SaiTech is an established, woman-owned Small Disadvantaged Business (SDB) specializing in Information Technologies with extensive experience in network services, telecommunications, software systems, records management, document imaging, and forms management, IT Security, computer support.

**SIN OLM ORDER-LEVEL MATERIALS (OLMs) – SUBJECT TO COOPERATIVE PURCHASING**

Order-Level Materials (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Multiple Award Schedule (MAS) contract or MAS blanket purchase agreement (BPA). OLMs are not defined, priced, or awarded at the MAS contract level. They are unknown before a task or delivery order is placed against the MAS contract or MAS BPA. OLMs are only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) and are subject to a Not To Exceed (NTE) ceiling price. OLMs include direct materials, subcontracts for supplies and incidental services for which there is not a labor category specified in the MAS contract, other direct costs (separate from those under ODC SINs), and indirect costs. OLMs are purchased under the authority of the MAS Program and are not open market items.

Items awarded under ancillary supplies/services or other direct cost (ODC) SINs are not OLMs. These items are defined, priced, and awarded at the MAS contract level, whereas OLMs are unknown before an order is placed. Ancillary supplies/services and ODC SINs are for use under all order type CLINs (Fixed-Price (FP), T&M, and LH), whereas the Order-Level Materials SIN is only authorized for use under T&M and LH order CLINs.

The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN. Price analysis for OLMs is not conducted when awarding the MAS contract or MAS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs. OLMs are defined and priced at the ordering activity level in accordance with GSAR clause 552.238-82 Special Ordering Procedures for the Acquisition of Order-Level Materials. Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF). The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an MAS BPA awarded under an MAS contract, cannot exceed 33.33%.

**SIN 54151S INFORMATION TECHNOLOGY PROFESSIONAL SERVICES - SUBJECT TO COOPERATIVE PURCHASING**

Includes resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, and other services relevant to 29 CFR 541.400.

Excludes professional services within the scope of SIN 132-45 Highly Adaptive Cybersecurity Services.

NOTE: Please see the additional terms and conditions applicable to this Special Item Number (SIN) found in a separate attachment to the Solicitation. These terms and conditions do not contain specific and negotiated contractual language for this SIN. The Schedule contractor may have submitted additional information to complete the “fill-in” to the terms and conditions. The ordering activities shall request the Schedule contractors to submit these additional contract terms and conditions for this applicable SIN when responding to an order.

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.
Note 2: Offerors and Agencies are advised that the MAS Contract is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of, and in conjunction with the purchase of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.

SIN ANCILLARY Ancillary Supplies and Services – Subject to Cooperative Purchasing

Ancillary supplies and/or services are support supplies and services which are not within the scope of any other SIN on this schedule. These supplies and/or services may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN(s) in this solicitation to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule. This SIN EXCLUDES purchases that are exclusively for supplies and/or services already available under another schedule.

Special Instructions: The work performed under this SIN shall be associated with existing SINs that are part of this schedule. Ancillary supplies and/or services shall not be the primary purpose of the work ordered, but be an integral part of the total solution offered. Ancillary supplies and/or services may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN in this schedule. Offerors may be required to provide additional information to support a determination that their proposed ancillary supplies and/or services are commercially offered in support of one or more SINs under this schedule.

Note: Commercially available products under this solicitation may be covered by the Energy Star or Electronic Product Environmental Assessment Tool (EPEAT) programs. For applicable products, offerors are encouraged to offer Energy Star-qualified products and EPEAT-registered products, at the Bronze level or higher. If offerors opt to offer Energy Star or Electronic Product Environmental Assessment Tool (EPEAT) products then they shall identify by model which products offered are Energy Star-qualified and EPEAT-registered, broken out by registration level of bronze, silver, or gold. Visit the Green Procurement Compilation, www.sftool.gov/greenprocurement for a complete list of products covered by these programs.
Schedule Contract Number
47QTCA19D00H9

Contract Period: August 12, 2019 through August 11, 2024

Contract current through: Modification PS-0012 – 12 August 2021

SaiTech, Inc.
10411 Motor City Drive
Suite 670
Bethesda MD 20817
571-321-0664 (telephone)
571-321-0671 (facsimile)
www.saitech-hsv.com

Contractor Point of Contact for Contract Administration
Krishna Annambhotla
Vice President
SaiTech, Inc.
10411 Motor City Drive
Suite 670
Bethesda MD 20817
571-321-0664 x105 (telephone)
571-321-0671 (facsimile)
krishna@saitech-hsv.com

Woman-Owned Small Business (WOSB)
Contractor Information

1a. Table of awarded Special Item Numbers:

| SIN OLM    | Order-Level Materials                      |
| SIN 54151S | Information Technology Professional Services |
| SIN ANCILLARY | Ancillary Supplies and/or Services     |

1b. Identification of lowest priced model number and corresponding price for each awarded Special Item Number:

<table>
<thead>
<tr>
<th>Special Item Number</th>
<th>Labor Category</th>
<th>GSA Price with IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Media Specialist</td>
<td>$41.93</td>
</tr>
<tr>
<td>ANCILLARY</td>
<td>Telecommunications Operator</td>
<td>$33.07</td>
</tr>
</tbody>
</table>

1c. Identification of Services and Hourly Rates:

See Pages 6 through 35, below.

2. Maximum Order:

| SIN OLM    | $100,000 |
| SIN 54151S | $500,000 |
| SIN ANCILLARY | $150,000 |

3. Minimum Order: $100

4. Geographic Coverage: Domestic

5. Point of Production: Bethesda, Maryland USA

6. Discount from List Price or Statement of Net Price:

The GSA Net Prices published on the GSA Advantage website reflect the fully burdened price. The negotiated discount has been applied and the Industrial Funding Fee has been added.

7. Quantity Discount: None

8. Prompt Payment Terms: Net 30 days

Note: Prompt Payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Government Purchase Card:

Accepted for sales at or below the micro-purchase threshold only.

10. Foreign Item: Not Applicable

11a. Time of Delivery: As negotiated with the Ordering Activity before award of the Delivery or Task Order.

11b. Expedited Delivery: As negotiated with the Ordering Activity before award of the Delivery or Task Order.
11c. **Overnight and 2-day Delivery**: As negotiated with the Ordering Activity before award of the Delivery or Task Order.

11d. **Urgent Requirements**:

Ordering Activities can contact the Contractor’s Representative for the purpose of requesting accelerated delivery to meet urgent requirements.

12. **F.O.B. Point**: Destination

13a. **Ordering Address**:

Krishna Annambhotla  
Vice President  
SaiTech, Inc.  
10411 Motor City Drive  
Suite 670  
Bethesda MD 20817  
571-321-0664 x105 (telephone)  
571-321-0671 (facsimile)  
krishna@siatech-hsv.com

13b. **Ordering Procedures**:

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

14. **Payment Address**:

Krishna Annambhotla  
Vice President  
SaiTech, Inc.  
10411 Motor City Drive  
Suite 670  
Bethesda MD 20817  
571-321-0664 x105 (telephone)  
571-321-0671 (facsimile)  
krishna@siatech-hsv.com

15. **Warranty Provision**:

The IT Services shall be completed in a good and workmanlike manner.

16. **Export Packing Charges**: Not Applicable.

17. **Terms and conditions of Government purchase card acceptance**:

Please contact the Schedule Contractor for applicable terms and conditions.

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 Service: Not Applicable.


22. List of Participating Dealer: Not Applicable.


24a. Special Attributes such as Environmental Attributes (E.G., Recycled Content, Energy Efficiency, and/or Reduced Pollutants):

Not Applicable.

24b. Section 508 Compliance Information:

Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT). The EIT standard can be found at: http://www.Section508.gov/.

25. Data Universal Number System (DUNS) Number: 878 852 029

26. Notification regarding registration in System for Award Management (SAM) database:

Contractor has a current registration in SAM.

27. Description of IT Professional Services and Approved Hourly Rates

Labor Category: ADP Specialist

Minimum/General Experience: 3 years of progressively more difficult ADP experience in systems analysis and programming without degree. 0 years with four year college degree in Computer Science, or related field or certification in LAN, Novell, etc.

Functional Responsibility: Participate in systems feasibility studies concerning data communications and data networks, and evaluations. Plans, coordinates, and participates in design of data communication systems, and designing data transmission networks. Analyzes proposed and existing ADP applications in terms of data communications requirements, costs, and prepares studies and reports relating to data communications. Prepares or participates in preparing functional specifications for acquiring commercially available data communications networks. Consults with user management, other ADP technicians, and user representatives to ensure the problem has been properly identified, and that the solution will meet the user's requirements.

Minimum Education: 4 year degree or certification if no experience.

Labor Category: Business Specialist

Minimum/General Experience: 5 years of experience

Functional Responsibility: Analyzes the organization's strategic IT requirements business needs. Performs IT and technical business analysis. Performs operating and business model analysis of the organization's policies and business approaches. Defines detailed IT Service requirements, analyzes
business needs, and validates solutions with the client. Prepares and conducts briefings. Prepares and submits position and information papers in response to government requirements. Assists in development and maintenance of operating plan, performs cost and schedule analysis including performance against operating plan, forecasting, budgeting and subcontractor performance Analysis and Trends; maintains overall system configuration control over IT related business databases;

**Minimum Education:** Bachelor's Degree. Two years of additional related experience may be substituted for each year of degree-level education.

**Labor Category:** Computer Operations Lead

**Minimum/General Experience:** 4 years of IT experience

**Functional Responsibility:** Oversees the operation of computer hardware systems, ensuring usage as efficiently as possible. Computer hardware systems include, but are not limited to, mainframes, minicomputers, and networks of personal computers. Anticipates problems and takes preventative action that may occur during operations. Operates computer hardware systems to process business, scientific, engineering, or other data, according to operating instructions. May provide guidance to lower level computer operators.

**Minimum Education:** Associate's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

**Labor Category:** Configuration / Change Control Manager

**Minimum General / Experience:** 5 years of experience

**Functional Responsibility:** Responsible for managing change processes, including software / hardware systems, maintaining change schedule and interfacing with other processes / service owners. Manages the change / configuration control activities and processes for establishing and managing changes and consistency in the performance of complex systems and products. Responsible for scheduling change control boards and documenting proposed changes.

**Minimum Education:** Bachelor’s degree. Two years of additional experience may be substituted for each year of degree level education. ITIL Certification is desirable.

