FEDERAL SUPPLY SERVICE
Authorized Federal Supply Schedule Price List

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

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

GSA Multiple Award Schedule

Ventech Solutions Inc.
8425 Pulsar Place, Suite 300
Columbus, OH 43240
Phone: 571-598-1955
Fax: 614-759-6717
http://www.ventechsolutions.com

Contact for Contract Administration: Ken Zeller, MBA
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Business Size:
Large Business

Price List current as of Modification # PS-0008, effective March 8, 2022

Contract Number: 47QTCA21D002A
Base Period: December 2, 2020, through December 1, 2025
There are 3 Option Periods of 5 years apiece.

Note: This contract features Cooperative Purchasing. This means that state and local governments are authorized users. For further information, click on the following hyperlink: https://www.gsa.gov/buying-selling/purchasing-programs/gsa-schedules/schedule-buyers/state-and-local-governments
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Appendix A: Ventech Solutions Enterprise License Agreement for Valholla™
Customer Information

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).
   
   SIN 54151S, IT Professional Services
   SIN 54151HEAL, Health Information Technology (IT) Services
   SIN 518210C, Cloud Computing and Cloud-Related IT Professional Services
   SIN 511210, Software Licenses
   SIN ANCILLARY Supplies and Services
   SIN OLM, Order-Level Materials (OLMs) (OLMs are supplies and services that are not pre-priced in GSA contracts. For a definition of OLMs, when they can be used, limitations on their use, and pricing procedures, see OLM section of “Scope of our GSA Contract,” below.)

1b. Pricing.

   See “Pricing” section of this document.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item.

   See “Labor Category Descriptions” section of this document for descriptions of labor categories.

2. Maximum order.

   SINs 54151S, 54151HEAL, 518210C, 511210: $500,000; SIN OLM, ANCILLARY: $250,000.

   Note: The amount shown for each SIN is not a limit on the size of any task order. The contractor may honor orders exceeding these amounts in accordance with Clause 52.216-19.

3. Minimum order.

   $100

4. Geographic coverage (delivery area).

   Domestic.

5. Point(s) of production (city, county, and State or foreign country).

   Columbus, OH (Franklin County)

6. Discount from list prices or statement of net price.

   Government net prices (discounts already deducted). See “Pricing” section.

7. Quantity discounts.

   0.5% discount to hourly labor rates for any individual Task Order that exceeds $300,000. When cloud computing vendors provide quantity discounts to Ventech, we will pass those discounts through to the GSA task order customer.

8. Prompt payment terms.

   1.5% 7 Days, Net 30. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign items (list items by country of origin).

   None.
10a. Time of delivery. (Contractor insert number of days.)
    As specified in Task Orders.

10b. Expedited Delivery.
    N/A.

10c. Overnight and 2-day delivery.
    Overnight and 2-day delivery is available for reports and other deliverables. Contact the contractor for rates.

10d. Urgent Requirements.
    Please note that the contract includes clause I-FSS-140-B (URGENT REQUIREMENTS). Agencies can contact the contractor’s representative to effect a faster delivery.

11. F.O.B. point(s).
    Destination.

12a. Ordering address(es).
    Ventech Solutions Inc.
    8425 Pulsar Place, Suite 300
    Columbus, OH 43240
    Phone: 571-598-1955
    Fax: 614-759-6717
    http://www.ventechsolutions.com
    E-mail: ken.zeller@ventechsolutions.com

12b. Ordering procedures.
    For supplies and services, the ordering procedures and information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address(es).
    Same as ordering address.

14. Warranty provision.
    N/A

15. Export packing charges, if applicable.
    N/A

16. Terms and conditions of rental, maintenance, and repair (if applicable).
    N/A

17. Terms and conditions of installation (if applicable).
    N/A

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).
    N/A

18b. Terms and conditions for any other services (if applicable).
    N/A
19. List of service and distribution points (if applicable).
   N/A

20. List of participating dealers (if applicable).
   N/A

21. Preventive maintenance (if applicable).
   N/A

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).
    None

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g., contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/.
    The EIT standards can be found at: www.Section508.gov/.

23. Unique Entity Identifier.
   KUL3NEMACE79

24. Notification regarding registration in the System for Award Management (SAM).
    Ventech is registered in SAM.
Scope of our GSA Contract

SIN 54151S, Information Technology Professional Services

IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.

NOTE: Subject to Cooperative Purchasing

SIN 54151HEAL, Health Information Technology Services

54151HEAL Includes a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services.

Services offered SIN 54151HEAL shall be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- The National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management Act (FISMA) of 2002

NOTE: Subject to Cooperative Purchasing

SIN 518210C, Cloud Computing and Cloud-Related Professional Services

Includes commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government’s adoption of, migration to, or governance/management of Cloud computing. Specific labor categories and/or fixed price solutions (e.g., migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

NOTE: Subject to Cooperative Purchasing.

SIN 511210, Software Licenses

Includes both term and perpetual software licenses and maintenance.

NOTE: Subject to Cooperative Purchasing.

SIN ANCILLARY Supplies and Services

Ancillary supplies and/or services are support supplies and/or services which are not within the scope of any other SIN on this schedule. These supplies and/or services are necessary to complement a contractor's offerings to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.
**SIN OLM, Order-Level Materials**

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

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

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

Business Information Services Support & Development Consultant I

Functional Responsibilities
Analyze data and processes to provide business intelligence information to management. Advises management on the content and interpretation of business data. Utilizes software to conduct analyses and manage data processes. Recommends alternative data or analysis solutions to management based on available data and business needs. Implements new data or analysis processes based on changing business.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
2

Business Information Services Support & Development Consultant II

Functional Responsibilities
Analyze data and processes to provide business intelligence information to management. Advises management on the content and interpretation of business data. Utilizes software to conduct analyses and manage data processes. Recommends alternative data or analysis solutions to management based on available data and business needs. Implements new data or analysis processes based on changing business.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
4

Business Information Services Support & Development Consultant III

Functional Responsibilities
Analyze data and processes to provide business intelligence information to management. Advises management on the content and interpretation of business data. Utilizes software to conduct analyses and manage data processes. Recommends alternative data or analysis solutions to management based on available data and business needs. Implements new data or analysis processes based on changing business.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
6
**Business Information Data Management Consultant I**

**Functional Responsibilities**

Collects and analyzes statistics and information from multiple sources to spot trends and to gain maximum insight that can give the company a competitive advantage, and communicates informed conclusions and recommendations across an organization’s leadership structure. Strategizes and identifies unique opportunities to locate and collect new data, explores and mines data from many angles, and determines what it means. Communicates data findings to both business and IT leaders to influence how an organization approaches and meets business challenges of an evolving customer base and changing marketplace, using strong business acumen. Finds and recommends new uses for existing data sources; designs, modifies, and builds new data processes; and builds large, complex data sets. Conducts statistical modeling and experiment design, and tests and validates predictive models. Builds web prototypes and performs data visualization. Conducts scalable data research on and off the cloud. Develops customized algorithms to solve analytical problems with incomplete data sets, and implements automated processes for efficiently producing scale models. Collaborates with database engineers and other scientists to develop, refine, and scale data management and analytics procedures, systems, workflows, best practices, and other issues. Implements new or enhanced software designed to access and handle data more efficiently. Trains the data management team on new or updated procedures. Writes and implements quality procedures.

**Minimum Education Requirement**

Bachelor’s Degree

**Minimum Years of Experience Requirement**

3

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**Business Information Data Management Consultant II**

**Functional Responsibilities**

Collects and analyzes statistics and information from multiple sources to spot trends and to gain maximum insight that can give the company a competitive advantage, and communicates informed conclusions and recommendations across an organization’s leadership structure. Strategizes and identifies unique opportunities to locate and collect new data, explores and mines data from many angles, and determines what it means. Communicates data findings to both business and IT leaders to influence how an organization approaches and meets business challenges of an evolving customer base and changing marketplace, using strong business acumen. Finds and recommends new uses for existing data sources; designs, modifies, and builds new data processes; and builds large, complex data sets. Conducts statistical modeling and experiment design, and tests and validates predictive models. Builds web prototypes and performs data visualization. Conducts scalable data research on and off the cloud. Develops customized algorithms to solve analytical problems with incomplete data sets, and implements automated processes for efficiently producing scale models. Collaborates with database engineers and other scientists to develop, refine, and scale data management and analytics procedures, systems, workflows, best practices, and other issues. Implements new or enhanced software designed to access and handle data more efficiently. Trains the data
management team on new or updated procedures. Writes and implements quality procedures.

**Minimum Education Requirement**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
5

**Business Information Data Management Consultant III**

**Functional Responsibilities**

Collects and analyzes statistics and information from multiple sources to spot trends and to gain maximum insight that can give the company a competitive advantage, and communicates informed conclusions and recommendations across an organization’s leadership structure. Strategizes and identifies unique opportunities to locate and collect new data, explores and mines data from many angles, and determines what it means. Communicates data findings to both business and IT leaders to influence how an organization approaches and meets business challenges of an evolving customer base and changing marketplace, using strong business acumen. Finds and recommends new uses for existing data sources; designs, modifies, and builds new data processes; and builds large, complex data sets. Conducts statistical modeling and experiment design, and tests and validates predictive models. Builds web prototypes and performs data visualization. Conducts scalable data research on and off the cloud. Develops customized algorithms to solve analytical problems with incomplete data sets, and implements automated processes for efficiently producing scale models. Collaborates with database engineers and other scientists to develop, refine, and scale data management and analytics procedures, systems, workflows, best practices, and other issues. Implements new or enhanced software designed to access and handle data more efficiently. Trains the data management team on new or updated procedures. Writes and implements quality procedures.

**Minimum Education Requirement**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
7

**Business Information Services Project Management, Planning & Analysis Consultant I**

**Functional Responsibilities**

Manages and coordinates Business Information Services implementations to achieve defined objectives of scope, cost, schedule, and quality. Defines strategy and requirements to achieve successful rollout. Prioritizes tasks and coordinates resources on assigned projects. Communicates information with appropriate areas of the organization, including IT, Human Resources, and product and supply management. Determines and resolves complex issues. Monitors cost, progress, and quality of projects. Schedules projects and ensures they are completed within budget, on time, and according to internal or external customer satisfaction. Reviews and makes recommendations to change current and future ERP system requirements to meet organizational needs.
Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
5

**Business Information Services Project Management, Planning & Analysis Consultant II**

**Functional Responsibilities**
Manages and coordinates Business Information Services implementations to achieve defined objectives of scope, cost, schedule, and quality. Defines strategy and requirements to achieve successful rollout. Prioritizes tasks and coordinates resources on assigned projects. Communicates information with appropriate areas of the organization, including IT, Human Resources, and product and supply management. Determines and resolves complex issues. Monitors cost, progress, and quality of projects. Schedules projects and ensures they are completed within budget, on time, and according to internal or external customer satisfaction. Reviews and makes recommendations to change current and future ERP system requirements to meet organizational needs.

**Minimum Education Requirement**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
7

**Business Information Services Project Management, Planning & Analysis Consultant III**

**Functional Responsibilities**
Manages and coordinates Business Information Services implementations to achieve defined objectives of scope, cost, schedule, and quality. Defines strategy and requirements to achieve successful rollout. Prioritizes tasks and coordinates resources on assigned projects. Communicates information with appropriate areas of the organization, including IT, Human Resources, and product and supply management. Determines and resolves complex issues. Monitors cost, progress, and quality of projects. Schedules projects and ensures they are completed within budget, on time, and according to internal or external customer satisfaction. Reviews and makes recommendations to change current and future ERP system requirements to meet organizational needs.

**Minimum Education Requirement**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
10

**Risk Management Security Services Consultant I**

**Functional Responsibilities**
Organizes access to computer data files, evaluates data file use, and updates computer security files to keep them up to date. Writes commands into computer to allow access to the computer system for users who forget their password. Construes computer security
files to determine whether denial of data access reported by user is justified. Modifies security files to correct errors, or explains that user authorization does not permit access. Modifies security files to add new users, delete former users, and change user names.

**Minimum Education Requirement**

Bachelor’s Degree

**Minimum Years of Experience Requirement**

2

**Risk Management Security Services Consultant II**

**Functional Responsibilities**

Organizes access to computer data files, evaluates data file use, and updates computer security files to keep them up to date. Writes commands into computer to allow access to the computer system for users who forget their password. Construes computer security files to determine whether denial of data access reported by user is justified. Modifies security files to correct errors, or explains that user authorization does not permit access. Modifies security files to add new users, delete former users, and change user names.

