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 for GSA Advantage!® is: GSAAdvantage.gov.

| Schedule Title | FSS Multiple Award Schedule  
Category Attachment F, Information Technology (IT)  
F03. IT Professional Services Subcategory  
FSC/PSC Code D399 |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Number</td>
<td>47QTCA19D005P</td>
</tr>
<tr>
<td>Contract Period</td>
<td>February 12, 2019 through February 11, 2024</td>
</tr>
</tbody>
</table>
| Prime Contractor | COMSO, Inc.  
7075 Samuel Morse Drive, Suite 110  
Columbia, MD  21046  
Phone: (301) 345-0046 | Fax: (301) 345-0047 |
| Business Size | Small |
| Contract Administrator | Debra Chesbro  
301-345-0045 | dchesbro@comso.com |
| Current as of Modification | A826, effective November 23, 2020 |
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4. Authorized Federal Supply Schedule Pricelist

   SIN 54151S Onsite (Government Site) Pricing

   SIN 54151S Offsite (COMSO Site) Pricing
1. INFORMATION FOR ORDERING ACTIVITIES

1. SPECIAL ITEM NUMBERS (SINS)

a. Table of awarded Special Item Numbers (SINs)

<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>FSC Class/FPDS Code</th>
<th>Products/Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIN(s) 54151S,</td>
<td>FPDS Code D301</td>
<td>IT Facility Operation and Maintenance</td>
</tr>
<tr>
<td>54151SSTLOC,</td>
<td>FPDS Code D302</td>
<td>IT Systems Development Services</td>
</tr>
<tr>
<td>54151SRC IT Professional Services</td>
<td>FPDS Code D306</td>
<td>IT Systems Analysis Services</td>
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<tr>
<td></td>
<td>FPDS Code D307</td>
<td>Automated Information Systems Design and Integration Services</td>
</tr>
<tr>
<td></td>
<td>FPDS Code D308</td>
<td>Programming Services</td>
</tr>
<tr>
<td></td>
<td>FPDS Code D310</td>
<td>IT Backup and Security Services</td>
</tr>
<tr>
<td></td>
<td>FPDS Code D311</td>
<td>IT Data Conversion Services</td>
</tr>
<tr>
<td></td>
<td>FPDS Code D316</td>
<td>IT Network Management Services</td>
</tr>
<tr>
<td></td>
<td>FPDS Code D399</td>
<td>Other Information Technology Services, Not Elsewhere Classified</td>
</tr>
<tr>
<td>OLM, OLM STLOC, OLM RC</td>
<td></td>
<td>Order-Level Materials</td>
</tr>
</tbody>
</table>

b. Prices shown in the pricelist are net.

c. A description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who are perform services are provided beginning on page 9.

2. MAXIMUM ORDER

a. The maximum order for the following SIN is $500,000.

Special Item Number 54151S – Information Technology Professional Services

b. The maximum order for the following SIN is $250,000.

Special Item Number OLM, Order-Level Materials

3. MINIMUM ORDER

a. The minimum dollar of orders to be issued is $100.00

4. GEOGRAPHIC COVERAGE (delivery area)

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

The Geographic Scope of Contract is domestic delivery only.
5. POINT(S) OF PRODUCTION

COMSO, Inc.
7075 Samuel Morse Drive, Suite 110
Columbia, MD 21046
Phone: (301) 345-0046/Fax: (301) 345-0047
Email: dweidner@comso.com Internet: www.comso.com

6. Prices shown are NET Prices; Basic Discounts have been deducted.

7. QUANTITY DISCOUNTS
   a. Quantity – None
   b. Dollar Volume – None

8. PROMPT PAYMENT: 0% 30 days from receipt of invoice or date of acceptance, whichever is later. Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. FOREIGN ITEMS: Not applicable.

10. DELIVERY SCHEDULE
    a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below.

    | Special Item Number          | Delivery Time (Days ARO) |
    |-----------------------------|--------------------------|
    | 54151S, 54151SSTLOC, 54151SRC, IT Professional Services | TBD between COMSO and the Ordering Activity |

    b. EXPEDITED DELIVERY: As negotiated between COMSO and the Ordering Activity.
    c. OVERNIGHT AND 2-DAY DELIVERY: As negotiated between COMSO and the Ordering Activity.
    d. URGENT REQUIREMENTS: As negotiated between COMSO and the Ordering Activity.

11. FOB: Destination

12. ORDERING INFORMATION
    a. Agencies should address all orders to the following address.

    GSA Program Manager
    COMSO, Inc.
    7075 Samuel Morse Drive, Suite 110
    Columbia, MD 21046
    Phone: (301) 345-0046
    FAX: (301) 345-0047
b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. PAYMENT INFORMATION

a. Agencies should address all payments to the following address.

   GSA Program Manager
   COMSO, Inc.
   7075 Samuel Morse Drive, Suite 110
   Columbia, MD  21046
   Phone: (301) 345-0046
   FAX: (301) 345-0047

b. The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance.

   Tel: (301) 345-0046


15. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING: Not applicable

16. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (if applicable). Not Applicable

17. TERMS AND CONDITIONS OF INSTALLATION (if applicable). Not applicable

18a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (if applicable). Not applicable

18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (if applicable). Not applicable

19. LIST OF SERVICE AND DISTRIBUTION POINTS (if applicable). Not applicable

20. LIST OF PARTICIPATING DEALERS (if applicable). Not applicable

21. PREVENTIVE MAINTENANCE (if applicable). Not Applicable

22. ENVIRONMENTAL ATTRIBUTES:

   a. None

   b. Section 508 compliance information, where applicable is available on the following website. www.comso.com

      The EIT standard can be found at: www.Section508.gov/.

23. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 188552384

24. Contractor HAS registered with the System for Award Management (SAM).
2. TERMS AND CONDITIONS APPLICABLE TO ALL IT CONTRACTORS

1. 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.

