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.

GSA MAS Schedule
SIN 541511S – IT Professional Services
SIN 541611 - Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
OLM – Order Level Materials

Contract Number - 47QTCA19D00GV

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

Contract period: August 7, 2019 – August 6, 2024

CAYUSE TECHNOLOGIES, LLC 72632 COYOTE RD
PENDLETON, OR 97801-1002

www.CayuseTechnologies.com

Small Business, SBA Certified Small Disadvantaged business, SBA Certified 8(a) Firm, SBA Certified HUBZone Firm
1a. Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices:
Special Item Number 541511S – IT Professional Services.
Special Item Number 541611 - Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
Labor Category Description and Pricing Summary can be found at the end of this document.

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract:
SIN 541511S - Junior Help Desk Support Analyst - $25.67 per hour
SIN 541611 - Policy/Legislative Affairs Specialist I - $65.31 per hour

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

2. Maximum order: $500,000 for SIN 541511S; $1,000,000 for SIN 541611

3. Minimum order: $100


5. Point(s) of production: Pendleton, OR, USA (Umatilla County).

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

7. Quantity discounts: 1% discount for individual orders above $500,000.

8. Prompt payment terms: 0.5%, 20 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

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

10. Foreign items: None

11a. Time of delivery: As negotiated between Contractor and Ordering Entity.
11b. Expedited Delivery: Items available for expedited delivery are noted in this price list.
11c. Overnight and 2-day delivery: Overnight and 2-day delivery are not available.
11d. Urgent Requirements. The “Urgent Requirements” is present in the contract, and agencies
can contact the Contractor’s representative to effect a faster delivery.

12. F.O.B. point: Destination

13a. Ordering address: 72632 Coyote Rd., Pendleton, OR 97801-1002

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: 72632 Coyote Rd., Pendleton, OR 97801-1002

15. Warranty provision: Standard Commercial Warranty

16. Export packing charges, if applicable: Not Applicable

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

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

19. Terms and conditions of installation: Not Applicable

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

20a. Terms and conditions for any other services: None

21. List of service and distribution points: Not Applicable

22. List of participating dealers: Not Applicable

23. Preventive maintenance: Not Applicable

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): None

24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services at: www.Section508.gov/.

25. Data Universal Number System (DUNS) number: 788661309

26. Cayuse Technologies, LLC is currently registered in the System for Award Management (SAM) database.
**Labor Category One - Junior Applications Developer/Engineer**

*Functional Description:* This role designs, develops and supports application solutions to meet client requirements. They may design, develop and/or re-engineer highly complex application components, and integrate software packages, programs and reusable objects residing on multiple platforms. Job Skills: Develop Program Specifications, Perform Application Testing Activities, Translate Business - I/T Requirements, Understand Data Models, Use Application Development Methodologies & Tools, Use Applications Strategies for Maintenance, Use Full Life Cycle, Use Library Management Tools, Use Programming Languages, and Use Test Tools Knowledge.

*Educational Requirements:* AS/BS/BA-Business, Computer Science, Computer Information Systems, Engineering, Math or equivalent business or technical studies.

*Experience Requirements:* Minimum 1 year experience in area of analysis, design, coding and testing.

**Labor Category Two - Experienced Applications Developer/Engineer**

*Functional Description:* This role designs, develops and supports application solutions to meet client requirements. They may design, develop and/or re-engineer highly complex application components, and integrate software packages, programs and reusable objects residing on multiple platforms. Job Skills: Develop Program Specifications, Perform Application Testing Activities, Translate Business - I/T Requirements, Understand Data Models, Use Application Development Methodologies & Tools, Use Applications Strategies for Maintenance, Use Full Life Cycle, Use Library Management Tools, Use Programming Languages, and Use Test Tools Knowledge.

*Educational Requirements:* AS/BS/BA-Business, Computer Science, Computer Information Systems, Engineering, Math or equivalent business or technical studies.

