

**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE**

**AUTHORIZED FEDERAL SUPPLY SCHEDULE 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 are available through GSA *Advantage!*, a menu-driven database system. The INTERNET address GSA *Advantage!* is: [GSAAdvantage.gov](http://GSAAdvantage.gov).



**Sonoma Technology, Inc.**

*Air Quality Research and Innovative Solutions*

**SCHEDULE TITLE**                    MULTIPLE AWARD SCHEDULE (MAS)

**FEDERAL SUPPLY GROUP**        99- MULTIPLE AWARD SCHEDULE

**CONTRACT NUMBER:**            47QTCA20D001T  
FOR MORE INFORMATION ON ORDERING FROM FEDERAL SUPPLY SCHEDULES  
CLICK ON THE FSS SCHEDULES BUTTON AT [FSS.GSA.GOV](http://FSS.GSA.GOV)

**CONTRACT PERIOD:**            NOVEMBER 6, 2019 – NOVEMBER 5, 2024

**CONTRACTOR:**                    SONOMA TECHNOLOGY, INC.  
1450 N. McDowell Blvd., Suite 200  
Petaluma, CA 94954  
707-665-9900  
[www.sonomatech.com](http://www.sonomatech.com)

**Point of Contact:**                Hilary R Hafner, Executive Vice President  
e-mail: [hilary@sonomatech.com](mailto:hilary@sonomatech.com)  
Tel: 707-665-9900  
Fax: 707-655-9800

**Business Size:**                    Small

FEDERAL SUPPLY SCHEDULE: 47QTCA20D001T

## TABLE OF CONTENTS

### CUSTOMER INFORMATION

1a.	Table of Awarded Special Item Number(s).....	3
1b.	Lowest Price Model/Unit Number .....	3
1c.	Contractor Labor Categories and Rates.....	3
2.	Maximum Order .....	3
3.	Minimum Order .....	3
4.	Geographic coverage (delivery area).....	3
5.	Point(s) of production.....	3
6.	Discount from list prices or statement of net price.....	3
7.	Quantity Discounts .....	3
8.	Prompt Payment Terms .....	3
9a.	Statements on Government purchase cards below thresholds .....	2
9b.	Statements on Government purchase cards above thresholds .....	3
10.	Foreign Items .....	3
11a.	Time of Delivery .....	3
11b.	Expedited Delivery.....	3
11c.	Overnight and 2-day delivery.....	3
11d.	Urgent Requirements.....	3
12.	F.O.B. Point(s) .....	3
13a.	Ordering Address(es) .....	3
13b.	Ordering Procedures.....	4
14.	Payment Address(es).....	4
15.	Warranty provision.....	4
16.	Export packing charges .....	4
17.	Terms and conditions of Government purchase card acceptance.....	4
18.	Terms and conditions of rental, maintenance, and repair .....	4
19.	Terms and conditions of installation .....	4
20.	Terms and Conditions of repair parts .....	4
20a.	Terms and conditions of any other services .....	4
21.	List of service and distribution points .....	4
22.	List of participating dealers.....	4
23.	Preventive maintenance.....	4
24a.	Special attributes such as environmental attributes .....	4
24b.	Section 508 compliance .....	4
25.	Data Universal Number System (DUNS) number .....	4
26.	Notification regarding registration in System for Award Management (SAM) database .....	4

