GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu-driven database system.

The INTERNET address for GSA Advantage! is http://www.gsaadvantage.gov

MAS Consolidated Solicitation #47QSMD20R0001

CONTRACT NUMBER: 47QTCA19D00L3

CONTRACT PERIOD: September 16, 2019 to September 15, 2024

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

CONTRACTOR
Cloudnet Systems LLC
3601 Autumn Glen Circle
Burtonsville, MD 20866
Phone: 301-806-4811
Fax: 301-890-3277

https://cloudnetsystems.com/

CONTRACTOR’S ADMINISTRATION SOURCE
Amir Saeed
President
3601 Autumn Glen Circle
Burtonsville, MD 20866
Phone: 301-806-4811
Fax: 301-890-3277
Email: amirsd@cloudnetsystems.com

BUSINESS SIZE: Small
CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN: N/A
(Government net price based on a unit of one)

1c. HOURLY RATES: $67.31 lowest service hourly rate

2. MAXIMUM ORDER*: SIN 54151S: $500,000.00

3. MINIMUM ORDER: $100.00

4. GEOGRAPHIC COVERAGE: Domestic

5. POINT(S) OF PRODUCTION: United States

6. DISCOUNT FROM LIST PRICES: 21.38%-47.40%

7. QUANTITY DISCOUNT(S): Additional 1% for orders $500 or more

8. PROMPT PAYMENT TERMS: 1% Net 10

9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.

9.b Government Purchase Cards is accepted above the micro-purchase threshold.

10. FOREIGN ITEMS: N/A

11a. TIME OF DELIVERY As agreed upon between agencies

11b. EXPEDITED DELIVERY: As agreed upon between agencies

11c. OVERNIGHT AND 2-DAY DELIVERY: As agreed upon between agencies
11d. **URGENT REQUIREMENTS**: Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. **FOB POINT**: FOB Destination

13a. **ORDERING ADDRESS**: same as contractor

13b. **ORDERING PROCEDURES**: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3

14. **PAYMENT ADDRESS**: same as contractor

15. **WARRANTY PROVISION**: N/A

16. **EXPORT PACKING CHARGES**: N/A

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE**: N/A

18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE)**: N/A

19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE)**: N/A

20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE)**: N/A

20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE)**: N/A

21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE)**: N/A

22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE)**: N/A

23. **PREVENTIVE MAINTENANCE (IF APPLICABLE)**: N/A

24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES** (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. **Section 508 Compliance for EIT**: N/A

25. **DUNS NUMBER**: 047968881
26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an Up-to-Date Active Registration in the SAM database
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S).

**The phrase, “Information Technology (IT) Professional Services/Identity Access Management (IAM) Professional Services” in the following paragraphs may need to be revised in order to be consistent with the Offeror’s proposal; e.g., if only IT Professional Services are offered, all references to IAM Services should be deleted.**

****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately. Further, non-professional labor categories shall be offered under SIN 132 100 only.****

1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT/IAM 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/IAM 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/IAM Professional Services.

9. **INDEPENDENT CONTRACTOR**

All IT/IAM 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/IAM Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

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

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

b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by— (1) The offeror;
(2) Subcontractors; and/or
(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

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

15. APPROVAL OF SUBCONTRACTS

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

16. The following labor category descriptions included in our contract are listed below:

**Business Systems Analyst-Intermediate:** Create and update support documentation and review of work product/deliverables for quality, progress and escalate project risks and issues to Program Manager. Work with the technical Architects and project manager to articulate tasks, risks, dependencies and data mitigation plans. Work with internal clients to understand their business, data, and systems. Elicit and produce data requirements based on research and client interaction. Communicate with all levels of stakeholders as appropriate, including executives, data modelers, application developers, business users, and customers. Create and maintain metadata for targeted data stores across platforms. Develop and document the functional and technical BI requirements including data lifecycles. Support and implement best practices throughout the development process. Profile data, work with customers to define data quality and develop data quality metrics for targeted data sets.

**Business Systems Analyst-Senior:** Formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.

**Consultant:** Serves as a senior technical member of a systems design, development, implementation or operations team. Has specialized experience in one or more information technology system lifecycles. Responsible for the development of architecture to include software, hardware and communications components to support the total requirements for an IT project. Have expertise in TCP/IP network design/support, Server administration and management. Provide tier-three support for both Help Desk Technicians and System Administrators and assists in their training and education. Possess strong ability and demonstrable experience in diagnosing and solving client issues. Ability to recommend new technology, upgrades and solutions to clients and familiarity with technologies solutions for small to large enterprise environments. Strong ability to effectively test and evaluate network systems to eliminate problems and make improvements. Recommend and build systems and efficiencies for end-user and overall client site support both remotely and on-site.