*Experience Requirements:* 4 to 8 years of experience with a minimum of 2 years in area of analysis, design and coding

**Labor Category Three - Business Data Analyst**

*Functional Description:* This role provides the leadership throughout the life cycle of the project in the area of data. They actively partner with the Data Modelers to provide a consistent and accurate view and definition of the data requirements throughout the enterprise. They participate in the facilitation of the design and implementation of databases and the movement of data from the operational and external environments to the business intelligence environment. Job Skills: Advise Data Distribution Strategy, Advise Logical Data Design, Advise on Data Standards and Modeling, Advise on Data Warehouse Deployments, Advise on Metadata Management, Apply Data Distribution Strategy, Apply Data Modeling Techniques, Architect Database - Enterprise Data Model, Design Data Warehouse & Data Mart Structure, Implement Metadata Management, and Perform Data Modeling.

*Educational Requirements:* AS/BS/BA-Business, Computer Science, Computer Information Systems, Engineering, Math or equivalent business or technical studies.
Experience Requirements: Minimum 1 year experience in area of specialization or 2 years of industry experience.

**Labor Category Four - Junior Help Desk Support Analyst**

**Functional Description:** Receive incoming calls from customers and create incident record or update existing record. Answer incoming calls within set criteria. Direct ownership of problem resolution through own skills or by timely escalation. Utilize call tracking tool used to track problems and generate metric reporting. Validate customer information, name, phone, room, ID number. Using expertise, analyze and resolve the customer problem at first contact within set criteria. Meet account requirements for first call resolution rate. Utilize standard processes and escalation procedures as documented. Refer incidents to the proper queue the first time with percentage accuracy as per account specific requirements. Accept special assignments as required. Must have excellent customer interface and customer satisfaction management skills, written and oral communication skills.

**Educational Requirements:** AS/BS/BA-Business, Computer Science, Computer Information Systems, Engineering, Math or equivalent business or technical studies.

**Experience Requirements:** Minimum 1 year experience in area of specialization or 2 years of industry experience.

**Labor Category Five - Junior Software Quality Assurance Analyst/Tester**

**Functional Description:** This role specializes in the testing of applications or solutions. They are responsible for designing test strategy, setting the direction for testing, and recommending test tools. They provide technical leadership and assist the Test Manager with test planning. They provide leadership for test design and guidance during test specification development. They act as a mentor, coach, participate in team meetings, and create Intellectual Capital assets for reuse. Job Skills: Apply Testing Methodology, Perform Risk Analysis/Management, Use Architectures & Design Knowledge, Use Development Processes Knowledge, Use e-Business Architectures Knowledge, Use e-Business Solutions Knowledge, Use Requirements & Business Processes, and Use Test Tools Knowledge.

**Educational Requirements:** AS/BS/BA-Business, Computer Science, Computer Information Systems, Engineering, Math or equivalent business or technical studies.

**Experience Requirements:** 1 year experience in primary skill required and/or over 3 yrs of industry experience and up to 2 years QA experience.

**Labor Category Six - Experienced Software Quality Assurance Analyst/Tester**

**Functional Description:** This role specializes in the testing of applications or solutions. They are responsible for
designing test strategy, setting the direction for testing, and recommending test tools. They provide technical leadership and assist the Test Manager with test planning. They provide leadership for test design and guidance during test specification development. They act as a mentor, coach, participate in team meetings, and create Intellectual Capital assets for reuse. Job Skills: Apply Testing Methodology, Perform Risk Analysis/Management, Use Architectures & Design Knowledge, Use Development Processes Knowledge, Use e-Business Architectures Knowledge, Use e-Business Solutions Knowledge, Use Requirements & Business Processes, and Use Test Tools Knowledge.

**Educational Requirements**: AS/BS/BA-Business, Computer Science, Computer Information Systems, Engineering, Math or equivalent business or technical studies.

**Experience Requirements**: 2 to 4 years experience in primary skill required and/or over 5 yrs of industry experience and 2 to 4 years QA experience.

**Labor Category Seven – Systems Administrator IV**

**Functional Description**: Supervise and manage the daily activities of configuration and operation of systems which may be cloud/client/server based. Plan and monitor the optimizing of system operation and resource utilization, and perform systems capacity analysis and planning. Plan and monitor assistance to users in accessing and using business systems. Be responsible for the installation, maintenance, configuration, and integrity of computer software. Implement operating system enhancements that will improve the reliability and performance of the system.