## CUSTOMER INFORMATION

---

<b>1a</b>	<b>Awarded SIN(s):</b>	54151S	Information Technology Professional Services
<b>1b</b>	<b>Lowest Priced Item:</b>	N/A	
<b>1c</b>	<b>Hourly Rates &amp; Labor Category Descriptions:</b>	See Below	
<b>2</b>	<b>Maximum Order:</b>	\$500,000	
<b>3</b>	<b>Minimum Order:</b>	\$100	
<b>4</b>	<b>Geographic Coverage:</b>	Worldwide	
<b>5</b>	<b>Point of Production:</b>	Petaluma, CA (Sonoma County)	
<b>6</b>	<b>Discount:</b>	Prices shown are net of discount.	
<b>7</b>	<b>Volume Discount:</b>	18% for orders exceeding \$750,000.	
<b>8</b>	<b>Prompt Payment Terms:</b>	Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.	
<b>9a</b>	<b>Government Purchase Cards</b>	Government Purchase Cards are accepted at or below the micro-purchase threshold.	
<b>9b</b>		Contract will not accept the Government Commercial Credit Card above the micro-purchase threshold.	
<b>10</b>	<b>Foreign Items:</b>	N/A	
<b>11</b>	<b>Time of Delivery:</b>		
	a. Normal:	As Agreed Upon with Ordering Activity	
	b. Expedited	Contact Contractor	
	c. Overnight & 2-day delivery	Contact Contractor	
	d. Urgent Requirements	Contact Contractor	
<b>12</b>	<b>FOB Point(s):</b>	Destination for Worldwide Delivery	
<b>13a</b>	<b>Ordering Address:</b>	1450 N. McDowell Blvd., Suite 200, Petaluma, CA 94954	
<b>13b</b>	<b>Ordering procedures:</b>	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:** 1450 N. McDowell Blvd., Suite 200, Petaluma, CA 94954
- 15 **Warranty Provision:** SCW
- 16 **Export packing charges, if applicable:** N/A
- 17 **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** 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 applicable):** 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:** 102917762
- 26 **Notification regarding registration in SAM database:** Contractor has an Active Registration in the SAM database. (Cage: 1HCK2)

**About the Company:** Sonoma Technology, Inc. (STI) is an employee-owned firm delivering innovative science-based solutions for clients' air quality and meteorological needs worldwide. Our integrated teams of atmospheric scientists, engineers, and programmers generate products, services, and measurements tailored to meet each client's unique needs. We provide a variety of services for federal, state, and local governments; universities; legal firms; and private industry. STI's service offerings include meteorological and air quality measurements, atmospheric modeling, emissions assessments, data analyses, exposure assessments, air quality forecasting, transportation planning, and policy analyses. These activities are supported and complemented by extensive capabilities in field operations, custom instrumentation, computer networks, training and education, specialized software development, public outreach, geographic information systems, web services, and database management.

**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.

**2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

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

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

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
  - (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
  - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

**6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS  COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I   OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

**7. RESPONSIBILITIES OF THE CONTRACTOR**

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

**8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

## 9. INDEPENDENT CONTRACTOR

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

## 10. ORGANIZATIONAL CONFLICTS OF INTEREST

### a. Definitions.

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

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

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

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

## 11. INVOICES

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

## 12. PAYMENTS

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

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

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

**13. RESUMES**

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

**14. INCIDENTAL SUPPORT COSTS**

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

**15. APPROVAL OF SUBCONTRACTS**

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

**16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING**

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.
- c. The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

## Sonoma Technology, Inc. 5-Year Pricing

Labor Category	Base Year Nov 2019 - October 2020	Year 2 Nov 2020 - October 2021	Year 3 Nov 2021 - October 2022	Year 4 Nov 2022 - October 2023	Year 5 Nov 2023 - October 2024
Data Scientist 1	\$116.30	\$118.77	\$121.29	\$123.86	\$126.48
Data Scientist 2	\$171.03	\$174.66	\$178.36	\$182.14	\$186.00
Data Scientist 3	\$251.17	\$256.50	\$261.94	\$267.49	\$273.16
Data Scientist 4	\$321.54	\$328.36	\$335.32	\$342.43	\$349.69
Data Scientist 5	\$391.91	\$400.22	\$408.70	\$417.37	\$426.22
Information Technology and Systems Engineer 1	\$162.24	\$165.68	\$169.19	\$172.78	\$176.44
Information Technology and Systems Engineer 2	\$197.42	\$201.61	\$205.88	\$210.24	\$214.70
Information Technology and Systems Engineer 3	\$240.42	\$245.52	\$250.73	\$256.04	\$261.47
Information Technology and Systems Engineer 4	\$264.86	\$270.47	\$276.21	\$282.06	\$288.04
Subject Matter Expert 1	\$116.30	\$118.77	\$121.29	\$123.86	\$126.48
Subject Matter Expert 2	\$133.89	\$136.73	\$139.63	\$142.59	\$145.61
Subject Matter Expert 3	\$171.03	\$174.66	\$178.36	\$182.14	\$186.00
Subject Matter Expert 4	\$291.24	\$297.42	\$303.72	\$310.16	\$316.74

