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 for GSA Advantage! is: https://www.gsaadvantage.gov

MULTIPLE AWARD SCHEDULE (MAS)  
Information Technology Professional Services & Professional Services  
PSC: D399, DJ01, R408

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.

Contract # 47QTCA20D00EA  

Period Covered by Contract: August 28, 2020 thru August 27, 2025  
Price list current through Modification PS-0011, effective 6/13/2022

Contract Administration:  
Gargi Lakamraju  
Telephone: (571) 441-1036  
mailto:gargi@jazzsol.com

Jazz Solutions, Inc.  
20745 Williamsport Place,  
Ste. #320  
Ashburn, VA-20147  
https://www.jazzsol.com

Business Size/Status: Women-Owned Small Business, 8(a) Program Participant
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1a. Awarded Special Item Number(s):

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<td>541519ICAM</td>
<td>IDENTITY, CREDENTIALING and ACCESS MANAGEMENT (ICAM)</td>
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<tr>
<td>541611</td>
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</tr>
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<td>OLM</td>
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</tr>
</tbody>
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: Not Applicable.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education. See Labor Descriptions and GSA Labor rates below.

2. Maximum Order: SIN 54141S = $500,000.00; SIN 541519ICAM=$1,000,000.00

3. Minimum Order: $100.00


5. Point of Production: Not Applicable

6. Prices Shown Herein are Net: (discount included)

7. Volume Discount: $500,000 - $1,499,999 = Additional 1% discount; $1,500,000+ = Additional 2% discount

8. Prompt Payment Terms: 2% 20 Net 30 Days

9. Foreign Items: Not Applicable

10a. Time of Delivery: Negotiated at time of order
10b. Expedited Delivery: Negotiated at time of order
10c. Overnight/2-Day Delivery: Negotiated at time of order
10d. Urgent Requirements: Negotiated at time of order

11. FOB Point: Destination

12a. Ordering Address:
20745 Williamsport Place, Ste. #320
Ashburn, VA-20147
12b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8405-3

13. Payment Address:
   20745 Williamsport Place, Ste. #320
   Ashburn, VA-20147

14. Warranty Provisions: **Not Applicable**

15. Export Packing charges: **Not Applicable**

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

17. Terms and conditions of installation: **Not applicable**

18a. Terms and conditions of repair parts: **Not applicable**
18b. Terms and conditions for any other services: **Not applicable**

19. List of service and distribution points:
   20745 Williamsport Place, Ste. #320
   Ashburn, VA-20147

20. List of participating dealers: **Not applicable**

21. Preventive maintenance: **Not applicable**

22a. Special attributes such as environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: **Not applicable**
22b. Contact Jazz Solutions, Inc. for Section 508 compliance information. The EIT standards can be found at:
   [http://www.section508.gov](http://www.section508.gov)

23. DUNS Number: **012678920** Unique Entity Identifier (UEI): **CB3LFRNLMM8**

24. Jazz Solutions, Inc. is registered in the System for Award Management (SAM) database.
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S) AND IDENTITY ACCESS MANAGEMENT PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 541519UCAM)

1. SCOPE
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services and Special Item Number 541519ICAM Identity Access Management Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services 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 mission of the ordering activity 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/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 Contracting Officer of the ordering activities, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT/EC SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 and 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 services shall be in accordance with the contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

LABOR CATEGORY DESCRIPTIONS –
54151S – IT Services

<table>
<thead>
<tr>
<th>Engineering Subject Matter Specialist (SME - I)</th>
</tr>
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<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong> 4 years minimum experience</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong> Independently evaluate, select, adapt, and modify standard techniques, requirements, criteria in order to plan and conduct engineering assignment. Plans, schedules, conducts, or coordinates detailed phases of engineering work through the selection and adaptation or modification of techniques, procedures, and criteria. Analyzes complex features of the work and applies principles and practices of the discipline or devises new approaches in problem solving. Thoroughly reviews all results from assigned tasks and determines if outputs are complete, correct, integrated with project objectives, and adequately documented.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong> Bachelor’s degree</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Technical Subject Matter Specialist (SME - II)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum/General Experience:</strong> 7+ years of experience</td>
</tr>
<tr>
<td><strong>Functional Responsibility:</strong> Develop and maintain windows platform for the server as a host, connected with multiple clients (other computers). Test and certify new versions of windows operating system providing better solution and integration for the application like VMware and SharePoint. Integrate the server automation process either by custom scripts or via third-party solutions. Implement regular checks for the status of servers including hardware and software. Responding to severity 1 and 2 escalations. Planning and controlled execution of releases into the managed environment. Creating, reviewing, maintaining, and updating documentation.</td>
</tr>
<tr>
<td><strong>Minimum Education:</strong> Bachelors or Master’s degree</td>
</tr>
</tbody>
</table>
**Program Manager**

**Minimum/General Experience:** 5 years of experience  
**Functional Responsibility:** Supports senior program manager with influx of tasks from multiple projects, by facilitating the intake process, status reporting, acceptance criteria, and result documentation. Provides weekly and monthly status reports for work performed, including an assessment of technical progress, schedule status, and any concerns or recommendations for the previous period. Coordinates, schedules, facilitates, and captures meeting minutes and action items. Assists with documenting project plan activities, resource estimates and timelines for all planning efforts, design, development, testing, implementation, risk and issue registries, stage gate reviews and approvals required, training and documentation needed and support needs.  
**Minimum Education:** Bachelor’s degree in Computer Science, Engineering, IT or Business

**Software Architect**

**Minimum/General Experience:** 6+ years of experience  
**Functional Responsibility:** Responsible for leading the specifications, design, and development of large-scale, Internet-based applications, frameworks, and platforms. The Software Architect will work as a leading member of the Product Development team and, more specifically, the Central Technology Group to support and enhance the application architecture and the framework. The Lead / Architect will frequently be tasked with researching new tools and technologies and asked to come up with recommendations on how they can be used in applications. Spec, design, develop, and debug scalable and high-performance, service-based web applications. Define and implement automated build, deployment, and testing procedures. Identify and resolve potential application security vulnerabilities. Improve system scalability and application isolation. Help define technical solutions and a unified framework from the design and architecture through development, testing, and release.  
**Minimum Education:** Bachelor’s or Master's degree in Computer Science or related technical degree

**Business Systems Analyst**

**Minimum/General Experience:** 4 years of specialized experience  
**Functional Responsibility:** Experience in a variety of business disciplines such as: continuous process improvement (CPI), lean six sigma, business process reengineering, data analytics, IT acquisitions, requirements management, balance score cards, performance management, configuration management, procurement, human resources, finance, logistics, medical, enterprise resource planning, electronic commerce and electronic data interchange, security, and requirements determination. Applies functional experience to business and/or technological problems, qualified to lead a staff of analysts and/or engineers if required  
**Minimum Education:** Bachelor’s degree

**Software Systems Engineer**

**Minimum/General Experience:** 4-6 years of experience  
**Functional Responsibility:** Collect mission, user, and system requirements for a complex software system, from multiple stakeholders to generate a unified product strategy through user-centered design principles and systems engineering best practices. Conduct user engagement sessions with key stakeholders to design, deconflict, prioritize and validate product requirements at varying levels of fidelity. Document high-level product strategy to convey key features, functions, and capabilities in a prioritized roadmap. Generate user stories with clear acceptance criteria that trace to the product strategy / roadmap. Decompose product strategy into detailed requirements that may be supplemented by user-centered design artifacts. Develop system specifications and related documentation to communicate the system design. Coordinate with UI/UX team and product owner(s) to develop and validate low- to high-fidelity wireframes in support of product implementation. Support the continuous improvement of systems engineering, user experience,
and agile development processes. Develop thorough integration test plans, procedures, and schedules.

**Minimum Education:** Bachelors or Master’s degree in Computer Science, Mathematics, Physics, Applied Math, or related field

### Quality Assurance Specialist

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

**Functional Responsibility:** Provides central management, coordination, and oversight for the standardization of processes and procedures, related to position designation, background investigations and support activities, related tasks and procedures. This position provides project team leadership necessary to meet defined project deliverables and maintains positive working relationships with the customer and key stakeholders. Creates project plans, manages, and tracks progress, provides status reports, issues change requests, prepares recommendations and proposals, creates required documentation with specific formatting, and meets administrative requirements for effective and efficient operations within the scope of work. Develops guidance and direction with the goals of providing standards, technology, tools, and practices to implement an effective policy.

**Minimum Education:** Bachelor’s degree in business, IT, or a related field.

### Program Analyst

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

**Functional Responsibility:** Design, develop, document, analyze, create, test and modify IT systems, programs, and integrations utilizing Oracle tools and processes. Gathering and Determining Requirements with Clients. Analysis of Changes and Updates of IT Systems Solutions. Analyze and perform fit-gap analysis to determine appropriate Oracle-based IT solutions based on gathered requirements, any specific client requests, and capabilities of Oracle offerings. Design, Development, and Implementation of IT Systems Solutions. Develop and review finalized specification document, including data flow and data mapping requirements. repair data for conversion and integration using Oracle Fusion Spreadsheet data loader, HCM data loader (HDL), Payroll batch loader (PBL), Webservices, ATOM/REST feeds to load the data. Testing and Maintenance of Computer Systems which includes file structure validation and data evaluation and validation, on the integrations and custom reports developed; perform interface testing by posting/receiving the test files to/from the vendor and loading it into the destination systems; verify all the possible test scenarios executed are passing through the interface testing. End-user Training and Support create training guides across all modules, hand-off documents listing all technical and functional information; conduct training sessions to educate core business owners on the application usage and functionality; provide customers support after systems go live and oversee the transition to the customer support team.