2. SERVICES PERFORMED
   a. All 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.

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

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

3. TRAVEL

Any Contractor travel required in the performance of services must comply with the Pub. L. 99-234 and FAR Part 31.205-46, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel.

4. WARRANTY
   a. Unless otherwise specified in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
b. **Note:** No equipment is being offered for sale. Any hardware involved in delivering the services is covered by the corresponding manufacturer’s warranty.

c. The Contractor's commercial guarantee/warranty shall be included in the Commercial Supplier Agreement to include Enterprise User License Agreements or Terms of Service (TOS) agreements, if applicable.

d. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.
3. DESCRIPTION OF SIN 54151S, IT Professional Services -- SUBJECT TO COOPERATIVE PURCHASING

1.1. Task Manager (Level 1).

Minimum/General Experience: 5 years of systems development experience.

Functional Responsibility: In an information technology (IT) environment, serves as the management lead for a specific aspect of a Task Order for predominantly IT related items and/or services. Is responsible for assigning work schedules, reviewing progress according to schedules, reviewing and resolving work discrepancies, and supervising task team members to ensure the timely completion of all IT task deliverables.

Minimum Education: A BA/BS degree in Computer Science or an associated discipline or its equivalent.

1.2. Task Manager (Level 2).

Minimum/General Experience: 7 years of systems development experience including 2 years of technical task management experience.

Functional Responsibility: In an information technology (IT) environment, serves as the management lead for more than one specific aspect of a Task Order for predominantly IT related items and/or services. Is responsible for assigning work schedules, reviewing progress according to schedules, reviewing and resolving work discrepancies, and supervising task team members to ensure the timely completion of all IT task deliverables.

Minimum Education: A BA/BS degree in Computer Science or an associated discipline or its equivalent.

1.3. Task Manager (Level 3).

Minimum/General Experience: 9 years of systems development experience including 4 years of technical task management experience.

Functional Responsibility: In an information technology (IT) environment, serves as the management lead for one large or several small specific aspects of a Task Order for predominantly IT related items and/or services. Is responsible for assigning work schedules, reviewing progress according to schedules, reviewing and resolving work discrepancies, and supervising task team members to ensure the timely completion of all IT task deliverables.

Minimum Education: A BA/BS degree in Computer Science or an associated discipline or its equivalent.

2.1. Project Manager (Level 1).

Minimum/General Experience: 8 years of systems development experience including 3 years of task management experience.

Functional Responsibility: Serves as COMSO’s manager on one information technology (IT) Task Order/Project of moderate technical complexity and is COMSO’s authorized interface with the Government Contracting Officer’s Technical Representative regarding all IT Task Order/Project issues. Is responsible for assigning work schedules, reviewing progress according
to schedules, reviewing and resolving work discrepancies, and supervising IT Task Order/Project
team members to ensure the timely completion of all IT Task Order/Project deliverables.

Minimum Education: A BA/BS degree in Computer Science or an associated discipline or its
equivalent.

2.2. Project Manager (Level 2).

Minimum/General Experience: 12 years of systems development experience including 3
years of task management experience including 4 years of project management experience.

Functional Responsibility: Serves as COMSO’s manager on one information technology IT
Task Order/Project of moderate to great technical complexity and is COMSO’s authorized
interface with the Government Contracting Officer’s Technical Representative regarding all IT
Task Order/Project issues. Is responsible for assigning work schedules, reviewing progress
according to schedules, reviewing and resolving work discrepancies, and supervising IT Task
Order/Project team members to ensure the timely completion of all IT Task Order/Project
deliverables.

Minimum Education: A BA/BS degree in Computer Science or an associated discipline or its
equivalent.

2.3. Project Manager (Level 3).

Minimum/General Experience: 16 years of systems development experience including 3
years of task management experience including 8 years of project management.

Functional Responsibility: Serves as COMSO’s manager on one information technology (IT)
Task Order/Project of great technical complexity and is COMSO’s authorized interface with the
Government Contracting Officer’s Technical Representative regarding all IT Task Order/Project
issues. Is responsible for assigning work schedules, reviewing progress according to schedules,
reviewing and resolving work discrepancies, and supervising IT Task Order/Project team
members to ensure the timely completion of all IT Task Order/Project deliverables.

Minimum Education: A BA/BS degree in Computer Science or an associated discipline or its
equivalent.

3.1. Program Manager (Level 1).

Minimum/General Experience: 12 years of combined task and project management and
systems development experience.

Functional Responsibility: Serves as COMSO’s manager on one or more information
technology (IT) Task Orders/Projects (depending upon complexity) and is COMSO’s authorized
interface with the Government Contracting Officer’s Technical Representative regarding all IT
Task Order/Project issues. Is responsible for assigning work schedules, reviewing progress
according to schedules, reviewing and resolving work discrepancies, and supervising IT Task
Order/Project team members to ensure the timely completion of all IT Task Order/Project
deliverables. One or more IT Task Managers can report to Program Manager.

Minimum Education: A BA/BS degree in Computer Science or an associated discipline or its
equivalent.
3.2. Program Manager (Level 2).
Minimum/General Experience: 14 years of combined task and project management and systems development experience including 4 years of program management experience.

Functional Responsibility: Serves as COMSO’s manager on two or more moderately complex information technology (IT) Task Orders/Projects and is COMSO’s authorized interface with the Government Contracting Officer’s Technical Representative regarding all IT Task Order/Project issues. Is responsible for assigning work schedules, reviewing progress according to schedules, reviewing and resolving work discrepancies, and supervising IT Task Order/Project team members to ensure the timely completion of all IT Task Order/Project deliverables. One or more Task Managers can report to Program Manager.

Minimum Education: A BA/BS degree in Computer Science or an associated discipline or its equivalent.

3.3. Program Manager (Level 3).
Minimum/General Experience: 18 years of combined task and project management and systems development experience including 8 years of program management experience.

