution.</td>
<td>77.60</td>
<td>None</td>
</tr>
</tbody>
</table>
Responsibilities include preparation of Software and UAT Test Plan, analyzing requirements during the requirement analysis phase of project, along with BA and tracking new requirements from the project. Review the test cases, test scenarios, test scripts, test reports and any other test documentation prepared by the Technician I.

<table>
<thead>
<tr>
<th>ID</th>
<th>Position</th>
<th>Education</th>
<th>Experience</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Technician III (QA)</td>
<td>Bachelor's degree in related field</td>
<td>Minimum 7 years of experience and is responsible for all quality assurance functions such as planning, strategy building, test execution and tools implementation. Responsibilities include preparation of test plans, requirement analysis with BA during requirement analysis phase, review of test cases, arrangement of hardware and software requirements for the test setup, task allocation to testing team, status monitoring, tracking of timely delivery of testing tasks and reports generation upon testing activities such as testing results, test case</td>
<td>104.17</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Education</td>
<td>Experience</td>
<td>Salary</td>
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<tr>
<td>54151S</td>
<td>Usability Expert I</td>
<td>Bachelor's degree in related field</td>
<td>Minimum 4 years of experience with job responsibilities such as analyzing user requirements, designing functional work flows and defined user interaction, creating low and high-fidelity prototypes (wireframes) and defining information architecture.</td>
<td>91.41</td>
</tr>
<tr>
<td>54151S</td>
<td>Usability Expert II</td>
<td>Bachelor's degree in related field</td>
<td>Minimum 6 years of experience with job responsibilities such as reviewing designs for adherence to usability principles and creation of User interfaces design document, coordination with client and internal resources and preparation of work estimates specific to usability activities and proposal creation.</td>
<td>104.17</td>
</tr>
<tr>
<td>54151S</td>
<td>Usability Expert III</td>
<td>Bachelor's degree in related field</td>
<td>Minimum 8 years of experience with job responsibilities such as providing strategic direction, leadership and guidance while incorporating user</td>
<td>131.80</td>
</tr>
<tr>
<td>Code</td>
<td>Position</td>
<td>Education</td>
<td>Experience</td>
<td>Responsibilities</td>
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<tr>
<td>54151S</td>
<td>Graphic Designer I</td>
<td>Associate's degree or equivalent in computer design or relevant field.</td>
<td>Minimum 4 years of experience and is responsible for assisting lead developer with all design-related requirements. Involved in website and other user interface designing, and ensuring they are visually effective and easily accessible. Other activities include logo designing and webpage redesigning.</td>
<td>49.96</td>
</tr>
<tr>
<td>54151S</td>
<td>Graphic Designer II</td>
<td>Associate's degree or equivalent in computer design or relevant field.</td>
<td>Minimum 6 years of experience and is responsible for designing detailed pages to create rebranding and new look. Works with BA/UX team to develop design briefs by gathering information and data to understand design requirements. Also responsible for creation of detailed style guides for applications.</td>
<td>73.34</td>
</tr>
<tr>
<td>54151S</td>
<td>Graphic Designer III</td>
<td>Bachelor's degree in computer design or related field.</td>
<td>Minimum 8 years of experience and is responsible for conceptualizing, designing and developing high quality web projects ranging from website templates, web graphics, and following logo and branding guidelines.</td>
<td>96.72</td>
</tr>
</tbody>
</table>
Demonstrates out-of-box creativity in Typography, Concept development and Image rendering. Applies innovative ideas and pushes boundaries in new age design concepts especially for web, social and mobile.
Order Level Materials - OLM

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

OLM SIN-Level Requirements/Ordering Instructions:
OLMs are:
- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price

OLMs are not:
- "Open Market Items."
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:
- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.