**Minimum Education Requirement**

Bachelor’s Degree

**Minimum Years of Experience Requirement**

4

**Risk Management Security Services Consultant III**

**Functional Responsibilities**

Coordinates, plans, and implements an organization's computer information security measures to safeguard information in computer files against accidental or unauthorized modification, destruction, or disclosure. Reviews violations of computer security procedures to eliminate violations. Confers with computer user department personnel and Computer Programmer to plan data security for new or modified software, discussing issues, such as employee data access needs and risk of data loss or disclosure. Reviews plan to ensure compatibility of planned security measures with establishment computer security systems software. Modifies security data files to incorporate new software security into establishment security software, or meets with Systems Programmer to request needed programming changes. Develops and writes computer security department policies and procedures.

**Minimum Education Requirement**

Bachelor’s Degree

**Minimum Years of Experience Requirement**

6
Computer Data Security Specialist I

Functional Responsibilities
Supervises computer system technicians. Codes, tests, and debugs software modules consisting of multiple routines or procedures. Works from system specifications such as data flow diagrams or program design language (PDL). Generates own flowcharts or PDL for individual module implementation as required by supervisor. Assists programming staff with runtime error resolution and debugging tasks as required. Installs and maintains universal software libraries. Creates and installs executive procedures to aid in system implementation. Codes, tests, and debugs application source code and documents programs.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
2

Computer Data Security Specialist II

Functional Responsibilities
Codes, tests, and debugs applications software from system specifications in at least one computer language. Assignments are at the routine or procedure level. Monitors computer workload and performance. Documents and reports specification problems and ambiguities through the code/test/debug cycle to supervisor. Performs production runs for systems requiring programmer operation or when operator staff limitation requires. This may involve data entry tasks. Utilizes operating system programs (utilities/editors), to create and maintain applications program files.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
4

Computer Data Security Specialist III

Functional Responsibilities
Manages and coordinates subordinate staff engaged in preparation of systems analyses and solving computer problems. Responsible for studies to maximize benefits from equipment, personnel, and business processes.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
6
Programmer and Digital Forensic Analyst I

Functional Responsibilities

Supports requirements from a project’s inception to conclusion in a subject matter area, for simple to moderately complex programs. Provides analysis, evaluation and recommendations for improvements, optimization Enhancement, and/or maintenance efforts for client-specific or mission critical challenges/issues. Consults with client to define need or problem, supports studies and surveys to collect and analyze data to provide advice and recommend solutions.

Minimum Education Requirement

Bachelor’s Degree

Minimum Years of Experience Requirement

4

Programmer and Digital Forensic Analyst II

Functional Responsibilities

Develops requirements from a project’s inception to conclusion in a subject matter area, for moderately to extremely complex programs. Provides analysis, evaluation and recommendations for improvements, optimization, Enhancement, and/or maintenance efforts for client-specific or mission critical challenges/issues. Consults with client to define need or problem, conducts studies and surveys to collect and analyze data to provide advice and recommend solutions.

Minimum Education Requirement

Bachelor’s Degree

Minimum Years of Experience Requirement

6

Programmer and Digital Forensic Analyst III

Functional Responsibilities

Initiates, supervises, and/or develops requirements from a project’s inception to conclusion in a specific subject matter area, for complex to extremely complex programs. Provides detailed analysis, evaluation and recommendations for improvements, optimization Enhancement, and/or maintenance efforts for client-specific or mission critical challenges/issues. Consults with client to define need or problem supervises studies and leads surveys to collect and analyze data to provide advice and recommend solutions.

Minimum Education Requirement

Bachelor’s Degree

Minimum Years of Experience Requirement

8
PII and PHI Security Test Lead I

Functional Responsibilities
Conducts routine and non-routine tests using variety of testing devices and procedures to maintain PII/PHI Security within projects. Constructs and alters quality assurance test plans according to specifications. Assists in the creation and maintenance of testing standard, processes and systems that align with industry standards. Collects and records results of sampling and testing to maintain record of compliance. Replicates and reports quality issues to the appropriate teams. Verifies fixes of quality issues. Identifies potential quality issues and escalates the issue to management when necessary. Prepares quality reports for internal review. Analyzes data and recommends potential improvements in the security system. Revises and updates standard operating procedures as needed. Involved in the development of testing methods.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
4

PII and PHI Security Test Lead II

Functional Responsibilities
Conducts routine and non-routine tests using variety of testing devices and procedures to maintain PII/PHI Security within projects. Constructs and alters quality assurance test plans according to specifications. Assists in the creation and maintenance of testing standard, processes and systems that align with industry standards. Collects and records results of sampling and testing to maintain record of compliance. Replicates and reports quality issues to the appropriate teams. Verifies fixes of quality issues. Identifies potential quality issues and escalates the issue to management when necessary. Prepares quality reports for internal review. Analyzes data and recommends potential improvements in the security system. Revises and updates standard operating procedures as needed. Involved in the development of testing methods.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
6

PII and PHI Security Test Lead III

Functional Responsibilities
Conducts routine and non-routine tests using variety of testing devices and procedures to maintain PII/PHI Security within projects. Constructs and alters quality assurance test plans according to specifications. Assists in the creation and maintenance of testing standard, processes and systems that align with industry standards. Collects and records results of sampling and testing to maintain record of compliance. Replicates and reports quality issues to the appropriate teams. Verifies fixes of quality issues. Identifies potential quality issues and escalates the issue to management when necessary. Prepares
quality reports for internal review. Analyzes data and recommends potential improvements in the security system. Revises and updates standard operating procedures as needed. Involved in the development of testing methods.

**Minimum Education Requirement**

Bachelor’s Degree

**Minimum Years of Experience Requirement**

8

**Project Manager I**

**Functional Responsibilities**

Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Familiar with a variety of the field's concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals.

**Minimum Education Requirement**

Bachelor’s Degree

**Minimum Years of Experience Requirement**

3

**Project Manager II**

**Functional Responsibilities**

Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals.

**Minimum Education Requirement**

Bachelor’s Degree

**Minimum Years of Experience Requirement**

5

**Project Manager III**

**Functional Responsibilities**

Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals.

**Minimum Education Requirement**

Bachelor’s Degree
Minimum Years of Experience Requirement
7

Program Manager

Functional Responsibilities
Coordinates and monitors the scheduling, pricing, and technical performance of company programs. Responsibilities also include aiding in the negotiation of contracts and contractual changes and coordinating preparations of proposals, plans, specifications, and financial conditions of contracts. Ensures adherence to master plans and schedules, develops solutions to program problems, and directs work of incumbents assigned to program from various departments. Ensures projects are completed on time and within budget. Relies on extensive experience and judgment to plan and accomplish goals.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
5

Product Executive

Functional Responsibilities
Directs, coordinates, and administers the planning, research, and development function improving existing or creating new products, processes, and services. Plans and develops aspects of research and development proposals, such as objective or purpose of project, applications that can be utilized from findings, costs of project, and equipment and human resource requirements. Reviews and analyzes proposals submitted to determine if benefits derived and possible applications justify expenditures. Submits proposals considered feasible to management for further consideration and recommends allocation of funds to support them. Develops and implements methods and procedures for monitoring projects, such as preparation of records of expenditures and research findings, progress reports, and staff conferences, in order to inform management of current status of each project. Conducts testing and pilot runs for new or improved products or services. Prepares reports on progress and recommends the addition, expansion, or discontinuance of projects.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
10

Product Manager

Functional Responsibilities
Manages, plans and coordinates the development of new related products, enhancements of existing products and technical solutions based on short-term and long-term needs. Collaborates with cross-functional teams and vendors to define, design and deliver new products, technical solutions, and enhancements that work cohesively and meet the needs
of the company, its clients, and the end users. Develops and maintains product
documentation, product instructions and user guides, product metrics and sales and
marketing content strategy. Coordinates with designers, developers and testers to create
functional specifications.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
6

Business Analyst I

Functional Responsibilities
Analyzes company functions, processes, and activities to improve computer-based
business applications for the most effective use of money, materials, equipment, and
people. Performs duties concerned with the design and improvement of computer-based
business systems.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
3

Business Analyst II

Functional Responsibilities
Analyzes company functions, processes, and activities to improve computer-based
business applications for the most effective use of money, materials, equipment, and
people. Recommends alternative solutions to management as to courses of action that
best meet the organization's goals. Performs duties concerned with the design and
improvement of computer-based business systems.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
5

Business Analyst III

Functional Responsibilities
Analyzes company functions, processes, and activities to improve computer-based
business applications for the most effective use of money, materials, equipment, and
people. Works closely with senior managers to identify and solve a variety of computer-based
business system problems.

Minimum Education Requirement
Bachelor’s Degree
Minimum Years of Experience Requirement

7

Network Enhancement Contracts Manager

Functional Responsibilities
Manages contract administration operations and may direct those who estimate expenditures expected and submits to management. May report to a director level. Manages the review of bids from other firms for conformity to contract requirements and determines acceptable bids. Manages the analysis of contracts and past operations, trends and costs, estimated and realized revenues, administrative commitments, and obligations incurred. Manages the Enhancement, installation, and maintenance of contract tracking which provide control of expenditures made to carry out activities, such as advertising and marketing, production and labor, maintenance, or project activities, such as construction of buildings. Advises management regarding contractual rights, obligations, and other contractual matters, such as effective use of resources and legal issues.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
3

Network Enhancement Business Manager

Functional Responsibilities
Directs, coordinates, and exercises managerial authority for planning, organization, control, integration, and completion of project within area of assigned responsibility: Plans and formulates program and organizes project staff according to project requirements. Assigns project personnel to specific phases or aspects of project, such as technical studies, product design, preparation of specifications and technical plans, and product testing, in accordance with engineering disciplines of staff. Reviews product design for compliance with engineering principles, company standards, customer contract requirements, and related specifications. Coordinates activities concerned with technical Enhancements, scheduling, and resolving engineering design and test problems. Directs integration of technical activities and products. Evaluates and approves design changes, specifications, and drawing releases. Controls expenditures within limitations of project budget. Prepares interim and completion project reports.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
5

Network Enhancement Project Engineer

Functional Responsibilities
Directs, coordinates, and exercises technical authority for planning, organization, control, integration, and completion of project within area of assigned responsibility: Plans and
formulates program and organizes project staff according to project requirements. Assigns project personnel to specific phases or aspects of project, such as technical studies, product design, preparation of specifications and technical plans, and product testing, in accordance with engineering disciplines of staff. Reviews product design for compliance with engineering principles, company standards, customer contract requirements, and related specifications. Coordinates activities concerned with technical Enhancements, scheduling, and resolving engineering design and test problems. Directs integration of technical activities and products. Evaluates and approves design changes, specifications, and drawing releases. Controls expenditures within limitations of project budget. Prepares interim and completion project reports.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
7

Network Enhancement Project Manager

Functional Responsibilities
Plans, directs, and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed time frame and funding parameters: Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
9

Network Enhancement Program Manager

Functional Responsibilities
Manages program to ensure that implementation and prescribed activities are carried out in accordance with specified objectives: Plans and develops methods and procedures for implementing program, directs and coordinates program activities, and exercises control over personnel responsible for specific functions or phases of program.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
11

Strategic Planner SME I

Functional Responsibilities
Assesses and conducts studies, prepares reports, and gives advice on feasibility, cost effectiveness, and regulatory conformance of long- and short-range strategic plans,
proposals, special projects, and ongoing programs to achieve the organization's growth and profitability objectives. Conducts field investigations, economic or public opinion surveys, demographic studies, or other appropriate research to gather required information. Converse with management or strategic planning committees to formulate strategic plans and directions, discuss overall intent of programs or projects, and determine broad guidelines for studies, utilizing knowledge of subject area, research techniques, and regulatory limitations. Reviews and evaluates materials, such as environmental impact statements, technical specifications, or budget or staffing estimates, to determine additional data requirements. Organizes and analyzes data from all sources, using statistical methods to ensure validity of results. Evaluates information to determine feasibility of proposals or to identify factors requiring amendment. Develops alternate plans for program or project, incorporating recommendations for review of officials. Maintains collection of socioeconomic, environmental, and regulatory data for use by planning and administrative personnel in government and private sectors.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
5