**Educational Requirements**: Bachelor's Degree; Must also have one of the following technical certifications: Security+ CE (Baseline IA); MCSA WIN SVR 2012 or 2016/ MCSA SQL Server / ESXi/VM Ware Certification / MS SCCM Certificate (CE Certification)

**Experience Requirements**: Minimum of 8 years of experience

**Labor Category Eight: Budget Analyst III**

**Functional Description**: Analyzes the organization’s accounting records to determine financial resources required. Plans, analyzes, and prepares the organization's budget according to previous budget figures and estimated revenue. Makes recommendations for budget allocations to ensure conformance to budgetary limits. Maintains records and analyzes the difference between actual operating figures and estimated budget. Reviews operating budgets periodically to analyze trends affecting budget needs.

**Minimum Education**: Bachelor’s Degree (BA or BS)

**Minimum Experience**: 5 Years

**Labor Category Nine: Communications Specialist II**

**Functional Description**: Leads and implements communication tasks. Conducts targeted information
campaigns, arranges press briefings and interviews, coordinates editorial boards, monitors the news, and writes trends analysis. Meets with client on daily basis to relay progress, propose creative solutions to communication challenges, and establish priorities.

**Minimum Education:** Bachelor’s Degree (BA or BS)

**Minimum Experience:** 2 Years

**Labor Category Ten: Graphics Designer**

**Functional Description:** Provides creative assistance and support to the design team as required throughout the various stages of the design process. Under general direction, conceptualizes and executes designs for user interface and usability solutions in support of information technology projects. Leads creative sessions with customer, writers and internal staff to determine project requirements. Develops creative concepts and communicates direction to the graphic artist to produce thumbnail sketches and comprehensive layouts. Prepares job estimates and production calendars. Edits scientific documentation (reports and other project deliverables) to ensure accuracy of spelling, grammar, punctuation, and references. Copyedits to ensure consistency and appropriateness of tone and style, as well as consistency of formatting. Can also provide substantive editing when needed to ensure good organization and logical flow of text. Develops diagrams, flow charts, and other images to accompany text from reports and other project deliverables. Creates brochures, flyers, posters, photo collages, and PowerPoint or custom slides. Designs newsletters, letterhead, CD labels, certificates, programs, or report covers for project deliverables. Develops technical illustrations, including tables and graphs, Gantt charts, charts, maps, and other conceptual models.

**Minimum Education:** High School Degree

**Minimum Experience:** 4 Years

**Labor Category Eleven: Instructor III**

**Functional Description:** Responsible for instructing participants on services, procedures, processes, techniques, tactics, products, or skills development. Course delivery typically includes a variety of formats such as lecture, lab exercises, field training, Computer-Based Training (CBT) or Web-Based Training (WBT). Assesses or tests participants on learning objectives. Duties may include participation in course definition and development, with primary focus on course delivery. May also perform post-event follow-up activities such as documenting on site user training statistics and lessons learned and participating in status calls related to the training. Receives assignments in the form of objectives and establishes goals to meet objectives. Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. Exercises independent judgment within generally defined training policies, procedures and goals in selecting methods and techniques. Supervises or provides guidance to other personnel.

**Minimum Education:** Bachelor’s Degree (BA or BS)

**Minimum Experience:** 4 Years
**Labor Category Twelve: Management Analyst III**

**Functional Description:** Serves as a liaison between the government executive and staff and other offices in the Department. Assures that staff is currently informed on the government executive’s plans and commitments. Informs of activities for which his/her subordinates are responsible. Transmits and interprets instructions from the government executive to members of his/her staff and other officials in the Department. Receives and schedules telephone calls, referring to the government executive only those calls which cannot or should be referred to others or handled by him/herself. Makes available informational material to which the government executive may refer. Maintains the schedule for the government executive, handling all requests for meetings and appointments, decides the distribution of the government executive’s time, prepares or requests preparation of briefing memoranda indicating purpose of appointments. Arranges oral briefings by appropriate officers, and discusses the subject of the meetings with invited officials. Makes travel arrangements, including scheduling of appointments, security, reservations, and travel advances. Upon return, prepares vouchers. As requested, or on his/her own initiative, makes careful and exhaustive searches for information difficult to obtain, compiles data and makes preliminary analyses. Makes and transcribes notes taken during meetings. Carries out special assignments for the government executive which require a high degree of tact, diplomacy and knowledge of the government executive’s views. Types correspondence and memoranda for the government executive, ensuring that all conform to the agency’s style and format guidelines.