Functional Responsibility: Serves as COMSO’s manager on two or more complex information technology (IT) Task Orders/Projects and is COMSO’s authorized interface with the Government Contracting Officer’s Technical Representative regarding all IT Task Order/Project issues. Is responsible for assigning work schedules, reviewing progress according to schedules, reviewing and resolving work discrepancies, and supervising IT Task Order/Project team members to ensure the timely completion of all IT Task Order/Project deliverables. Several Task Managers can report to Program Manager.

Minimum Education: A BA/BS degree in Computer Science or an associated discipline or its equivalent.

4. IT Management Consultant.
Minimum/General Experience: 12 years of systems development management, systems development, and/or systems analysis experience.

Functional Responsibility: Advises project and customer management regarding all management aspects of computerized application systems definition, development, implementation, and maintenance, including the implementation of CMM-compliant processes for the successful, measurable completion of such activities. Participates in specific areas of such efforts deemed to require consultant expertise.

Can act as the program manager for large, complex computerized application development projects, providing management leadership, guidance, and coordination among all project offices, tasks, and subcontractors for all aspects of the project and overseeing the construction and implementation of plans and schedules for all phases and components of the effort.

Minimum Education: A BA/BS degree in Computer Science or an associated discipline or its equivalent.
7.2. **Multi-Media Technician (Level 2).**

**Minimum/General Experience:** 2 years of experience using microcomputer-based graphics tools; including graphics or other multi-media preparation experience.

**Functional Responsibility:** Prepares graphics or other materials for documents, presentations, courseware, Web pages, or other multi-media products, as well as in required production tasks.

**Minimum Education:** A BA/BFA/BS degree in Art, Design, Photography, or other discipline with an emphasis on graphic design.

7.3. **Multi-Media Technician (Level 3).**

**Minimum/General Experience:** 5 years of experience using microcomputer-based graphics tools; including graphics or other multi-media preparation experience.

**Functional Responsibility:** Prepares graphics or other materials for documents, presentations, courseware, Web pages, or other multi-media products, as well as in required production tasks. Can also provide leadership and guidance for a team of graphics/multi-media support personnel and technical writers. As a team leader, builds plans and schedules for assigned work.

**Minimum Education:** A BA/BFA/BS degree in Art, Design, Photography, or other discipline with an emphasis on graphic design.

8.1. **Technical Writer (Level 1).**

**Minimum/General Experience:** 3 years of experience writing and editing; grammatical skills, proficiency in the use of word processing, graphics, and/or desktop publishing packages.

**Functional Responsibility:** Works with other technical writers providing a variety of documentation support services to an IT project, including assisting technical staff in ascertaining content, organization, and format of IT related documentation; writing IT related documentation with input from technical personnel; editing IT related documentation written by others for grammar, spelling, coherence, and clarity; and coordinating production of documentation.

**Minimum Education:** An AA degree in English or an associated discipline or its equivalent.

8.2. **Technical Writer (Level 2).**

**Minimum/General Experience:** 3 years of writing and editing experience; grammatical skills, proficiency in the use of word processing, graphics, and/or desktop publishing.

**Functional Responsibility:** Provides a variety of documentation support services to an IT project, including assisting technical staff in ascertaining content, organization, and format of IT related documentation; writing IT related documentation with input from technical personnel; editing IT related documentation written by others for grammar, spelling, coherence, and clarity; and coordinating production of documentation.

**Minimum Education:** A BA/BS degree in English or an associated discipline or its equivalent.

8.3. **Technical Writer (Level 3).**

**Minimum/General Experience:** 6 years of writing and editing experience; grammatical skills, proficiency in the use of word processing, graphics, and/or desktop publishing.
Functional Responsibility: Provides a variety of documentation support services to an IT project, including assisting technical staff in ascertaining content, organization, and format of IT related documentation; writing IT related documentation with input from technical personnel; editing IT related documentation written by others for grammar, spelling, coherence, and clarity; and coordinating production of documentation. Provides leadership and guidance for teams of technical writers and graphics/multi-media support personnel. These teams can support a single project or multiple projects. As a team leader, builds plans and schedules for assigned work.

Minimum Education: A BA/BS degree in English or an associated discipline or its equivalent.

10.2. IT Configuration Management Specialist (Level 2).

Minimum/General Experience: 2 years of configuration management or quality assurance experience, proficiency using microcomputer-based tools (e.g., word processing packages and database applications).

Functional Responsibility: Performs configuration management tasks such as defining Configuration Items, tracking and recording approved changes to Configuration Items, and/or documenting the results of Configuration Control Board meetings.

Minimum Education: High School Diploma or GED.

10.3. IT Configuration Management Specialist (Level 3).

Minimum/General Experience: 5 years of configuration management or quality assurance experience, proficiency using microcomputer-based tools (e.g., word processing packages and database applications).

Functional Responsibility: Defines the project configuration management plan and devises configuration management procedures that implement the requirements of the configuration management plan. Ensures that the project configuration management plan and procedures are implemented in the manner and spirit in which they were defined. Performs configuration management tasks such as defining Configuration Items, tracking and recording approved changes to Configuration Items, and/or documenting the results of Configuration Control Board meetings. Also provides leadership and guidance for teams of configuration management specialists. These teams can support a single project or multiple projects. As a team leader, builds plans and schedules for assigned work.

Minimum Education: High School Diploma or GED.

11.1. Quality Assurance Specialist (Level 1).

Minimum/General Experience: 4 years of computer programming, systems analysis, and/or configuration management.

Functional Responsibility: Works with other quality assurance specialists in the performance of information technology (IT) project quality assurance tasks, including ensuring that QA procedures are implemented and followed by IT project team members and assisting in the development of metrics to be used to measure the success of various facets of the IT project effort. Provides systems analysis in support of identification of software and/or data quality issues.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent.
11.2. Quality Assurance Specialist (Level 2).

**Minimum/General Experience:** 6 years of computer programming, systems analysis, and/or configuration management.

**Functional Responsibility:** Participates in the definition of the information technology (IT) project quality assurance plan and the associated procedures required for the implementation of that plan, including the definition of metrics to be used to measure the success of various facets of the IT project effort.