### Labor Category Descriptions

#### Data Scientist Level 5

**Minimum/General Experience:** 12 Years

**Functional Responsibility:** Collects data, implements data models, and develops databases to create scientific solutions for environmental applications. Interprets results from multiple sources using a variety of techniques ranging from simple data aggregation via statistical analysis to complex data mining. Applies analytic and software engineering methodologies and principles to address client needs. Performs high-level analysis and quality control to produce extremely complex data products. Performs work of an extremely complex nature. Plans, conducts, and supervises company operations or highly complex projects with major significance at the highest level. Supplies technical advice, direction, and counsel to other professionals or the public. Generally operates with wide latitude and actions are unreviewed. Has national or international professional reputation.

**Minimum Education:** Ph.D.

#### Data Scientist Level 4

**Minimum/General Experience:** 10 Years

**Functional Responsibility:** Collects data, implements data models, and develops databases to create scientific solutions for environmental applications. Interprets results from multiple sources using a variety of techniques ranging from simple data aggregation via statistical analysis to complex data mining. Applies analytic and software engineering methodologies and principles to address client needs. Performs high-level analysis and quality control to produce extremely complex data products. Performs work of an extremely complex nature. Plans, conducts, and supervises company operations or highly complex projects with major significance. Supplies technical advice, direction, and counsel to other professionals or the public. Generally operates with wide latitude and actions are unreviewed.

**Minimum Education:** Ph.D.

### Data Scientist Level 3

**Minimum/General Experience:** 6 Years

**Functional Responsibility:** Collects data, implements data models, and develops databases to create scientific solutions for environmental applications. Interprets results from multiple sources using a variety of techniques ranging from simple data aggregation via statistical analysis to complex data mining. Applies analytic and software engineering methodologies and principles to address client needs. Performs high-level analysis and quality control to produce increasingly complex data products. Performs work of a moderately to highly complex nature. Under minimal supervision, plans, conducts, and manages assignments/projects. Supplies technical advice, direction, and counsel to co-workers and project managers. Operates with latitude.

**Minimum Education:** Master's Degree

### Data Scientist Level 2

**Minimum/General Experience:** 3 Years

**Functional Responsibility:** Collects data, implements data models, and develops databases to create scientific solutions for environmental applications. Interprets results from multiple sources using a variety of techniques ranging from simple data aggregation via statistical analysis to complex data mining. Applies analytic and software engineering methodologies and principles to address client needs. Performs high-level analysis and quality control to produce complex data products. Performs work of a moderately complex nature. Under general supervision, carries out progressively more complex assignments associated with projects or group operations and may manage individual tasks.

**Minimum Education:** Bachelor's Degree

### Data Scientist Level 1

**Minimum/General Experience:** 0 Years

**Functional Responsibility:** Collects data, implements data models, and develops databases to create scientific solutions for environmental applications. Interprets results from multiple sources using a variety of techniques ranging from simple data aggregation via statistical analysis to complex data mining. Applies analytic and software engineering methodologies and principles to address client needs. Performs high-level analysis and quality control to produce data products. Performs work of a complex nature. Under supervision of a manager or project manager, translates technical guidance received for implementation.

**Minimum Education:** Bachelor's Degree

## Information Technology and Systems Engineer Level 4

**Minimum/General Experience:** 10 Years

**Functional Responsibility:** Develops and/or supports development of software applications, mobile apps, websites, and databases and/or maintains operational systems. Plans, conducts, and supervises company operations or highly complex projects with major significance. Supplies technical advice, direction, and counsel to other professionals or the public. Generally operates with wide latitude and actions are unreviewed.