**Minimum Education:** High School Degree

**Minimum Experience:** 3 Years

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**Labor Category Thirteen: Office Management Specialist**

**Functional Description:** Serves as a liaison between the government executive and staff and other offices in the Department. Assures that staff is currently informed on the government executive’s plans and commitments. Informs of activities for which his/her subordinates are responsible. Transmits and interprets instructions from the government executive to members of his/her staff and other officials in the Department. Receives and schedules telephone calls, referring to the government executive only those calls which cannot or should be referred to others or handled by him/herself. Makes available informational material to which the government executive may refer. Maintains the schedule for the government executive, handling all requests for meetings and appointments, decides the distribution of the government executive’s time, prepares or requests preparation of briefing memoranda indicating purpose of appointments. Arranges oral briefings by appropriate officers, and discusses the subject of the meetings with invited officials. Makes travel arrangements, including scheduling of appointments, security, reservations, and travel advances. Upon return, prepares vouchers. As requested, or on his/her own initiative, makes careful and exhaustive searches for information difficult to obtain, compiles data and makes preliminary analyses. Makes and transcribes notes taken during meetings. Carries out special assignments for the government executive which require a high degree of tact, diplomacy and knowledge of the government executive’s views. Types correspondence and memoranda for the government executive, ensuring that all conform to the agency’s style and format guidelines.

**Minimum Education:** Bachelor’s Degree or equivalent experience
**Minimum Experience:** 5 Years

**Labor Category Fourteen: Policy/Legislative Affairs Specialist I**

**Functional Description:** Implements public policy initiatives. Support includes: assistance with long-term strategy development, tracking legislation, and making policy recommendations. Develop and implement strategies to advance client funding requests and strategic policy initiatives. Leads and implements media relations initiatives. Writes and distributes information pieces and responses to media queries and legislative correspondence. Prepares or coordinates the preparation of briefing materials for client to present to the Legislative, staff. Meets with client on daily basis to relay progress and establish priorities.

**Minimum Education:** Bachelor’s Degree (BA or BS) or equivalent experience

**Minimum Experience:** 4 Years

**Labor Category Fifteen: Policy/Legislative Affairs Specialist II**

**Functional Description:** Implements public policy initiatives. Support includes: assistance with long-term strategy development, tracking legislation, and making policy recommendations. Develop and implement strategies to advance client funding requests and strategic policy initiatives. Leads and implements media relations initiatives. Writes and distributes information pieces and responses to media queries and legislative correspondence. Prepares or coordinates the preparation of briefing materials for client to present to the Legislative, staff. Meets with client on daily basis to relay progress and establish priorities.

**Minimum Education:** Bachelor’s Degree (BA or BS) or equivalent experience

**Minimum Experience:** 6 Years

**Labor Category Sixteen: Program Manager I**

**Functional Description:** Responsible for managing the implementation of specific government or commercial contracts. Plan, organize, and manage the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively. Integrate all functions and activities necessary to perform the project/program to meet the client or customer requirements. Plan and implement actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services. Direct project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface. Moderate to high-risk program (composed of either a single project or a coordinated effort of multiple related projects with a common technical or customer objective.

**Minimum Education:** Bachelor’s Degree (BA or BS) or equivalent experience

**Minimum Experience:** 5 Years
**Labor Category Seventeen: Program Manager III**

**Functional Description:** Responsible for managing the implementation of specific government or commercial contracts. Plan, organize, and manage the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively. Integrate all functions and activities necessary to perform the project/program to meet the client or customer requirements. Plan and implement actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services. Direct project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface. Moderate to high-risk program (composed of either a single project or a coordinated effort of multiple related projects with a common technical or customer objective.