**Labor Category:** Configuration Management Specialist

**Minimum/General Experience:** 2 years of experience establishing and maintaining configuration change control and documentation control systems

**Functional Responsibility:** Under minimum supervision, develops and administers the CM plan for software and hardware systems, and implements instructions for assigned programs. Controls configuration baselines and interfaces through Engineering Change Proposal/Specification processing; fulfills such contract data requirements as preparing drafts, forwarding correspondence, preparing and processing CM required data items; and compiles, prepares, and maintains the master records for the establishment and change of configuration baselines, engineering release system, configuration item development record (including the configuration index and change status listing), and configuration status accounting. Exercise a high level of analytical ability in order to gather and interpret complex data, and to solve unusual and difficult technical, administrative, and managerial problems. Supports the development of Configuration Management (CM) plans and procedures and CM audits. Directs the activities of lower-level support personnel, as necessary. Engage in frequent contact with customers and CM personnel.
**Minimum Education**: Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

**Labor Category**: Continuous Improvement Manager

**Minimum General / Experience**: 8 years of experience in in baselining and tracking IT service improvements.

**Functional Responsibility**: Responsible for implementing service and process improvements across programs involving IT Support Services. Interface with process/service owners/managers that are responsible for delivery of those services/practices/processes.

**Minimum Education**: Bachelor’s degree in IT or related field. ITIL certification is desired.

**Labor Category**: Customer Relationship Manager

**Minimum General / Experience**: 10 years of experience in customer relationship and engaging customers to determine requirements and gauging customer satisfaction

**Functional Responsibility**: Responsible for engaging with customers and stakeholders to ensure IT services are delivered to meet customer and business requirements. Manages service level agreements (SLAs) and service level objectives (SLOs) service targets. Interface with IT process/service owners/managers that are responsible for delivery of IT services. Accountable for customer satisfaction.

**Minimum Education**: Bachelor’s degree in IT or related field. PMP and ITIL Certifications are desirable.

**Labor Category**: Data Security Administrator

**Minimum/General Experience**: 3 years IT experience

**Functional Responsibility**: Analyzes and defines security requirements and designs, develops, engineers, and implements solutions. Performs risk analysis and security audit services, developing analytical reports as required. May be required to perform in one or more of the following areas: AIS risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of AIS security policies and procedures.

**Minimum Education**: Associate's Degree or equivalent.

**Labor Category**: Data Security Specialist

**Minimum/General Experience**: 5 years of experience in support of IT security projects

**Functional Responsibility**: Maintains data systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Knowledgeable with standard concepts, practices, and procedures with systems security. Performs a variety of data security tasks and works under supervision. Have knowledge and experience in developing information technology security products and services. Skill interacting with customers, ability to prepare accurate documents dealing with IT security specifications.

**Minimum Education**: Bachelor's Degree in IT field
**Labor Category:** Database Administrator

**Minimum/General Experience:** 1 year IT experience

**Functional Responsibility:** Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Coordinates systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to users on equipment operations. Maintains and updates databases and data dictionaries.

**Minimum Education:** Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

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**Labor Category:** Database Architect

**Minimum/General Experience:** 3 years IT experience

**Functional Responsibility:** Ensures efficient operation of a multi-computer site that supports database administration, analysis, and report production; data dictionary administration; and system development. Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Coordinates systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to users on equipment operations. Maintains and updates databases and data dictionaries. May provide guidance and direction to less experienced database administrators.

**Minimum Education:** Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

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**Labor Category:** Documentation Specialist

**Minimum/General Experience:** 1 year IT experience

**Functional Responsibility:** Gathers, analyzes, and composes information technology-related technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

**Minimum Education:** Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

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**Labor Category:** Facilities Specialist

**Minimum/General Experience:** 5 years of experience

**Functional Responsibility:** Responsible for designing and developing facilities for installing IT Infrastructure that includes Servers, Network Equipment and Telecommunications Systems PABX and VoIP equipment. Works in coordination with Systems and Network Engineers, and customers. Also maintains and manages the physical environment where IT infrastructure is located.

**Minimum Education:** Bachelor's Degree. Two years of additional related experience may be substituted for each year of degree-level education.
Labor Category: Geographical Information Systems Specialist

Minimum/General Experience: 5 years of experience

Functional Responsibility: Creates databases, maps, and/or graphs that can be combined with geographically referenced data, working with GIS software and programs that have the capacity to relate different types of data, such as socioeconomic, demographic, administrative or political boundaries, land use, land cover, environmental, infrastructure, and transportation networks. Keeps databases, maps, and graphs maintained. Meets with users to define data needs, project requirements, required outputs, or to develop applications. Conducts research to locate and obtain existing databases.

Minimum Education: Bachelor's Degree. Two years of additional related experience may be substituted for each year of degree-level education

Labor Category: Health and Safety Specialist

Minimum/General Experience: 5 years related experience

Functional Responsibility: Responsible for developing safety plans with detailed procedures and policies for IT Support Services Contracts. Analyzes workplace design to ensure ergonomic and safe IT operations. Conducts safety inspections and ensures that safety policies are followed in the installation of IT equipment in Data Centers, Server rooms, network closets, and desk computers. Outlines and implements training programs about employee safety procedures and accident protection and prevention. Responsibilities also include developing and distributing educational materials, inspecting facilities, and recommending corrections or additional precautions to ensure compliance to established regulations.

Minimum Education: Bachelor's Degree in related field.

Labor Category: Help Desk Analyst

Minimum/General Experience: 2 years of experience, including knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk.

Functional Responsibility: Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract. Serves as the initial point of contact for troubleshooting hardware and software PC and printer problems.

Minimum Education: High school and 2 years specialized training or equivalent. Demonstrated ability to communicate orally and in writing, with a positive customer service attitude.

Labor Category: Help Desk Supervisor

Minimum/General Experience: Five years of related experience maintaining and/or modifying routine facility hardware and/or software, as required, to ensure system availability and functionality.

Functional Responsibility: Under direct supervision, assists in the daily operational availability of the hardware and software systems required to support facility operations. Assists in overseeing scheduled testing and review of hardware and software to ensure potential problems are identified at the earliest point possible, aids in adjustments and/or repairs of hardware problems, ensures programming adjustments are implemented as the need is detected, recommends appropriate corrective action for routine problems, ensures documentation is prepared for all hardware and/or software adjustments and/or modifications, and assists in the preparation of reports and analysis of operations, as required.
Minimum Education: Bachelor’s Degree or equivalent experience. Familiar with the principles of ensuring systems backup is scheduled and accomplished for major systems in accordance with that schedule.

Labor Category: Human Resources Manager

Minimum/General Experience: 6 years of experience in Human Resources

Functional Responsibility: Responsible for implementing and managing the HR Information System (HRIS) and Applicant Tracking System (ATS). Develop job descriptions for IT Positions in close coordination with IT Managers. Using IS Systems and tools, provide HR Support. Develops and administers human resources policies and procedures. Collects and analyzes HR data, and generates reports for management. Develops and provides technical and workplace training programs and maintains training records. Processes paperwork according to established procedures. May prepare internal employee communications regarding compensation, benefits, or company policies.

Minimum Education: Bachelor's Degree in related field.

Labor Category: Internet Architect/ Solutions Developer

Minimum/General Experience: 5 years IT experience

Functional Responsibility: Designs architectures/integrated solutions that include software, hardware, and communications solutions to support total requirements, as well as provide for present and future cross-functional requirements and interfaces. Provides solutions that address information and resource management requirements and involve open system and network architectures, hardware, software, scalability, security, usability, workflow, and transaction processing all over TCP/IP in a multi-protocol environment leveraging distributed components (objects) and relational databases. Ensures architectures are in compliance with open systems standards as they apply to the client’s environment. Evaluates compatibility of information system development efforts with agency architectures and recommends adjustments, as appropriate. Evaluates problems of workflow, organization, and planning and develops appropriate corrective action.

Minimum Education: Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education. Cisco Certified Network Professional (CCNP), Cisco Certified Design Associate (CCDA).

Labor Category: Internet Engineer

Minimum/General Experience: 3 years IT experience

Functional Responsibility: Functional Responsibility: Analyzes, studies, and designs TCP/IP networks and systems. Works with Internet protocols, gateways, firewalls, routers, switches, servers, clients, streaming, messaging, transactions, and database backends. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. May provide Internet database design and modeling. Plans installations, transitions, and cutovers of network components and capabilities. May review existing network and database designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies.
Minimum Education: Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education. Cisco Certified Network Associate (CCNA) and Microsoft Certified Systems Engineer (MCSE).

Labor Category: IT Asset Management Specialist

Minimum General / Experience: 8 years of experience.

Functional Responsibility: Responsible for managing all IT assets that includes hardware and software items, and configuration items, and the processes to manage these items. Develop and edit processes and procedures to ensure IT assets are accounted for at all times. Develop and manage a lifecycle management process, perform periodic evaluation of the process and make adjustments to the process when necessary to continuously improve the Asset Management process. Maintain an inventory of all equipment including end-of-life (EOL) status, warranty, manufacturer, model number, and other information to keep track of IT assets and configuration items.

Minimum Education: Bachelor’s degree. Two years of additional experience may be substituted for each year of degree level education. ITIL Certification is desirable.

Labor Category: IT Engineering/Network Manager

Minimum/General Experience: 8 years IT experience

Functional Responsibility: Manages an engineering group responsible for telecommunications, networks, and other IT disciplines. Applies extremely complex networking concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans and supervises installations, transitions, and cutovers of network components and capabilities. Reviews existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving current network topologies. Determines environmental and building power requirements for system design, types and gauges of cable for communications applications, installation and testing requirements, cross-connection on distribution equipment, intermediate distribution frames, wire closets, pin and jack arrangements, and cable inventory management systems. May provide team leadership or consulting support on complex tasks.

Minimum Education: Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education. Certification on the platform described in the statement of work may be required.

Labor Category: IT Planning Analyst

Minimum/General Experience: 3 years of experience in support of IT projects

Functional Responsibility: Review, plans, and evaluates IT systems. Provides documentation / project tracking and management reporting. Provides support to program managers in the areas of IT requirements analyses, preparing hardware/software specifications, and develops plans for IT services requirements. Maintaining liaison with program managers and other staff for the purpose of ascertaining and confirming program requirements. Developing Specifications and hardware configurations for multi-year initiatives.
**Minimum Education**: Bachelor’s Degree. Must have knowledge and experience in developing information technology products and services.

**Labor Category**: IT Security Manager

**Minimum General / Experience**: Minimum 10 years of experience supporting cyber security / Information Systems Security Officer (ISSO). 5 years of experience in managing personnel and submitting deliverables within deadlines.

**Functional Responsibility**: Responsible for all areas of IT Security / ISSO support in managing the risk of operating IT Systems as well as monitoring. Responsible for managing cyber security, security controls and performing security audits in on-premises and off-premises / cloud environment and systems. Responsible for supporting projects related to secure IT Architecture, Penetration Testing, and Cybersecurity operations. Responsible for managing IT security staff and meeting deliverables.