**Minimum Education:** Bachelor’s degree in Computer Science, IS, IT, or a closely related field.

### Program Director

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

**Functional Responsibility:** Serve as the single point of leadership for Program and own end-to-end accountability for Program delivery by driving engagements/programs to successful completion of tasks. Partner with the business teams to identify agency target customers, value propositions, customer promises, and go-to-market strategies. Ability to define customer-focused scenarios and work with partner teams to ensure that effective solutions are delivered end-to-end. Engage with client leadership to ensure proper expectations of project deliverables. Directs program activities to meet client and organization work objectives and serves as a liaison with clients to coordinate activities, negotiate tasks, and solve problems. Manage project teams’ daily activities, projects, and tasks to focus on adhering to best practices, high standards, and on time delivery to the customer. Supervises assigned technical and project management staff. Performs business development activities, including the preparation and review of technical and cost proposals. Identify and create partnerships where required.

**Minimum Education:** Bachelor’s degree and Project Management Professional (PMP) or SAFe SSM or SAFe SA
certification required

### Business Consultant I

**Minimum/General Experience:** 3 years of experience  
**Functional Responsibility:** Completes work assignments and supports business-specific projects by applying expertise in subject area; supporting the development of work plans to meet business priorities and deadlines; ensuring team follows all procedures and policies; coordinating and assigning resources to accomplish priorities and deadlines; collaborating cross-functionally to make effective business decisions; solving complex problems; escalating high priority issues or risks, as appropriate; and recognizing and capitalizing on improvement opportunities. Develops requirements for complex process or system solutions within assigned business domain(s) by interfacing stakeholders and appropriate IT teams (for example, Solutions Delivery, Infrastructure, Enterprise Architecture) and leading junior team members in the development process as appropriate. Leverages multiple business requirements gathering methodologies to identify business, functional, and non-functional requirements (for example, SMART) across multiple business domains.  
Additional responsibility includes supporting the Business Consultant II in collecting, documenting, and prioritizing functional requirements for ICAM implementations. Supports cost benefit, alternative analysis, impact analysis and market research efforts on industry’s ICAM platforms and solutions for determining optimal fit to customer needs.  
**Minimum Education:** Bachelor’s degree in Business Administration, Computer Science, CIS or related field

### Business Consultant II

**Minimum/General Experience:** 6 years of experience  
**Functional Responsibility:** Completes work assignments and supports business-specific projects by applying expertise in subject area; supporting the development of work plans to meet business priorities and deadlines; ensuring team follows all procedures and policies; coordinating and assigning resources to accomplish priorities and deadlines; collaborating cross-functionally to make effective business decisions; solving complex problems; escalating high priority issues or risks, as appropriate; and recognizing and capitalizing on improvement opportunities. Develops requirements for complex process or system solutions within assigned business domain(s) by interfacing stakeholders and appropriate IT teams (for example, Solutions Delivery, Infrastructure, Enterprise Architecture) and leading junior team members in the development process as appropriate. Leverages multiple business requirements gathering methodologies to identify business, functional, and non-functional requirements (for example, SMART) across multiple business domains. Develops and documents comprehensive business cases to assess the costs, benefits, ROI, and Total Cost of Ownership (TCO) of proposed solutions. Provides insight and supports the evolution of applications, systems, and/or processes to a desired future state by maintaining a comprehensive understanding of how current processes impact business operations across multiple domains.  
**Minimum Education:** Bachelor’s degree in Business Administration, Computer Science, CIS or related field

### Technical Consultant I

**Minimum/General Experience:** 2-4 years of experience  
**Functional Responsibility:** Participate in all aspects of the software development lifecycle which includes estimating, technical design, implementation, documentation, testing, deployment and support of application developed for our clients. As a member working in a team environment you will take direction from solution architects and Leads on development activities. Responsibilities include but not limited to technical planning & requirements gathering phases including Design, code, test, troubleshoot, and document engineering software applications. Ensuring that technical software development process is followed on the project, familiar with industry best practices for software development. Develop applications in languages including Angular, React and full stack development. Demonstrate the ability to adapt and work with team members of various experience levels.
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<thead>
<tr>
<th>Position</th>
<th>Minimum Education</th>
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</thead>
<tbody>
<tr>
<td>Minimum Education: Bachelor’s Degree in MIS, Computer Science, Math, Engineering or comparable major.</td>
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</tbody>
</table>

**Technical Consultant II**

**Minimum/General Experience:** 3-5 years of experience  
**Functional Responsibility:** Responsible for delivery of assigned tasks within the delivery cycle of a project. Understands a broad spectrum of the company's technology in order to deliver part of a detailed technical design, which meets customer requirements. Tasks may include installing new systems applications; updating applications, firmware, and drivers; creating boundaries for as well as performing configuration and testing activities; applications programming for assigned modules within a larger program; assisting in the preparation of technical presentations and demonstrations; and participating in customer meetings. Contributes to design for specific deliverables and assists in the development of technical solutions  
**Minimum Education:** Bachelor’s Degree in MIS, Computer Science, Math, Engineering or comparable major.

**Manual Tester**

**Minimum/General Experience:** 5 years of experience  
**Functional Responsibility:** Reviews and approves of finished product batch records & lab data and performs periodic product reviews. Interacts with all third-party manufacturers in areas of product release to drive QA resolutions. Supports QA in the timely implementation, assessment and closure of product related projects and operation. Analyzes, evaluates, presents and escalates to management, any identified risks, improvement opportunities and/or compliance concerns associated with quality systems. Participates in internal and external audits as needed.  
**Minimum Education:** Bachelor’s degree in Computer Science or Computer Engineering.

**Software Developer**

**Minimum/General Experience:** 2+ years of experience  
**Functional Responsibility:** Is responsible for designing, coding, unit testing, implementing, and maintaining software of moderate complexity or assisting with modules of large, highly complex solutions. Works both independently and as part of a team to develop software that meets both business and compliance requirements. The developer at this level is responsible for the technical development of assigned personnel. Experience in applications development including defining requirements; estimating work effort; designing, developing, testing, implementing, and troubleshooting ETL mappings and workflows for large data warehouse projects; and creating and maintaining technical ETL related documentation. Expertise in design and development of at least two or more of the major data warehousing solutions for the financial industry. Demonstrated skills in the technical leadership of applications development and maintenance efforts, including the ability to mentor junior analysts. Thorough understanding of system development life cycle principles, including agile development practices. Advanced analytical skills and ability to learn new material quickly. Designs and develops data solutions collecting, processing, storing and retrieving identity and credential data from multiple data sources.  
**Minimum Education:** Bachelor’s degree in Computer Science, Information Systems, other related discipline, or equivalent work experience in application development.

**Web Developer**

**Minimum/General Experience:** 4-6 years of experience  
**Functional Responsibility:** Research, design, implement and manage software programs. Develop technical specifications based on functional requirements. Identify, troubleshoot and resolve issues in the production environment. Maintain and upgrade existing systems. Able to provide timely updates to the Supervisor and
development team.

**Minimum Education:** Bachelor’s degree in Computer Science /technical field (will consider experience for degree)

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**Application Programmer**

**Minimum/General Experience:** 2-5 years of experience

**Functional Responsibility:** Responsible for the digital architecture, planning and development of the coding for projects, across a wide array of technologies, including HTML, DHTML, XML, Active Server Pages, CFMX, JSP and/or JavaScript integrated with various front and back-end systems.

**Minimum Education:** Bachelor’s degree in Computer Science

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**Project Manager**

**Minimum Experience:** 12 years

**Functional Responsibility:** Serves as project manager for a project/program and associated task orders. Works with the Government Contracting Officer (CO), the contract-level Contracting Officer’s Representative (COR), the task order-level COR(s), and government management personnel. Under the guidance of Executive Management, responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner.

**Minimum Education:** Bachelor’s Degree

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**Quality Assurance Analyst**

**Minimum Experience:** 5 years

**Functional Responsibility:** Carries out procedures to ensure that all information systems products and services meet minimum company standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Devises improvements to current procedures and develops models of possible future configurations. Provides technical and administrative direction for personnel performing system development tasks, including the review of work products for correctness. Performs QA reviews and audits.

**Minimum Education:** Bachelor’s Degree

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**Documentation Specialist**

**Minimum Experience:** 3 years

**Functional Responsibility:** Responsible for the creation and maintenance updating of required technical documentation (both hardware and software) and technical training materials. Works with staff and engineeron content and format of documentation. Provides documentation project planning and direction. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Converts technical information into clear, readable documents to be used by technical and non-technical personnel.