Strategic Planner SME II

Functional Responsibilities
Assesses and conducts studies, prepares reports, and gives advice on feasibility, cost effectiveness, and regulatory conformance of long- and short-range strategic plans, proposals, special projects, and ongoing programs to achieve the organization's growth and profitability objectives. Conducts field investigations, economic or public opinion surveys, demographic studies, or other appropriate research to gather required information. Converse with management or strategic planning committees to formulate strategic plans and directions, discuss overall intent of programs or projects, and determine broad guidelines for studies, utilizing knowledge of subject area, research techniques, and regulatory limitations. Reviews and evaluates materials, such as environmental impact statements, technical specifications, or budget or staffing estimates, to determine additional data requirements. Organizes and analyzes data from all sources, using statistical methods to ensure validity of results. Evaluates information to determine feasibility of proposals or to identify factors requiring amendment. Develops alternate plans for program or project, incorporating recommendations for review of officials. Maintains collection of socioeconomic, environmental, and regulatory data for use by planning and administrative personnel in government and private sectors.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
6
Strategic Planner SME III

Functional Responsibilities
Assesses and conducts studies, prepares reports, and gives advice on feasibility, cost effectiveness, and regulatory conformance of long- and short-range strategic plans, proposals, special projects, and ongoing programs to achieve the organization's growth and profitability objectives. Conducts field investigations, economic or public opinion surveys, demographic studies, or other appropriate research to gather required information. Converses with management or strategic planning committees to formulate strategic plans and directions, discuss overall intent of programs or projects, and determine broad guidelines for studies, utilizing knowledge of subject area, research techniques, and regulatory limitations. Reviews and evaluates materials, such as environmental impact statements, technical specifications, or budget or staffing estimates, to determine additional data requirements. Organizes and analyzes data from all sources, using statistical methods to ensure validity of results. Evaluates information to determine feasibility of proposals or to identify factors requiring amendment. Develops alternate plans for program or project, incorporating recommendations for review of officials. Maintains collection of socioeconomic, environmental, and regulatory data for use by planning and administrative personnel in government and private sectors.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
8

Project SME I

Functional Responsibilities
Directs, coordinates, and functionally directs planning, organization, control, integration, and completion of engineering, technical, and/or systems projects within area of assigned responsibility. Plans and formulates program and organizes project staff according to project requirements. Assigns project personnel to specific phases or aspects of project, such as technical studies, product/process/service design, preparation of specifications and technical plans, and testing, in accordance with requirement. Reviews for compliance with project principles, company standards, customer contract requirements, and related specifications. Coordinates activities concerned with technical developments, scheduling, and resolving design and test problems. Directs integration of technical activities and products/process/service. Evaluates and approves design changes, specifications, and drawing releases.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
5
Project SME II

Functional Responsibilities
Directs, coordinates, and functionally directs planning, organization, control, integration, and completion of engineering, technical, and/or systems projects within area of assigned responsibility. Plans and formulates program and organizes project staff according to project requirements. Assigns project personnel to specific phases or aspects of project, such as technical studies, product/process/service design, preparation of specifications and technical plans, and testing, in accordance with requirement. Reviews for compliance with project principles, company standards, customer contract requirements, and related specifications. Coordinates activities concerned with technical developments, scheduling, and resolving design and test problems. Directs integration of technical activities and products/process/service. Evaluates and approves design changes, specifications, and drawing releases.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
7

Project SME III

Functional Responsibilities
Directs, coordinates, and functionally directs planning, organization, control, integration, and completion of engineering, technical, and/or systems projects within area of assigned responsibility. Plans and formulates program and organizes project staff according to project requirements. Assigns project personnel to specific phases or aspects of project, such as technical studies, product/process/service design, preparation of specifications and technical plans, and testing, in accordance with requirement. Reviews for compliance with project principles, company standards, customer contract requirements, and related specifications. Coordinates activities concerned with technical developments, scheduling, and resolving design and test problems. Directs integration of technical activities and products/process/service. Evaluates and approves design changes, specifications, and drawing releases.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
9

Design Analyst I

Functional Responsibilities
Assesses proposed changes of processes, systems, and or product design using knowledge of engineering, production, systems, and procurement activities to determine overall effect, and coordinates recording of changes and modifications for management control. Talks with user to establish change-reporting procedure, and prepares directives for change authorization and documentation by company and/or subcontractor personnel.
Examines proposed design/process changes to prepare report of overall effect for management action. Converses with department managers to obtain additional information or to interpret policies and procedures for reporting changes.

**Minimum Education Requirement**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
2

**Design Analyst II**

**Functional Responsibilities**
Assesses proposed changes of processes, systems, and or product design using knowledge of engineering, production, systems, and procurement activities to determine overall effect, and coordinates recording of changes and modifications for management control. Talks with user to establish change-reporting procedure, and prepares directives for change authorization and documentation by company and/or subcontractor personnel. Examines proposed design/process changes to prepare report of overall effect for management action. Converses with department managers to obtain additional information or to interpret policies and procedures for reporting changes.

**Minimum Education Requirement**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
4

**Design Analyst III**

**Functional Responsibilities**
Assesses proposed changes of processes, systems, and or product design using knowledge of engineering, production, systems, and procurement activities to determine overall effect, and coordinates recording of changes and modifications for management control. Talks with user to establish change-reporting procedure, and prepares directives for change authorization and documentation by company and/or subcontractor personnel. Examines proposed design/process changes to prepare report of overall effect for management action. Converses with department managers to obtain additional information or to interpret policies and procedures for reporting changes.

**Minimum Education Requirement**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
6

**Business Information Services, Planning & Analysis Consultant I**

**Functional Responsibilities**
Assesses and conducts studies, prepares reports, and gives advice on feasibility, cost effectiveness, and regulatory conformance of long- and short-range strategic plans,
proposals, special projects, and ongoing programs to achieve the organizational objectives. Conducts field investigations, economic or public opinion surveys, demographic studies, or other appropriate research to gather required information. Converes with management or strategic planning committees to formulate strategic plans and directions, discuss overall intent of programs or projects, and determine broad guidelines for studies, utilizing knowledge of subject area, research techniques, and regulatory limitations.

**Minimum Education Requirement**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
5

**Business Information Services, Planning & Analysis Consultant II**

**Functional Responsibilities**
Assesses and conducts studies, prepares reports, and gives advice on feasibility, cost effectiveness, and regulatory conformance of long- and short-range strategic plans, proposals, special projects, and ongoing programs to achieve the organizational objectives. Conducts field investigations, economic or public opinion surveys, demographic studies, or other appropriate research to gather required information. Converes with management or strategic planning committees to formulate strategic plans and directions, discuss overall intent of programs or projects, and determine broad guidelines for studies, utilizing knowledge of subject area, research techniques, and regulatory limitations.

**Minimum Education Requirement**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
7

**Business Information Services, Planning & Analysis Consultant III**

**Functional Responsibilities**
Assesses and conducts studies, prepares reports, and gives advice on feasibility, cost effectiveness, and regulatory conformance of long- and short-range strategic plans, proposals, special projects, and ongoing programs to achieve the organizational objectives. Conducts field investigations, economic or public opinion surveys, demographic studies, or other appropriate research to gather required information. Converes with management or strategic planning committees to formulate strategic plans and directions, discuss overall intent of programs or projects, and determine broad guidelines for studies, utilizing knowledge of subject area, research techniques, and regulatory limitations.

**Minimum Education Requirement**
Bachelor’s Degree
Minimum Years of Experience Requirement
10

Engineer I

Functional Responsibilities
Plans, coordinates, and modifies engineering and other technical problem formulations to formats that can be processed by computer. Resolves symbolic formulations, develops flowcharts and block diagrams, and encodes resultant equations for processing by applying extensive knowledge of branch of science, engineering, or advanced mathematics, such as differential equations or numerical analysis, and understanding of capabilities and limitations of computer.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
2

Engineer II

Functional Responsibilities
Plans, coordinates, and modifies engineering and other technical problem formulations to formats that can be processed by computer. Resolves symbolic formulations, develops flowcharts and block diagrams, and encodes resultant equations for processing by applying extensive knowledge of branch of science, engineering, or advanced mathematics, such as differential equations or numerical analysis, and understanding of capabilities and limitations of computer.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
4

Engineer III

Functional Responsibilities
Plans, coordinates, and modifies engineering and other technical problem formulations to formats that can be processed by computer. Resolves symbolic formulations, develops flowcharts and block diagrams, and encodes resultant equations for processing by applying extensive knowledge of branch of science, engineering, or advanced mathematics, such as differential equations or numerical analysis, and understanding of capabilities and limitations of computer.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
6
Product Test Lead

**Functional Responsibilities**

Programs, analyzes, and runs tests on new or modified software programs, including documentation, diagram, and flowchart, and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines. Conducts compatibility tests with vendor-provided programs. Runs in-depth testing, detects problems, recommends solutions, and determines if program requirements have been met. Recommends program improvements or corrections to programmers.

**Minimum Education Requirement**

Bachelor’s Degree

**Minimum Years of Experience Requirement**

6

Quality Tester II

**Functional Responsibilities**

Programs, analyzes, and runs tests on new or modified software programs, including documentation, diagram, and flowchart, and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines. Conducts compatibility tests with vendor-provided programs. Runs in-depth testing, detects problems, recommends solutions, and determines if program requirements have been met. Recommends program improvements or corrections to programmers.

**Minimum Education Requirement**

Bachelor’s Degree

**Minimum Years of Experience Requirement**

8

Quality Tester Manager

**Functional Responsibilities**

Manages individuals responsible for programing, analysis, and running tests on new or modified software programs, including documentation, diagram, and flowchart, and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines. Conducts compatibility tests with vendor-provided programs. Runs in-depth testing, detects problems, recommends solutions, and determines if program requirements have been met. Recommends program improvements or corrections to programmers.

**Minimum Education Requirement**

Bachelor’s Degree

**Minimum Years of Experience Requirement**

10
Systems Analyst I

Functional Responsibilities
Analyzes and solves computer problems, and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel, and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
2

Systems Analyst II

Functional Responsibilities
Analyzes and solves computer problems, and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel, and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
4

Systems Analyst III

Functional Responsibilities
Analyzes and solves computer problems, and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel, and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
6
Training SME

Functional Responsibilities
Consults with client prior to designing, developing, implementing, and maintaining client training materials and programs in both classroom and Web-based environments as requested. Communicates with client management to conduct needs evaluation, and complies with instructional design and methodology standards in the design and development of effective curriculum and other training materials which meet, support, and incorporate the client's business needs, principles, objectives, strategies, and policies.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
10

Training Project Executive

Functional Responsibilities
Directs and plans the development and administration of organization training programs. Develops training objectives, strategies, policies, and programs. Coordinates the implementation of policies and procedures related to various training and educational programs for the employees of an organization. Heads and mentors staff of trainers.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
8

Learning Management Services Support & Development Consultant I

Functional Responsibilities
Oversees the function of supporting the learning and development needs of an organization, including the Learning and Development team. Develops strategy and implements solutions for programs related to the organization's learning and development goals. Assures all employees have access to business information and knowledge that is pertinent to their jobs. Develops measurement systems to ensure accountability related to learning outcomes desired. Partners with other departments in organization to incorporate company values in learning and development materials. Provides expertise for all learning and development related matters, identifying and understanding opportunities for programmatic improvements based on current and forecasted needs.

Minimum Education Requirement
Bachelor’s Degree

Minimum Years of Experience Requirement
2
Learning Management Services Support & Development Consultant II

Functional Responsibilities

Oversees the function of supporting the learning and development needs of an organization, including the Learning and Development team. Develops strategy and implements solutions for programs related to the organization's learning and development goals. Assures all employees have access to business information and knowledge that is pertinent to their jobs. Develops measurement systems to ensure accountability related to learning outcomes desired. Partners with other departments in organization to incorporate company values in learning and development materials. Provides expertise for all learning and development related matters, identifying and understanding opportunities for programmatic improvements based on current and forecasted needs.

Minimum Education Requirement

Bachelor’s Degree

Minimum Years of Experience Requirement

4

Learning Management Services Support & Development Consultant III

Functional Responsibilities

Oversees the function of supporting the learning and development needs of an organization, including the Learning and Development team. Develops strategy and implements solutions for programs related to the organization's learning and development goals. Assures all employees have access to business information and knowledge that is pertinent to their jobs. Develops measurement systems to ensure accountability related to learning outcomes desired. Partners with other departments in organization to incorporate company values in learning and development materials. Provides expertise for all learning and development related matters, identifying and understanding opportunities for programmatic improvements based on current and forecasted needs.