**Infrastructure Architect:** Responsible for designing and implementing information systems that will adequately support the enterprise infrastructure of the organization with an emphasis on the cybersecurity...
posture such as potential or actual threats, attacks, incidents, forensics, intrusions, and/or responses/remediations. Analyzes system requirements and defines system architecture that will meet business needs, including server infrastructure, capacity planning, storage requirements, and networking protocols. Ensures that architecture project rollouts meet security standards and be effectively integrated with current applications. Typically reports to Manager. A specialist on complex technical and business matters. Work is highly independent. May assume a team lead role for the work group.

**Help Desk Specialist:** Able to assist in providing computer/network support relating to software and hardware problems reported by users. Maintain an adequate level of knowledge of operating system and application software being used to provide high levels of support to users. Monitors and evaluate efficiency of software/hardware usage; providing items to be covered in training of users, making them more efficient. Install new software applications or hardware of the LAN, coordinating assistance from third parties when necessary. Add and maintain users on the network; assigning application access, ensuring security, and maintaining their configurations are within standards. Assist in installation of workstations and printers on the LAN. Read, understand and apply complex technical information. Provide excellent customer service skills both on phone and at desk.

**Help Desk Support Services Specialist – Senior:** Provide client end-user IT support for a high availability, workstation-based, computer network. Work and lead a team of service desk analysts. Respond to phone, email, trouble ticket, and walk-up requests. Support Windows, mobile, and other technologies. Provide helpdesk support for a Microsoft and Linux environment. Receiving helpdesk support calls and respond to verbal and written queries for IT assistance via telephone, email, walk-up and directly from management. Install, operate, and maintain basic computer hardware and software such as Central Processing Units, memory, CD-ROMs, DVDs, monitors, and printers. Provide user support in the areas of email, directory & network services, and Windows desktop applications. Communicate with users and management to ascertain procedures followed and identify source and cause of errors. Coordinate with hardware and software vendors to obtain fixes for unresolved problems. Provide basic user training on mice, keyboards, cabling, and the PC unit to assist users in properly maintaining computer equipment.

**Network Engineer – Intermediate:** Maintains and administers computer networks and related computing environments including systems software, applications software, hardware, and configurations. Provide technical leadership in the planning, investigation, design, and implementation of physical and logical communications solutions having network-wide impact. Provide solutions that incorporate integration of digital encoding formats, line codes, and timing concepts across engineering disciplines and environments. Influence team members, the customer, and vendors to define, analyze, and provide solutions for the customers voice, data, and image communications requirements. Prepare complex workprints and schematics to define and illustrate entire network structures and solutions. Identify and recommend new design tools for use in communications projects. Evaluate projected corporate network usage and provides and implements media solutions. Participate in and influence marketing proposals and studies by providing costing models, reports, and technical solutions for network-wide projects. Identify product modifications and influences vendors to incorporate these changes into their products.

**Network Systems Administrator Lead:** Maintains and support the integrity of Active Directory, Exchange/Office 365 and their Domain components. Detect, diagnose and resolve or escalate system issues
arising within the system architecture including server hardware, Windows, VMWare ESXi and vCenter operating systems. Maintain and support a High Availability environment through virtualization and redundancy, following best practices according to the systems in the environment. Extensive experience in network troubleshooting, including workstations and infrastructure, hardware repair and upgrades. Provide technical guidance to Tier 2 and Tier 3 support teams. Perform systems maintenance tasks, such as software upgrades, back-ups and recovery, including file maintenance. Review systems for critical updates on a weekly basis or each time a major threat is announced.

**Network Systems Manager:** Possesses experience operating, managing and monitoring the health, status and performance of network hardware, systems or applications, troubleshooting network problems/issues, and providing technical expertise and direction to personnel. Supervises network personnel engaged in the installation, operation, support, and maintenance of network facilities, including all equipment/hardware in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities.