**Minimum Education:** Associates
Principal Systems Architect

**Minimum Experience:** 10 years

**Functional Responsibility:** Responsibilities:
Provides daily technical supervision and direction to senior systems architects and other staff. Assists the project manager with advice and with determining workload distribution of entire system team for larger projects. Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Produces design architecture to include the software, hardware, and communications to support the total requirements as well as provide present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the industry and Federal standards.

**Minimum Education:** Bachelor’s Degree

Senior Systems Architect

**Minimum Experience:** 8 years

**Functional Responsibility:** Provides daily technical supervision and direction to system architects and other staff members including mentoring of junior members. Assists the project manager with detailed technical advice. Assist the principal system architect with coordinating execution of system architecture tasks by the various team members. Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Provides design architecture to include the software, hardware, and communications to support the total requirements as well as provide present and future cross-functional requirements and interfaces. Ensure these systems are compatible and in compliance with the industry and Federal standards.

**Minimum Education:** Bachelor’s Degree

Systems Architect

**Minimum Experience:** 5 years

**Functional Responsibility:** Provides occasional technical supervision and direction to junior staff members. Assist the project manager with technical advice. Consults with senior system architects and other system architects in the design of architecture covering multiple subsystems. Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action.

**Minimum Education:** Bachelor’s Degree

Principal System Engineer

**Minimum Experience:** 8 years

**Functional Responsibility:** Provides daily technical supervision and direction to senior system engineers and other staff. Assist the project manager with high level advice and with determining workload distribution of entire system engineering team for larger projects. Applies an organization-wide set of disciplines for the planning, analysis, design, and construction of information systems on an enterprise-wide basis or across a
Senior System Engineer

**Minimum Experience:** 5 years  
**Functional Responsibility:** Assist the principal system engineer with coordinating execution of system engineering tasks by the various team members. Applies engineering disciplines for the planning, analysis, design and implementation of information systems on an enterprise-wide basis. Performs enterprise wide systems planning, business information planning, and analysis. Provides expert advice and assistance in state-of-the-art software/hardware solutions involving multiple operating environments (e.g. NT, UNIX, Novell, Web), database management systems, specialized software, data communications facilities and protocols.

**Minimum Education:** Bachelor’s Degree

Lead Application Engineer

**Minimum Experience:** 8 years  
**Functional Responsibility:** Provides daily technical supervision and direction to senior application engineer and other staff. Assist the project manager with high level advice and with determining workload distribution of entire application system. Analyzes and studies complex application system requirements. Leads system development and support using formal specifications, data flow diagrams and other accepted design techniques. Reviews existing subsystems/systems and assists in making refinements perform performance tuning, and improving current system environment.

**Minimum Education:** Bachelor’s Degree

Senior Application Engineer

**Minimum Experience:** 6 years  
**Functional Responsibility:** Provides daily technical supervision and direction to application engineers and other staff members including mentoring of junior members. Assists the project manager with detailed technical advice. Conducts studies, defines information requirements, determines feasibility of proposed solutions and propose economical, efficient solutions to system. Translates requirements into programmer tasks. Leads system development and support using formal specifications, data flow diagrams, network diagrams, and other accepted design techniques.

**Minimum Education:** Bachelor’s Degree
### Application Engineer

**Minimum Experience:** 3 years

Designing of information systems, including designing the application flow, database, and interfaces. Responsible for gathering and analyzing the user requirements and translating them into system designs. Performs system development and support using formal specifications, data flow diagrams and other accepted design techniques. Reviews existing application subsystems and assists in making refinements and improving current system environment.

**Minimum Education:** Bachelor’s Degree

### Senior Software Engineer

**Minimum Experience:** 6 years

**Functional Responsibility:** Provides daily technical supervision and direction to software engineers and other staff members including mentoring of junior members. Analyzes functional business requirements and lead software life cycle activities from requirement analysis using structured or object-oriented technique, through design, implementation, testing, and final acceptance. Translates requirements into detailed design specifications. Tests, debugs, and refines the computer software to produce the required product. Provides technical direction to software engineers to ensure products meet the baselines through the life cycle of software development.

**Minimum Education:** Bachelor’s Degree

### Software Engineer

**Minimum Experience:** 3 years

**Functional Responsibility:** Analyzes functional business requirements and lead software life cycle activities from requirement analysis using structured or object-oriented technique, through design, implementation, testing, and final acceptance. Translates requirements into detailed design specifications. Tests, debugs, and refines the computer software to produce the required product. Optimizes software to improve performance. Provides technical direction to junior software engineers to ensure products meet the baselines through the life cycle of software development.

**Minimum Education:** Bachelor’s Degree

### Junior Software Engineer

**Minimum Experience:** 0 years

**Functional Responsibility:** Participates in the design, coding, and testing of software subsystems. Assists Software Engineers to interpret software requirements and design specifications to code and integrate and test software components.

**Minimum Education:** Bachelor’s Degree
Database Engineer

**Minimum Experience:** 6 years

**Functional Responsibility:** Leads design efforts to aid in the identification of specific requirements in support of physical database design and operations. Performs data modeling, logical and physical data model/schema design. Performs trade-off studies to determine optimal database design and implementation. Provides daily technical advice and direction to technical staff.

**Minimum Education:** Bachelor’s Degree

Web Programmer

**Minimum Experience:** 0 years

**Functional Responsibility:** Designs and implements of web sites using various web development frameworks. Participates in the design, coding, and testing of software subsystems.

**Minimum Education:** Web Design Certificate

Senior Security Consultant

**Minimum Experience:** 20 years

**Functional Responsibility:** Analyzes user’s requirements, concept of operations documents, and high level system architecture to develop system requirements specifications. Develops detailed system architecture and system design documentation. Prepares security plans for employing an enterprise wide security architecture.

**Minimum Education:** Bachelor’s Degree

Senior Security Specialist

**Minimum Experience:** 8 years

**Functional Responsibility:** Formulates and assess IT security policy to include business impact. Provides application and middleware design and security engineering support for application development, including develops detailed system architecture and system design documentation.

**Minimum Education:** Bachelor’s Degree

Service Level Manager

**Minimum Experience:** 4 years

**Functional Responsibility:** Builds strong relationships with Internal and external IT service groups. Establishes and sets requirements for defining Services Level Agreements. Supports processes based on ITIL and other industry frameworks and fosters continual service improvement within the organization.

**Minimum Education:** Bachelor’s Degree
Configuration Management Specialist

**Minimum Experience:** 4 years

**Functional Responsibility:** Manages and maintains CM processes and develops CM artifacts. Maintains allocated, functional and physical baseline control and performs audit support.

**Minimum Education:** Bachelor’s Degree

Service Delivery Manager

**Minimum Experience:** 8 years

**Functional Responsibility:** Establishes policies to monitor the delivery for a program, and coordinates the delivery of services. Ensures customer satisfaction, establishes and engages in appropriate client management while maintaining customer relationships. Develops service management and delivery approaches for new and existing clients. Supports service delivery implementations across various programs including service level management and service continuity management.

**Minimum Education:** Bachelor’s Degree

Security Manager

**Minimum Experience:** 8 years

**Functional Responsibility:** Manages security team(s) and initiatives. Establishes and enforces security policies and procedures. Gathers and organizes technical information about an organization’s missions, goals, and requirements; existing security products; and ongoing IA programs.

**Minimum Education:** Bachelor’s Degree

Security Engineer

**Minimum Experience:** 4 years

**Functional Responsibility:** Provides architecture and implementation support for the identity and access management. Implements technical activities in compliance with FISMA, FedRAMP and FIPS controls for data security and intrusion detection. Responsible for integration and continual adherence to all security platforms, and ensures proper protection and use of software.

**Minimum Education:** Bachelor’s Degree

Data Center Manager

**Minimum Experience:** 8 years

**Functional Responsibility:** Supports data center operations and manages one or more functional teams. Guides the development and implementation of data center operational standards, policies, and procedures. Participates in enterprise governance boards.