Minimum Education Requirement

Bachelor’s Degree

Minimum Years of Experience Requirement

6

Training Systems Design Analyst I

Functional Responsibilities

Develops and runs training programs for employees. Confers with management to gain knowledge of work situations requiring training for employees to better understand changes in policies, procedures, regulations, and technologies. Develops teaching outline and determines instructional methods, utilizing knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, and workshops. Designs training sessions covering specified areas such as those concerned with on-the-job training, use of computers and software, apprenticeship programs, safety and health practices, public relations, refresher training, professional development, and leadership development.
Minimum Education Requirement

Bachelor’s Degree

Minimum Years of Experience Requirement

2

Training Systems Design Analyst II

Functional Responsibilities

Develops and runs training programs for employees. Confers with management to gain knowledge of work situations requiring training for employees to better understand changes in policies, procedures, regulations, and technologies. Develops teaching outline and determines instructional methods, utilizing knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, and workshops. Designs training sessions covering specified areas such as those concerned with on-the-job training, use of computers and software, apprenticeship programs, safety and health practices, public relations, refresher training, professional development, and leadership development.

Minimum Education Requirement

Bachelor’s Degree

Minimum Years of Experience Requirement

4

Training Systems Design Analyst III

Functional Responsibilities

Develops and runs training programs for employees. Confers with management to gain knowledge of work situations requiring training for employees to better understand changes in policies, procedures, regulations, and technologies. Develops teaching outline and determines instructional methods, utilizing knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, and workshops. Designs training sessions covering specified areas such as those concerned with on-the-job training, use of computers and software, apprenticeship programs, safety and health practices, public relations, refresher training, professional development, and leadership development.

Minimum Education Requirement

Bachelor’s Degree

Minimum Years of Experience Requirement

6

Service Desk Representative 1

Functional Responsibilities

Provides technical and non-technical support to customers via inbound/escalated calls, emails, chat, etc., by handling inquiries and troubleshooting end-user issues. Investigates issues and concerns by reviewing initial support notes and gathering additional information from customer. Updates the tracking system of incident logs and may convey
customer feedback to management. Resolves issues and addresses needs efficiently. Typically refers to a transcript or established process in training manuals and guides to recommend solutions. Escalates, or transfers, more complex issues to the next level up or to management as appropriate. Conducts routine tasks as directed and is closely supervised with little latitude for independent judgment. Requires the ability to listen, analyze, document, resolve and/or escalate issues while providing excellent customer service skills to end users. This is an entry-Level position within this field.

**Minimum Education Requirements**
High School Diploma or GED

**Minimum Years of Experience Requirement**
0

**Service Desk Representative 2**

**Functional Requirements**
Provides technical and non-technical support to customers via inbound/escalated calls, emails, chat, etc., by handling inquiries and troubleshooting end-user issues. Investigates issues and concerns by reviewing initial support notes and gathering additional information from customer. Updates the tracking system of incident logs and may convey customer feedback to management. Resolves issues and addresses needs efficiently. Typically refers to a transcript or established process in training manuals and guides to recommend solutions. Escalates, or transfers, more complex issues to the next level up or to management as appropriate. Possesses general knowledge of the organization's products and/or services, policies, terms, and conditions. Conducts routine tasks and more complex tasks as directed and is supervised with some latitude for independent judgment. Requires the ability to listen, analyze, document, resolve and/or escalate issues while providing excellent customer service skills to end users. Maintains knowledge of all service tasks and lines of business. May serve as a subject matter expert in one line of business. May assist with training and mentoring of new hires and work on special projects.

**Minimum Education Requirements**
High School Diploma or GED

**Minimum Years of Experience Requirement**
2

**Service Desk Representative 3**

**Functional Responsibilities**
Provides technical and non-technical support to customers via inbound/escalated calls, emails, chat, etc., by handling inquiries and troubleshooting end-user issues. Investigates issues and concerns by reviewing initial support notes and gathering additional information from customer. Gathers information to identify and assess nature of problem and records the incident in a tracking system to maintain log of issues during issue resolution or escalation. Resolves issues and addresses needs efficiently. Typically refers to a transcript or established process in training manuals and guides to recommend solutions. Escalates, or transfers, more complex issues to the next level up or to management as appropriate. Possesses general knowledge of the organization's products and/or services, policies, terms, and conditions. Conducts routine tasks and more complex tasks as directed. Works under limited supervision with latitude for independent judgment. Requires the ability to listen, analyze, document, resolve and/or escalate issues
while providing excellent customer service skills to end users. Serves as a team lead with a proficient understanding of all lines of business. May serve as a subject matter expert in one line of business. Assists with training and mentoring of new hires and work on special projects. May also assist in developing policies and procedures for training and knowledge base.

Minimum Education Requirements
High School Diploma or GED

Minimum Years of Experience Requirement
4

Service Desk Manager 1

Functional Responsibilities
Directly supervises the day-to-day operations of the Service Desk including the Inbound and Outbound service desk representatives. Identifies, researches, and resolves complex issues and creates and manages escalation procedures. Ensures service levels are maintained and documents, tracks, and monitors problems to ensure resolution in a timely manner. Provides leadership for the Service Desk service desk representatives. Ensures staff coverage, training and consistency across the Service Desk. Provides input to management regarding performance of team members. Motivates and inspires employees, builds relationships and takes initiative. Provides issue resolution and conflict management. Coaches service desk representatives, offers appropriate feedback and technical direction, as appropriate.

Minimum Education Requirements
High School Diploma or GED

Minimum Years of Experience Requirement
5

Service Desk Manager 2

Functional Responsibilities
Responsible for the day-to-day operations of the Service Desk including the Inbound and Outbound service desk representatives and service desk managers. Identifies, researches, and resolves complex issues and creates and manages escalation procedures. Ensures service levels are maintained and documents, tracks, and monitors problems to ensure resolution in a timely manner. Provides leadership for the Service Desk service desk representatives and managers. Ensures staff coverage, training and consistency across the Service Desk. Provides input to management regarding performance of team members. Motivates and inspires employees, builds relationships and takes initiative. Provides issue resolution and conflict management. Mentors service desk representatives and managers, offers appropriate feedback, and coordinates ongoing technical direction.

Minimum Education Requirements
High School Diploma or GED

Minimum Years of Experience Requirement
6
Service Desk Manager 3

Functional Responsibilities
Responsible for the strategic planning and execution of all Service Desk operations. Responsible for the management and leadership of processes for the continuous improvement of the customer experience. Responsible for the tactical emphasis being on customer care, quality management, workforce planning, recruiting, coaching and training. Identifies, researches, and resolves complex issues and creates and manages escalation procedures. Ensures service levels are maintained and documents, tracks, and monitors problems to ensure resolution in a timely manner. Provides leadership for the Service Desk service desk representatives and managers. Ensures staff coverage, training and consistency across the Service Desk. Motivates and inspires employees, builds relationships and takes initiative. Provides issue resolution and conflict management. Mentors service desk representatives and managers, offers appropriate feedback, and coordinates ongoing technical direction. Actively contributes to the overall company operational targets as well as the daily business decisions.

Minimum Education Requirements
High School Diploma or GED

Minimum Years of Experience Requirement
8

Service Desk Support 1

Functional Responsibilities
Provides support for quality, training, workforce planning, and project coordination to the operational service desk staff, including overall quality of the customer interactions, making improvement recommendations to management, and monitoring the result of stated recommendations. Prepares, coordinates, schedules and conducts training for employees of the Service Desk in a positive and professional manner. Responsible to monitor and analyze call volumes, call patterns, and traffic flow for the service desk to ensure service level objectives are met.

Minimum Education Requirements
High School Diploma or GED

Minimum Years of Experience Requirement
4

Service Desk Support 2

Functional Responsibilities
Provides support for quality, training, workforce planning, and project coordination to the operational service desk staff, including overall quality of the customer interactions, making improvement recommendations to management, and monitoring the result of stated recommendations. Works closely with the Service Desk management to identify and implement staffing improvements based on historic or predictive data, KPI performance, service desk representative skills, and service levels for the Service Center. Responsible for database administration of the workforce management software and the skill assignment. Forecasts and manages the Call Center schedule and delivers reporting to management, as needed. Provides training to peers on the workforce management software and workforce management best practices. Makes recommendations for process improvements and actionable insights to the Service Center team. Acts as lead subject
matter expert for workforce management functions (forecasting, scheduling, real-time management, workforce performance, reporting) and plays a key role in and supports all service delivery efforts. Conducts complex, important work under minimal supervision and with wide latitude for independent judgment.

Minimum Education Requirements
High School Diploma or GED

Minimum Years of Experience Requirement
5

Service Desk Support 3

Functional Responsibilities
Provides support for quality, training, workforce planning, and project coordination to the operational service desk staff, including overall quality of the customer interactions, making improvement recommendations to management, and monitoring the result of stated recommendations. Provides enhanced knowledge and experience to the Measurement Office to develop and maintain the metrics program, including operations metrics, KPIs, Service Level Objectives (SLOs), and Service Level Agreements (SLAs). Coordinates and supports the processes for developing and delivering reports on Service Center metrics monthly, as well as providing additional reports and data analysis to other operations on an ad hoc basis, including Operations teams, Project Managers, and ADOs. Supports in developing additional KPIs to support other program functions. Responsible to manage, coordinate, and report the activities for monitoring and analyzing call volumes, call patterns, and traffic flow for the service desk to ensure service level objectives are met. Accountable for accurate resource forecasts for various work types, including calls, web requests, offline contacts, project schedules, etc. Provides regular reports to management on workload and workforce and may make recommendations for new or updated call/service center technology and process improvements to reduce costs. Considered highly skilled and proficient in discipline. Conducts complex, important work under minimal supervision and with wide latitude for independent judgment.

Minimum Education Requirements
High School Diploma or GED

Minimum Years of Experience Requirement
6

Service Desk Support 4

Functional Responsibilities
Responsible for defining and managing a strategic vision to deliver world class customer service that meets business initiatives. Partners with management on identifying training and quality needs to continually improve Service Desk performance. Provides guidance on the design and development of training programs and plans and coordinates with business operations and other technical departments to ensure training needs meet requirements. Remains current on product trends both within the organization and among competitors. Oversees the development and analysis of statistical data and specifications to determine present standards and establish proposed quality and reliability expectancy. Responsible for the support infrastructure, project management, and continuous improvement of the organization’s operations. Develops quantitative organizational objectives to establish a metrics framework in the organization. Monitors project execution. Drives the continuous process improvement activities across various
programs and facilitates communications. Responsible for developing, maintaining and sustaining a process repository for development and service-based projects. Considered highly skilled and proficient in discipline. Conducts complex, important work under minimal supervision and with wide latitude for independent judgment.

**Minimum Education Requirements**
High School Diploma or GED

**Minimum Years of Experience Requirement**
6

**Business Consultant II**

**Functional Responsibilities**
Develop and deliver innovative solutions to clients/customers in various areas of business service and operations. Provide business leadership and subject matter expertise in areas such as healthcare, human resources, supply chain, finance, and other non-technical areas. Build a customer-focused relationship with clients/customers to identify business challenges and arrive at the best solution. May collaborate with proposal team, sales and legal to estimate, plan, mobilize, and execute project. Present proposals to clients/customers. Conduct strategic needs analysis, determine project specifications, and identify solutions. Drive working sessions with clients/customers to ensure expectations and direction are aligned and timelines are being met. Identify additional product/service opportunities. Serve as an advisor to senior leadership regarding the business and financial aspects of the organization. Level II requires more independent thinking with more difficult tasks compared to Level I. Level II performs more varied and difficult tasks compared to Level I. Works under limited supervision with latitude for independent judgment.