Ensures that QA procedures are implemented and followed by IT project team members. Works with project management and development personnel to address and resolve quality issues such as software quality, data quality, or other such issues as they are identified. For small projects, may have signature authority for QA concurrence that QA standards have been met. Collects data required for the computation of defined quality metrics, and calculates those measurements at defined project intervals.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent.

11.3. Quality Assurance Specialist (Level 3).

**Minimum/General Experience:** 9 years of computer programming, systems analysis, and/or configuration management.

**Functional Responsibility:** Defines the information technology (IT) project quality assurance plan and the associated procedures required for the implementation of that plan, including the definition of metrics to be used to measure the success of various facets of the IT project effort.

Responsible for ensuring that QA procedures are implemented and followed by IT project team members. Works with project management and development personnel to address and resolve quality issues such as software quality, data quality, or other such issues as they are identified. Has signature authority for QA concurrence that QA standards have been met. Collects data required for the computation of defined quality metrics, and calculates those measurements at defined project intervals.

Provides IT technical leadership and guidance for a small team of quality assurance, configuration management, and/or testing specialists. As an IT team leader, builds plans and schedules for assigned work.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent.

12.1. IT Testing Specialist (Level 1).

**Minimum/General Experience:** 2 years of “hands-on” experience using microcomputer-based tools, such as word processing packages and database applications.

**Functional Responsibility:** Works with project testing and quality assurance specialists in performing testing tasks such as developing individual test scenarios, executing test scenarios, documenting test scenario results, and/or contributing to the Test Report documenting the results of a set of individual test scenarios (e.g., the System Test Report or the User Acceptance Test Report).
Minimum Education: An AA degree in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with an AA degree in any discipline and 20 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

12.2. IT Testing Specialist (Level 2).

Minimum/General Experience: 4 years of experience using microcomputer-based tools, such as word processing packages and database applications including experience in testing, quality assurance, and/or configuration management.

Functional Responsibility: Performs testing tasks such as contributing to the development of test plans, developing individual test scenarios, executing test scenarios, documenting test scenario results, and documenting the results of a set of individual test scenarios in a Test Report (e.g., the System Test Report or the User Acceptance Test Report).

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

12.3. IT Testing Specialist (Level 3).

Minimum/General Experience: 5 years of experience using microcomputer-based tools, such as word processing packages and database applications for testing, quality assurance, and/or configuration management.

Functional Responsibility: Develops test plans, develops individual test scenarios, executes test scenarios, documents test scenario results, and compiles Test Reports documenting the results of a set of individual test scenarios (e.g., the System Test Report or the User Acceptance Test Report).

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

13.1. Programmer (Level 1).

Minimum/General Experience: 1 year of “hand-on” experience in computer programming techniques.

Functional Responsibility: Performs design, coding, testing, and program-level documentation of computerized applications. Enhances and maintains software for such applications and assists in the preparation of input and test data for these applications.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30
or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

13.2. **Programmer (Level 2).**

**Minimum/General Experience:** 4 years of computer programming experience.

**Functional Responsibility:** Performs design, coding, testing, and program-level documentation of computerized applications. Enhances and maintains software for such applications and assists in the preparation of input and test data for these applications. Can provide technical leadership and guidance for a small team of programmers. As a team leader, builds plans and schedules for assigned work.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

13.3. **Programmer (Level 3).**

**Minimum/General Experience:** 8 years of computer programming experience.

**Functional Responsibility:** Performs design, coding, testing, and program-level documentation of highly complex computerized applications. Enhances and maintains software for such applications and assists in the preparation of input and test data for these applications.

Provides technical leadership and guidance for teams of programmers. As a team leader, builds plans and schedules for assigned work.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

14.1. **Programmer/Analyst (Level 1).**

**Minimum/General Experience:** 4 years of computer programming experience and/or systems analysis experience.

**Functional Responsibility:** Works as a team member with other programmers, analysts, and programmer/analysts and develops requirements and technical specifications; performs analysis, design, coding, and testing of software components, databases, and applications processing; prepares program-level and customer-level documentation products; prepares input and test data; and enhances and maintains software for computerized capabilities.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.
14.2. **Programmer/Analyst (Level 2).**

**Minimum/General Experience:** 7 years of computer programming experience and/or systems analysis experience.

**Functional Responsibility:** Develops requirements and technical specifications; performs analysis, design, coding, and testing of software components, databases, and applications processing; prepares program-level and customer-level documentation products; prepares input and test data; and enhances and maintains software for a wide range of computerized capabilities.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

14.3. **Programmer/Analyst (Level 3).**

**Minimum/General Experience:** 9 years of computer programming experience and/or systems analysis experience.

**Functional Responsibility:** Develops requirements and technical specifications; performs analysis, design, coding, and testing of software components, databases, and applications processing; prepares program-level and customer-level documentation products; prepares input and test data; and enhances and maintains software for a wide range of computerized capabilities. Can also provide technical leadership and guidance for a small team of programmers, analysts, and/or programmer/analysts. As a team leader, builds plans and schedules for assigned work.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

15.2. **IT Systems Requirement Analyst (Level 2).**

**Minimum/General Experience:** 3 years of systems requirements analysis experience.

**Functional Responsibility:** Develops requirements and technical specifications; prepares program-level and customer-level documentation products; and prepares input and test data.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.
15.3. IT Systems Requirement Analyst (Level 3).

Minimum/General Experience: 5 years of systems requirements analysis experience.

Functional Responsibility: Develops requirements and technical specifications; prepares program-level and customer-level documentation products; and prepares input and test data. Can also provide technical leadership and guidance for a small team of system requirements analysts. As a team leader, builds plans and schedules for assigned work.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.


Minimum/General Experience: 4 years of computer programming experience and exposure to systems analysis techniques.

Functional Responsibility: Works as a team member with other system analysts. Assists in identification and analysis of system requirements, identification and definition of data elements, layout of interactive application screens, and preparation of SDLC documentation. Works with more senior analysts in the specification of system testing requirements and end user training requirements.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

16.2. Systems Analyst (Level 2).

Minimum/General Experience: 6 years of computer programming experience and exposure to systems analysis techniques including 3 years of systems analysis experience.