**Minimum Education:** Bachelor’s Degree
<table>
<thead>
<tr>
<th>Position</th>
<th>Minimum Experience</th>
<th>Functional Responsibility</th>
<th>Minimum Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Security Architect</td>
<td>8 years</td>
<td>Analyzes, recommends, develops, and implements security standards through policy, architecture and training processes. Defines information assurance (IA) and application security policies, and procedures to effectively communicate security standards to all levels of management and staff. Supports customer functions in accordance with Federal Information Security Management Act (FISMA), FedRAMP and general Information Assurance (IA) requirements.</td>
<td>Bachelor’s Degree</td>
</tr>
<tr>
<td>Information Security Risk Analyst</td>
<td>4 years</td>
<td>Conducts risk assessments, and supports data security and privacy requirements. Gathers and organizes technical information about an organization’s missions, goals, and requirements; existing security products; and ongoing IA programs.</td>
<td>Bachelor’s Degree</td>
</tr>
<tr>
<td>Business Analyst III</td>
<td>4 years</td>
<td>Determines operational objectives by studying business functions; gathering information; evaluating output requirements and formats. Develops test artifacts related to planning and execution. Performs integration and system testing either using manual processes and/or using test automation tools. Utilizes industry best practices for eliciting requirements and user specifications.</td>
<td>Bachelor’s Degree</td>
</tr>
<tr>
<td>Business Analyst II</td>
<td>2 years</td>
<td>Governs operational objectives by studying business functions, gathering information; evaluating output requirements and formats. Performs integration and system testing either using manual processes and/or using test automation tools. Utilizes industry best practices for eliciting requirements and user specifications.</td>
<td>Bachelor’s Degree</td>
</tr>
<tr>
<td>Business Analyst I</td>
<td>0 years</td>
<td>Administers operational objectives by utilizing business functions, gathering information, and analyzing requirements and formats. Performs system testing and maintains industry best practices. Utilizes industry best practices for eliciting requirements and user specifications.</td>
<td>Bachelor’s Degree</td>
</tr>
</tbody>
</table>
Data Analyst

**Minimum Experience:** 0 years

**Functional Responsibility:** Works with business clients to analyze business information requirements and translate into data model. Analyzes and identifies data inconsistencies and errors. Creates metadata and data dictionaries, and designs reports based on functional requirements.

**Minimum Education:** Bachelor’s Degree

Database Developer III

**Functional Responsibility:** Analyze, design, develop, maintain and tune databases to meet functional requirements. Implements, and sustains customer-requested improvements to data-driven systems.

**Minimum Education:** Bachelor’s Degree

Database Developer II

**Minimum Experience:** 2 years

**Functional Responsibility:** Analyze, design, develop, maintain and tune databases to meet functional requirements. Implements, and sustains customer-requested improvements to data-driven systems.

**Minimum Education:** Bachelor’s Degree

Database Developer I

**Minimum Experience:** 0 years

**Functional Responsibility:** Analyze, design, develop, maintain and tune databases to meet functional requirements. Implements, and sustains customer-requested improvements to data-driven systems.

**Minimum Education:** Bachelor’s Degree
LABOR CATEGORY DESCRIPTIONS –
541519ICAM – ICAM Services

Engineering Subject Matter Specialist (SME - I)

Minimum/General Experience: 4 years minimum experience

Functional Responsibility: Independently evaluate, select, adapt, and modify standard techniques, requirements, criteria in order to plan and conduct engineering assignment. Plans, schedules, conducts, or coordinates detailed phases of engineering work through the selection and adaptation or modification of techniques, procedures, and criteria. Analyzes complex features of the work and applies principles and practices of the discipline or devises new approaches in problem solving. Thoroughly reviews all results from assigned tasks and determines if outputs are complete, correct, integrated with project objectives, and adequately documented.

The responsibility includes architecting and designing identity, credentialing and access management solutions using custom or third-party Identity as a Service platforms. Engineering ICAM solutions in compliance with FISMA, FedRAMP and FIPS controls for infrastructure, application, and data security. Conducts risk assessments, and support data security and privacy requirements.

Minimum Education: Bachelor’s degree

Technical Subject Matter Specialist (SME - II)

Minimum/General Experience: 7+ years of experience

Functional Responsibility: Develop and maintain windows platform for the server as a host, connected with multiple clients (other computers). Test and certify new versions of windows operating system providing better solution and integration for the application like VMware and SharePoint. Integrate the server automation process either by custom scripts or via third-party solutions. Implement regular checks for the status of servers including hardware and software. Responding to severity 1 and 2 escalations. Planning and controlled execution of releases into the managed environment. Creating, reviewing, maintaining, and updating documentation.

The responsibility includes implementing federated identity management architectures including Single Sign-On (SSO) and token management solutions using custom or industry standard protocols like SAML and OAuth. Provide ongoing operational support for ICAM solutions.

Minimum Education: Bachelors or Master’s degree

Program Manager

Minimum/General Experience: 5 years of experience

Functional Responsibility: Supports senior program manager with influx of tasks from multiple projects, by facilitating the intake process, status reporting, acceptance criteria, and result documentation. Provides weekly and monthly status reports for work performed, including an assessment of technical progress, schedule status, and any concerns or recommendations for the previous period. Coordinates, schedules, facilitates, and captures meeting minutes and action items. Assists with documenting project plan activities, resource estimates and timelines for all planning efforts, design, development, testing, implementation, risk and issue registries, stage gate reviews and approvals required, training and documentation needed and support needs.

Minimum Education: Bachelor’s degree in Computer Science, Engineering, IT or Business

Software Architect

Minimum/General Experience: 6+ years of experience

Functional Responsibility: Responsible for leading the specifications, design, and development of large-scale, Internet-based applications, frameworks, and platforms. The Software Architect will work as a leading member of the
Product Development team and, more specifically, the Central Technology Group to support and enhance the application architecture and the framework. The Lead / Architect will frequently be tasked with researching new tools and technologies and asked to come up with recommendations on how they can be used in applications. Spec, design, develop, and debug scalable and high-performance, service-based web applications. Define and implement automated build, deployment, and testing procedures. Identify and resolve potential application security vulnerabilities. Improve system scalability and application isolation. Help define technical solutions and a unified framework from the design and architecture through development, testing, and release. Design, coding and testing of front-end solutions for collecting customer identity and access information and integration with third-party ICAM solutions using standards-based APIs.

**Minimum Education:** Bachelor’s or Master's degree in Computer Science or related technical degree

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**Business Systems Analyst**

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

**Functional Responsibility:** Experience in a variety of business disciplines such as: continuous process improvement (CPI), lean six sigma, business process reengineering, data analytics, IT acquisitions, requirements management, balance score cards, performance management, configuration management, procurement, human resources, finance, logistics, medical, enterprise resource planning, electronic commerce and electronic data interchange, security, and requirements determination. Applies functional experience to business and/or technological problems, qualified to lead a staff of analysts and/or engineers if required

The responsibility includes leading business process reengineering efforts for modernizing legacy identity management solutions to a modern ICAM solution. Elicit and document functional, system, security, and data related requirements for ICAM solutions. Lead the testing efforts for ICAM implementations.

**Minimum Education:** Bachelor’s degree

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**Software Systems Engineer**

**Minimum/General Experience:** 4-6 years of experience

**Functional Responsibility:** Collect mission, user, and system requirements for a complex software system, from multiple stakeholders to generate a unified product strategy through user-centered design principles and systems engineering best practices. Conduct user engagement sessions with key stakeholders to design, deconflict, prioritize and validate product requirements at varying levels of fidelity. Document high-level product strategy to convey key features, functions, and capabilities in a prioritized roadmap. Generate user stories with clear acceptance criteria that trace to the product strategy / roadmap. Decompose product strategy into detailed requirements that may be supplemented by user-centered design artifacts. Develop system specifications and related documentation to communicate the system design. Coordinate with UI/UX team and product owner(s) to develop and validate low- to high-fidelity wireframes in support of product implementation. Support the continuous improvement of systems engineering, user experience, and agile development processes. Develop thorough integration test plans, procedures and schedules.

Support modernization efforts for legacy identity management solutions to a modern ICAM solution. Elicit and document functional, system, security, and data related requirements for ICAM solutions. Support the testing efforts for ICAM implementations.

**Minimum Education:** Bachelors or Master’s degree in Computer Science, Mathematics, Physics, Applied Math, or related field

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**Quality Assurance Specialist**

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

**Functional Responsibility:** Provides central management, coordination and oversight for the standardization of processes and procedures, related to position designation, background investigations and support activities, related
tasks and procedures. This position provides project team leadership necessary to meet defined project deliverables and maintains positive working relationships with the customer and key stakeholders. Creates project plans, manages and tracks progress, provides status reports, issues change requests, prepares recommendations and proposals, creates required documentation with specific formatting, and meets administrative requirements for effective and efficient operations within the scope of work. Develops guidance and direction with the goals of providing standards, technology, tools, and practices to implement an effective policy

**Minimum Education:** Bachelor’s degree in business, IT, or a related field.

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**Program Analyst**

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

**Functional Responsibility:** Design, develop, document, analyze, create, test and modify IT systems, programs, and integrations utilizing Oracle tools and processes. Gathering and Determining Requirements with Clients. Analysis of Changes and Updates of IT Systems Solutions. Analyze and perform fit-gap analysis to determine appropriate Oracle-based IT solutions based on gathered requirements, any specific client requests, and capabilities of Oracle offerings. Design, Development, and Implementation of IT Systems Solutions. Develop and review finalized specification document, including data flow and data mapping requirements. Repair data for conversion and integration using Oracle Fusion Spreadsheet data loader, HCM data loader (HDL), Payroll batch loader (PBL), Webservices, ATOM/REST feeds to load the data. Testing and Maintenance of Computer Systems which includes file structure validation and data evaluation and validation, on the integrations and custom reports developed; perform interface testing by posting/receiving the test files to/from the vendor and loading it into the destination systems; verify all the possible test scenarios executed are passing through the interface testing. End-user Training and Support create training guides across all modules, hand-off documents listing all technical and functional information; conduct training sessions to educate core business owners on the application usage and functionality; provide customers support after systems go live and oversee the transition to the customer support team.