**Minimum Education Requirements**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
4

**Business Consultant III**

**Functional Responsibilities**
Develop and deliver innovative solutions to clients/customers in various areas of business service and operations. Provide business leadership and subject matter expertise in areas such as healthcare, human resources, supply chain, finance, and other non-technical areas. Build a customer-focused relationship with clients/customers to identify business challenges and arrive at the best solution. May collaborate with proposal team, sales and legal to estimate, plan, mobilize, and execute project. Present proposals to clients/customers. Conduct strategic needs analysis, determine project specifications, and identify solutions. Drive working sessions with clients/customers to ensure expectations and direction are aligned and timelines are being met. Identify additional product/service opportunities. Serve as an advisor to senior leadership regarding the business and financial aspects of the organization. Level III performs more independent thinking and difficult tasks compared to Level II and may supervise others. Performs complex tasks and completes assignments with little or no assistance. Fully proficient in discipline. Works under limited supervision with latitude for independent judgment.
Minimum Education Requirements
Bachelor’s Degree

Minimum Years of Experience Requirement
6

Business Consultant IV

Functional Responsibilities
Develop and deliver innovative solutions to clients/customers in various areas of business service and operations. Provide business leadership and subject matter expertise in areas such as healthcare, human resources, supply chain, finance, and other non-technical areas. Build a customer-focused relationship with clients/customers to identify business challenges and arrive at the best solution. May collaborate with proposal team, sales and legal to estimate, plan, mobilize, and execute project. Present proposals to clients/customers. Conduct strategic needs analysis, determine project specifications, and identify solutions. Drive working sessions with clients/customers to ensure expectations and direction are aligned and timelines are being met. Identify additional product/service opportunities. Serve as an advisor to senior leadership regarding the business and financial aspects of the organization. Level IV performs more independent thinking, complex tasks with little to no supervision compared to a Level III and may supervise others. Performs advanced tasks and completes the most-difficult assignments. Possesses advanced skill set within discipline. Works under minimal supervision with considerable latitude for independent judgment. May mentor less-experienced peers.

Minimum Education Requirements
Master’s Degree

Minimum Years of Experience Requirement
8

Business Consultant V

Functional Responsibilities
Develop and deliver innovative solutions to clients/customers in various areas of business service and operations. Provide business leadership and subject matter expertise in areas such as healthcare, human resources, supply chain, finance, and other non-technical areas. Build a customer-focused relationship with clients/customers to identify business challenges and arrive at the best solution. May collaborate with proposal team, sales and legal to estimate, plan, mobilize, and execute project. Present proposals to clients/customers. Conduct strategic needs analysis, determine project specifications, and identify solutions. Drive working sessions with clients/customers to ensure expectations and direction are aligned and timelines are being met. Identify additional product/service opportunities. Serve as an advisor to senior leadership regarding the business and financial aspects of the organization. Level V performs more independent thinking, complex tasks with little to no supervision compared to a Level IV and may supervise others. Performs advanced tasks and completes the most-difficult assignments. Possesses advanced skill set within discipline. Works under minimal supervision with considerable latitude for independent judgment. May mentor less-experienced peers.

Minimum Education Requirements
Master’s Degree
Minimum Years of Experience Requirement

10

Change Management II

Functional Responsibilities
Plan and monitor IT change management initiatives. Identify and gather input from key stakeholders, document the change plan, and track continued progress. Conduct impact analysis and assess change readiness while working to minimize risk to the organization. Utilize IT service management frameworks (e.g., ITIL, Business Process Framework, COBIT, MOF) to standardize methods, procedures, and change models to implement change, and make the change management process more efficient. Provide input, document requirements, and support the design and delivery of training and communication programs. Level II requires more independent thinking with more difficult tasks compared to Level I. Level II performs more varied and difficult tasks compared to Level I. Works under limited supervision with latitude for independent judgment.

Minimum Education Requirements
Bachelor’s Degree

Minimum Years of Experience Requirement
4

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Minimum Education Requirements
Bachelor’s Degree

Minimum Years of Experience Requirement
6

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**Minimum Education Requirements**

Master’s Degree

**Minimum Years of Experience Requirement**

8

**Design Analyst IV**

**Functional Responsibilities**

Assesses proposed changes of processes, systems, and or product design using knowledge of engineering, production, systems, and procurement activities to determine overall effect, and coordinates recording of changes and modifications for management control. Talks with user to establish change-reporting procedure and prepares directives for change authorization and documentation by company and/or subcontractor personnel. Examines proposed design/process changes to prepare report of overall effect for management action. Converses with department managers to obtain additional information or to interpret policies and procedures for reporting changes. Serve as an advisor to senior leadership regarding area of expertise. Level IV performs more independent thinking, complex tasks with little to no supervision compared to a Level III and may supervise others. Performs advanced tasks and completes the most-difficult assignments. Possesses advanced skill set within discipline. Works under minimal supervision with considerable latitude for independent judgment. May mentor less-experienced peers.

**Minimum Education Requirements**

Master’s Degree

**Minimum Years of Experience Requirement**

8

**Document Support Specialist II**

**Functional Responsibilities**

Plans, coordinates, and monitors technical projects and associated project documentation, including, but not limited to, technical policy, specifications and standards, engineering drawings, technical manuals/publications, design data, and closeout reports to ensure customer requirements are met. Reviews project documentation to determine requirements for each phase of project. Acquires subject knowledge of overarching policy requirements and applies requirements for documentation language, format, and content to ensure compliance. Analyzes proposed documentation changes to determine effect on overall product and to determine stakeholder involvement in project reviews. Coordinates and maintains modification records for management control. Level II requires more independent thinking with more difficult tasks compared to Level I. Level II performs more varied and difficult tasks compared to Level I. Works under limited supervision with latitude for independent judgment.
Minimum Education Requirements
Bachelor’s Degree

Minimum Years of Experience Requirement
4

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Minimum Education Requirements
Bachelor’s Degree

Minimum Years of Experience Requirement
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Minimum Education Requirements
Master’s Degree

Minimum Years of Experience Requirement
8
**Financial Analyst II**

**Functional Responsibilities**
Perform financial analysis on cash flow, operating results, and business plans to determine rates of return, capital/cash flow requirements, etc. Prepare forecasts and analysis on industry and general economic trends. Provide accurate and timely reports for performance monitoring. May be responsible for budget or cost analysis in absence of dedicated staff. Level II requires more independent thinking with more difficult tasks compared to Level I. Level II performs more varied and difficult tasks compared to Level I. Works under limited supervision with latitude for independent judgment.

**Minimum Education Requirements**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
4

**Financial Analyst III**

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**Minimum Education Requirements**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
6

**Network Engineer II**

**Functional Responsibilities**
Design public and/or private networks including LAN/MAN/WAN (local/metropolitan/wide area networks). Design work includes placement and specification of servers, routers, switches, firewalls, remote access systems, and network management systems. Perform maintenance, and upgrade of networks, including servers, routers, switches, firewalls, remote access systems, and network management systems. Monitor network connectivity and ensure high quality data transmission. Serve as a liaison with network engineers, vendors, and other third-party providers in installation of network. Level II requires more independent thinking with more difficult tasks compared to Level I. Level II performs more varied and difficult tasks compared to Level I. Works under limited supervision with latitude for independent judgment.

**Minimum Education Requirements**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
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Minimum Education Requirements
Bachelor’s Degree

Minimum Years of Experience Requirement
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Minimum Education Requirements
Master’s Degree

Minimum Years of Experience Requirement
8

Product Quality Assurance II

Functional Responsibilities
Provides an independent assessment of how the software and hardware development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. Conducts routine and non-routine tests using variety of testing devices and procedures to maintain product quality. Constructs and alters quality assurance test plans according to product specifications. Assists in the creation and maintenance of testing standard, processes and systems that align with industry standards. Investigates customer complaints. Inspects product to substantiate customer's
claim of product defects. Collects and records results of sampling and testing to maintain record of product quality. Replicates and reports quality issues to the appropriate team. Verifies fixes of quality issues. Identifies potential quality issues and escalates the issue to management when necessary. Prepares quality reports for internal review. Analyzes data and recommends potential improvements in the quality system. Revises and updates standard operating procedures as needed. May be involved in the development of testing methods. Level II requires more independent thinking with more difficult tasks compared to Level I. Level II performs more varied and difficult tasks compared to Level I. Works under limited supervision with latitude for independent judgment.

**Minimum Education Requirements**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
4

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**Minimum Education Requirements**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
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**Minimum Education Requirements**

Master’s Degree

**Minimum Years of Experience Requirement**

8

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**Project Control Specialist II**

**Functional Responsibilities**

Partners with management to ensure proper cost allocation to the project cost objectives. Evaluates project cost against project budgets. Assures cost control and accounting procedures are being adhered to. Reviews and analyzes the status of assigned projects for the purpose of cost reporting. Provides management with clear and accurate cost information to help them make decisions. Verifies accounts by reconciling monthly statements and related transactions. Archives project files regarding, payroll, invoicing, cost controls, purchase orders, contracts and subcontracts as required. Maintains accounting ledgers by verifying and posting account transactions. Level II requires more independent thinking with more difficult tasks compared to Level I. Level II performs more varied and difficult tasks compared to Level I. Works under limited supervision with latitude for independent judgment.

**Minimum Education Requirements**

Bachelor’s Degree

**Minimum Years of Experience Requirement**

2

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**Systems Analyst IV**

**Functional Responsibilities**

Analyzes and solves computer problems, and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel, and business processes. Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system. Serve as an advisor to senior leadership regarding technical systems aspects of the organization. Level IV performs more independent thinking, complex tasks with little to no supervision compared to a Level III and may supervise others. Performs advanced tasks and completes the most-difficult assignments. Possesses advanced skill set within discipline. Works under minimal supervision with considerable latitude for independent judgment.
May mentor less-experienced peers.

Minimum Education Requirements
Master’s Degree

Minimum Years of Experience Requirement
8

Systems Engineer II

Functional Responsibilities
Design, develop, maintain, and support technical infrastructure that includes network, hardware, database and/or system software components. Conduct analysis of business problems and lead the evaluation, development, and recommendation of specific technology products and platforms to provide cost-effective solutions that meet business and technology requirements. Research and design best fit infrastructure, network, database, and/or security architectures. Guide configuration, debugging, and support for infrastructure and ensure all quality and change control standards are met. Assist with root cause investigations and provide recommendations for preventative measures. Proactively address gaps with existing support processes, documentation, etc. and prioritize accordingly. Level II requires more independent thinking with more difficult tasks compared to Level I. Level II performs more varied and difficult tasks compared to Level I. Works under limited supervision with latitude for independent judgment.

Minimum Education Requirements
Bachelor’s Degree

Minimum Years of Experience Requirement
4

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Minimum Education Requirements
Bachelor’s Degree

Minimum Years of Experience Requirement
6
**Systems Engineer IV**

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**Minimum Education Requirements**
Master’s Degree

**Minimum Years of Experience Requirement**
8

**Technical Business Consultant II**

**Functional Responsibilities**
Develop and deliver innovative technical solutions to clients/customers in various areas of business service and operations. Provide technical leadership and subject matter expertise in areas such as IT Security, Risk Assessment, IT Infrastructure, Enterprise Architecture, System Integration, Software Development and Management, and other technical areas. Build a customer-focused relationship with clients/customers to identify business challenges and arrive at the best solution. May collaborate with proposal team, sales and legal to estimate, plan, mobilize, and execute technical project. Direct and control activities for client/customer, project and/or program, having responsibility for financial management, methods, and staffing to ensure that technical and program requirements are met. Present proposals to clients/customers. Conduct needs analysis, determine project specifications, and identify solutions. Drive working sessions with clients/customers to ensure expectations and direction are aligned and timelines are being met. Identify additional product/service opportunities. Serve as an advisor to senior leadership regarding the technological aspects of the organization. Level II requires more independent thinking with more difficult tasks compared to Level I. Level II performs more varied and difficult tasks compared to Level I. Works under limited supervision with latitude for independent judgment.

**Minimum Education Requirements**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
4
**Technical Business Consultant III**

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**Minimum Education Requirements**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
6

**Technical Business Consultant IV**

**Functional Responsibilities**
Develop and deliver innovative technical solutions to clients/customers in various areas of business service and operations. Provide technical leadership and subject matter expertise in areas such as IT Security, Risk Assessment, IT Infrastructure, Enterprise Architecture, System Integration, Software Development and Management, and other technical areas. Build a customer-focused relationship with clients/customers to identify business challenges and arrive at the best solution. May collaborate with proposal team, sales and legal to estimate, plan, mobilize, and execute technical project. Direct and control activities for client/customer, project and/or program, having responsibility for financial management, methods, and staffing to ensure that technical and program requirements are met. Present proposals to clients/customers. Conduct needs analysis, determine project specifications, and identify solutions. Drive working sessions with clients/customers to ensure expectations and direction are aligned and timelines are being met. Identify additional product/service opportunities. Serve as an advisor to senior leadership regarding the technological aspects of the organization. Level IV performs more independent thinking, complex tasks with little to no supervision compared to a Level III and may supervise others. Performs advanced tasks and completes the most-difficult assignments. Possesses advanced skill set within discipline. Works under minimal supervision with considerable latitude for independent judgment. May mentor less-experienced peers.