May have responsibility for one or more of the following areas:

1) Development:

- a. Responsible for some or all facets of the software development process, including the research, design, programming, and Quality Assurance (QA) testing of computer software.
- b. Uses a wide variety of open source technologies and cloud services (including Amazon Web Services, Microsoft Azure, and Google Cloud Platform). Understands data requirements across SQL, NoSQL, and other data platforms; leverages a working understanding of code and scripting languages, and has experience with IT operations in always-up, always-available services.

2) Operations:

- a. Performs systems analysis, design development, and test and evaluation activities. Ensures the integration of software, hardware reliability, maintainability, safety, survivability, and human and other requirements in the total engineering effort. Selects system architectures, allocates requirements, and prepares specifications in support of development efforts.
- b. Responsible for the upkeep, configuration, and reliable operation of computer systems and related software. Implements standards for computer operations for compatibility between hardware and software, as well as security of the system and network. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors backups and other essential processes.

**Minimum Education:** Ph.D.

## Information Technology and Systems Engineer Level 3

**Minimum/General Experience:** 6 Years

**Functional Responsibility:** Develops and/or supports development of software applications, mobile apps, websites, and databases and/or maintains operational systems. Under minimal supervision, plans, conducts, and manages assignments/projects. Supplies technical advice, direction, and counsel to co-workers and project managers. Operates with latitude.

May have responsibility for one or more of the following areas:

1) Development:

- a. Responsible for some or all facets of the software development process, including the research, design, programming, and Quality Assurance (QA) testing of computer software.
- b. Uses a wide variety of open source technologies and cloud services (including Amazon Web Services, Microsoft Azure, and Google Cloud Platform). Understands data requirements across SQL, NoSQL, and

other data platforms; leverages a working understanding of code and scripting languages, and has experience with IT operations in always-up, always-available services.

2) Operations:

- a. Performs systems analysis, design development, and test and evaluation activities. Ensures the integration of software, hardware reliability, maintainability, safety, survivability, and human and other requirements in the total engineering effort. Selects system architectures, allocates requirements, and prepares specifications in support of development efforts.
- b. Responsible for the upkeep, configuration, and reliable operation of computer systems and related software. Implements standards for computer operations for compatibility between hardware and software, as well as security of the system and network. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors backups and other essential processes.

**Minimum Education:** Master's Degree

### Information Technology and Systems Engineer Level 2

**Minimum/General Experience:** 3 Years

**Functional Responsibility:** Develops and/or supports development of software applications, mobile apps, websites, and databases and/or maintains operational systems. . Under general supervision, carries out progressively more complex assignments associated with projects or group operations and may manage individual tasks.

May have responsibility for one or more of the following areas:

1) Development:

- a. Responsible for some or all facets of the software development process, including the research, design, programming, and Quality Assurance (QA) testing of computer software.
- b. Uses a wide variety of open source technologies and cloud services (including Amazon Web Services, Microsoft Azure, and Google Cloud Platform). Understands data requirements across SQL, NoSQL, and other data platforms; leverages a working understanding of code and scripting languages, and has experience with IT operations in always-up, always-available services.

2) Operations:

- a. Performs systems analysis, design development, and test and evaluation activities. Ensures the integration of software, hardware reliability, maintainability, safety, survivability, and human and other requirements in the total engineering effort. Selects system architectures, allocates requirements, and prepares specifications in support of development efforts.
- b. Responsible for the upkeep, configuration, and reliable operation of computer systems and related software. Implements standards for computer operations for compatibility between hardware and software, as well as security of the system and network. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors backups and other essential processes.

**Minimum Education:** Bachelor's Degree

### Information Technology and Systems Engineer Level 1

**Minimum/General Experience:** 0 Years

**Functional Responsibility:** Develops and/or supports development of software applications, mobile apps, websites, and databases and/or maintains operational systems. Under supervision of a manager or project manager, translates technical guidance received for implementation.