**Project Manager:** Responsible for providing management assistance for planning and executing a project. Assist the Program Manager during the preparation and maintenance of project schedules and budgets. Prepares and delivers status reports or reviews. Tracks staffing, budget, prioritization, and other personnel matters for the Program Manager. Manages large, complex task orders (or a group of task orders affecting the same common/standard/migration system) and shall assist the Program Manager. Responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

**Project Manager-Senior:** Manage large projects. Plan key tasks and resources as required. Experience in project/business management principles. Expertise in budget management, financial analysis, performance measurement and resource allocation. Manage customer requirements and expectations. Ability to interface with client senior management and technical personnel. Proactive in dealing with actions, issues and dynamic environments. Ability to train personnel in PM principles. Ability to perform organizational assessments and analysis. Prepare OD surveys, assessments and action plans for senior management.

**Software Architect:** Provides software architecture, design, programming and scripting; building, staging, testing and production support of software products and associated data; limited support to pertinent IT infrastructure; attending applicable meetings and reporting status of duties. Experience in software development life cycle methods to architect, design, develop, test and deploy software to meet assigned business/mission problems. Generate work products such as basic usage scenarios and sketches/models, prototypes, and pertinent architecture and design documentation executing development, integration, unit/integration test and deployment of software products/components independently and/or in cooperation with the software development team. Provide technical direction to junior team members and/or subcontractors when appropriate; supporting the development/test team and the customer in generating and executing a set of acceptance test requirements when needed assisting in data systems integrations and data synthesis if/as needed provide limited support to IT infrastructure on an as-needed basis, in coordination with production support and IT infrastructure personnel.
**Disaster Recovery Administrator:** Manage the efforts of infrastructure, server, and applications recovery plans. Developed and write IT DR Policy and Standards documents. Write and manage IT Command Center Guide and Exercise Activity Runbook. Conduct site assistance visits identifying critical assets, system interdependencies, cyber vulnerabilities. Perform Business Impact Analysis across our multiple platforms business services. Assist with and make recommendations for disaster recovery strategies. Enforce governance model around testing, documenting and enhancing disaster recovery capabilities. Engage with Engineering & Development teams to ensure that disaster recovery is incorporated into design. Assist with support, coordination and business resumption in a disaster recovery situation. Maintains crisis management procedures & emergency response procedures.

**Service Desk manager:** Establishes and documents policies and procedures to guide the routine operations of Service Desk. Manages 24-hour technical support for information services and systems. Works collectively internal and external teams to ensure maximum interoperability of systems and availability of resources. Manages Service Desk support for remote locations. Interpret metrics from the systems to drive Continuous Process Improvement. Use metrics and individual coaching to improve the productivity and efficiency of each team member's performance. Manage complex projects and ensure that they are completed on time and within budget. Ensure all phases of incident and problem management are communicated to the customer within a timely manner. Apply interpersonal skills for anticipating and diffusing negative client situations. Coaches, develops and inspires staff to maximize their potential.

**Network Systems Administrator:** Installs, maintain, audit and support a secure network environment and limited web/data application service. Maintain internet applications and protocols IP,TCP,HTTP, HTTPS, FTP, & SSL. Maintain file servers, Firewalls, network access, Security Monitoring Systems and system documentation as required. Interface with local customers and provide IT related support to quickly resolve problems. Analyze and troubleshoot system anomalies to ensure optimum equipment performance. Perform periodic maintenance, hardware upgrades and replacement, firmware updates and system configuration changes. Perform scheduled tape backups on systems as required. Attend planning and requirements meetings with IT staff, Program Managers and customers as required. Prepare system for operational use and support operational tests and provide technical guidance.

**Information Assurance Engineer:** Perform vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Prepare certification & accreditation documentation and procedures. Work with Information Assurance (IA) on categorizing applications and completing all documentation to meet IA’s strict security scoring and requirements. Identify and protect various levels of Personally Identifiable Information (PII) to ensure security safeguards are applied. implement the guidance on efforts regarding Information Assurance functions, particularly those focusing on strategic planning, infrastructure protection, defensive strategy, and continuing IT operations. Contribute to security planning, assessment, risk analysis, risk management, certification, and awareness training. Monitor and suggests improvements to policies.
# Authorized GSA Price List

**Effective September 16, 2019**

<table>
<thead>
<tr>
<th>IT Professional Services SIN</th>
<th>IT Professional Services Offered</th>
<th>Minimum Education</th>
<th>Minimum Years of Experience</th>
<th>Unit of Issue</th>
<th>GSA Labor Rates</th>
</tr>
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<tbody>
<tr>
<td>54151S</td>
<td>Business Systems Analyst – Intermediate</td>
<td>Bachelor Degree</td>
<td>3</td>
<td>Hr</td>
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