**Minimum Education Requirements**
Master’s Degree
Minimum Years of Experience Requirement
8

Technical Business Consultant V

Functional Responsibilities
Develop and deliver innovative technical solutions to clients/customers in various areas of business service and operations. Provide technical leadership and subject matter expertise in areas such as IT Security, Risk Assessment, IT Infrastructure, Enterprise Architecture, System Integration, Software Development and Management, and other technical areas. Build a customer-focused relationship with clients/customers to identify business challenges and arrive at the best solution. May collaborate with proposal team, sales and legal to estimate, plan, mobilize, and execute technical project. Direct and control activities for client/customer, project and/or program, having responsibility for financial management, methods, and staffing to ensure that technical and program requirements are met. Present proposals to clients/customers. Conduct needs analysis, determine project specifications, and identify solutions. Drive working sessions with clients/customers to ensure expectations and direction are aligned and timelines are being met. Identify additional product/service opportunities. Serve as an advisor to senior leadership regarding the technological aspects of the organization. Level V performs more independent thinking, complex tasks with little to no supervision compared to a Level IV and may supervise others. Performs advanced tasks and completes the most-difficult assignments. Possesses advanced skill set within discipline. Works under minimal supervision with considerable latitude for independent judgment. May mentor less-experienced peers.

Minimum Education Requirements
Master’s Degree

Minimum Years of Experience Requirement
10

Telecommunications Engineer II

Functional Responsibilities
Conducts Telecommunications Engineering assignments of wide complexity under general direction with considerable discretion as to work details. Conducts research, analysis, development, design, modeling, and test of communications systems and equipment, including but not limited to networks, data links, digital radio, battle management and command and control systems, wide and local area networks, point-to-point systems, secure systems, signal coding and modulation schema. Conducts studies on communications systems and equipment, such as present and projected volume of communications, effectiveness and adequacy of system, and estimated equipment costs. Performs engineering studies to obtain data on new equipment and systems developments in the communications field and adaptability of equipment to existing systems. Level II requires more independent thinking with more difficult tasks compared to Level I. Level II performs more varied and difficult tasks compared to Level I. Works under limited supervision with latitude for independent judgment.

Minimum Education Requirements
Bachelor’s Degree
Minimum Years of Experience Requirement
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**Minimum Education Requirements**
Bachelor’s Degree

**Minimum Years of Experience Requirement**
6

**Telecommunications Engineer IV**

*Functional Responsibilities*
Conducts Telecommunications Engineering assignments of wide complexity under general direction with considerable discretion as to work details. Conducts research, analysis, development, design, modeling, and test of communications systems and equipment, including but not limited to networks, data links, digital radio, battle management and command and control systems, wide and local area networks, point-to-point systems, secure systems, signal coding and modulation schema. Conducts studies on communications systems and equipment, such as present and projected volume of communications, effectiveness and adequacy of system, and estimated equipment costs. Performs engineering studies to obtain data on new equipment and systems developments in the communications field and adaptability of equipment to existing systems. Level IV performs more independent thinking, complex tasks with little to no supervision compared to a Level III and may supervise others. Performs advanced tasks and completes the most-difficult assignments. Possesses advanced skill set within discipline. Works under minimal supervision with considerable latitude for independent judgment. May mentor less-experienced peers.

**Minimum Education Requirements**
Master’s Degree

**Minimum Years of Experience Requirement**
8
Test Engineer II

Functional Responsibilities
Create test processes and procedures used to ensure that software operates within defined requirements. Implement test plans, automation, and validation strategies. Identify and investigate issues found during testing, and update test cases based on discovered defects. Work closely with software developers and software quality analysts to resolve issues. Develop and maintain automated test scripts to reduce repetitive manual testing. Participate in project-wide reviews of requirements, system architecture, and detailed design documents. Level II requires more independent thinking with more difficult tasks compared to Level I. Level II performs more varied and difficult tasks compared to Level I. Works under limited supervision with latitude for independent judgment.

Minimum Education Requirements
Bachelor’s Degree

Minimum Years of Experience Requirement
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Test Engineer III

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Minimum Education Requirements
Bachelor’s Degree

Minimum Years of Experience Requirement
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Minimum Education Requirements
Master’s Degree

Minimum Years of Experience Requirement
8

Technical Writer/Editor III

Functional Responsibilities
Researches, organizes, writes, edits, compiles, and produces technical data for use in documents or sections of documents such as manuals, procedures, and specifications. Analyzes requirements of project to determine types of publications needed. Obtains data from independent observation, consultation with technical staff members or study of published materials and drawings. Ensures accuracy and completeness of technical documentation. Participates in general layout and manual organization. Level III performs more independent thinking and difficult tasks compared to Level II and may supervise others. Performs complex tasks and completes assignments with little or no assistance. Fully proficient in discipline. Works under limited supervision with latitude for independent judgment.

Minimum Education Requirements
Bachelor’s Degree

Minimum Years of Experience Requirement
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Minimum Education Requirements
Master’s Degree

Minimum Years of Experience Requirement
8
Substitution Factors (apply to all labor categories)

- 2 additional years of experience can substitute for an Associate Degree.
- 4 additional years of experience can substitute for a Bachelor’s Degree.
- A Bachelor’s Degree and 2 additional years of experience, or a High School Degree and 6 additional years of experience can substitute for a Master’s Degree.
- A Bachelor’s Degree and 6 additional years of experience, or a Master’s Degree and 4 additional years of experience can substitute for a Ph.D.
- 10 additional years of experience can substitute for a Ph.D.
- For a person with a Bachelor’s Degree, every year of graduate level study or relevant training in an appropriate field will be considered equal to years of experience on a one-for-one basis.
- For a person with a High School Degree or an Associate Degree, every year of full-time post-secondary-level study or relevant training in an appropriate field will be considered equal to years of experience on a one-for-one basis.
Pricing for Professional Labor

SINs 54151S, 54151HEAL, and 518210C
Awarded GSA Pricelist for the Base Period
Note: There are 3 Option Periods of 5 years each.
All prices shown are inclusive of the Industrial Funding Fee.

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Note: All of the labor categories in this table are for SINs 54151S and 54151HEAL.

**SIN ANCILLARY**

Awarded GSA Pricelist for the Base Period

Note: There are 3 Option Periods of 5 years apiece.

All prices shown are inclusive of the Industrial Funding Fee.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Base Period, Year 1</th>
<th>Base Period, Year 2</th>
<th>Base Period, Year 3</th>
<th>Base Period, Year 4</th>
<th>Base Period, Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Writer/Editor III</td>
<td>$93.40</td>
<td>$96.21</td>
<td>$99.09</td>
<td>$102.06</td>
<td>$105.13</td>
</tr>
<tr>
<td>Technical Writer/Editor IV</td>
<td>$125.51</td>
<td>$129.28</td>
<td>$133.16</td>
<td>$137.15</td>
<td>$141.27</td>
</tr>
</tbody>
</table>
Quantity Discount for Professional Labor

0.5% discount to the hourly rates shown above for any individual GSA Task Order with a value that exceeds $300,000. If an individual GSA Task Order initially has a value that is equal to or less than $300,000 and subsequently is amended to exceed $300,000, Ventech will begin to apply the Quantity Discount as soon thereafter as administratively practical, but in any event no later than the first month following the effective date of the amendment. Ventech will not apply the Quantity Discount retroactively and will not provide refunds.

Service Contract Labor Standards/Service Contract Act Matrix

<table>
<thead>
<tr>
<th>SCLS Eligible Contract Labor Category</th>
<th>SCLS Equivalent Code, Title</th>
<th>Wage Determination No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Desk Representative 1</td>
<td>01041, Customer Service Representative I</td>
<td>2015-4730</td>
</tr>
<tr>
<td>Service Desk Representative 2</td>
<td>01042, Customer Service Representative II</td>
<td>2015-4730</td>
</tr>
<tr>
<td>Service Desk Representative 3</td>
<td>01043, Customer Service Representative III</td>
<td>2015-4730</td>
</tr>
<tr>
<td>Service Desk Support 1</td>
<td>01042, Customer Service Representative II</td>
<td>2015-4730</td>
</tr>
<tr>
<td>Service Desk Support 2</td>
<td>01043, Customer Service Representative III</td>
<td>2015-4730</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).
Pricing for PaaS Services (SIN 518210C)

Awarded GSA Pricelist for the Base Period
Note: There are 3 Option Periods of 5 years apiece.
All prices shown are inclusive of the Industrial Funding Fee.

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Amazon Simple Storage Service</td>
<td>Pay-as-You-Go object storage service that offers industry-leading scalability, data availability, security, and performance. Customers of all sizes and industries can use it to store and protect any amount of data for a range of use cases, such as data lakes, websites, cloud-native applications, backups, archive, machine learning, and analytics. Amazon S3 offers a range of storage classes that you can choose from based on the data access, resiliency, and cost requirements of your workloads. S3 Standard offers high durability, availability, and performance object storage for frequently accessed data.</td>
<td>$0.0270</td>
<td>$0.0278</td>
<td>$0.0286</td>
<td>$0.0295</td>
<td>$0.0304</td>
</tr>
<tr>
<td>Amazon DynamoDB</td>
<td>Amazon DynamoDB is a fully managed, key-value NoSQL database designed to run high-performance applications at any scale. DynamoDB is serverless meaning there are no servers to provision, patch, or manage, and no software to install, maintain, or operate. It offers built-in security, continuous backups, automated multi-region replication, in-memory caching, and data export tools. DynamoDB automatically scales tables to adjust for capacity and maintains performance with zero administration, allowing you to build internet-scale applications supporting user-content metadata and caches that</td>
<td>$0.2935</td>
<td>$0.3023</td>
<td>$0.3114</td>
<td>$0.3207</td>
<td>$0.3304</td>
</tr>
</tbody>
</table>
| Service | Service Description | Base Period, Year 1
Dec. 2, 2020 - Dec. 1, 2021 | Base Period, Year 2
Dec. 2, 2021 - Dec. 1, 2022 | Base Period, Year 3
Dec. 2, 2022 - Dec. 1, 2023 | Base Period, Year 4
Dec. 2, 2023 - Dec. 1, 2024 | Base Period, Year 5
Dec. 2, 2024 - Dec. 1, 2025 |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DynamoDB</td>
<td>require high concurrency and connections for millions of users, and millions of requests per second. DynamoDB charges for reading, writing, and storing data in your DynamoDB tables, along with any optional features you choose to enable. DynamoDB has two capacity modes and those come with specific billing options for processing reads and writes on your tables: on-demand and provisioned.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Amazon Simple Queue Service (Service Requests - Standard) | A message queuing service that enables you to decouple and scale microservices, distributed systems, and serverless applications. Using SQS, you can send, store, and receive messages between software components at any volume, without losing messages or requiring other services to be available. AWS manages all ongoing operations and underlying infrastructure needed to make SQS a highly available and scalable message queuing service. With SQS, there is no upfront cost, no need to acquire, install, and configure messaging software, and no time-consuming build-out and maintenance of supporting infrastructure. SQS queues are dynamically created and scale automatically so you can build and grow applications quickly and efficiently. SQS offers two types of message queues. Standard queues offer maximum throughput, best-effort ordering, and at-least-once delivery. SQS FIFO queues are designed to guarantee that messages are processed exactly once, in the exact order that they are sent. | Base Period, Year 1
Dec. 2, 2020 - Dec. 1, 2021 | Base Period, Year 2
Dec. 2, 2021 - Dec. 1, 2022 | Base Period, Year 3
Dec. 2, 2022 - Dec. 1, 2023 | Base Period, Year 4
Dec. 2, 2023 - Dec. 1, 2024 | Base Period, Year 5
Dec. 2, 2024 - Dec. 1, 2025 |
<p>|  | per million standard requests in Tier 1 | $0.4696 | $0.4837 | $0.4982 | $0.5132 | $0.5286 |</p>
<table>
<thead>
<tr>
<th>Service</th>
<th>Service Description</th>
<th>Base Period, Year 1</th>
<th>Base Period, Year 2</th>
<th>Base Period, Year 3</th>
<th>Base Period, Year 4</th>
<th>Base Period, Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amazon API Gateway</strong> (ApiGatewayRequest)</td>
<td>Amazon API Gateway is a fully managed service that makes it easy for developers to create, publish, maintain, monitor, and secure APIs at any scale. APIs act as the “front door” for applications to access data, business logic, or functionality from your backend services. Using API Gateway, you can create RESTful APIs and WebSocket APIs that enable real-time two-way communication applications. API Gateway supports containerized and serverless workloads, as well as web applications. API Gateway has no minimum fees or startup costs. You pay for the API calls you receive and the amount of data transferred out and, with the API Gateway tiered pricing model, you can reduce your cost as your API usage scales.</td>
<td>$4.1093</td>
<td>$4.2326</td>
<td>$4.3596</td>
<td>$4.4903</td>
<td>$4.6251</td>
</tr>
<tr>
<td><strong>AWS Config</strong> (ConfigItemRecorded)</td>
<td>AWS Config is a service that enables you to assess, audit, and evaluate the configurations of your AWS resources. Config continuously monitors and records your AWS resource configurations and allows you to automate the evaluation of recorded configurations against desired configurations. With Config, you can review changes in configurations and relationships between AWS resources, dive into detailed resource configuration histories, and determine your overall compliance against the configurations specified in your internal guidelines. This enables you to simplify compliance auditing, security analysis, change management, and operational troubleshooting. With AWS Config, you are charged based on the number of configuration items recorded, the number of active AWS Config rule evaluations and the number of conformance pack evaluations in your account. A configuration item is a record of the configuration.</td>
<td>$0.0035</td>
<td>$0.0036</td>
<td>$0.0037</td>
<td>$0.0038</td>
<td>$0.0040</td>
</tr>
<tr>
<td>Service</td>
<td>Service Description</td>
<td>Base Period, Year 1</td>
<td>Base Period, Year 2</td>
<td>Base Period, Year 3</td>
<td>Base Period, Year 4</td>
<td>Base Period, Year 5</td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------------</td>
<td>---------------------</td>
<td>---------------------</td>
<td>---------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Amazon Redshift</td>
<td>state of a resource in your AWS account. An AWS Config rule evaluation is a compliance state evaluation of a resource by an AWS Config rule in your AWS account, and a conformance pack evaluation is the evaluation of a resource by an AWS Config rule within the conformance pack.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Node Usage - DS2.XL)</td>
<td>Amazon Redshift is a fully managed, petabyte-scale data warehouse service in the cloud. You can start with just a few hundred gigabytes of data and scale to a petabyte or more. This enables you to use your data to acquire new insights for your business and customers. Regardless of the size of the data set, Amazon Redshift offers fast query performance using the same SQL-based tools and business intelligence applications that you use today. per DS2.XL Compute Node-hour $0.9980 $1.0279 $1.0587 $1.0905 $1.1232</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Quantity Discount for Cloud Computing Services**