**Minimum Education:** Bachelor’s Degree (BA or BS) or equivalent experience

**Minimum Experience:** 7 Years

**Labor Category Eighteen: Project Manager II**

**Functional Description:** Responsible for managing the implementation of a specific project or projects. Plan, coordinate, and manage the actions taken by an organization to execute a specific task/objective. Integrate all functions and activities necessary to perform the project/program to meet customer requirements including planning, coordination, oversight and execution. Plan and implement actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services. Direct project team personnel, manage cost and schedule, ensure contract compliance, and serve as customer interface. Small to moderate risk project with responsibility for managing many tasks or functions of a single project. Interfaces with task and functional leaders, subcontractors, support personnel, customer and upper management. Has financial management responsibility.

**Minimum Education:** Bachelor’s Degree (BA or BS) or equivalent experience

**Minimum Experience:** 3 Years

**Labor Category Nineteen: Project Manager III**

**Functional Description:** Responsible for managing the implementation of a specific project or projects. Plan, coordinate, and manage the actions taken by an organization to execute a specific task/objective. Integrate all functions and activities necessary to perform the project/program to meet customer requirements including planning, coordination, oversight and execution. Plan and implement actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services. Direct project team personnel, manage cost and schedule, ensure contract compliance, and serve as customer interface. Small to moderate risk project with responsibility for managing many tasks or functions of a single project. Interfaces with task and functional leaders, subcontractors, support personnel, customer and upper management. Has financial management responsibility.
GSA Schedule Labor Categories and Pricing

**Minimum Education:** Bachelor’s Degree (BA or BS) or equivalent experience

**Minimum Experience:** 4 Years

**Labor Category Twenty: Public/Media Relations Specialist II**

**Functional Description:** Responsible for the coordination of media relations and preparing communication materials. Plans, prepares and relays information to the press and the wider community. Develops and maintains lines of communication with media contacts and other groups. Develops and reviews material intended for public release to ensure the materials are consistent with objectives, policies and regulations. Supports activities and reporting through news media. Problems are vague and require understanding of domain knowledge, but are limited in complexity. Problems may span a range of issues or areas. Problems are typically solved through drawing from prior experiences, with thorough analysis of the issue. Communicates with colleagues across multiple areas (domestic and foreign entities, other professional resources, etc.). Explains solutions, practices and procedures to others within the organization.

**Minimum Education:** Bachelor’s Degree (BA or BS) or equivalent experience

**Minimum Experience:** 4 Years

**Labor Category Twenty-One: Special Assistant**

**Functional Description:** Serves as a liaison between the government executive and staff and other offices in the Department. Assures that staff is currently informed on the government executive’s plans and commitments. Informs of activities for which his/her subordinates are responsible. Transmits and interprets instructions from the government executive to members of his/her staff and other officials in the Department. Receives and schedules telephone calls, referring to the government executive only those calls which cannot or should be referred to others or handled by him/herself. Makes available informational material to which the government executive may refer. Maintains the schedule for the government executive, handling all requests for meetings and appointments, decides the distribution of the government executive’s time, prepares or requests preparation of briefing memoranda indicating purpose of appointments. Arranges oral briefings by appropriate officers, and discusses the subject of the meetings with invited officials. Makes travel arrangements, including scheduling of appointments, security, reservations, and travel advances. Upon return, prepares vouchers. As requested, or on his/her own initiative, makes careful and exhaustive searches for information difficult to obtain, compiles data and makes preliminary analyses. Makes and transcribes notes taken during meetings. Carries out special assignments for the government executive which require a high degree of tact, diplomacy and knowledge of the government executive’s views. Types correspondence and memoranda for the government executive, ensuring that all conform to the agency’s style and format guidelines.