**Minimum Education**: Bachelor’s degree in IT related field. CISSP, PMP and ITIL Certifications are desirable.

**Labor Category**: Journeyman Help Desk Analyst

**Minimum/General Experience**: 5 years of experience, including knowledge of PC operating systems, Windows, as well as networking and mail standards and work on a help desk. Experience working in a Help Desk Environment.

**Functional Responsibility**: Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and IT applications. Serves as the initial point of contact for troubleshooting hardware and software PC and printer problems. Provides remote desktop support in problem resolution. Mentors junior level Help Desk Analysts.

**Minimum Education**: Bachelor's Degree. Two years of additional related experience may be substituted for each year of degree-level education.

**Labor Category**: Junior Business Specialist

**Minimum/General Experience**: 1 year of experience

**Functional Responsibility**: Assists Business Analysts in Analyzing the organization’s strategic IT requirements business needs. Supports Business Analysts and Senior Business Analysts in performing IT and technical business analysis. Performs operating and business model analysis of the organization’s policies and business approaches. Defines detailed IT Service requirements, analyzes business needs, and validates solutions with the client. Prepares and conducts briefings. Prepares and submits position and information papers in response to government requirements.

**Minimum Education**: Bachelor's Degree. Two years of additional related experience may be substituted for each year of degree-level education.

**Labor Category**: Junior Documentation Specialist

**Minimum/General Experience**: 0 years of experience
**Functional Responsibility:** Gathers, analyzes, and composes information technology-related technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

**Minimum Education:** Associate's Degree. Two years of additional IT experience may be substituted for each year of degree-level education

**Labor Category:** Knowledge Manager

**Minimum General / Experience:** Minimum 8 years of experience with software systems, hardware systems and have subject matter expertise in knowledge management.

**Functional Responsibility:** Responsible for knowledge management at the Enterprise level for IT services in a cross-functional environment. Manage the current knowledge management practices as well as design new knowledge distribution policies and encourage use of the new practices. Analyzes the effectiveness of the new knowledge management programs by observing its usage and evaluate its impact in terms of the organizational benefits. Interact with the staff members, unit managers and the clients. Act as a mediator to answer the queries of the clients and staff about the knowledge management products and practices. Utilize the knowledge base resources and design a training module for the staff and clients to help them access the knowledge management tools. Review of legacy knowledge for inclusion in a new Knowledge Management System and the transfer of that knowledge in an end-user consumable product.

**Minimum Education:** Bachelor's degree in IT related field. ITIL Certification is desirable

**Labor Category:** Management Information Systems (MIS) Project Manager

**Minimum/General Experience:** 8 years of experience

**Functional Responsibility:** Plans, organizes, directs and controls IT/ADP activities identified in the government task request. Meets with government personnel and contractor personnel to formulate and review task order plans and deliverable items. Ensures conformance with task order schedules and costs. Experienced in managing ADP/MIS projects involving a combination of analysis, development and/or support activities. Also requires management experience with proven expertise in the management and control of funds and resources and demonstrated capability in managing multiple tasks using project management scheduling tools. Must have thorough knowledge of the IT/ADP area. Must have demonstrated capability for oral and written communications with all levels of management.

**Minimum Education:** Bachelor of Science degree with a major in computer science, information systems, engineering, business, or other related scientific or technical discipline.

**Labor Category:** Managing Director

**Minimum/General Experience:** 16 years general experience

**Functional Responsibility:** Responsible for program management of Government and / or commercial IT Support contracts from medium sized to large contracts. Overall responsibility for IT contract performance, budget management, and performing work within cost and schedule. Responsible to operate an autonomous organization empowered to be fully responsive to the needs of client organizations in providing Services in various IT disciplines. Principal point of contact for all program issues, and work as the primary interface with the client organization senior management staff. Authority
to immediately respond to all customer requests and the ability to immediately deploy resources against those requests. Manage diverse workforce that includes IT, technical, administrative, and project management staff.

**Minimum Education:** Bachelor's Degree. Master's Degree is desirable.

**Labor Category:** Media Specialist

**Minimum/General Experience:** 5 years related experience

**Functional Responsibility:** Maintains the media library and resolves common data processing problems. Diagnoses and acts on media errors not fully covered by existing procedures and guidelines.

**Minimum Education:** Bachelor's Degree. Two years of additional related experience may be substituted for each year of degree-level education

**Labor Category:** Mid-Level Documentation Specialist

**Minimum/General Experience:** 5 years of experience

**Functional Responsibility:** Gathers, analyzes, and composes information technology-related technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

**Minimum Education:** Associate's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

**Labor Category:** Network Administrator

**Minimum/General Experience:** 3 years of experience in one or more of the following areas: data communications engineering, data communications hardware or software analysis, network administration or management, data communication equipment installation and maintenance, or computer systems administration and management.

**Functional Responsibility:** Performs a variety of network management functions related to the operation, performance or availability of data communications networks. Experience with cable/LAN meters, protocol analyzers and SNMP. Knowledge of Ethernet, FDDI and high speed WANs and routers. Analyze client LANs/WANs, isolate source of problems, recommend reconfiguration and implementation of new network hardware to increase performance. Working knowledge of network operating systems. Modifies command language programs, network start up files, assigns/re-assigns network device logicals, participates in load balancing efforts throughout the network to achieve optimum device utilization and performance. Establishes new user accounts on the network granting access to required network files and programs. Manages network E-mail functions. Establishes mail boxes and monitors mail performance on the network. Troubleshoots network/user problems, presents resolutions for implementation. Prepares a variety of network resource reports.

**Minimum Education:** Bachelor's Degree.
**Labor Category:** Network/Communications/ Systems Engineer

**Minimum/General Experience:** 2 years IT experience

**Functional Responsibility:** Assists more experienced communications analysts in the design, development, and testing of communications interface programs, which may include voice, data, or image communication. Assists in conducting feasibility studies. Prepares detailed specifications and flowcharts for implementing new internal programs or modification to vendor software. Possesses a basic knowledge of communications protocols, hardware, and real-time system programming.

**Minimum Education:** Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

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**Labor Category:** Network/Communications/ Systems Engineer II

**Minimum/General Experience:** 4 years IT experience

**Functional Responsibility:** Designs, develops, and tests complex communications interface programs, which may include voice, data, or image communication. Conducts feasibility studies. Prepares detailed specifications and flowcharts for implementing new internal programs or modification to vendor software. Possesses a thorough knowledge of communications protocols, hardware, and real-time system programming. Analyzes user requirements and recommends system solution. May function as team leader and/or provide guidance to less experienced communications analysts.

**Minimum Education:** Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

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**Labor Category:** Principal Database Administrator

**Minimum/General Experience:** 12 years IT experience

**Functional Responsibility:** Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Coordinates systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to users on equipment operations. Maintains and updates databases and data dictionaries.

**Minimum Education:** Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

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**Labor Category:** Principal Network/Communications/ Systems Engineer

**Minimum/General Experience:** 10 years IT experience w/ Bachelor's

**Functional Responsibility:** Applies very complex concepts in the analysis, study, and design of data networks. Analyzes network characteristics (e.g. traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Diagnoses and remediates problems, plans installations, transitions, and cutovers of network components and capabilities. May review existing network designs and capabilities with the goal of making refinements, reducing operating overhead, enhancing network throughput, and improving network topologies. May function as team leader for less experienced network engineers.
Minimum Education: Bachelor's or Master's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

Labor Category: Program Manager

Minimum/General Experience: 8 years of IT experience

Functional Responsibility: Manages substantial IT support services contract operations involving multiple IT projects that includes Data Centers, IT Applications Support, Network and Communications, Audio / Video, Multi-media and various IT disciplines. Organizes, directs, and coordinates planning and production of all IT contract support activities. Must have demonstrated communications skills at all levels of management. Serves as the contractor's authorized interface with the Contracting Officer's Representative (COR), government management personnel, and client agency representatives that manage IT contracts. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for IT contract performance. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Orders issued to provide IT Services.

Minimum Education: Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

Labor Category: Programmer

Minimum/General Experience: 0 years

Functional Responsibility: Assists more experienced programmers in coding and maintaining applications and/or operating systems software. Assists in preparing associated documentation, block diagrams, and logic flow charts. Tests, debugs, and refines software to produce the required product. May include knowledge of document imaging, document management, and workflow COTS systems. Assignments are generally of limited scope and reviewed by more experienced programmers.

Minimum Education: Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

Labor Category: Project Manager

Minimum/General Experience: 8 years IT experience

Functional Responsibility: Plans and directs highly technical IT projects (or a group of related tasks) such as Office 365 Implementations, Server Upgrade projects, Share Point implementations, IT and Network Systems upgrade projects. Assists the Program Manager in working with the government Contracting Officer, the COR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.

Minimum Education: Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.
Labor Category: Quality Assurance Analyst

Minimum/General Experience: 3 years QA/QC general experience

Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks and IT/telecommunication services, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure government standards/requirements are adhered to and for progress in accordance with schedules. Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates and end-user representatives.

Minimum Education: Bachelor’s Degree in computer science, information systems, engineering, business or other related scientific or technical discipline.

Labor Category: Release and Deployment Manager

Minimum General / Experience: 8 years of experience in managing software and patch releases.


Minimum Education: Bachelor’s degree in IT or related field. MS SCCM and ITIL certifications are desirable.

Labor Category: Risk Manager

Minimum General / Experience: 10 years of experience in risk management. Experience with the PMBoK and areas pertaining to IT Continuous Risk Management (CRM) is desirable.

Functional Responsibility: Responsible for developing and execution of Continuous Risk Management (CRM) methodology (to include but limited to) risk identification, risk impact determination, assessment of risk projection, risk categorization, risk planning and mitigation, risk calculations and algorithms for risk assessment and decision making, risk management and planning, risk mitigation, monitoring, and management. Responsible for implementing risk management strategy in contracts or programs involving IT services. Identify and characterize IT-related risks, devising mitigation steps, and monitoring risks and mitigation activities on an ongoing basis.

Minimum Education: Bachelor’s degree in IT, Business or related field.

Labor Category: Senior ADP Specialist

Minimum/General Experience: 5 years of progressively more difficult ADP experience in systems analysis and programming. 4 years of specialized systems analysis in data communications and communications networks.

Functional Responsibility: Participate in systems feasibility studies concerning data communications and data networks, and evaluations. Plans, coordinates, and participates in design of data communication systems, and designing data transmission networks. Analyzes proposed and existing ADP applications in terms of data communications requirements, costs, and prepares studies and reports relating to data
communications. Prepares or participates in preparing functional specifications for acquiring commercially available data communications networks. Consults with user management, other ADP technicians, and user representatives to ensure the problem has been properly identified, and that the solution will meet the user's requirements.