From time to time, Ventech receives Quantity Discounts from its vendors (e.g., AWS) for cloud computing services. Ventech will pass through these discounts to all customers under the GSA Multiple Award Schedule (MAS) contract.
## Pricing for Valholla™ Software Licenses (SIN 511210)

Awarded GSA Pricelist for the Base Period  
Price shown is inclusive of the Industrial Funding Fee.

| Item | Description of Valholla Software | Base Period, Year 1  
Dec. 2, 2020 - Dec. 1, 2021 | Base Period, Year 2  
Dec. 2, 2021 - Dec. 1, 2022 | Base Period, Year 3  
Dec. 2, 2022 - Dec. 1, 2023 | Base Period, Year 4  
Dec. 2, 2023 - Dec. 1, 2024 | Base Period, Year 5  
Dec. 2, 2024 - Dec. 1, 2025 |
|------|---------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Enterprise-wide license to one installation of Valholla™ system; one-year term; unlimited number of applications and unlimited number of users per system. | Valholla™ is an intelligent platform that automates and orchestrates security, compliance, and cost controls across the enterprise. Unlike traditional, developer focused tools, Valholla connects with tools at the developer level and then bubbles up visibility, insight and control to every layer of the organization. Valholla creates an enterprise control tower that effectively manages your enterprise IT applications and infrastructure. Valholla accelerates the velocity of your software delivery and operations by ensuring that:  
- Security tests are not bypassed.  
- Application and infrastructure configurations meet organizational requirements.  
- Software is up to date, patched, and hardened before it is deployed.  
- Required approvals are met and no 'checkbox' is missed.  
- Release quality meets organizational guidelines.  
- Review steps are automated and enforce organizational thresholds.  
- Requests are automatically tracked and reportable with friendly notifications.  
- Costs are fully traceable and managed. | $97,733.00 | $100,664.99 | $103,684.94 | $106,795.49 | $109,999.35 |
Quantity Discount for Software Licenses

0.5% discount to the prices shown above for any individual GSA Task Order with a value that exceeds $300,000. If an individual GSA Task Order initially has a value that is equal to or less than $300,000 and subsequently is amended to exceed $300,000, Ventech will begin to apply the Quantity Discount as soon thereafter as administratively practical, but in any event no later than the first month following the effective date of the amendment. Ventech will not apply the Quantity Discount retroactively and will not provide refunds.
Appendix A

Ventech Solutions Enterprise License Agreement for Valholla™
VENTECH ENTERPRISE LICENSE AGREEMENT
FOR UNITED STATES FEDERAL GOVERNMENT CUSTOMERS

PLEASE READ THIS AGREEMENT CAREFULLY AS IT GOVERNS YOUR USE OF THE PRODUCTS (AS DEFINED BELOW), AND SHALL SUPPLEMENT ANY AGREEMENT BETWEEN A UNITED STATES FEDERAL GOVERNMENT CUSTOMER AND VENTECH.

This Agreement comprises the following terms and conditions and any attached exhibits or other addenda mutually agreed to by the Parties (“Exhibits”). This Agreement applies to the following Ventech products which are further defined below: (a) the Software, (b) any related Support, and (c) any related Professional Services (collectively, “Products”). This Agreement supplements any contract between Ventech and the United States Federal Government that necessitates a license for the use of Ventech Products.

1. Definitions. Capitalized words not listed here will be defined within the Agreement.

“Agreement Effective Date” is the date the Order Form is executed by the Customer.

“Affiliate” means any entity that directly or indirectly owns or controls, is owned or controlled by, or is under common ownership or control with a Party where “ownership” or “control” means having more than fifty percent (50%) voting power of the controlled entity.

“Confidential Information” means all non-public information disclosed by either Party to the other, in writing, orally, or by other means, designated as confidential or that a Party knows or reasonably should know, under the circumstances surrounding the disclosure and the nature of the information, is confidential to the disclosing Party.

“Customer” means the Ordering Activity under GSA Schedule contracts identified in the Purchase Order, Order Form, Statement of Work, or similar document, and does not include a United States Federal Government employee or person acting on behalf of the United States Federal Government in his or her personal capacity.

“Documentation” means any manuals, documentation and other supporting materials related to the Software that Ventech provides or makes available to Customer. Documentation is considered commercial in nature and part of the Software.

“Fees” means the fees Customer is required to pay Ventech to use the Products during the applicable License Term or Professional Services, as such fees are reflected on an Order Form or SOW in accordance with the GSA Schedule Pricelist.

“License” means a data file used by the Software’s access control mechanism that allows Customer to install, operate, and use the Software during the License Term.

“License Key” is the means by which a License is delivered via a secure, password-protected website.

“License Term” means the period of [one (1) year] from the License Effective Date unless an alternate period is specified in an Order Form.
“Order Form” means written or electronic documentation (including a quote) that the Parties use to order the Products. The Order Form will specify Customer’s authorized scope of use for the Products, which may include: (a) license type, (b) number and type of Licenses, (c) number of production instances, (d) License Term, or (e) other restrictions or special terms (together, the “Scope of Use”). Upon execution by the Parties (or, in the case of electronic orders, confirmation and placement of the order), each Order Form will be subject to the terms of this Agreement. In the event of a conflict between this Agreement and a Negotiated Purchase Order, the Purchase Order shall control.

“License Effective Date” is the effective date of each Order Form as stated therein.

“Parties” means Ventech and Customer collectively. Each may be referred to individually as a “Party”.

“Professional Services” means training, consulting, or implementation services that Ventech provides to Customer pursuant to a mutually executed Statement of Work. Services do not include Support.

“Systems” (Federal) means, for Federal Government clients, the number of information systems that a Customer is authorized to manage with the Software. The number of Systems is specified in the relevant Order Form. Only one System, as defined by a Security Controls Assessment boundary, may be used per License. Multiple Systems are not allowed to use the same System License.

“Systems” (Commercial) means, for commercial clients, the number of information systems that a Customer is authorized to manage with the Software as further defined in the relevant Order Form. The number of Systems is specified in the relevant Order Form.

“Software” means Ventech’s proprietary commercial software application known as Valholla. Software includes any applicable Documentation, as well as any Updates to the Software that Ventech provides to Customer or that Customer can access under this Agreement.

“Support” has the meaning stated in the Purchase Order, Order Form, Statement of Work, or similar document.

“Statement of Work” or “SOW” means a mutually executed statement of work detailing the Services Ventech will perform for you, related Fees, and each Party’s related obligations.

“Update” or “Release” means a Software release that Ventech makes generally available to its customers, along with any corresponding changes to Documentation. An “Update” specifically refers to an error correction or bug fix. A “Release” specifically refers to an enhancement, new feature, or new functionality.

“User” means a single person or machine account that initiates the execution of the Software or interacts with or directs the Software in the performance of its functions. The number of Users should not exceed the number of Systems that Customer has licensed.
“United States Federal Government” means an executive department, a military department, or any independent establishment within the meaning of 5 U.S.C. 101, 102, and 104(1), respectively; any wholly owned Government corporation within the meaning of 31 U.S.C. 9101; an executive agency or any independent establishment in the legislative or judicial branch of the Government; as well as any “Eligible Ordering Activity” purchasing through a Federal Supply Schedule Contract, as defined in GSA Order OGP 4800.2I (or its successor).

“Ventech” means Ventech Solutions Inc.

2. License Grant. Subject to Customer’s compliance with the Agreement, Ventech hereby grants Customer a non-exclusive, non-transferable, worldwide, royalty-free, limited-term license to install and use a single production License of the Software (unless otherwise stated in an Order Form) for its internal purposes during the applicable License Term, in accordance with the Scope of Use and Documentation, and only for the number and type of Systems stated in an Order Form. Customer may make copies of the Software for non-production purposes only, such as testing, staging or quality assurance purposes, provided that Customer reproduces all copyright and other proprietary notices that appear on the original copy of the Software. Customer’s Affiliates, agents and contractors (together, “Authorized Third Parties”) may use the Software also, so long as its Authorized Third Parties are using it on Customer’s behalf and Customer agrees to remain fully responsible for its Authorized Third Parties’ behavior under this Agreement.

3. License Restrictions. As between the Parties, Ventech owns all right, title and interest in and to the Software, and any intellectual property rights associated with it and with Ventech Solutions Inc. Ventech reserves all rights in and to the Software not expressly granted to Customer in this Agreement. Except as expressly permitted by this Agreement, by law, or by applicable third party license, Customer and its Affiliates must not and must not allow any third party to: (i) sublicense, sell, rent, lease, transfer, assign, or redistribute the Software; (ii) host the Software for the benefit of third parties; (iii) disclose or permit any third party to access the Software, except as expressly permitted in this Agreement; (iv) hack or modify the License Key, or avoid or change any license registration process; (v) modify or create derivative works of the Software, or merge the Software with other software; (vi) disassemble, decompile, bypass any code obfuscation, or otherwise reverse engineer the Software or attempt to derive any of its source code, in whole or in part; (vii) modify, obscure, or delete any proprietary rights notices included in or on the Software or Documentation; (viii) otherwise use or copy the Software in a manner not expressly permitted by this Agreement; or (ix) use the Software beyond its applicable License Term.

4. Modifications to the Software. Customer may modify the Software solely for purpose of developing bug fixes, customizations and additional features to any libraries licensed under open source licenses that may be included with or linked to by the Software (“Customer Modifications”). Notwithstanding anything in this Agreement to the contrary, Ventech has no support, warranty, indemnification or other obligation or liability with respect to Customer Modifications or its combination, interaction or use with the Software. Customer must indemnify, defend and hold Ventech harmless from and against all claims, costs, damages, losses, liabilities and expenses (including reasonable attorneys’ fees and costs) arising out of or in connection with any claim brought against Ventech by a third party relating to Customer
Modifications (including but not limited to any representations or warranties Customer makes about Customer Modifications to the Software). Any modifications made by the Customer do not grant Customer and rights in the Software or Documentation inconsistent with Paragraph 17.2.