**Minimum Education:** Bachelor’s degree in Computer Science, IS, IT, or a closely related field

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**Program Director**

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

**Functional Responsibility:** Serve as the single point of leadership for Program and own end-to-end accountability for Program delivery by driving engagements/programs to successful completion of tasks. Partner with the business teams to identify agency target customers, value propositions, customer promises, and go-to-market strategies. Ability to define customer-focused scenarios and work with partner teams to ensure that effective solutions are delivered end-to-end. Engage with client leadership to ensure proper expectations of project deliverables. Directs program activities to meet client and organization work objectives and serves as a liaison with clients to coordinate activities, negotiate tasks, and solve problems. Manage project teams’ daily activities, projects and tasks to focus on adhering to best practices, high standards, and on time delivery to the customer. Supervises assigned technical and project management staff. Performs business development activities, including the preparation and review of technical and cost proposals. Identify and create partnerships where required.

**Minimum Education:** Bachelor’s degree and Project Management Professional (PMP) or SAFe SSM or SAFe SA certification required

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**Business Consultant I**

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

**Functional Responsibility:** Completes work assignments and supports business-specific projects by applying expertise in subject area; supporting the development of work plans to meet business priorities and deadlines; ensuring team follows all procedures and policies; coordinating and assigning resources to accomplish priorities and deadlines; collaborating cross-functionally to make effective business decisions; solving complex problems; escalating high
priority issues or risks, as appropriate; and recognizing and capitalizing on improvement opportunities. Develops requirements for complex process or system solutions within assigned business domain(s) by interfacing stakeholders and appropriate IT teams (for example, Solutions Delivery, Infrastructure, Enterprise Architecture) and leading junior team members in the development process as appropriate. Leverages multiple business requirements gathering methodologies to identify business, functional, and non-functional requirements (for example, SMART) across multiple business domains.

Additional responsibility includes supporting the Business Consultant II in collecting, documenting, and prioritizing functional requirements for ICAM implementations. Supports cost benefit, alternative analysis, impact analysis and market research efforts on industry’s ICAM platforms and solutions for determining optimal fit to customer needs.

**Minimum Education:** Bachelor’s degree in Business Administration, Computer Science, CIS or related field

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### Business Consultant II

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

**Functional Responsibility:** Completes work assignments and supports business-specific projects by applying expertise in subject area; supporting the development of work plans to meet business priorities and deadlines; ensuring team follows all procedures and policies; coordinating and assigning resources to accomplish priorities and deadlines; collaborating cross-functionally to make effective business decisions; solving complex problems; escalating high priority issues or risks, as appropriate; and recognizing and capitalizing on improvement opportunities. Develops requirements for complex process or system solutions within assigned business domain(s) by interfacing stakeholders and appropriate IT teams (for example, Solutions Delivery, Infrastructure, Enterprise Architecture) and leading junior team members in the development process as appropriate. Leverages multiple business requirements gathering methodologies to identify business, functional, and non-functional requirements (for example, SMART) across multiple business domains.

Develops and documents comprehensive business cases to assess the costs, benefits, ROI, and Total Cost of Ownership (TCO) of proposed solutions. Provides insight and supports the evolution of applications, systems, and/or processes to a desired future state by maintaining a comprehensive understanding of how current processes impact business operations across multiple domains.

Leads the process of collecting, documenting, and prioritizing functional requirements for ICAM implementations. Leads cost benefit, alternative analysis, impact analysis and market research on industry’s ICAM platforms and solutions for determining optimal fit to customer needs.

**Minimum Education:** Bachelor’s degree in Business Administration, Computer Science, CIS or related field

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### Technical Consultant I

**Minimum/General Experience:** 2-4 years of experience

**Functional Responsibility:** Participate in all aspects of the software development lifecycle which includes estimating, technical design, implementation, documentation, testing, deployment and support of application developed for our clients. As a member working in a team environment you will take direction from solution architects and Leads on development activities. Responsibilities include but not limited to technical planning & requirements gathering phases including Design, code, test, troubleshoot, and document engineering software applications. Ensuring that technical software development process is followed on the project, familiar with industry best practices for software development. Develop applications in languages including Angular, React and full stack development. Demonstrate the ability to adapt and work with team members of various experience levels.

Supports the infrastructure and middleware implementations for cloud-based (e.g., AWS, Azure, Google) or on-premises ICAM implementations. Provides technical expertise in industry recognized ICAM, Identity Verification and Audit related products and solutions.

**Minimum Education:** Bachelor’s Degree in MIS, Computer Science, Math, Engineering or comparable major.
Technical Consultant II

**Minimum/General Experience:** 3-5 years of experience  
**Functional Responsibility:** Responsible for delivery of assigned tasks within the delivery cycle of a project. Understands a broad spectrum of the company's technology in order to deliver part of a detailed technical design, which meets customer requirements. Tasks may include installing new systems applications; updating applications, firmware, and drivers; creating boundaries for as well as performing configuration and testing activities; applications programming for assigned modules within a larger program; assisting in the preparation of technical presentations and demonstrations; and participating in customer meetings. Contributes to design for specific deliverables and assists in the development of technical solutions.

Leads the infrastructure and middleware implementations for cloud-based (e.g., AWS, Azure, Google) or on-premises ICAM implementations. Provides product and technical expertise in industry recognized ICAM, Identity Verification and Audit related products and solutions.

**Minimum Education:** Bachelor’s Degree in MIS, Computer Science, Math, Engineering or comparable major.

Manual Tester

**Minimum/General Experience:** 5 years of experience  
**Functional Responsibility:** Reviews and approves of finished product batch records & lab data and performs periodic product reviews. Interacts with all third-party manufacturers in areas of product release to drive QA resolutions. Supports QA in the timely implementation, assessment and closure of product related projects and operation. Analyzes, evaluates, presents and escalates to management, any identified risks, improvement opportunities and/or compliance concerns associated with quality systems. Participates in internal and external audits as needed. Supporting testing activities by executing test cases for ICAM implementations.

**Minimum Education:** Bachelor’s Degree in MIS, Computer Science, Math, Engineering or comparable major.

Software Developer

**Minimum/General Experience:** 2+ years of experience  
**Functional Responsibility:** Is responsible for designing, coding, unit testing, implementing, and maintaining software of moderate complexity or assisting with modules of large, highly complex solutions. Works both independently and as part of a team to develop software that meets both business and compliance requirements. The developer at this level is responsible for the technical development of assigned personnel. Experience in applications development including defining requirements; estimating work effort; designing, developing, testing, implementing, and troubleshooting ETL mappings and workflows for large data warehouse projects; and creating and maintaining technical ETL related documentation. Expertise in design and development of at least two or more of the major data warehousing solutions for the financial industry. Demonstrated skills in the technical leadership of applications development and maintenance efforts, including the ability to mentor junior analysts. Thorough understanding of system development life cycle principles, including agile development practices. Advanced analytical skills and ability to learn new material quickly. Designs and develops data solutions collecting, processing, storing and retrieving identity and credential data from multiple data sources.

**Minimum Education:** Bachelor’s degree in Computer Science, Information Systems, other related discipline, or equivalent work experience in application development.

Web Developer

**Minimum/General Experience:** 4-6 years of experience  
**Functional Responsibility:** Research, design, implement and manage software programs. Develop technical specifications based on functional requirements. Identify, troubleshoot and resolve issues in the production
environment. Maintain and upgrade existing systems. Able to provide timely updates to the Supervisor and development team.

Develops custom web and integration solutions using APIs and web services for identity intake, authorization and identity verification.

**Minimum Education:** Bachelor’s degree in Computer Science /technical field (will consider experience for degree)

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### Application Programmer

**Minimum/General Experience:** 2-5 years of experience

**Functional Responsibility:** Responsible for the digital architecture, planning and development of the coding for projects, across a wide array of technologies, including HTML, DHTML, XML, Active Server Pages, CFMX, JSP and/or JavaScript integrated with various front and back-end systems.

Designs and develops custom web and integration solutions using APIs and web services for credential matching and identity verification.

**Minimum Education:** Bachelor’s degree in Computer Science

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### Project Manager

**Minimum Experience:** 12 years

**Functional Responsibility:** Serves as program/project manager for ICAM contracts and associated task orders. Works with the Government Contracting Officer (CO), the contract-level Contracting Officer’s Representative (COR), the task order-level COR(s), and government management personnel to implement ICAM related solutions, products, and services. Under the guidance of Executive Management, responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner.

**Minimum Education:** Bachelor’s Degree

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### Quality Assurance Analyst

**Minimum Experience:** 5 years

**Functional Responsibility:** Carries out procedures to ensure that all information systems products and services meet minimum company standards and end-user requirements. Thoroughly tests ICAM solutions and services to ensure proper operation and freedom from defects. Devises improvements to current procedures and develops models of possible future configurations. Provides technical and administrative direction for personnel performing system development tasks, including the review of work products for correctness. Performs QA reviews and audits.