**Minimum Education:** Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

**Labor Category:** Senior Business Specialist

**Minimum/General Experience:** 10 years of experience

**Functional Responsibility:** Analyzes the organization's strategic IT requirements business needs. Performs IT and technical business analysis. Performs operating and business model analysis of the organization's policies and business approaches related to IT Systems and Services. Defines and develops detailed IT Service requirements, analyzes business needs, and validates solutions with the client. Prepares and conducts briefings. Prepares and submits position and information papers in response to government requirements. Responsible for development and maintenance of IT Services operating plan, performs cost and schedule analysis including performance against operating plan, forecasting, budgeting and subcontractor performance Analysis and Trends; maintains overall system configuration control over IT related business databases; Develops cost estimates for complex elements of IT contracts and proposals; purchases a wide variety of IT supplies and services.

**Minimum Education:** Bachelor's Degree. Two years of additional related experience may be substituted for each year of degree-level education.

**Labor Category:** Senior Configuration Management Specialist

**Minimum/General Experience:** 10 years of experience establishing and maintaining configuration change control and documentation control systems.

**Functional Responsibility:** Under minimum supervision, develops and administers the CM plan for software and hardware systems, and implements instructions for assigned programs. Controls configuration baselines and interfaces through Engineering Change Proposal/Specification processing; fulfills such contract data requirements as preparing drafts, forwarding correspondence, preparing and processing CM required data items; and compiles, prepares, and maintains the master records for the establishment and change of configuration baselines, engineering release system, configuration item development record (including the configuration index and change status listing), and configuration status accounting. Exercise a high level of analytical ability in order to gather and interpret complex data, and to solve unusual and difficult technical, administrative, and managerial problems. Supports the development of Configuration Management (CM) plans and procedures and CM audits. Directs the activities of lower-level support personnel, as necessary. Engage in frequent contact with customers and CM personnel.

**Minimum Education:** Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

**Labor Category:** Senior Data Security Specialist

**Minimum/General Experience:** 8 years of experience in support of IT security projects.

**Functional Responsibility:** Reviews, plans, and evaluates Data Security Systems. Provides documentation / project tracking and management reporting. Provides tactical and strategic input on
overall IT security planning and related projects. Develops and maintain firewall technologies that secure an organization's websites. Defines network security issues, develops plans and procedures, and ensures safety and privacy of internet and intranet sites. Creates, modifies, and deletes user profiles and access controls. Reviews security logs and violation reports. Develops specification of security products. Must have ability to prepare accurate documents dealing with IT service and equipment specifications.

**Minimum Education:** Bachelor's Degree in IT field. Must have a solid understanding of web technology and data security platforms and applications.

**Labor Category:** Senior Database Administrator

**Minimum/General Experience:** 6 years IT experience

**Functional Responsibility:** Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Coordinates systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to users on equipment operations. Maintains and updates databases and data dictionaries.

**Minimum Education:** Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

**Labor Category:** Senior Documentation Specialist

**Minimum/General Experience:** 10 years IT experience

**Functional Responsibility:** Gathers, analyzes, and composes information technology-related technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

**Minimum Education:** Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

**Labor Category:** Senior Help Desk Analyst

**Minimum/General Experience:** 8 years of experience, including knowledge of PC operating systems, e.g., DOS, Windows, as well as networking and mail standards and work on a help desk.

**Functional Responsibility:** Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract. Serves as the initial point of contact for troubleshooting hardware and software PC and printer problems.

**Minimum Education:** Bachelor's Degree. Two years of additional related experience may be substituted for each year of degree-level education.

**Labor Category:** Senior IT Planning Analyst

**Minimum/General Experience:** 8 years of experience in support of IT hardware and software projects

**Functional Responsibility:** Reviews, plans, and evaluates IT Systems. Provides documentation / project tracking and management reporting. Provides tactical and strategic input on overall IT planning and related projects. Creates, writes, negotiates and reviews IT hardware or software licensing contracts. Also responsible for providing support to program managers in the areas of functional requirements.
analyses, preparing hardware/software specifications, and preparing IT services requirements. Maintaining liaison with program managers and other staff for the purpose of ascertaining and confirming program requirements. Developing Specifications and hardware configurations for multiyear initiatives. Must have ability to prepare accurate documents dealing with IT service and equipment specifications. Must be familiar with wide variety of the field’s concepts, practices, and procedures. Must be able to plan for multiple IT service projects and requirements.

**Minimum Education:** Bachelor's Degree. Must have a solid understanding of web technology and hardware and software platforms and operating systems.

**Labor Category:** Senior Media Specialist

**Minimum/General Experience:** 10 years related experience

**Functional Responsibility:** Maintains the media library and resolves common data processing problems. Diagnoses and acts on media errors not fully covered by existing procedures and guidelines. Also provides asset management services that include management and operation of a video library utilizing a variety of media.

**Minimum Education:** Bachelor's Degree. Two years of additional related experience may be substituted for each year of degree-level education.

**Labor Category:** Senior Network Administrator

**Minimum/General Experience:** 5 years of experience in one or more of the following areas: data communications engineering, data communications hardware or software analysis, network administration or management, data communication equipment installation and maintenance, or computer systems administration and management.

**Functional Responsibility:** Performs a variety of network management functions related to the operation, performance or availability of data communications networks. Experience with cable/LAN meters, protocol analyzers and SNMP. Knowledge of Ethernet, FDDI and high speed WANs and routers. Analyze client LANs/WANs, isolate source of problems, recommend reconfiguration and implementation of new network hardware to increase performance. Working knowledge of network operating systems. Modifies command language programs, network start up files, assigns/re-assigns network device logicals, participates in load balancing efforts throughout the network to achieve optimum device utilization and performance. Establishes new user accounts on the network granting access to required network files and programs. Manages network E-mail functions. Establishes mail boxes and monitors mail performance on the network. Troubleshoots network/user problems, presents resolutions for implementation. Prepares a variety of network resource reports.

**Minimum Education:** Bachelor's Degree.

**Labor Category:** Senior Network/Communications/ Systems Engineer

**Minimum/General Experience:** 8 years IT experience

**Functional Responsibility:** Designs, develops, and tests complex communications interface programs, which may include voice, data, or image communication. Conducts feasibility studies. Researches, recommends, and implements leading-edge/state-of-the-art technology. Prepares detailed specifications and flowcharts for implementing new internal programs or modification to vendor software. Possesses advanced knowledge of communications protocols, hardware, and real-time system programming. Analyzes user requirements and recommends system solutions. Interfaces at the highest levels within the program. May provide consulting support in defining strategic direction and implementing strategic plans.
Minimum Education: Bachelor’s Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

Labor Category: Senior Program Manager

Minimum/General Experience: 12 years of IT experience

Functional Responsibility: Manages substantial IT support services contract operations involving multiple IT projects that includes Data Centers, IT Applications Support, Network and Communications, Audio / Video, Multi-media and various IT disciplines. Organizes, directs, and coordinates planning and production of all IT contract support activities. Must have demonstrated communications skills at all levels of management. Serves as the contractor’s authorized interface with the Contracting Officer’s Representative (COR), government management personnel, and client agency representatives that manage IT contracts. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel, and communicating policies, purposes, and goals of the organization to subordinate personnel. Responsible for IT contract performance. Demonstrated capability in the overall management of multi-task contracts of the size, type, and complexity as described in the Task Orders issued to provide IT Services.

Minimum Education: Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

Labor Category: Senior Programmer

Minimum/General Experience: 5 years IT experience

Functional Responsibility: Analyzes systems specifications and designs, develops, modifies, and installs highly complex and customized software. Conducts detailed analyses of defined system specifications, and prepares a wide variety of computer programs, associated documentation, block diagrams, and logic flow charts. Takes system design specifications and customizes software to meet application requirements. Enhances software to reduce operating time or improve efficiency. Modifies existing software, as well as creates special-purpose software to ensure efficiency and integrity between systems and applications. Tests, debugs, and refines software to produce the required product. May include programming experience with database systems such as Sybase, Oracle, and Informix; and knowledge of document imaging, document management, and workflow COTS systems. May provide daily supervision and direction to staff.

Minimum Education: Bachelor’s Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

Labor Category: Senior Project Manager

Minimum/General Experience: 12 years general experience, 10 years of project management experience. Experience with project plans, requirements development, documentation, and configuration management is required. Experience is managing large projects is required.

Functional Responsibility: Plans and directs highly technical IT projects (or a group of related tasks) such as Office 365 Implementations, Server Upgrade projects, Share Point implementations, IT and Network Systems upgrade projects. Trains and mentors Project Managers in planning and managing IT Projects. Assists the Program Manager in working with the government Contracting Officer, the COR, government management personnel, and client agency representatives. Under the guidance of the
Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.

**Minimum Education:** Bachelor's Degree. Master's Degree is desirable

**Labor Category:** Senior Scientist

**Minimum/General Experience:** 10 years of experience in appropriate area of sciences

**Functional Responsibility:** Conducts individual creative research or collaborates in group research at the advanced level. Provides expertise in: scientific software development; remote sensing process and algorithm development; image and/or signal processing and analysis; Graphic User Interface (GUI) design and development; design and development of apps, Web services, Web sites and standalone tools which may utilize cloud computing and big data to provide value added scientific and engineering information. May manage the work of others.

**Minimum Education:** Bachelor's Degree in related field.

**Labor Category:** Senior Computer Systems Analyst

**Minimum/General Experience:** 5 years IT experience

**Functional Responsibility:** Analyzes, develops, tests, and/or modifies hardware and software solutions to meet the user's systems analysis and/or systems integration requirements. Coordinates with user to identify data availability, report requirements, and systems design problems. Defines system objectives and prepares system design specifications to meet user requirements and to satisfy interface problems. Reviews work products for correctness, adherence to the design concept and user standards, and progress in accordance with schedules. Prepares status reports and presentations on task performance to clients. May provide daily supervision and direction to support staff or provide direction to lower level staff.

**Minimum Education:** Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

**Labor Category:** Senior Technical Support Specialist

**Minimum/General Experience:** 4 years of IT experience

**Functional Responsibility:** Provides highest-level support to users. Applies expertise and knowledge of state-of-the-art software, hardware, network infrastructure, and/or information technology to install, configure, maintain, and troubleshoot highly complex user/system problems. May possess knowledge of document imaging, document management, and workflow COTS systems. May provide guidance to lower level technical specialists.

**Minimum Education:** Associate's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

**Labor Category:** Software Developer 1

**Minimum/General Experience:** 2 years of experience in support of software systems. Work experience with programming languages such as – C, C++, Java, Linux, SQL, Visual basic, and XML may be required. Knowledge and experience in rapid prototyping, agile development, case and object modeling is
desirable.

**Functional Responsibility:** Responsible for design, installation, testing and maintenance of software systems. Design and implement software systems based on the requirements and specifications provided by clients, but often work with 'off the shelf' software, modifying it and integrating it into the existing architecture. Develop the code to link the systems together. Also, responsible for Reviewing current systems, Presenting ideas for system improvements, including cost proposals, Working closely with analysts, designers and staff, Producing detailed specifications and writing the program codes, Testing the product in controlled, real situations before going live, Preparation of training manuals for users, Maintaining the systems once they are up and running.