Functional Responsibility: Participates in identification and analysis of system requirements, identification and definition of data elements, layout of interactive application screens, specification of system testing requirements, specification of end user training requirements, and preparation of SDLC documentation. Works with development personnel to resolve requirements issues, testing issues, and implementation issues. Can assist more senior analysts in system planning activities and specialized studies.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

16.3. Systems Analyst (Level 3).

Minimum/General Experience: 9 years of computer programming experience and exposure to systems analysis techniques including 6 years of systems analysis experience.
Functional Responsibility: Participates in identification and analysis of system requirements, identification and definition of data elements, layout of interactive application screens, specification of system testing requirements, specification of end user training requirements, and preparation of SDLC documentation. Works with development personnel to resolve requirements issues, testing issues, and implementation issues. Can assist more senior analysts in system planning activities and specialized studies. Also participates in systems planning activities, such as test and implementation planning. As needed, participates in/conducts specialized studies. Can also provide technical leadership and guidance for a small team of analysts. As a team leader, builds plans and schedules for assigned work.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

17.1. Systems Engineer (Level 1).

Minimum/General Experience: 4 years of general and progressively responsible experience performing computer systems architecture and engineering activities.

Functional Responsibility: Analyzes information requirements. Assists in establishing standards for information systems procedures. Provides technical guidance and solutions to system engineering challenges. Performs analyses, studies, and reviews for architecture, standards, and system life cycle activities. Analytically and systematically evaluates problems of workflows, organization, planning, interoperability, portability, and scalability and develops appropriate corrective actions.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

17.2. Systems Engineer (Level 2).

Minimum/General Experience: 6 years of general and progressively responsible experience performing computer systems architecture and engineering activities.

Functional Responsibility: Analyzes information requirements. Assists in establishing standards for information systems procedures. Provides technical guidance and solutions to system engineering challenges. Performs analyses, studies, and reviews for architecture, standards, and system life cycle activities. Analytically and systematically evaluates problems of workflows, organization, planning, interoperability, portability, and scalability and develops appropriate corrective actions. Can also provide technical leadership and guidance for a small team of systems engineers. As a team leader, builds plans and schedules for assigned work.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30
or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

17.3. Systems Engineer (Level 3).
Minimum/General Experience: 9 years of general and progressively responsible experience performing computer systems architecture and engineering activities.

Functional Responsibility: Analyzes information requirements. Assists in establishing standards for information systems procedures. Provides technical guidance and solutions to system engineering challenges. Performs analyses, studies, and reviews for architecture, standards, and system life cycle activities. Analytically and systematically evaluates problems of workflows, organization, planning, interoperability, portability, and scalability and develops appropriate corrective actions. Provides technical leadership and guidance for teams of systems engineers. As a team leader, builds plans and schedules for assigned work.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

18.1. Systems Programmer (Level 1).
Minimum/General Experience: 3 years of programming experience.

Functional Responsibility: Analyzes, designs, codes, and tests systems software components, databases, and applications possessing a wide range of capabilities.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

18.2. Systems Programmer (Level 2).
Minimum/General Experience: 6 years of programming experience including 3 years of systems programming experience.

Functional Responsibility: Analyzes, designs, codes, and tests systems software components, databases, and applications possessing a wide range of capabilities. Also, creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.
18.3. Systems Programmer (Level 3).
Minimum/General Experience:  9 years of programming experience including 6 years of systems programming experience.

Functional Responsibility:  Analyzes, designs, codes, and tests systems software components, databases, and applications possessing a wide range of capabilities. Also, creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Can also provide technical leadership and guidance for a team of systems programmers. As a team leader, builds plans and schedules for assigned work.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

19.1. Database Analyst (Level 1).
Minimum/General Experience:  4 years of experience in mainframe and/or client/server database administration.

Functional Responsibility:  Responsible for the establishment and maintenance of mainframe and client server database environments. Performs physical database design, performance monitoring and tuning, data modeling, normalization, documentation of standards and procedures, assistance to application developers, backup and recovery, and consulting on mainframe and client server database issues. Also performs database administration functions including 24-hour on-call support. Provides direction and guidance to development teams and other administrative functions.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

19.2. Database Analyst (Level 2).
Minimum/General Experience:  7 years of experience in mainframe and/or client/server database administration.

Functional Responsibility:  Responsible for the establishment and maintenance of mainframe and client server database environments. Performs physical database design, performance monitoring and tuning, data modeling, normalization, documentation of standards and procedures, assistance to application developers, backup and recovery, and consulting on mainframe and client server database issues. Also performs database administration functions including 24-hour on-call support. Provides direction and guidance to development teams and other administrative functions. Can also provide technical leadership and guidance for a small team of database analysts. As a team leader, builds plans and schedules for assigned work.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering,
Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

19.3. Database Analyst (Level 3).

**Minimum/General Experience:** 10 years of experience in mainframe and/or client/server database administration.

**Functional Responsibility:** Advises project and customer management regarding all aspects of the establishment and maintenance of mainframe and client server databases, including database design, performance monitoring and tuning, data modeling, and database normalization. Consults on highly complex mainframe and client server database issues and provides direction and guidance to development teams and other administrative functions.

Manages teams of database analysists for the performance of all database administration functions including 24-hour on-call support. These teams can support one or multiple projects. As a team leader, is responsible for all plans and schedules regarding database analysis tasks.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

20.1. IT Functional Area Specialist (Level 1).

**Minimum/General Experience:** 4 years of experience in the specific area of functional expertise as well as exposure to and familiarity with systems analysis and design concepts and processes. Examples of areas of functional expertise include: bank closing procedures, Internal Revenue Service business processes, meteorological and hydrologic forecasting, as well as similar expertise critical to the design and development of efficient, highly functional computer systems.