**Minimum Education:** Bachelor’s Degree

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### Documentation Specialist

**Minimum Experience:** 3 years

**Functional Responsibility:** Responsible for the creation and maintenance updating of required technical documentation and technical training materials on ICAM programs. Works with staff and engineers on content and format of documentation. Provides documentation project planning and direction. Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology.

**Minimum Education:** Associates
**Minimum Experience:** 10 years  
**Functional Responsibility:** Responsible for implementing ICAM architectures including federated identity management, Single Sign-On (SSO) and token management solutions using custom or industry standard protocols like SAML and OAuth. Provide ongoing operational support for ICAM solutions. Provides daily technical supervision and direction to senior systems architects and other staff for implementing ICAM and related solutions. Assists the project manager with advice and with determining workload distribution of entire system team for larger projects. Ensures the design, architecture, development and operations of ICAM systems are compatible and in compliance with the industry and Federal standards.  
**Minimum Education:** Bachelor’s Degree

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### Senior Systems Architect

**Minimum Experience:** 8 years  
**Functional Responsibility:** Responsible for architecting and designing ICAM solutions using custom or third-party Identity as a Service (IDaaS) platforms. Engineers ICAM solutions in compliance with FISMA, FedRAMP and FIPS controls for infrastructure, application, and data security. Conducts risk assessments, and support data security and privacy requirements. Provides daily technical supervision and direction to system architects and other staff members including mentoring of junior members. Assists the project manager with detailed technical advice. Assist the principal system architect with coordinating execution of system architecture tasks by the various team members.  
**Minimum Education:** Bachelor’s Degree

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### Systems Architect

**Minimum Experience:** 5 years  
**Functional Responsibility:** Leads the design, coding and testing of front-end solutions for collecting customer identity and access information and integration with third-party ICAM solutions using standards-based APIs. Provides occasional technical supervision and direction to junior staff. Defines and implements automated build, deployment, and testing procedures using DevSecOps pipelines for ICAM implementations. Identifies and resolves potential application security vulnerabilities and improves system scalability. Assist the project manager with technical advice. Consults with senior system architects and other system architects in the design of ICAM architecture covering multiple subsystems.  
**Minimum Education:** Bachelor’s Degree

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### Principal System Engineer

**Minimum Experience:** 8 years  
**Functional Responsibility:** Leads the architecture design and implementation of infrastructure as a service (IaaS) and platform as a service (PaaS) delivery model for ICAM solution implementations. Supports on premise, cloud based or hybrid implementations for middleware COTS products in support of ICAM solutions. Provides technical guidance to application and software engineers on the overall integration of the subsystems.  
**Minimum Education:** Bachelor’s Degree

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### Senior System Engineer

**Minimum Experience:** 5 years  
**Functional Responsibility:** Supports the infrastructure and middleware implementations for cloud-based (e.g.,
AWS, Azure, Google) or on-premises ICAM implementations. Provides technical expertise in industry recognized ICAM, Identity Verification and Audit related products and solutions. Assists the principal system engineer with coordinating execution of system engineering tasks by the various team members. Applies engineering disciplines for the planning, analysis, design, and implementation of ICAM systems on an enterprise-wide basis. Provides expert advice and assistance in state-of-the-art software/hardware solutions involving multiple operating environments, database management systems, specialized software, data communications facilities and protocols.

**Minimum Education:** Bachelor’s Degree

### Lead Application Engineer

**Minimum Experience:** 8 years

**Functional Responsibility:** Designs and develops data solutions for collecting, processing, storing, and retrieving identity and credential data from multiple data sources. Leads ongoing operations and maintenance of ICAM solutions including, bug fixes, patch management, disaster recovery, and other functional enhancements. Provides daily technical supervision and direction to senior application engineer and other staff for operations and maintenance activities. Reviews existing subsystems/systems and assists in making refinements perform performance tuning and improving current system environment.

**Minimum Education:** Bachelor’s Degree

### Senior Application Engineer

**Minimum Experience:** 6 years

**Functional Responsibility:** Designs and develops custom web and integration solutions using APIs and web services for credential matching and identity verification. Leads ongoing operations and maintenance of ICAM solutions including, bug fixes, patch management, and functional enhancements. Provides daily technical supervision and direction to application engineers and other staff members including mentoring of junior members. Leads system development and support using formal specifications, data flow diagrams, network diagrams, and other accepted design techniques.

**Minimum Education:** Bachelor’s Degree

### Application Engineer

**Minimum Experience:** 3 years

Supports the design, coding and testing of solutions collecting customer identity and access information and integration with third-party solutions using standards-based APIs. Supports ongoing operations and maintenance of ICAM solutions including, bug fixes, patch management, and functional enhancements. Performs system development and support using formal specifications, data flow diagrams and other accepted design techniques.

**Minimum Education:** Bachelor’s Degree

### Senior Software Engineer
**Minimum Experience:** 6 years  
**Functional Responsibility:** Leads ICAM system development and support using formal specifications, data flow diagrams and other accepted design techniques. Leads modernization efforts for legacy identity management solutions to a modern ICAM solution. Elicits and documents functional, system, security, and data related requirements for ICAM solutions. Provides daily technical supervision and direction to software engineers and other staff members on software development and operations and maintenance activities. Analyzes functional business requirements and leads software lifecycle activities. Tests, debugs, and refines ICAM solutions.  
**Minimum Education:** Bachelor’s Degree

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**Software Engineer**

**Minimum Experience:** 3 years  
**Functional Responsibility:** Supports ICAM system development and support using formal specifications, data flow diagrams and other accepted design techniques. Supports modernization efforts for legacy identity management solutions to a modern ICAM solution. Implements automated build, deployment, and testing procedures by executing DevSecOps pipelines for ICAM implementations.  
**Minimum Education:** Bachelor’s Degree

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**Junior Software Engineer**

**Minimum Experience:** 0 years  
**Functional Responsibility:** Supports ICAM system development under the direction of senior technical staff. Elicits and documents functional, system, security, and data related requirements for ICAM solutions. Support the testing efforts for ICAM implementations.  
**Minimum Education:** Bachelor’s Degree

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**Database Engineer**

**Minimum Experience:** 6 years  
**Functional Responsibility:** Leads design efforts to aid in the identification of specific requirements in support of physical database design and operations for ICAM solutions. Performs data modeling, logical and physical data model/schema design for customer identity data. Performs extract, transform and loading (ETL) functions to support data transformation on ICAM solutions.  
**Minimum Education:** Bachelor’s Degree

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**Web Programmer**

**Minimum Experience:** 0 years  
**Functional Responsibility:** Designs and implements of identity and access management web sites using various web development frameworks. Participates in the design, coding, and testing of custom ICAM solutions.  
**Minimum Education:** Web Design Certificate

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**Senior Security Consultant**

**Minimum Experience:** 20 years  
**Functional Responsibility:** Develops detailed system architecture and system design documentation for new
ICAM implementations. Supports the modernization efforts for legacy identity management solutions to a modern ICAM solution. Provides subject matter expertise on implementing and operating industry recognized identity as a service (IDaaS) solutions. Performs market research, develops business cases and provides technical recommendations on modern ICAM solutions.

**Minimum Education:** Bachelor’s Degree

### Senior Security Specialist

**Minimum Experience:** 8 years  
**Functional Responsibility:** Leads modernization efforts for legacy identity management solutions to a modern ICAM solution. Formulates and assess IT security policy to include business impact. Provides application and middleware design and security engineering expertise for ICAM solution implementations including, detailed system architecture and system design documentation.

**Minimum Education:** Bachelor’s Degree

### Service Level Manager

**Minimum Experience:** 4 years  
**Functional Responsibility:** Builds strong relationships with internal and customer IT service groups. Establishes and sets requirements for defining service level agreements (SLA), operational level agreements (OLA) and key performance indicators (KPI) on implementation and operations of ICAM solutions. Supports processes based on ITIL and other industry frameworks and fosters continual service improvement within the organization and for the customer.

**Minimum Education:** Bachelor’s Degree

### Configuration Management Specialist

**Minimum Experience:** 4 years  
**Functional Responsibility:** Manages CM processes and develops CM artifacts to support infrastructure, data, middleware, and custom code implementations for ICAM solutions. Performs functional and physical baseline control and audits. Executes DevSecOps pipeline for build, release, and test management.

**Minimum Education:** Bachelor’s Degree

### Service Delivery Manager

**Minimum Experience:** 8 years  
**Functional Responsibility:** Establishes policies to monitor the delivery for ICAM programs and coordinates the delivery of services. Ensures customer satisfaction, establishes and engages in appropriate client management while maintaining customer relationships. Develops service management and delivery approaches for new and existing clients. Supports service delivery implementations across various programs including service level management and service continuity management.

### Security Manager

**Minimum Education:** Bachelor’s Degree  
**Minimum Experience:** 8 years  
**Functional Responsibility:** Manages security team(s) and initiatives. Establishes and enforces security
policies and procedures. Gathers and organizes technical information about customer’s missions, goals, and requirements; existing security products; and ongoing IA programs.