**Minimum Education:** Bachelor's Degree in technical field. Two years of additional IT experience may be substituted for each year of degree level education. Skill interacting with customers, ability to prepare accurate documents dealing with software specifications.

**Labor Category:** Software Developer 2

**Minimum/General Experience:** 4 years of experience in support of software systems. Work experience with programming languages such as – C, C++, Java, Linux, SQL, Visual basic, and XML may be required. Knowledge and experience in rapid prototyping, agile development, case and object modeling is required.

**Functional Responsibility:** Responsible for design, installation, testing and maintenance of software systems. Design and implement software systems based on the requirements and specifications provided by clients, but often work with 'off the shelf' software, modifying it and integrating it into the existing architecture. Develop the code to link the systems together. Also, responsible for Reviewing current systems, Presenting ideas for system improvements, including cost proposals, Working closely with analysts, designers and staff, Producing detailed specifications and writing the program codes, Testing the product in controlled, real situations before going live, Preparation of training manuals for users, Maintaining the systems once they are up and running.

**Minimum Education:** Bachelor's Degree in technical or IT field. Two years of additional IT experience may be substituted for each year of degree level education. Skill interacting with customers, ability to prepare accurate documents dealing with software specifications.

**Labor Category:** Software Developer 3

**Minimum/General Experience:** 6 years of experience in support of software systems.

**Functional Responsibility:** Responsible for design, installation, testing and maintenance of software systems. Design and implement software systems based on the requirements and specifications provided by clients, but often work with 'off the shelf' software, modifying it and integrating it into the existing architecture. Develop the code to link the systems together. Also, responsible for Reviewing current systems, Presenting ideas for system improvements, including cost proposals, Working closely with analysts, designers and staff, Producing detailed specifications and writing the program codes, Testing the product in controlled, real situations before going live, Preparation of training manuals for users, Maintaining the systems once they are up and running.

**Minimum Education:** Bachelor's Degree in technical or IT field. Two years of additional IT experience may be substituted for each year of degree level education. Skill interacting with customers, ability to prepare accurate documents dealing with software specifications. Should have knowledge and experience with business systems used in a client environment. Knowledge and experience in rapid prototyping, agile development, case and object modeling is required.
**Labor Category:** Software Developer 4

**Minimum/General Experience:** 10 years of experience in support of software systems. Work experience with programming languages such as – C, C++, Java, Linux, SQL, Visual basic, XML may be required.

**Functional Responsibility:** Responsible for design, installation, testing and maintenance of software systems. Design and implement software systems based on the requirements and specifications provided by clients, but often work with 'off the shelf' software, modifying it and integrating it into the existing architecture. Develop the code to link the systems together. Also, responsible for Reviewing current systems, Presenting ideas for system improvements, including cost proposals, Working closely with analysts, designers and staff, Producing detailed specifications and writing the program codes, Testing the product in controlled, real situations before going live, Preparation of training manuals for users, Maintaining the systems once they are up and running.

**Minimum Education:** Bachelor's Degree in technical or IT field. Master's Degree is desirable. Skill interacting with customers, ability to prepare accurate documents dealing with software specifications. Should have knowledge and experience with business systems used in a client environment. Knowledge and experience in rapid prototyping, agile development, case and object modeling is required.

**Labor Category:** Software Developer 5

**Minimum/General Experience:** 16 years of experience in support of software systems. Work experience with programming languages such as – C, C++, Java, Linux, SQL, Visual basic, XML may be required.

**Functional Responsibility:** Responsible for design, installation, testing and maintenance of software systems. Design and implement software systems based on the requirements and specifications provided by clients, but often work with 'off the shelf' software, modifying it and integrating it into the existing architecture. Develop the code to link the systems together. Also, responsible for Reviewing current systems, Presenting ideas for system improvements, including cost proposals, Working closely with analysts, designers and staff, Producing detailed specifications and writing the program codes, Testing the product in controlled, real situations before going live, Preparation of training manuals for users, Maintaining the systems once they are up and running.

**Minimum Education:** Bachelor's Degree in technical or IT field. Master's Degree is desirable. Skill interacting with customers, ability to prepare accurate documents dealing with software specifications. Should have knowledge and experience with business systems used in a client environment. Knowledge and experience in rapid prototyping, agile development, case and object modeling is required.

**Labor Category:** Subject Matter Expert

**Minimum/General Experience:** 8 years IT experience

**Functional Responsibility:** Confers with client executive management using line of business expertise to define the client's strategic information technology business goals, and advises in the reengineering of business processes to meet these goals. Analyzes client requirements and recommends development or acquisition strategies. Assists client in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.

**Minimum Education:** Master's Degree. Two years of additional IT experience may be substituted for each year of degree-level education
**Labor Category**: Systems Administrator 1

**Minimum/General Experience**: 5 years of experience in systems administration. Work experience with operating systems, servers, network systems, active directory, policies, and objects is required. Technical support experience and level III support for customer technical issues involving network and server systems is required.

**Functional Responsibility**: Responsible for managing, overseeing and maintaining a multiuser computing environment, such as a local area network (LAN), Network and Applications Servers. Installing, maintaining and troubleshooting workstations, servers, Operating Systems, software applications and other computing systems. Creating user accounts and assigning user permissions. Setting up system-wide software, Executing anti-virus mechanisms, Creating backup and retrieval policies and assigning bulk storage, Creating file systems, Monitoring network communication, Updating systems upon release of new OSs or software, Implementing computer, network and security policies for system and network users. Strategic planning for service and system outages, Light programming or scripting, System-related project management, User training and management. Document customer, software, and system configurations and develop and/or update standard operating procedures and training materials. Provide input for support processes and submits technical issues into the Knowledge Base.

**Minimum Education**: Bachelor's Degree in technical or IT field. Two years of additional IT experience may be substituted for each year of degree level education. Skill interacting with customers, ability to prepare accurate documents dealing with computer and network systems. Must have effective problem solving skills.

**Labor Category**: Systems Administrator 2

**Minimum/General Experience**: 10 years of experience in systems administration. Work experience with operating systems, servers, network systems, active directory, policies, and objects is required. Technical support experience and level III support for customer technical issues involving network and server systems is required.

**Functional Responsibility**: Responsible for managing, overseeing and maintaining a multiuser computing environment, such as a local area network (LAN), Network and Applications Servers. Installing, maintaining and troubleshooting workstations, servers, Operating Systems, software applications and other computing systems. Creating user accounts and assigning user permissions. Setting up system-wide software, Executing anti-virus mechanisms, Creating backup and retrieval policies and assigning bulk storage, Creating file systems, Monitoring network communication, Updating systems upon release of new OSs or software, Implementing computer, network and security policies for system and network users. Strategic planning for service and system outages, Light programming or scripting, System-related project management, User training and management. Document customer, software, and system configurations and develop and/or update standard operating procedures and training materials. Provide input for support processes and submits technical issues into the Knowledge Base.

**Minimum Education**: Bachelor’s Degree in technical or IT field. Two years of additional IT experience may be substituted for each year of degree level education. Skill interacting with customers, ability to prepare accurate documents dealing with computer and network systems. Must have effective problem solving skills.

**Labor Category**: Systems Administrator 3

**Minimum/General Experience**: 12 years of experience in systems administration. Work experience with operating systems, servers, network systems, active directory, policies, and objects is required. Technical support experience and level III support for customer technical issues involving network and
server systems is required.

**Functional Responsibility:** Responsible for managing, overseeing and maintaining a multiuser computing environment, such as a local area network (LAN), Network and Applications Servers. Installing, maintaining and troubleshooting workstations, servers, Operating Systems, software applications and other computing systems. Creating user accounts and assigning user permissions. Setting up system-wide software, Executing anti-virus mechanisms, Creating backup and retrieval policies and assigning bulk storage, Creating file systems, Monitoring network communication, Updating systems upon release of new OSs or software, Implementing computer, network and security policies for system and network users. Strategic planning for service and system outages, Light programming or scripting, System-related project management, User training and management. Document customer, software, and system configurations and develop and/or update standard operating procedures and training materials. Provide input for support processes and submits technical issues into the Knowledge Base.

**Minimum Education:** Bachelor’s Degree in technical or IT field. Two years of additional IT experience may be substituted for each year of degree level education. Skill interacting with customers, ability to prepare accurate documents dealing with computer and network systems. Must have effective problem solving skills.

**Labor Category:** Computer Systems Analyst

**Minimum/General Experience:** 2 years IT experience

**Functional Responsibility:** Under general supervision, analyzes and evaluates hardware and software solutions to meet the user’s systems analysis and/or systems integration requirements. Coordinates with user to identify data availability, report requirements, and systems design problems. Defines system objectives and prepares system design specifications to meet user requirements and to satisfy interface problems. Assists with preparation of status reports and presentations. May provide direction to lower level systems analysts.

**Minimum Education:** Bachelor’s Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

**Labor Category:** Technical Support Specialist

**Minimum/General Experience:** 2 years IT experience

**Functional Responsibility:** Provides support to users on issues of moderate complexity. Applies knowledge of state-of-the-art software, hardware, network infrastructure, and information technology to troubleshoot user/system problems. Provide installation services and define facilities requirements. Routes highly complex problems to more experienced technical specialists. May possess knowledge of structured cabling systems, document imaging, document management, and workflow COTS systems.

**Minimum Education:** Associate's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

**Labor Category:** Technical Writer/Editor

**Minimum/General Experience:** 4 years IT experience

**Functional Responsibility:** Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and/or software and hardware documentation. Obtains technical data from independent observation, review with technical staff
members, and/or studies of published materials and existing documentation. Interfaces with users, specialists, analysts, programmers, etc., to obtain background information of technologies, methods, and standards. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. May edit, standardize, or make changes to material prepared by other writers. Performs final quality assurance on all materials.

**Minimum Education:** Bachelor's Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

**Labor Category:** Test Manager

**Minimum General / Experience:** 10 years of experience in testing changes and developing test reports.

**Functional Responsibility:** Responsible for testing all software and application releases / service release packages / changes and develop detailed test reports for presenting to change control boards. Develop test environments and manage test programs in a DevOps environment. Testing for Section 508 compliance. Develop training specific to automated testing tools.

**Minimum Education:** Bachelor’s degree in IT related field.

**Labor Category:** Web Developer

**Minimum/General Experience:** 3 years IT experience

**Functional Responsibility:** Develops applications, interfaces, and database front-ends with visual development and design tools for use in Internet/Intranet/Extranet sites and applications. Works with HTML, Java, JScript, JavaScript, VBScript, PERL, CGI, SQL, Active Server Pages, Oracle, Active Data Objects, ActiveX, Plug-Ins, Visual Basic, Visual C++, GIF, JPEG, MPEG, video/audio streaming, and more. Provides web site development, design, support, and maintenance.