**Functional Responsibility:** Contributes specific knowledge of the specified area of expertise and works with project staff members in the identification and analysis of requirements and the specification of the systems design that satisfies the requirements for systems involving the specific area of expertise.

**Minimum Education:** A BA/BS in Computer Science, Information Systems, Engineering, Business, or other related scientific, functional or technical discipline, to include: Computer Engineering, Electrical Engineering, Mathematics, Physics, Statistics, Accounting, Decision and Information Sciences, Finance, Management, Operations and Quality Management, Marketing, Human Resource Management, and Logistics.

20.2. IT Functional Area Specialist (Level 2).

**Minimum/General Experience:** 7 years of experience in the specific area of functional expertise as well as exposure to and familiarity with systems analysis and design concepts and processes. Examples of areas of functional expertise include: bank closing procedures, Internal Revenue Service business processes, meteorological and hydrologic forecasting, as well as
similar expertise critical to the design and development of efficient, highly functional computer systems.

Functional Responsibility: Acts as a subject matter expert, contributing in depth, specific knowledge of all aspects of the specified area of expertise, and works with project staff members in the identification and analysis of requirements and the specification of the system design that satisfies the requirements for systems involving the specific area of expertise.


20.3. IT Functional Area Specialist (Level 3).

Minimum/General Experience: 10 years of experience in the specific area of functional expertise as well as exposure to and familiarity with systems analysis and design concepts and processes. Examples of areas of functional expertise include: bank closing procedures, Internal Revenue Service business processes, meteorological and hydrologic forecasting, as well as similar expertise critical to the design and development of efficient, highly functional computer systems.

Functional Responsibility: Is a recognized expert in the specific field of endeavor and consults with project management and technical personnel regarding all aspects of the functional area as they relate to system requirements and system design constraints for the support of aspects of that functional area.


21.2. Web Application Specialist (Level 2).

Minimum/General Experience: 3 years of Web application development experience.

Functional Responsibility: Participates in the design of Web-based applications and in the preparation of the design documentation. Codes, tests, and documents web-based application software based upon software specifications and designs. Uses sound application software engineering principles to ensure that developed code is modifiable, efficient, reliable, understandable, and fault tolerant.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.
21.3. Web Application Specialist (Level 3).
Minimum/General Experience: 5 years of Web application development experience.

Functional Responsibility: Designs Web-based applications and prepares design documentation. Codes, tests, and documents Web-based application software based upon software specifications and designs. Uses sound application software engineering principles to ensure that developed code is modifiable, efficient, reliable, understandable, and fault tolerant.

Can provide technical leadership and guidance for a team of Web application specialists and Web content specialists. As a team leader, builds plans and schedules for assigned work.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

22.2. Web Content Specialist (Level 2).
Minimum/General Experience: 2 years of Web application content development experience.

Functional Responsibility: Identifies and analyzes requirements for Web applications. Prepares functional flows based upon identified requirements, and identifies key requirements, such as the need for additional data security, within these functional flows. Designs screen layouts for the functional flows. Prepares web application documentation products including requirements specifications, design specifications, and functional test plans and scenarios.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

22.3. Web Content Specialist (Level 3).
Minimum/General Experience: 5 years of Web application content development experience.

Functional Responsibility: Identifies and analyzes requirements for Web applications. Prepares functional flows based upon identified requirements, and identifies key requirements, such as the need for additional data security, within these functional flows. Designs screen layouts for the functional flows. Prepares web application documentation products including requirements specifications, design specifications, and functional test plans and scenarios. Can also provide technical leadership and guidance for a team of Web content specialists and Web application specialists. As a team leader, builds plans and schedules for assigned work.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.
23.2. **Web Site Maintenance Specialist (Level 2).**

**Minimum/General Experience:** 2 years of Web site maintenance experience.

**Functional Responsibility:** Researches causes of reported Web site problems and resolves these problems. Updates the Web site data, as necessary, then tests the updated site application to ensure that no further anomalies have been introduced. Updates documentation products, as appropriate, to reflect updates made to the application.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

23.3. **Web Site Maintenance Specialist (Level 3).**

**Minimum/General Experience:** 6 years of Web site maintenance experience.

**Functional Responsibility:** Researches causes of reported Web site problems and resolves these problems. Updates the Web site data, as necessary, then tests the updated site application to ensure that no further anomalies have been introduced. Updates documentation products, as appropriate, to reflect updates made to the application. Can also provide technical leadership and guidance for a team of Web site maintainers. As a team leader, builds plans and schedules for assigned work.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

24.2. **IT Certified Product Support Specialist (Level 2).**

**Minimum/General Experience:** 7 years of IT experience, including 3 years’ experience providing expert-level support for the product(s) in which vendor certification has been attained. Vendor certifications include Microsoft, Oracle, SAS, PeopleSoft, SAP, Certified Internet Webmaster (CIW), Comp TIA, Avaya, Cisco, IBM, Java, Lotus, Lucent, Novell, and Sybase, with new certification programs being added on a constant basis.

**Functional Responsibility:** Consults on the installation, configuration, and use of the vendor product(s) in which vendor certification has been attained. Works with help desk, system programming, and other support staff to isolate and resolve anomalies detected in this product(s).

**Minimum Education:** Vendor certification in one or more specific products from Microsoft, Oracle, SAS, PeopleSoft, SAP, Certified Internet Webmaster (CIW), Comp TIA, Avaya, Cisco, IBM, Java, Lotus, Lucent, Novell, and Sybase or similar recognized vendor certification.

24.3. **IT Certified Product Support Specialist (Level 3).**

**Minimum/General Experience:** 8 years of IT experience, including 5 years’ experience of providing expert-level support for the product(s) in which vendor certification has been attained, including re-certification as updated product releases are made public. Vendor certifications include Microsoft, Oracle, SAS, PeopleSoft, SAP, Certified Internet Webmaster (CIW), Comp
TIA, Avaya, Cisco, IBM, Java, Lotus, Lucent, Novell, and Sybase, with new certification programs being added on a constant basis.