**Minimum Education:** Bachelor’s Degree

### Security Engineer

**Minimum Experience:** 4 years

**Functional Responsibility:** Provides architecture and implementation support for the identity and access management. Implements technical controls in compliance with FISMA, FedRAMP and FIPS mandates for data security and intrusion detection. Responsible for integration and continual adherence to all security platforms and ensures proper protection and use of software.

**Minimum Education:** Bachelor’s Degree

### Data Center Manager

**Minimum Experience:** 8 years

**Functional Responsibility:** Supports data center operations for ICAM implementations. Guides the development and implementation of data center operational standards, policies, and procedures for on-premises, cloud or hybrid data center models.

**Minimum Education:** Bachelor’s Degree

### Information Security Architect

**Minimum Experience:** 8 years

**Functional Responsibility:** Defines information assurance (IA) and application security policies and procedures to effectively obtain authority to operate for customer applications. Communicates security standards to all levels of management and staff. Supports customer functions in accordance with Federal Information Security Management Act (FISMA), FedRAMP and general Information Assurance (IA) requirements.

**Minimum Education:** Bachelor’s Degree

### Information Security Risk Analyst

**Minimum Experience:** 4 years

**Functional Responsibility:** Conducts risk assessments and support data security and privacy requirements on ICAM programs. Gathers, organizes and analyzes technical information about the customer’s security posture on existing and new security products and programs.

**Minimum Education:** Bachelor’s Degree

### Business Analyst III

**Minimum Experience:** 4 years

**Functional Responsibility:** Leads the elicitation of requirements, user stories and user specifications for ICAM programs. Implements processes for Agile or other forms of software lifecycle development. Develops test artifacts related to planning and execution. Performs integration and system testing either using manual processes and/or using test automation tools.

**Minimum Education:** Bachelor’s Degree
Business Analyst II

**Minimum Experience:** 2 years  
**Functional Responsibility:** Supports the identification of requirements, user stories and user specifications for ICAM programs using Agile or other forms of software lifecycle development. Develops test artifacts related to planning and execution. Performs integration and system testing either using manual processes and/or using test automation tools.  
**Minimum Education:** Bachelor’s Degree

Business Analyst I

**Minimum Experience:** 0 years  
**Functional Responsibility:** Supports the identification of requirements, user stories and user specifications for ICAM programs using Agile or other forms of software lifecycle development. Performs integration and system testing either using manual processes and/or using test automation tools.  
**Minimum Education:** Bachelor’s Degree

Data Analyst

**Minimum Experience:** 0 years  
**Functional Responsibility:** Analyze business information requirements and translates these requirements into a data model for identity management applications. Analyzes and identifies data inconsistencies and errors. Creates metadata and data dictionaries, and designs reports based on functional requirements on ICAM programs.  
**Minimum Education:** Bachelor’s Degree

Database Developer III

**Minimum Experience:** 4 years  
**Functional Responsibility:** Leads the analysis, design, development and maintenance of customer identity databases for ICAM applications. Develops business intelligence reports for customer’s identity and access data to improve business and operational outcomes and detect fraud.  
**Minimum Education:** Bachelor’s Degree

Database Developer II

**Minimum Experience:** 2 years  
**Functional Responsibility:** Supports the analysis, design, development, and maintenance of customer identity databases for ICAM applications. Develops business intelligence reports for customer’s identity and access data to improve business and operational outcomes and detect fraud.  
**Minimum Education:** Bachelor’s Degree
### Database Developer I

**Minimum Experience:** 0 years  
**Functional Responsibility:** Supports the analysis, design, development, and maintenance of customer identity databases for ICAM applications. Develops business intelligence reports for customer’s identity and access data to improve business and operational outcomes and detect fraud.  
**Minimum Education:** Bachelor’s Degree

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**LABOR CATEGORY DESCRIPTIONS –**  
**541611 - Management Consulting and Business Program and Project Management Services**

### Project Manager

**Minimum/General Experience:** 8 years minimum experience  
**Functional Responsibility:** Serves as program/project manager for General Consulting Service contracts and associated task orders. Works with the Government Contracting Officer (CO), the contract-level Contracting Officer’s Representative (COR), the task order-level COR(s), and government management personnel to deliver consulting services. Under the guidance of Executive Management, responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner.  
**Minimum Education:** Bachelor’s degree

### Analyst

**Minimum/General Experience:** 2 years minimum experience  
**Functional Responsibility:** Assesses an organization’s programs and policies and provides recommendations for how to improve them.  
**Minimum Education:** Bachelor’s degree

### Team Lead

**Minimum/General Experience:** 2 years minimum experience  
**Functional Responsibility:** Provide management and oversight to the delivery team.  
**Minimum Education:** Bachelor’s degree

### Junior Information Technology Project Manager

**Minimum/General Experience:** 2 years minimum experience  
**Functional Responsibility:** Plan, initiate, and manage information technology (IT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met.  
**Minimum Education:** Bachelor’s degree

### Senior Computer Systems Analyst

**Minimum/General Experience:** 2 years minimum experience  
**Functional Responsibility:** Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve
existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.

**Minimum Education:** Bachelor’s degree

### Senior Computer Systems Engineer Architect

**Minimum/General Experience:** 2 years minimum experience  
**Functional Responsibility:** Design and develop solutions to complex applications problems, system administration issues, or network concerns. Perform systems management and integration functions.  
**Minimum Education:** Bachelor’s degree

### Senior Information Technology Project Manager

**Minimum/General Experience:** 2 years minimum experience  
**Functional Responsibility:** Plan, initiate, and manage information technology (IT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met.  
**Minimum Education:** Bachelor’s degree

### Senior Software Quality Assurance Engineer and Tester

**Minimum/General Experience:** 2 years minimum experience  
**Functional Responsibility:** Develop and execute software test plans in order to identify software problems and their causes.  
**Minimum Education:** Bachelor’s degree

### SME - Computer Systems Engineer Architect

**Minimum/General Experience:** 2 years minimum experience  
**Functional Responsibility:** Design and develop solutions to complex applications problems, system administration issues, or network concerns. Perform systems management and integration functions.  
**Minimum Education:** Bachelor’s degree

### SME - Information Technology Project Manager

**Minimum/General Experience:** 2 years minimum experience  
**Functional Responsibility:** Plan, initiate, and manage information technology (IT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met.  
**Minimum Education:** Bachelor’s degree

### Executive Advisor

**Minimum/General Experience:** 5 years minimum experience  
**Functional Responsibility:** Executive responsible for oversight and direction of activities in accordance with objectives and policies, industry standards, and best practices. Senior expert presents extensive, enterprise-wide knowledge and experience. Provides thought leadership and strategic insight concerning direction, vision, policy, and technical impacts, and ensures strategies and mission objectives are met against those considerations.  
**Minimum Education:** Bachelor’s degree

### Senior Advisor

**Minimum/General Experience:** 2 years minimum experience  
**Functional Responsibility:** Responsible for managing activities in accordance with objectives and policies, industry standards, and best practices. Senior expert presents extensive, enterprise-wide knowledge and experience. Provides thought leadership and strategic insight concerning direction, vision, policy, and technical impacts, and ensures strategies and mission objectives are met against those considerations.  
**Minimum Education:** Bachelor’s degree
standards, and best practices. Drives strategic objectives and content. Develops knowledge and capabilities derived from broad range of cross industry and government experiences. Develops innovative approaches to address challenges.

**Minimum Education:** Bachelor’s degree

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**Advisor**

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

**Functional Responsibility:** Consults and advises the organization on environmental realities. Communicates significant developments by performing analysis and reporting. Develops knowledge and capabilities derived from a range of cross industry and government experiences. Advisor on operational strategies including budget analysis and metrics, briefings development, whitepaper development, value metrics, and risk mitigation.

**Minimum Education:** Bachelor’s degree

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**Management Consultant III**

**Minimum/General Experience:** 9 years minimum experience

**Functional Responsibility:** Responsible for oversight, analysis, and dissemination of proposed and implemented changes to policies, directives, and leadership, and implications to tasking from government agencies. Provides leadership and strategic insight concerning direction, vision, policy, and technical impacts, and ensures strategies and mission objectives are met against those considerations. Facilitates development of technical deliverables, provides recommendations on approaches, and contributes directly to work products, and in the development of risk-informed methodologies and metrics for cybersecurity.

**Minimum Education:** Bachelor’s degree

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**Management Consultant II**

**Minimum/General Experience:** 7 years minimum experience

**Functional Responsibility:** Analyzes proposed and implemented changes to policies, directives, and leadership and implications to tasking from government agencies. Provides strategic insight concerning direction, vision, policy, and technical impacts, and ensures strategies and mission objectives are met against those considerations. Facilitates development of technical deliverables, provides recommendations on approaches, and contributes directly to work products, and in the development of risk-informed methodologies and metrics for cybersecurity.

**Minimum Education:** Bachelor’s degree

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**Management Consultant I**

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

**Functional Responsibility:** Executes on project deliverables, including research, evaluations, studies, analyses, business policy and regulation development and strategy formulation. Manages a team of research assistants and analysts supporting an agency’s information research, analyses, and impact of changes and directives.