**Minimum Education:** Bachelor’s Degree. Two years of additional IT experience may be substituted for each year of degree-level education.

**Labor Category:** IT Governance Manager

**Functional Responsibility:** Experience organizing IT departments to install new IT governance programs established on frameworks to include but not limited to: COBIT, ITIL, CMMI, ISO38500, and FEA. Experience with FITARA Policy and Office of Management and Budget (OMB) Information Technology Management Maturity Model (ITMMM).

**Minimum Education:** Bachelors

**Certifications Required:** Governance of Enterprise IT (CGEIT) certification

**Labor Category:** Program Management Analyst

**Functional Responsibility:** Compiles information for preparation of grants, contracts and agreements. Assesses the development of program or project activities. Responds to program or project related complaints and requests for information. Classifies program, project or system enhancements. Installs new and revised programs and systems.

**Minimum Education:** Associates

**Minimum/General Experience:** 3
Labor Category: Technical Program Manager IV

Functional Responsibility: Experience managing various technical projects through every stage of development, from idea to design to completion. Coordinates work of and supports Project Developers, Designers, and outside vendor teams; develops schedules and assigns action items needing to be completed. Develops new products and features to create new revenue sources and increase company profits. Defines strategies and initiates and implements new programs that will create applications, products, and other projects to benefit the company.

Minimum Education: Bachelors

Certifications Required: Project Management Professional (PMP) or Program Management Professional (PgMP)

Minimum/General Experience: 20

Labor Category: Technical Program Manager III

Functional Responsibility: Experience managing various technical projects through every stage of development, from idea to design to completion. Coordinates work of and supports Project Developers, Designers, and outside vendor teams; develops schedules and assigns action items needing to be completed. Develops new products and features to create new revenue sources and increase company profits. Defines strategies and initiates and implements new programs that will create applications, products, and other projects to benefit the company.

Minimum Education: Bachelors

Certifications Required: Project Management Professional (PMP) or Program Management Professional (PgMP)

Minimum/General Experience: 15

Labor Category: Project Control Specialist

Functional Responsibility: Responsible for delivery of sustaining capital improvement projects. Knowledge of economic, statistical, accounting, and financial analysis principles and techniques (e.g., regression analysis, learning curve analysis, probability) to analyze EVM data, reports and other technical documentation and to determine a given level of risk associated with the successful project execution. Experience with cost estimating aspects of development, acquisition, and operations of IT systems/projects. Experience producing cost estimating data and artifacts in support of complex studies examining trade-offs between competing capabilities and various courses of action including formulating constructs for return on investment and metrics used to evaluate system tradeoffs and best value options.

Minimum Education: Bachelors

Certifications Required: Project Management Professional (PMP)

Minimum/General Experience: 3

Labor Category: IT Project Manager III

Functional Responsibility: Manages, coordinates, and establishes priorities for complete life-cycle of Information Technology projects including the planning, design, programming, testing, and implementation of solutions designed to meet the project requirements. Determines project needs and acquires resources required for the success of the project. Designs project plans which identify needs and define major tasks and milestones, based on scope, resources, budget, and personnel. Directs technological research by studying organization goals, strategies, practices, and user projects.
**Minimum Education:** Bachelors

**Certifications Required:** Project Management Professional (PMP)

**Minimum/General Experience:** 15

**Labor Category:** Senior IT Systems Architect

**Functional Responsibility:** Experience transforming traditional infrastructure deployment model to maximize benefit of cloud infrastructure with automation and monitoring.

**Minimum Education:** Masters

**Certifications Required:** Cloud Certification in AWS or Azure and Networking certification such as: CCNA or CCNP

**Minimum/General Experience:** 12

**Labor Category:** Solutions Architect

**Functional Responsibility:** Experience providing leadership in building and launching a cloud strategy and cloud environment for use in federal agencies and transforming traditional infrastructure deployment model to maximize the benefit of the cloud infrastructure with automation and monitoring; and designing and delivering cloud infrastructure strategies aligned with business objectives with a focus on migrations and deployments.

**Minimum Education:** Masters

**Certifications Required:** Cloud Certification in AWS or Azure and Networking certification such as: CCNA or CCNP

**Minimum/General Experience:** 12

**Labor Category:** Network Systems Engineering SME

**Functional Responsibility:** Plans, designs, and evaluates new and existing computer network systems and services, including local area networks, wide area networks, intranets, and the Internet, providing analytical, technical, and administrative support. Plans, oversees, develops, and implements network policies and procedures and ensures network integrity as maintenance and modification projects to existing applications are undertaken.

**Minimum Education:** Masters

**Certifications Required:** Cisco Certified Network Associate (CCNA) or Cisco Certified Network Professional (CCNP) certification

**Minimum/General Experience:** 12

**Labor Category:** Senior Subject Matter Expert

**Functional Responsibility:** Manages Information Technology applications projects, including the design, development, and implementation of components of the IT architecture. Develops and explicates IT solutions based on the enterprise's strategic business or technical requirements. Develops and communicates architectural proposals for various projects and initiatives. Defines the approach for structuring each application, including determining appropriate use of technology solutions. Defines and validates technical requirements and architecture quality attributes.

**Minimum Education:** Bachelors
Certifications Required: Project Management Professional (PMP) with required experience and/or Microsoft Certified IT Professional (MCITP), Microsoft Certified Solutions Expert (MCSE) or Microsoft Certified Solutions Associate (MCSA) certifications; and VMware Certified Professional (VCP) or CompTIA Security+ certifications

Minimum/General Experience: 15

Labor Category: Systems Engineer Level III

Functional Responsibility: Experience with secure mobile solutions, such as, but not limited to: Microsoft Exchange (Active Sync), Office 365, Mobile Device Management (MDM) such as AirWatch with derived credentials, JAMF Casper; messaging systems such as Skype for Business, collaboration software such as SharePoint, application based firewall and proxy server(s), and operating system; managing a Virtual Private Network (VPN) solution such as Cisco AnyConnect; managing Virtualization solutions such as VMware 6.0+ & Microsoft Hyper-V; deploying & hardening Windows Server 2012 R2 & 2016 Standard and Data Center, Apple OSX, IOS platforms(s); cloud service implementations with a focus on AWS and Azure; and implementing cloud automation such as Azure workflow and/or AWS application deployment. Experience deploying and using leading security tools, Satellite, Veritas NetBackup, Dell Compellent SAN and/or DAS. and experience deploying and hardening RedHat Linux 6.0+, implementing and managing RedHat Satellite, Veritas NetBackup, Dell Compellent SAN and/or DAS.

Minimum Education: Bachelors

Certifications Required: Microsoft Certified IT Professional (MCITP), Microsoft Certified Solutions Expert (MCSE) or Microsoft Certified Solutions Associate (MCSA) certifications; and VMware Certified Professional (VCP) or CompTIA Security+ certifications

Minimum/General Experience: 15

Labor Category: Systems Engineer Level II

Functional Responsibility: Experience with secure mobile solutions, such as, but not limited to: Microsoft Exchange (Active Sync), Office 365, Mobile Device Management (MDM) such as AirWatch with derived credentials, JAMF Casper; messaging systems such as Skype for Business, collaboration software such as SharePoint, application based firewall and proxy server(s), and operating system; managing a Virtual Private Network (VPN) solution such as Cisco AnyConnect; managing Virtualization solutions such as VMware 6.0+ & Microsoft Hyper-V; deploying & hardening Windows Server 2012 R2 & 2016 Standard and Data Center, Apple OSX, IOS platforms(s); cloud service implementations with a focus on AWS and Azure; and implementing cloud automation such as Azure workflow and/or AWS application deployment. Experience deploying and using leading security tools, and experience deploying and hardening RedHat Linux 6.0+, implementing and managing RedHat Satellite, Veritas NetBackup, Dell Compellent SAN and/or DAS.

Minimum Education: Bachelors

Certifications Required: Microsoft Certified IT Professional (MCITP), Microsoft Certified Solutions Expert (MCSE) or Microsoft Certified Solutions Associate (MCSA) certifications; and VMware Certified Professional (VCP) or CompTIA Security+ certifications

Minimum/General Experience: 10

Labor Category: Information Assurance Specialist III

Functional Responsibility: Manages and oversees all aspects of cyber security for onsite systems. Identifies security risks, threats, and vulnerabilities to systems and networks and implements necessary
security measures to nullify those threats. Analyzes organization's network and systems security measures and updates them as necessary to maintain security compliance.

**Minimum Education:** Bachelors

**Minimum/General Experience:** 10

**Labor Category:** Information Assurance Specialist II

**Functional Responsibility:** Manages and oversees all aspects of cyber security for onsite systems. Identifies security risks, threats, and vulnerabilities to systems and networks and implements necessary security measures to nullify those threats. Analyzes organization's network and systems security measures and updates them as necessary to maintain security compliance.

**Minimum Education:** Bachelors

**Certifications Required:** Certified Information Systems Security Professional (CISSP) certification; and Certified Authorization Professional (CAP) or CompTIA Security+ or CompTIA Advanced Security Practitioner (CASP) certification

**Minimum/General Experience:** 5

**Labor Category:** Information Assurance SME III

**Functional Responsibility:** Plans, researches, designs, develops, runs tests, and implements security systems within an organization's IT network. Reviews current system security measures, anticipates possible security threats, identifies areas of weakness in a network system, responds promptly and effectively to possible breaches of security, and recommends and implements enhancements. Develops, reviews, and approves the installation requirements for LANs, WANs, VPNs, routers, firewalls, and related network devices.

**Minimum Education:** Bachelors

**Certifications Required:** Certified Information Systems Security Professional (CISSP) certification; and Certified Authorization Professional (CAP) or CompTIA Security+ or CompTIA Advanced Security Practitioner (CASP) certification

**Minimum/General Experience:** 15

**Labor Category:** Information Assurance SME II

**Functional Responsibility:** Plans, researches, designs, develops, runs tests, and implements security systems within an organization's IT network. Reviews current system security measures, anticipates possible security threats, identifies areas of weakness in a network system, responds promptly and effectively to possible breaches of security, and recommends and implements enhancements. Develops, reviews, and approves the installation requirements for LANs, WANs, VPNs, routers, firewalls, and related network devices.