Functional Responsibility: Consults on the installation, configuration, and use of the vendor product(s) in which vendor certification has been attained. Works with help desk, system programming, and other support staff to isolate and resolve anomalies detected in this product(s). Can also coordinate the activities of teams of certified product support specialists covering a range of products installed and used by the particular project or site. As a team leader, builds plans and schedules for assigned work.

Minimum Education: Vendor certification in one or more specific products from Microsoft, Oracle, SAS, PeopleSoft, SAP, Certified Internet Webmaster (CIW), Comp TIA, Avaya, Cisco, IBM, Java, Lotus, Lucent, Novell, and Sybase or similar recognized vendor certification.

25.2. IT Certified Product Support Engineer (Level 2).

Minimum/General Experience: 7 years of IT experience, including 3 years’ experience providing expert-level support for the product set in which vendor certification has been attained. Vendor product set certifications include Microsoft, Oracle, SAS, PeopleSoft, SAP, Certified Internet Webmaster (CIW), Comp TIA, Avaya, Cisco, IBM, Java, Lotus, Lucent, Novell, and Sybase, with new certification programs being added on a constant basis.

Functional Responsibility: Consults on the installation, configuration, interaction, and use of the vendor products in which vendor certification has been attained. Works with help desk, system programming, and other support staff to isolate and resolve anomalies detected in this product set.

Minimum Education: Vendor certification in one or more specific products from Microsoft, Oracle, SAS, PeopleSoft, SAP, Certified Internet Webmaster (CIW), Comp TIA, Avaya, Cisco, IBM, Java, Lotus, Lucent, Novell, and Sybase or similar recognized vendor certification, plus a BS/BA in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

25.3. IT Certified Product Support Engineer (Level 3).

Minimum/General Experience: 9 years of IT experience, including 5 years’ experience providing expert-level support for the product set in which vendor certification has been attained, including re-certification as updated product releases are made public. Vendor product set certifications include Microsoft, Oracle, SAS, PeopleSoft, SAP, Certified Internet Webmaster (CIW), Comp TIA, Avaya, Cisco, IBM, Java, Lotus, Lucent, Novell, and Sybase, with new certification programs being added on a constant basis.

Functional Responsibility: Consults on the installation, configuration, interaction, and use of the vendor products in which vendor certification has been attained. Works with help desk, system programming, and other support staff to isolate and resolve anomalies detected in this product set. Can also coordinate the activities of teams of certified product support specialists and engineers covering a range of products installed and used by the particular project or site. As a team leader, builds plans and schedules for assigned work.
Minimum Education: Vendor certification in one or more specific products from Microsoft, Oracle, SAS, PeopleSoft, SAP, Certified Internet Webmaster (CIW), Comp TIA, Avaya, Cisco, IBM, Java, Lotus, Lucent, Novell, and Sybase or similar recognized vendor certification, plus a BS/BA in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

26.2. Help Desk Specialist (Level 2).

Minimum/General Experience: 2 years of help desk and/or programming experience or other technical background/skills.

Functional Responsibility: Records help desk requests; answers queries regarding supported products; resolves reported anomalies or escalates their resolution to product experts; and records the resolution of help desk requests, including the time required to satisfy the request and the outcome of the request.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

26.3. Help Desk Specialist (Level 3).

Minimum/General Experience: 5 years of help desk and/or programming experience or other technical background/skills.

Functional Responsibility: Records help desk requests; answers queries regarding supported products; resolves reported anomalies or escalates their resolution to product experts; and records the resolution of help desk requests, including the time required to satisfy the request and the outcome of the request. Can also coordinate the activities of a team of help desk specialists supporting a specific product or set of products. As a team leader, builds plans and schedules for assigned work.

Minimum Education: A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

27.1. Network Administrator (Level 1).

Minimum/General Experience: 2 years of network administration experience in support of installation, operation, and maintenance of telecommunication networks and systems.

Functional Responsibility: Works as a team member with other network administrator in all aspects of network management. Analyzes, designs, specifies, documents, and implements communication system requirements to support the distributed functionality of a software
engineering environment. Supports the installation, operation, and maintenance of telecommunication networks and systems.

**Minimum Education:** High School Diploma or GED.

### 27.2. Network Administrator (Level 2).

**Minimum/General Experience:** 5 years of network administration experience in support of installation, operation, and maintenance of telecommunication networks and systems.

**Functional Responsibility:** Provides assistance in all aspects of network management from network design through implementation and the maintenance or upgrading of existing networks. Analyzes, designs, specifies, documents, and implements communication system requirements to support the distributed functionality of a software engineering environment. Provides technical support for, and coordinates, the installation, operation, and maintenance of telecommunication networks and systems.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

### 27.3. Network Administrator (Level 3).

**Minimum/General Experience:** 8 years of network administration experience in support of installation, operation, and maintenance of telecommunication networks and systems.

**Functional Responsibility:** Provides assistance in all aspects of network management from network design through implementation and the maintenance or upgrading of existing networks. Analyzes, designs, specifies, documents, and implements communication system requirements to support the distributed functionality of a software engineering environment. Provides technical support for, and coordinates, the installation, operation, and maintenance of telecommunication networks and systems. Can also coordinate the activities of a team of network administrators. As a team leader, builds plans and schedules for assigned work.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

### 28.1. Network Technician (Level 1).

**Minimum/General Experience:** 4 years of experience as a technician performing PC troubleshooting, PC assembly, operating system, and/or software installation.

**Functional Responsibility:** Works directly with other technicians or network administrators. Assists in installing PC operating system and applications software, and in configuring PCs to run in their assigned environment.

**Minimum Education:** High School Diploma or GED.
28.2. Network Technician (Level 2).

**Minimum/General Experience:** 6 years of experience as a technician performing PC troubleshooting, PC assembly, operating system, and/or software installation.

**Functional Responsibility:** Diagnoses and resolves network configuration, design, and PC hardware/software problems. Installs PC operating system, applications software, and configures PCs to run in their assigned environment.