**Minimum Education:** Bachelor’s Degree (BA or BS) or equivalent experience

**Minimum Experience:** 1 Year
Labor Category Twenty-Two:  Subject Matter Expert (SME) I

Functional Description: Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences. Analyzes actual and predictable interacting operational activities of a military, governmental, or business system to obtain a qualitative or quantitative, rational basis for decision-making, policies (e.g. Foreign Affairs, Doctrine, Organization, Training, Leader Development, Material, Personnel, Facilities, etc.) or resource allocation in support of US Government policy goals and objectives. Utilizes judgment, experience and subject matter expertise, decision support tools, and basic to extremely complex modeling and measurement techniques, mathematics, statistical methods and other principles in the professional body of knowledge in determining solutions. Provides integral policy support in the capability development and integration of solutions and the conceptualization, design, development, testing, verification and validation, documentation, and implementation of modeling and simulation based decision support system applications. Works on extremely complex problems where analysis of situations or data requires an evaluation of intangible factors. Exercises judgment in developing methods, techniques and evaluation criteria for obtaining results.

Minimum Education: Bachelor’s Degree (BA or BS) or equivalent experience
Minimum Experience: 5 Years

Labor Category Twenty-Three:  Technical Writer/Editor II

Functional Description: Responsible for editing, proofreading and providing writing support on non-technical and/or technical documents or sections of documents prepared by writers such as manuals, procedures and specifications. Duties may include ensuring documents meet editorial and government specifications and adhering to standards for quality, graphics, coverage, format and style. Problems are vague and require understanding of domain knowledge, but are limited in complexity. Problems may span a range of issues or areas. Problems are typically solved through drawing from prior experiences, with thorough analysis of the issue. Communicates with colleagues across multiple areas (project managers, other professional resources, etc.). Explains solutions, practices and procedures to others within the organization.

Minimum Education: Bachelor’s Degree (BA or BS) or equivalent experience
Minimum Experience: 4 Years

Labor Category Twenty-Four:  Technical Writer/Editor III

Functional Description: Responsible for editing, proofreading and providing writing support on non-technical and/or technical documents or sections of documents prepared by writers such as manuals, procedures and specifications. Duties may include ensuring documents meet editorial and government specifications and adhering to standards for quality, graphics, coverage, format and style. Problems are vague and require understanding of domain knowledge, but are limited in complexity. Problems may span a range of issues or areas. Problems are typically solved through drawing from prior experiences, with thorough analysis of the issue. Communicates with colleagues across multiple areas (project managers,
other professional resources, etc.). Explains solutions, practices and procedures to others within the organization.

**Minimum Education:** Bachelor’s Degree (BA or BS) or equivalent experience

**Minimum Experience:** 6 Years

**Labor Category Twenty-Five: Operations Analyst I**

**Functional Description:** Provides operational, oral and written communication for Homeland Security watch and warning operations during steady state, incident management, and support special events to maintain operational and situational awareness of critical infrastructure throughout domestic and international Areas of Responsibility and Interest. Monitors, collects and evaluates open source information, unclassified and classified accounts, official sources for all hazards, cyber and physical information that may impact critical infrastructure, incidents involving soft targets, crowded places and terrorist attacks. Performs initial triage of information on questions, issues, or events. Develops and maintains analytical procedures to meet changing requirements and ensure maximum operations. Supports the development and analysis of Watch and Warning operations. Supports development of policy and procedures for agency, interagency, or community wide support.

**Minimum Education:** High School Degree

**Minimum Experience:** 1 Year

**Labor Category Twenty-Six: Operations Analyst II**

**Functional Description:** Provides operational, oral and written communication for Homeland Security watch and warning operations during steady state, incident management, and support special events to maintain operational and situational awareness of critical infrastructure throughout domestic and international Areas of Responsibility and Interest. Monitors, collects and evaluates open source information, unclassified and classified accounts, official sources for all hazards, cyber and physical information that may impact critical infrastructure, incidents involving soft targets, crowded places and terrorist attacks. Performs initial triage of information on questions, issues, or events. Develops and maintains analytical procedures to meet changing requirements and ensure maximum operations. Supports the development and analysis of Watch and Warning operations. Supports development of policy and procedures for agency, interagency, or community wide support.

**Minimum Education:** Bachelor’s Degree or equivalent experience

**Minimum Experience:** 4 Years
# Hourly Rates

<table>
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<th>Labor Category</th>
<th>SIN</th>
<th>8/7/19-8/6/20</th>
<th>8/7/20-8/6/21</th>
<th>8/7/21-8/6/22</th>
<th>8/7/22-8/6/23</th>
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