**Minimum Education:** Bachelors

**Certifications Required:** Certified Information Systems Security Professional (CISSP) certification; and Certified Authorization Professional (CAP) or CompTIA Security+ or CompTIA Advanced Security Practitioner (CASP) certification

**Minimum/General Experience:** 10

**Labor Category:** IT Solution Manager
**Functional Responsibility:** Experience keeping IT equipment and IT services running including troubleshooting and fixing IT enterprise issues such as Microsoft operating systems, active directory, Server, and hardware issues such as workstations, servers, and appliances; can support a Microsoft enterprise environment involving the understanding of software such as Active Directory, DHCP, DNS, and file and print servers. Experience with the installation, configuration and maintenance of VMware vSphere technologies: vCenter, ESX/ESXi, Horizon View. Has experience supporting Microsoft Hyper-V virtual environment including installation, configuring, troubleshooting break/fix and performing upgrades.

**Minimum Education:** Bachelors

**Certifications Required:** Microsoft Certified Systems Administrator or Microsoft Certified Solutions Expert or Specialized Certification in VMWare and MCSA

**Minimum/General Experience:** 15

**Labor Category:** Systems Administrator 4

**Functional Responsibility:** Administers, develops, runs tests on, implements, and maintains operating system and related software. Establishes and implements standards for computer operations for compatibility between hardware and software, according to specifications and parameters. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Responsibilities differ from those of an Operating Systems Programmer in that the Systems Administrator is not responsible for altering operating system's software codes.

**Minimum Education:** Bachelors

**Certifications Required:** Microsoft Certified Systems Administrator or Microsoft Certified Solutions Expert or Microsoft Certification in Microsoft Exchange; and MCSA certification

**Minimum/General Experience:** 15

**Labor Category:** Data Security Engineer

**Functional Responsibility:** Plans, develops, and communicates organizational security policies, standards, and best practices to protect sensitive information and safeguard the computer networks, systems, and data. Researches emerging threats and recommends software and hardware solutions and procedures and security enhancements that neutralize those threats. Analyzes and enhances security controls throughout the company, its products, and its data stores.

**Minimum Education:** Bachelors

**Certifications Required:** Microsoft Certified Systems Administrator; and Certified Information System Security Professional (CISSP) or Microsoft Certified Solutions Expert and Certified Information System Security Professional (CISSP)

**Minimum/General Experience:** 5

**Labor Category:** Systems Engineer, Level IV

**Functional Responsibility:** Oversees the Systems Engineering staff and activities of an organization's information systems. Assures the stability, integrity, and efficient operation of the in-house information systems that support core organizational functions. Provides support to, reviews, maintains, and optimizes all networked software and associated operating systems. Administers the planning, design, development, evaluation, testing, and integration of an organization's systems infrastructure, including the design and implementation of hardware and software.
Minimum Education: Bachelors

Certifications Required: Microsoft Certified Systems Administrator or Microsoft Certified Solutions Expert; and Dell SAN training certificates or Specialized Certification in Dell SAN

Minimum/General Experience: 15

Labor Category: Applications Developer Level III

Functional Responsibility: Skilled in SharePoint 2013 or newer versions and SharePoint Designer, HTML and Javascript 8+ experience with relational database (i.e. SQL Server) 2+ years of experience using Nintex Workflows 8+ years of experience consulting clients on potential SharePoint Solutions, client presentations, translating business requirements into technical requirements. 8+ years of experience with System testing and User Acceptance Testing

Minimum Education: Bachelors

Certifications Required: Microsoft Certified System Engineer (SharePoint 2013 or newer) preferred.

Minimum/General Experience: 8

Labor Category: Application Developer Level II

Functional Responsibility: 5+ years of experience with SharePoint administration and development. 5+ years of experience with appropriate programming languages, operating systems, hardware and software. 5+ years of experience working with the interface of information technology and functional groups within an organization. 1+ year of experience providing help desk support for IT customer support issues including SharePoint

Minimum Education: Bachelors

Minimum/General Experience: 5

Labor Category: Applications Developer Level I

Functional Responsibility: 2+ years of experience with SharePoint administration and development. 2+ years of experience with appropriate programming languages, operating systems, hardware and software. 2+ years of experience working with the interface of information technology and functional groups within an organization. 1+ year of experience providing help desk support for IT customer support issues including SharePoint

Minimum Education: Bachelors

Minimum/General Experience: 2

Labor Category: Applications and Systems Analyst

Functional Responsibility: 5+ years of experience in application analysis and technical requirement gatherings. 5+ years of experience collecting functional requirements for the purposes of developing detailed plans and designs for delivery of SharePoint/IT solutions. 5+ years of experience with performance, unit and functional testing. 5+ years of experience performing feasibility analysis on potential future projects to management and participating in development of user manuals and technical reports.

Minimum Education: Bachelors

Minimum/General Experience: 5

Labor Category: Business Process Consultant
**Functional Responsibility:** 5+ years of experience in leading application development projects. 5+ years of experience in application business analysis and technical requirement gatherings. 5+ years of experience collecting functional requirements for the purposes of developing detailed plans and designs for delivery of SharePoint/IT solutions. 5+ years of experience performing feasibility analysis on potential future projects to management and participating in development of user manuals and technical reports.

**Minimum Education:** Bachelors

Project Management Professional (PMP) or Information Technology Infrastructure Library (ITIL) preferred

**Minimum/General Experience:** 5

**Labor Category:** Mid-Level QA Analyst

**Functional Responsibility:** 8+ years of experience conducting system acceptance testing. 8+ years of experience with test case specification and Traceability Matrix (RTM) documentation. 8+ years of experience with load, unit and functional testing. 8+ years of experience performing production verification checks. Experience in SDLC or PDLC, and Defect Life Cycle.

**Minimum Education:** Bachelors

**Certifications Required:** Certified Software Tester or equivalent preferred

**Minimum/General Experience:** 8

**Labor Category:** SharePoint Administrator

**Functional Responsibility:** 5+ years of experience with SQL administration. 5+ years of experience SharePoint 2013 (or newer) Administration and design. 5+ years of experience with Relational Database and operating systems. 5+ years of experience with Microsoft Active Directory Administration. 5+ years of experience with writing, modifying and running Powershell Scripts 5+ years of experience administrating SharePoint 2013 (or newer), and SharePoint fundamentals including out of the box webparts, workflows, lists, content types, and master pages.

**Minimum Education:** Bachelors

**Certifications Required:** Microsoft Certified System Engineer and/or Microsoft Certified Exchange System Administrator preferred

**Minimum/General Experience:** 5

**Labor Category:** Systems Architect

**Functional Responsibility:** 5+ years of experience w/ Enterprise Software architecture. 5+ years of experience SharePoint 2013/2016 Administration and design. Significant experience with O365 strategies/roadmaps. 5+ years of experience with Relational Database and operating systems. 5+ years of experience with Microsoft Active Directory Administration. 5+ years of experience with writing, modifying and running Powershell Scripts 5+ years of experience consulting clients on potential SharePoint Solutions, client presentations, translating business requirements into technical requirements.

**Minimum Education:** Bachelors

**Minimum/General Experience:** 5

**Equivalency Policy**

In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education with the written approval of the ordering activity.
Successful completion of each year of higher education that has not yet resulted in a degree may be counted 1-for-1 for a year of experience.

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<tr>
<th>Degree</th>
<th>Experience Equivalence*</th>
<th>Other Equivalence</th>
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<tr>
<td>Associate’s</td>
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<td>Vocational or technical training in work-related field</td>
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<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience, or 4 years relevant experience</td>
<td>Professional certification</td>
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<td>Master’s</td>
<td>Bachelor’s + 2 years relevant experience, or Associate’s + 4 years relevant experience</td>
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<td>Doctorate</td>
<td>Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience</td>
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**CONTRACTOR-SITE RATES**

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<th>SERVICE (LABOR CATEGORY)</th>
<th>12 AUG 19 to 11 AUG 20</th>
<th>12 AUG 20 to 11 AUG 21</th>
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**SERVICE (LABOR CATEGORY)**

- Senior Project Manager
- Senior Scientist
- Senior Technical Support Specialist
- Software Developer 1
- Software Developer 2
- Software Developer 3
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28. Description of Non-Professional & Ancillary Services and Approved Hourly Rates

**Labor Category:** Administrative Assistant**

**Minimum/General Experience:** 2 years clerical experience

**Functional Responsibility:** Under close supervision, performs clerical and secretarial tasks, such as typing and filing. Copies and distributes memos and mail; assists in special assignments; answers phones; directs calls; takes messages; and maintains and updates records and files.

**Minimum Education:** High School Diploma. Familiarity with Microsoft Office and ability to type at least 50 wpm.

**Labor Category:** Audio/Video Technician**

**Minimum/General Experience:** 5 years related experience

**Functional Responsibility:** Operates audio/video equipment including powering up A/V equipment, checking equipment for proper operation, setting audio levels, positioning camera functions, performing secure or non-secure setup. Provide assistance to users in conducting video teleconference sessions, which may include conference preparation, and monitoring VTC equipment and system performance, reporting equipment and network problems to appropriate parties for maintenance or repair.

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

**Labor Category:** Computer Operator Level I**

**Minimum/General Experience:** 2 years IT experience

**Functional Responsibility:** Oversees the operation of computer hardware systems, ensuring usage as efficiently as possible. Computer hardware systems include, but are not limited to, mainframes, minicomputers, and networks of personal computers. Anticipates problems and takes preventative action that may occur during operations. Operates computer hardware systems to process business, scientific, engineering, or other data, according to operating
Minimum Education: High School degree.

Labor Category: Computer Operator Level II**

Minimum/General Experience: 4 years IT experience

Functional Responsibility: Oversees the operation of computer hardware systems, ensuring usage as efficiently as possible. Computer hardware systems include, but are not limited to, mainframes, minicomputers, and networks of personal computers. Anticipates problems and takes preventative action that may occur during operations. Operates computer hardware systems to process business, scientific, engineering, or other data, according to operating instructions.

Minimum Education: High School degree.
Labor Category: Data Entry Clerk**

Minimum/General Experience: 1 year experience using automated word processing equipment, personal computers, or work stations.

Functional Responsibility: Operates personal computers and other automated office equipment in support of office performance. Produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Performs familiar, routine assignments following standard procedures. Seeks further instructions for assignments requiring deviations from established procedures. May also perform routine clerical tasks such as operating copiers, filing, answering telephones, and sorting and distributing mail. Uses one or more word processing, spreadsheet, and/or graphics software packages. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals.

Minimum Education: High School Diploma/GED.

Labor Category: Engineering Technician**

Minimum/General Experience: 10 years of hands-on experience

Functional Responsibility: Design, fabricates, tests, and installs customized cables, such as but not limited to Ethernet, Patch, Modular, Fiber Optics, Digichannel, IDE Drive, Transceiver AUI and coaxial cables. Can assist in utilization of standard thin wire, 10-BaseT, CAT5 cable shielded and unshielded, twisted pair and any other existing or required cable to satisfy customer demand. Repair and upgrades older systems such as but not limited to Token Ring, Arcnet, and VITS. Familiar with LAN and WAN network cabling, plus keeping abreast of the constantly changing EIA/TIA, IEEE and ANSI standards for CAT 5, Fiber Optics and ATM cabling.