**Minimum Education:** Bachelor’s degree

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**Research Consultant**

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

**Functional Responsibility:** Provides consulting services to include but not limited to research, analysis, and program management support.

**Minimum Education:** Bachelor’s degree

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**Research Assistant**

**Minimum/General Experience:** 0 years minimum experience
**Functional Responsibility:** Conducts informational research through use of computerized information sources, libraries and other sources. May perform routine analysis under close supervision. May prepare draft report text with rewrite and review as required.

**Minimum Education:** Bachelor’s degree

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**Intern Consultant**

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

**Functional Responsibility:** Provides technical assistance, quality management, and quality analyses. Supports consultant staff. Conducts research and writing. Provides general technical support to clients, including on-site assistance. Ensures quality standards on project deliverables.

**Minimum Education:** High School Diploma

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**Principal Consultant**

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

**Functional Responsibility:** Designs, organizes, leads, and conducts executive-level workshops, seminars, training sessions, and facilitation. Tailors strategy development, implementation, and quality improvement courses and workshops for an agency’s specific needs. Creates original and innovative models and techniques. Facilitates strategy development, implementation, and process improvement efforts requiring a mastery of technical expertise in scientific/technical disciplines or areas. Gives lectures or conducts training related to quality implementation or technical enhancement to strategy development, implementation, process improvement, and customer service.

**Minimum Education:** Bachelor’s degree

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**Senior Consultant**

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

**Functional Responsibility:** Captures, analyzes, and evaluates customer, project, or system requirements. Develops, leads, and conducts quality workshops, seminars, training sessions and facilitation. Tailors strategy development, implementation, and process improvement efforts requiring a mastery of technical subject matter and experience in specific programs or processes. Leads and conducts benchmarking surveys for an organization. Facilitates strategy development, implementation, and process improvement efforts requiring a mastery of technical subject matter and experience in specific programs and processes. Manages a team of consultants and analysts supporting an agency’s strategy development, implementation, and process improvement and training efforts. Generates program papers and documents.

**Minimum Education:** Bachelor’s degree

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**Senior Analyst**

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

**Functional Responsibility:** Conducts complex analysis independently or as part of a team of analysts to support completion of management studies, workforce analyses, cost-benefit analyses, earned value management reports and/or similar activities. Responsible for the development of workplans and methodologies to facilitate the collection and analyses of data.

**Minimum Education:** Bachelor’s degree

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**Junior Analyst**

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

**Functional Responsibility:** Provides analytical support as part of a team of analysts conducting management studies, workforce analyses, cost-benefit analyses, and/or similar activities. Assists in the preparation of a variety of reports, assessments, or evaluations.
<table>
<thead>
<tr>
<th>Role</th>
<th>Minimum Education</th>
<th>Minimum/General Experience</th>
<th>Functional Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Specialist</td>
<td>Bachelor’s degree</td>
<td>2 years minimum experience</td>
<td>Conducts the research necessary to develop and revise training courses. Develops and revises these courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops and seminars.</td>
</tr>
<tr>
<td>Subject Matter Expert III</td>
<td>Bachelor’s degree</td>
<td>6 years minimum experience</td>
<td>Analyzes user needs to determine functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Develops corporate / enterprise level policies, procedures, and directives. Recommends network and technology architecture. Provides top level technical management and development in a particular discipline. Identifies resources required for each task. Some examples of a Functional Expert may include, but are not limited to intrusion detection expert, network penetration engineer, senior technology management engineer, counter-intelligence analyst, computer forensics expert, risk management specialist, and legal counsel.</td>
</tr>
<tr>
<td>Subject Matter Expert II</td>
<td>Bachelor’s degree</td>
<td>3 years minimum experience</td>
<td>Analyzes user needs to determine functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Develops corporate / enterprise level policies, procedures, and directives. Recommends network and technology architecture. Provides top level technical management and development in a particular discipline. Identifies resources required for each task. Some examples of a Functional Expert may include, but are not limited to intrusion detection expert, network penetration engineer, senior technology management engineer, counter-intelligence analyst, computer forensics expert, risk management specialist, and legal counsel.</td>
</tr>
<tr>
<td>Technical Writer</td>
<td>Bachelor’s degree</td>
<td>2 years minimum experience</td>
<td>Assists in the collection and organizing of information required for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Assists in performing financial and administrative functions.</td>
</tr>
<tr>
<td>Graphics / Multimedia Specialist</td>
<td>Bachelor’s degree</td>
<td>2 years minimum experience</td>
<td>Responsible for all graphic production support, to include briefing preparation, desktop publishing, original artwork and design, engraving, lamination, mounting, graphic reproduction and photographic support. Also requires experience with industry standard graphics and presentation packages.</td>
</tr>
</tbody>
</table>
Due to the availability or limitation of education, occasionally substitution of experience as referenced below for a professional labor type with additional years of experience will be provided per the approval of the federal agency acquiring the service.

**Experience Substitutions**

<table>
<thead>
<tr>
<th>Associate’s Degree with 2 Years Professional Experience</th>
<th>Equals</th>
<th>Associate’s Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s Degree with 4 Years Professional Experience</td>
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<td>Bachelor's Degree</td>
</tr>
<tr>
<td>Associate’s Degree with 6 Years Professional Experience</td>
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<td>Master's Degree</td>
</tr>
<tr>
<td>Associate’s Degree with 10 Years Professional Experience</td>
<td>Equals</td>
<td>Ph.D.</td>
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## LABOR CATEGORIES AND GSA RATES (w/IFF)

### 54151S – IT Services

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td><strong>Government Site Rates</strong></td>
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</tr>
<tr>
<td>Engineering Subject Matter Specialist - SME I</td>
<td>$172.79</td>
<td>$176.76</td>
<td>$180.83</td>
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</tr>
<tr>
<td>Engineering Subject Matter Specialist - SME I</td>
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<td>$148.48</td>
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<td>Program Manager</td>
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<td>$155.55</td>
<td>$159.13</td>
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<tr>
<td>Software Architect</td>
<td>$120.46</td>
<td>$123.23</td>
<td>$126.06</td>
<td>$128.96</td>
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<tr>
<td>Business Systems Analyst</td>
<td>$111.57</td>
<td>$114.14</td>
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<tr>
<td>Software Systems Engineer</td>
<td>$94.79</td>
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<tr>
<td>Quality Assurance Specialist</td>
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<td>Program Analyst</td>
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<tr>
<td>Program Director</td>
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<td>$169.69</td>
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<td>Business Consultant I</td>
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<td>Business Consultant II</td>
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<td>$189.89</td>
<td>$194.26</td>
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<tr>
<td>Web Developer</td>
<td>$69.11</td>
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<td>Application Programmer</td>
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<td>Quality Assurance Analyst</td>
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<tr>
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<tr>
<td>Principal Systems Architect</td>
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<td>Senior Systems Architect</td>
<td>$122.23</td>
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<td>Systems Architect</td>
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<td>Principal System Engineer</td>
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<tr>
<td>Lead Application Engineer</td>
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<tr>
<td>Senior Application Engineer</td>
<td>$122.22</td>
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<tr>
<td>Application Engineer</td>
<td>$91.53</td>
<td>$93.64</td>
<td>$95.79</td>
<td>$97.99</td>
</tr>
<tr>
<td>Senior Software Engineer</td>
<td>$122.22</td>
<td>$125.03</td>
<td>$127.91</td>
<td>$130.85</td>
</tr>
<tr>
<td>Software Engineer</td>
<td>$94.61</td>
<td>$96.79</td>
<td>$99.02</td>
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<tr>
<td>Junior Software Engineer</td>
<td>$66.52</td>
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<td>$69.62</td>
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<td>Data Base Engineer</td>
<td>$98.88</td>
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<tr>
<td>Web Programmer</td>
<td>$85.39</td>
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<td>$91.42</td>
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<tr>
<td>Sr. Security Consultant</td>
<td>$298.42</td>
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<tr>
<td>Senior Security Specialist</td>
<td>$227.47</td>
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<tr>
<td>Position</td>
<td>Apr 2023</td>
<td>May 2023</td>
<td>Jun 2023</td>
<td>Jul 2023</td>
</tr>
<tr>
<td>----------------------------------</td>
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<td>----------</td>
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</tr>
<tr>
<td>Service Level Manager</td>
<td>$257.39</td>
<td>$263.31</td>
<td>$269.37</td>
<td>$275.57</td>
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<tr>
<td>Configuration Management Specialist</td>
<td>$128.91</td>
<td>$131.87</td>
<td>$134.90</td>
<td>$138.00</td>
</tr>
<tr>
<td>Service Delivery Manager</td>
<td>$128.91</td>
<td>$131.87</td>
<td>$134.90</td>
<td>$138.00</td>
</tr>
<tr>
<td>Security Manager</td>
<td>$224.22</td>
<td>$229.38</td>
<td>$234.66</td>
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<tr>
<td>Security Engineer</td>
<td>$156.96</td>
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**Contractor Site Rates**

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541611 - Management Consulting and Business Program and Project Management Services
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