**Minimum Education:** An AA degree in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with an AA degree in any discipline and 20 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

28.3. Network Technician (Level 3).

**Minimum/General Experience:** 8 years of experience as a technician performing PC troubleshooting, PC assembly, operating system, and/or software installation.

**Functional Responsibility:** Diagnoses and resolves network configuration, design, and PC hardware/software problems. Installs PC operating system, applications software, and configures PCs to run in their assigned environment. Can also provide technical leadership and guidance for a customer support/network installation team. As a team leader, builds plans and schedules for assigned work.

**Minimum Education:** A BS/BA in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

29.2. System Administrator (Level 2).

**Minimum/General Experience:** 4 years of experience as a system administrator, installing hardware and software, and/or conducting system upgrades, and/or evaluating and installing system patches, and/or resolving software related problems, and/or performing system backups and recovery, and/or maintaining user accounts and data files, and/or ensuring data integrity.

**Functional Responsibility:** Installs hardware and software, conducts system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains user accounts, data files and monitors system configuration to ensure data integrity. Conducts training; maintains documentation; and provides front line support for IT-related problems.

**Minimum Education:** High School Diploma or GED.

29.3. System Administrator (Level 3).

**Minimum/General Experience:** 6 years of experience as a system administrator, including setting system administration standards, and/or maintaining operating systems configurations, including 1-year supervising and/or training junior System Administrators.
**Functional Responsibility:** Sets system administration standards, maintains operating systems configuration and supervises and trains junior System Administrators. Analyzes and resolves complex problems associated with server hardware, applications and software integration. Can also provide technical leadership and guidance for a team of system administrators. As a team leader, builds plans and schedules for assigned work.

**Minimum Education:** High School Diploma or GED.

### 30.1. Information Assurance Specialist (Level 1).

**Minimum/General Experience:** 2 years of computer programming and/or system analysis experience, including designing, developing, and implementing firewalls, and/or participation in system security certifications and project evaluations, and/or assisting with anti-virus planning, risk analysis, and incident response.

**Functional Responsibility:** In conjunction with other information security specialists, supports project information assurance efforts such as designing, developing, and implementing firewalls; participating in system security certifications and project evaluations; and assisting with anti-virus planning, risk analysis, and incident response.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

### 30.2. Information Assurance Specialist (Level 2).

**Minimum/General Experience:** 5 years of computer security experience to include formulation and assessment of information technology security policy, and/or preparation of security plans, and/or network penetration testing, and/or anti-virus planning assistance and risk analysis, and/or design, development and implementation of firewalls.

**Functional Responsibility:** Formulates and assesses information technology security policy to include business impact. Prepares security plans for employing an enterprise-wide security architecture to include the design of cryptographic solutions where appropriate. Assesses and audits network penetration testing. Provides anti-virus planning assistance, risk analysis, and incident response. Provides security engineering support for application development, including system security certifications and project evaluations. As needed, designs, develops, and implements firewalls and conducts evaluations of security code.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

### 30.3. Information Assurance Specialist (Level 3).

**Minimum/General Experience:** 7 years of computer security experience to include formulation and assessment of information technology security policy, and/or preparation of
security plans, and/or network penetration testing, and/or anti-virus planning assistance and risk analysis, and/or design, development and implementation of firewalls.

**Functional Responsibility:** Formulates and assesses information technology security policy to include business impact. Prepares security plans for employing an enterprise-wide security architecture to include the design of cryptographic solutions where appropriate. Assesses and audits network penetration testing. Provides anti-virus planning assistance, risk analysis, and incident response. Provides security engineering support for application development, including system security certifications and project evaluations. As needed, designs, develops, and implements firewalls and conducts evaluations of security code. Can also provide technical leadership and guidance for a small team of information assurance specialists. As a team leader, builds plans and schedules for assigned work.

**Minimum Education:** A BA/BS in Computer Science or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

**32.1. IT Courseware Development Specialist (Level 1).**

**Minimum/General Experience:** 2 years of experience in the creation and/or preparation of user-specific training materials such as tutorials and/or on-line training exercises.

**Functional Responsibility:** Works with other courseware developers in building the materials necessary to support user-specific training for the operation of specialized computer systems.

**Minimum Education:** A BA/BS in Computer Science, BS Educ. or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

**32.2. IT Courseware Development Specialist (Level 2).**

**Minimum/General Experience:** 5 years of courseware development and/or training experience.

**Functional Responsibility:** Analyzes user training needs and designs and develops courseware materials to be used for user-specific training in the use of specialized computer systems.

**Minimum Education:** A BA/BS in Computer Science, BS Educ. or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

**32.3. IT Courseware Development Specialist (Level 3).**

**Minimum/General Experience:** 8 years of courseware development and/or training experience.
**Functional Responsibility:** Analyzes user training needs and designs and develops courseware materials to be used for user-specific training in the use of specialized computer systems. Also provides technical direction and coordination to a small team of courseware developers. As a team leader, builds plans and schedules for assigned work.

**Minimum Education:** A BA/BS in Computer Science, BS Educ. or an associated discipline or its equivalent. Associated disciplines include: Computer Engineering, Electrical Engineering, Mathematics, Physics and Statistics. An individual with a BA/BS degree in any discipline and 30 or more credit hours of study in Computer Science, at the undergraduate or graduate level, is considered to have an equivalent degree.

**Education/Experience Equivalencies**

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<td>Ph.D. counts as 6 years of additional experience</td>
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<td>1 year of directly-related experience can be substituted for an Associate’s Degree in appropriate discipline</td>
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<td>BA/BS in Computer Science or an associated discipline</td>
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The term “hands-on” experience appears for certain entry-level labor categories. “Hands-on” experience is not limited to paid work experience. It can also include experience as a volunteer, intern, experience gained in the laboratory portion of a class, or experience gained in the execution of required projects.
4. Authorized Federal Supply Schedule Pricelist

Onsite (Government Site) Pricing

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### Offsite (COMSO Site) Outyear Pricing

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