Minimum Education: High School degree and numerous specialized training courses.

Labor Category: Help Desk Operator**

Minimum/General Experience: 4 years related experience

Functional Responsibility: Mid-level computer technical assistance. Processes scheduled routines which present few difficult operating problems (e.g. infrequent or easily resolved error conditions). In response to computer output instructions or error conditions and user problems, applies standard operating or corrective procedures. Support may include assistance in: IT helpdesk operations, internal IT user support, assistance in application systems maintenance, website operations and IT security monitoring.

Minimum Education: High School Diploma

Labor Category: Junior Administrative Assistant**

Minimum/General Experience: 0 years of experience

Functional Responsibility: Under close supervision, performs clerical and secretarial tasks, such as typing and filing. Copies and distributes memos and mail; assists in special assignments; answers phones; directs calls; takes messages; and maintains and updates records and files.

Minimum Education: High School Diploma. Familiarity with Microsoft Office and ability to type at least 50 wpm.
Labor Category: Junior Data Entry Clerk**

Minimum/General Experience: 0 years of experience

Functional Responsibility: Operates personal computers and other automated office equipment in support of office performance. Produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Performs familiar, routine assignments following standard procedures. Seeks further instructions for assignments requiring deviations from established procedures. May also perform routine clerical tasks such as operating copiers, filing, answering telephones, and sorting and distributing mail. Uses one or more word processing, spreadsheet, and/or graphics software packages. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals.

Minimum Education: High School Diploma/GED.

Labor Category: Junior Engineering Technician**

Minimum/General Experience: 1 year of experience

Functional Responsibility: Design, fabricates, tests, and installs customized cables, such as but not limited to Ethernet, Patch, Modular, Fiber Optics, Digichannel, IDE Drive, Transceiver AUI and coaxial cables. Can assist in utilization of standard thin wire, 10-BaseT, CAT5 cable shielded and unshielded, twisted pair and any other existing or required cable to satisfy customer demand. Repair and upgrades older systems such as but not limited to Token Ring, Arcnet, and VITS. Familiar with LAN and WAN network cabling, plus keeping abreast of the constantly changing EIA/TIA, IEEE and ANSI standards for CAT 5, Fiber Optics and ATM cabling.

Minimum Education: High School Diploma/GED. Specialized training courses preferred.

Labor Category: Junior Help Desk Operator**

Minimum/General Experience: 0 years of experience

Functional Responsibility: Entry-level computer technical assistance. Uses detailed written or oral guidance to resolve common operating problems. Support may include to assistance in: IT helpdesk operations, internal IT user support, assistance in application systems maintenance, website operations and IT security monitoring.

Minimum Education: High School Diploma

Labor Category: Mid-Level Data Entry Clerk**

Minimum/General Experience: 6 years of experience using automated word processing equipment, personal computers, or workstations.

Functional Responsibility: Operates personal computers and other automated office equipment in support of office performance. Produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Performs familiar, routine assignments following standard procedures. May also perform routine clerical tasks such as operating copiers, filing, answering telephones, and sorting and distributing mail. Uses one or more word processing, spreadsheet, and/or graphics software packages. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals.
Minimum Education: High School Diploma/GED.

Labor Category: Mid-Level Administrative Assistant**

Minimum/General Experience: 6 years clerical experience

Functional Responsibility: Under close supervision, performs clerical and secretarial tasks, such as typing and filing. Copies and distributes memos and mail; assists in special assignments; answers phones; directs calls; takes messages; and maintains and updates records and files.

Minimum Education: High School Diploma. Familiarity with Microsoft Office and ability to type at least 50 wpm.

Labor Category: Senior Administrative Assistant**

Minimum/General Experience: 10 years clerical experience

Functional Responsibility: Under close supervision, performs clerical and secretarial tasks, such as typing and filing. Copies and distributes memos and mail; assists in special assignments; answers phones; directs calls; takes messages; and maintains and updates records and files.

Minimum Education: High School Diploma. Familiarity with Microsoft Office and ability to type at least 50 wpm.

Labor Category: Senior Data Entry Clerk**

Minimum/General Experience: 10 years of experience using automated word processing equipment, personal computers, or workstations.

Functional Responsibility: Operates personal computers and other automated office equipment in support of office performance. Produces a variety of standard documents, such as correspondence, form letters, reports, tables and other printed materials. Performs familiar, routine assignments following standard procedures. Seeks further instructions for assignments requiring deviations from established procedures. May also perform routine clerical tasks such as operating copiers, filing, answering telephones, and sorting and distributing mail. Uses one or more word processing, spreadsheet, and/or graphics software packages. Work requires skill in typing; a knowledge of grammar, punctuation and spelling; and ability to use reference guides and equipment manuals.

Minimum Education: High School Diploma/GED.

Labor Category: Senior Engineering Technician**

Minimum/General Experience: 10 years of hands-on experience

Functional Responsibility: Design, fabricates, tests, and installs customized cables, such as but not limited to Ethernet, Patch, Modular, Fiber Optics, Digichannel, IDE Drive, Transceiver AUI and coaxial cables. Can assist in utilization of standard thin wire, 10-BaseT, CAT5 cable shielded and unshielded, twisted pair and any other existing or required cable to satisfy customer demand. Repair and upgrades older systems such as but not limited to Token Ring, Arcnet, and VITS. Familiar with LAN and WAN network cabling, plus keeping abreast of the constantly changing EIA/TIA, IEEE and ANSI standards for CAT 5, Fiber Optics and ATM cabling.
**Minimum Education:** Associate's Degree.

**Labor Category:** Senior Help Desk Operator**

**Minimum/General Experience:** 8 years related experience

**Functional Responsibility:** Senior-level computer technical assistance. Processes a range of scheduled routines. In addition to operating a system and resolving common error conditions and user problems, diagnoses and acts on error conditions not fully covered by existing procedures and may deviate from standard procedures if standard procedures do not provide a solution. Support may include: IT help desk operations, internal IT user support, assistance in application systems maintenance, website operations and IT security monitoring.

**Minimum Education:** High School Diploma

**Labor Category:** Telecommunications Operator**

**Minimum/General Experience:** 1 year related experience

**Functional Responsibility:** Operates telephone switchboard equipment to relay incoming, outgoing, and interoffice calls. Assists individuals in making telephone calls. Helps individuals having difficulties with automated phone systems.

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

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**CONTRACTOR-SITE RATES**

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<td>Mid-Level Administrative Assistant**</td>
<td>$ 50.18</td>
<td>$ 51.24</td>
<td>$ 52.33</td>
<td>$ 53.44</td>
<td>$ 54.57</td>
</tr>
<tr>
<td>Senior Administrative Assistant**</td>
<td>$ 62.33</td>
<td>$ 63.65</td>
<td>$ 65.00</td>
<td>$ 66.38</td>
<td>$ 67.79</td>
</tr>
<tr>
<td>Senior Data Entry Clerk**</td>
<td>$ 47.18</td>
<td>$ 48.18</td>
<td>$ 49.20</td>
<td>$ 50.24</td>
<td>$ 51.31</td>
</tr>
<tr>
<td>Senior Engineering Technician**</td>
<td>$ 68.56</td>
<td>$ 70.01</td>
<td>$ 71.50</td>
<td>$ 73.01</td>
<td>$ 74.56</td>
</tr>
<tr>
<td>Senior Help Desk Operator**</td>
<td>$ 46.82</td>
<td>$ 47.81</td>
<td>$ 48.83</td>
<td>$ 49.86</td>
<td>$ 50.92</td>
</tr>
<tr>
<td>Telecommunications Operator**</td>
<td>$ 33.07</td>
<td>$ 33.77</td>
<td>$ 34.49</td>
<td>$ 35.22</td>
<td>$ 35.96</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards (SCLS) is applicable to this contract and it includes SCLS applicable labor categories. The prices for the indicated (**) SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS matrix below. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

### SCLS Matrix

<table>
<thead>
<tr>
<th>Eligible Contract Labor Category</th>
<th>SCLS Equivalent Code Title</th>
<th>WD Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant</td>
<td>01312 Secretary II</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Audio/Video Technician</td>
<td>13110 Video Teleconference Technician</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Computer Operator Level I</td>
<td>14041 Computer Operator I</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Computer Operator Level II</td>
<td>14042 Computer Operator II</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Data Entry Clerk</td>
<td>01192 Order Clerk II</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Engineering Technician</td>
<td>30082 Engineering Technician II</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Help Desk Operator</td>
<td>14042 Computer Operator II</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Junior Administrative Assistant</td>
<td>01311 Secretary I</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Junior Data Entry Clerk</td>
<td>01191 Order Clerk I</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Junior Engineering Technician</td>
<td>30081 Engineering Technician I</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Junior Help Desk Operator</td>
<td>14041 Computer Operator I</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Position</td>
<td>Job Code</td>
<td>Identification Code</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Mid-Level Administrative Assistant</td>
<td>01313 Secretary III</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Mid-Level Data Entry Clerk</td>
<td>01012 Accounting Clerk II</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Senior Administrative Assistant</td>
<td>01020 Administrative Assistant</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Senior Data Entry Clerk</td>
<td>01013 Accounting Clerk III</td>
<td>2015-4269</td>
</tr>
</tbody>
</table>
Eligible Contract Labor Category | SCLS Equivalent Code Title | WD Number
--- | --- | ---
Senior Engineering Technician | 30083 Engineering Technician III | 2015-4269
Senior Help Desk Operator | 14043 Computer Operator III | 2015-4269
Telecommunications Operator | 01052 Data Entry Operator II | 2015-4269

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)**

1. **SCOPE**
   
a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.

   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

   
a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

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

   
b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.
4. PERFORMANCE OF SERVICES

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

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

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

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

(1) Cancel the stop-work order; or

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

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

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

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

6. INSPECTION OF SERVICES


7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e) (3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

(1) The offeror;

(2) Subcontractors; and/or

(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.
14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

<table>
<thead>
<tr>
<th>TERMS AND CONDITIONS APPLICABLE TO ANCILLARY SUPPLIES AND/OR SERVICES (SPECIAL ITEM NUMBER ANCILLARY)</th>
</tr>
</thead>
</table>

Non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be offered or purchased separately. Further, non-professional labor categories shall be offered under SIN ANCILLARY only and must be offered in conjunction with professional service SINs.

The Service Contract Labor Standards (SCLS) may be applicable to services offered under SIN ANCILLARY. The following language shall be included at the end or beginning of each detailed position description. "Non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately."

Ancillary supplies and/or services are support supplies and services which are not within the scope of any other SIN under the MAS Schedule.