May have responsibility for one or more of the following areas:

1) Development:

- a. Responsible for some or all facets of the software development process, including the research, design, programming, and Quality Assurance (QA) testing of computer software.
- b. Uses a wide variety of open source technologies and cloud services (including Amazon Web Services, Microsoft Azure, and Google Cloud Platform). Understands data requirements across SQL, NoSQL, and other data platforms; leverages a working understanding of code and scripting languages, and has experience with IT operations in always-up, always-available services.

2) Operations:

- a. Performs systems analysis, design development, and test and evaluation activities. Ensures the integration of software, hardware reliability, maintainability, safety, survivability, and human and other requirements in the total engineering effort. Selects system architectures, allocates requirements, and prepares specifications in support of development efforts.
- b. Responsible for the upkeep, configuration, and reliable operation of computer systems and related software. Implements standards for computer operations for compatibility between hardware and software, as well as security of the system and network. Troubleshoots and resolves software, operating system, and networking problems. Schedules, performs, and monitors backups and other essential processes.

**Minimum Education:** Bachelor's Degree

#### Subject Matter Expert 4

**Minimum/General Experience:** 10 Years

**Functional Responsibility:** The Subject Matter Expert has industry experience in the relevant subject matter. This individual leverages expertise and industry understanding in fulfilling the customer requirements. The Subject Matter Expert is highly experienced in the specific technology and industry. Subject Matter Experts provide comprehensive levels of experience and knowledge to creatively solve business problems. Plans, conducts, and supervises company operations or highly complex projects with major significance. Supplies technical advice, direction, and counsel to other professionals or the public. Generally operates with wide latitude and actions are unreviewed.

**Minimum Education:** Ph.D.

#### Subject Matter Expert 3

**Minimum/General Experience:** 6 Years

**Functional Responsibility:** The Subject Matter Expert has industry experience in the relevant subject matter. This individual leverages expertise and industry understanding in fulfilling the customer requirements. The Subject Matter Expert is highly experienced in the specific technology and industry. Subject Matter Experts provide comprehensive levels

of experience and knowledge to creatively solve business problems. Under minimal supervision, plans, conducts, and manages assignments/projects. Supplies technical advice, direction, and counsel to co-workers and project managers. Operates with latitude.

**Minimum Education:** Master's Degree

### Subject Matter Expert 2

**Minimum/General Experience:** 3 Years

**Functional Responsibility:** The Subject Matter Expert has industry experience in the relevant subject matter. This individual leverages expertise and industry understanding in fulfilling the customer requirements. The Subject Matter Expert is highly experienced in the specific technology and industry. Subject Matter Experts provide comprehensive levels of experience and knowledge to creatively solve business problems. Under general supervision, carries out progressively more complex assignments associated with projects or group operations and may manage individual tasks.

**Minimum Education:** Bachelor's Degree

### Subject Matter Expert 1

**Minimum/General Experience:** 0 Years

**Functional Responsibility:** The Subject Matter Expert has industry experience in the relevant subject matter. This individual leverages expertise and industry understanding in fulfilling the customer requirements. The Subject Matter Expert is highly experienced in the specific technology and industry. Subject Matter Experts provide comprehensive levels of experience and knowledge to creatively solve business problems. Under supervision of a manager or project manager, translates technical guidance received for implementation.

**Minimum Education:** Bachelor's Degree

### Substitution Policy:

Any combination of additional years of experience in the proposed field of expertise plus full time college level study in the particular field totaling four (4) years will be an acceptable substitute for a Bachelor's degree.

A Bachelor's degree plus any combination of additional years of experience and graduate level study in the proposed field of expertise totaling two (2) years will be an acceptable substitute for a Master's degree.

A Bachelor's degree plus any combination of additional years of experience and graduate level study in the proposed field of expertise totaling four (4) years or a Master's degree plus two (2) years of either additional experience or graduate level study in the proposed field of expertise will be an acceptable substitute for a Ph.D. degree.

Additional years of graduate level study in an appropriate field will be considered equal to years of experience on a one-for-one basis.