5. **Third Party Code.** Ventech’s Software includes code and libraries licensed to Ventech by third parties, including software whose licenses require Ventech to make the source code for those components available. The source code for such components will be provided upon request. Before a new component is added to Ventech’s Software, Ventech completes a process for ensuring such component is under terms that Ventech can safely distribute and Customer can use. Ventech warrants that the Software does not and will not include any software distributed under a license that would: (a) affect Customer’s proprietary rights in its product(s) or data, (b) subject Customer to any obligation to disclose, distribute or license its own product(s) in source code form or otherwise make the product(s) available for use by others or for the purpose of creating derivative works, or (c) add or place any more onerous restrictions on Customer’s use of the Software than is included in this Agreement.

6. **Systems.** Only one System may be associated with a System License. Customers may swap out, delete, or suspend a System, and then assign a new System License. If a Customer needs more System Licenses, it must submit a new request through Ventech’s website or via our sales team, and pay for additional System Licenses (a new Order Form will be generated). If a Customer purchases additional System Licenses, it must pay the then currently applicable Fees for those System Licenses in accordance with the GSA Schedule Pricelist, prorated for the balance of the applicable License Term. When the time comes to renew Customers’ Licenses for another License Term, Ventech will invoice all Licenses at once on an annual basis unless otherwise specified in an Order Form. Customer agrees that any Orders for additional Licenses during the term of this agreement will be governed by this agreement.

7. **Payment.**

7.1. Customer agrees to pay the Fees in full, without deduction or setoff of any kind, in U.S. Dollars (or Professional Services Credits, if applicable) unless otherwise specified in an Order Form. Customer must pay the Fees within thirty (30) days of the receipt date of the invoice that Ventech sends Customer related to the applicable SOW or Order Form. If Customer fails to pay the Fees on time, Ventech reserves the right, in addition to taking any other action at law or equity, to charge Customer interest on past due amounts at the highest interest rate allowed by the Prompt Payment Act (31 U.S.C. 3901 et seq.) and Treasury regulations at 5 C.F.R. § 1315. Ventech shall state separately on invoices taxes excluded from the fees, and the Customer agrees either to pay the amount of the taxes (based on the current value of the equipment) or provide evidence necessary to sustain an exemption, in accordance with FAR 52.229-1 and FAR 52.229-3.

7.2. If Customer uses its pre-paid Professional Services Credits as the means of payment for Professional Services, then upon Customer’s receipt of an SOW, the applicable Professional Services Credits will be deducted from Customer’s Professional Services Credits balance. Customer is responsible for ensuring that its purchase order (“PO”) issued to Ventech for the Professional Services reflects the pricing set forth in the SOW. The Parties agree that SOWs
payable via Professional Services Credits do not have to be signed by either Party to be valid and enforceable. Subject to the SOW, Service Credits must be used within the time set forth in the Order Form or will automatically be cancelled. Customer cannot apply Professional Services Credits to travel and lodging expenses, which must be invoiced separately.

8. Delivery. Promptly after the applicable License Effective Date, Ventech will make the Software and the License available for Customer to download on a secure, password-protected website. All deliveries under this Agreement will be electronic. For the avoidance of doubt, Customer is responsible for installation of any Software and acknowledges that Ventech has no further delivery obligation with respect to the Software after delivery of the License. As Updates become available, Ventech will make those available for download on the same website. Customer must Update the Software on a commercially reasonable basis but no less than one (1) time per year. Customer is responsible for maintaining the confidentiality of its usernames and passwords, including those it uses to download the Software and is responsible for any activity with respect to its usernames and passwords.

9. Verification. At Ventech’s request, Customer agrees to promptly provide Ventech with a Software-generated report that verifies that Customer is using the Software in accordance with the terms of this Agreement, including the Scope of Use. If Ventech determines that Customer has exceeded its Scope of Use, then in addition to any other remedies at law or in equity, Ventech will invoice Customer for any additional use, effective from the date Customer exceeded the Scope of Use.

10. Support. Subject to Customer’s compliance with this Agreement, Ventech will provide technical support for the Software as further described in the attached Exhibit A (Support Terms) during the period that Customer has paid the Fees (if applicable). Support includes access to Updates, as they are made available.

11. Professional Services. Upon Customer’s request, Ventech will provide a Statement of Work (“SOW”) detailing the Professional Services. Each SOW is binding upon signature by the Parties and any Professional Services will be governed by the terms of this Agreement. In the event of any conflict between the terms of this Agreement and any SOW, the terms of the SOW and Purchase Order will control. Ventech must perform the Professional Services described in each SOW according to the timeframes set forth in that SOW. Ventech will control the manner and means by which the Professional Services are performed and reserve the right to determine which personnel is/are assigned to perform the Professional Services. Ventech may use third parties to perform the Professional Services provided Ventech remains responsible for all their acts and omissions. Customer acknowledges that Ventech retains all right, title and interest in and to anything used or developed in connection with performing the Professional Services, including, among other things, software programs, tools, specifications, ideas, concepts, inventions, processes, techniques, and know-how. To the extent Ventech delivers anything to Customer during the course of performing the Professional Services, Ventech grants to Customer a non-exclusive, non-transferable, worldwide, royalty-free, limited-term license to use those deliverables during the term of this Agreement, solely in conjunction with Customer’s use of the Software.
12. Limited Warranties.

12.1. Limited Software Warranties. Ventech represents and warrants that: (i) the unmodified Software, at the time it is made available to Customer for download, will not contain or transmit any malware, viruses, or worms (otherwise known as computer code or other technology specifically designed to disrupt, disable, or harm Customer’s software, hardware, computer system, or network) and (ii) for ninety (90) days from the date it is made available for initial download, the unmodified Software will substantially conform to its Documentation. Ventech does not warrant that Customer’s use of the Software will be uninterrupted, or that the operation of the Software will be error-free. These warranties will not apply if Customer modifies or uses the Software in any way that is not expressly permitted by this Agreement and the Documentation. Ventech’s only obligation, and Customer’s only remedy, for any breach of these limited warranties will be, at Ventech’s option and expense, to either (i) repair the Software; (ii) replace the Software; or (iii) terminate this Agreement with respect to the defective Software, and refund the unused, prepaid Fees for the defective Software during the then-current License Term.

12.2. Professional Services Warranty. Unless otherwise set forth in an SOW, Ventech represents and warrants that any Professional Services performed under this Agreement will be performed in a professional and workmanlike manner by appropriately qualified personnel. Ventech’s only obligation, and Customer’s only remedy, for a breach of this warranty will be, at Ventech’s option and expense, to either: (i) promptly re-perform any Professional Services that fail to meet this limited warranty or (ii) if the breach of limited warranty cannot be cured, terminate the SOW and Ventech will refund Customer the unused prepaid Fees.

12.3. General Warranty. Each Party represents and warrants that it has the legal power and authority to enter into this Agreement, and that this Agreement and each Order Form is entered into by an employee or agent of such Party with all necessary authority to bind such Party to the terms and conditions of this Agreement.

12.4. Warranty Disclaimer. THE LIMITED WARRANTIES DESCRIBED ABOVE ARE THE ONLY WARRANTIES VENTECH MAKES WITH RESPECT TO THE SOFTWARE, SERVICES AND SUPPORT. VENTECH DOES NOT MAKE ANY OTHER WARRANTIES AND REPRESENTATIONS OF ANY KIND, AND HEREBY SPECIFICALLY DISCLAIMS ANY OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR ANY WARRANTIES OR CONDITIONS ARISING OUT OF COURSE OF DEALING OR USAGE OF TRADE. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, PROVIDED BY VENTECH OR ANYWHERE ELSE WILL CREATE ANY WARRANTY OR CONDITION NOT EXPRESSLY STATED IN THIS AGREEMENT.

13. Indemnification.

13.1. Ventech’s Indemnification Obligation. Ventech will have the right to intervene to defend and indemnify Customer against any third-party claim brought against Customer to the extent that it is based on an allegation that Customer’s authorized use or possession of the Software
infringes a U.S. copyright or misappropriates a trade secret of any third party (each, a “Claim”), and pay damages and costs (including reasonable legal fees) awarded by a court of final appeal attributable to such a Claim, provided that Customer: (i) notify Ventech in writing of any such Claim as soon as reasonably practicable; and (ii) reasonably cooperate with Ventech in the defense of any such Claim and related settlement negotiations. The United States Department of Justice has the sole right to represent the United States in any such action, in accordance with 28 U.S.C. 516.

13.2. Exclusions. Ventech’s indemnity obligation must not extend to any Claim that is based on: (i) the modification or use of the Software other than as authorized by this Agreement (including the Documentation); (ii) Customer’s failure to stop using the Software after receiving written notice to do so in order to avoid further infringement or misappropriation; or (iii) the combination, operation or use of the Software with equipment, devices, software, systems, or data not authorized by this Agreement (including the Documentation) to the extent that without such combination the Software would have avoided a Claim (subparts (i)-(iii) may be referred to collectively as “Indemnity Exclusions”).

13.3. Right to Ameliorate Damages. If Customer’s use of the Software is, or in Ventech’s reasonable opinion is likely to be, subject to a Claim under Section 13.1, Ventech may, in its sole option and at no charge to Customer (and in addition to Ventech’s indemnity obligation in Section 13.1): (i) procure the right to continue using the Software; (ii) replace or modify the Software so that it is non-infringing and substantially equivalent in function to the original Software; or (iii) if options (i) and (ii) above are not commercially practicable in Ventech’s reasonable estimation, terminate this Agreement and all licenses granted hereunder (in which event, Customer must immediately stop using the Software) and Ventech must refund the unused, pre-paid Fees for the then-current License Term.

13.4. Sole Remedy. THIS SECTION 13 SETS FORTH VENTECH’S SOLE AND EXCLUSIVE OBLIGATIONS, AND CUSTOMER’S SOLE AND EXCLUSIVE REMEDIES, WITH RESPECT TO CLAIMS OF INFRINGEMENT OR MISAPPROPRIATION OF THIRD PARTY INTELLECTUAL PROPERTY RIGHTS.

14. Limitation of Liability.

14.1. Waiver of Consequential Damages. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL VENTECH BE LIABLE TO CUSTOMER FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (INCLUDING FOR LOSS OF PROFITS, REVENUE, OR DATA) OR FOR THE COST OF OBTAINING SUBSTITUTE PRODUCTS ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, HOWEVER CAUSED, WHETHER SUCH LIABILITY ARISES FROM ANY CLAIM BASED UPON CONTRACT, WARRANTY, TORT), STRICT LIABILITY OR OTHERWISE, AND WHETHER OR NOT VENTECH HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING LIMITATION OF LIABILITY SHALL NOT APPLY TO (1) PERSONAL INJURY OR DEATH RESULTING FROM LICENSOR’S NEGLIGENCE; (2) FOR FRAUD; OR (3) FOR ANY OTHER MATTER FOR WHICH LIABILITY CANNOT BE EXCLUDED BY LAW.
14.2. **Limitation of Total Liability.** TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, VENTECH’S TOTAL CUMULATIVE LIABILITY TO CUSTOMER UNDER THIS AGREEMENT, FROM ALL CAUSES OF ACTION AND ALL THEORIES OF LIABILITY, WILL BE LIMITED TO AND WILL NOT EXCEED THE FEES ACTUALLY PAID.

15. **Confidentiality.**

15.1. **Definition of Confidential Information.** For the purposes of this Agreement, “Confidential Information” means any business or technical information that either Party discloses to the other, in writing, orally, or by any other means, including disclosures like computer programs, code, algorithms, data, know-how, formulas, processes, ideas, inventions (whether patentable or not), schematics and other technical, business, financial, and product development plans, names and expertise of employees and consultants, and customer lists. For the purposes of this Agreement, except as expressly set forth in Section 5, the source code of the Software will be deemed to be Ventech’s Confidential Information, regardless of whether it is marked as such.

15.2. **Restrictions on Use and Disclosure.** Neither Party will use the other Party’s Confidential Information, except as permitted under this Agreement. Each Party agrees to maintain in confidence and protect the other Party’s Confidential Information using at least the same degree of care as it uses for its own information of a similar nature, but in all events at least a reasonable degree of care. Each Party agrees to take all reasonable precautions to prevent any unauthorized disclosure of the other Party’s Confidential Information, including, without limitation, disclosing Confidential Information only to its employees, independent contractors, consultants, and legal and financial advisors (collectively, “Representatives”) (i) with a need to know such information, (ii) who are parties to appropriate agreements sufficient to comply with this Section 15, and (iii) who are informed of the non-disclosure obligations imposed by this Section 15. Each Party is responsible for all acts and omissions of its Representatives. The foregoing obligations will not restrict either Party from disclosing Confidential Information of the other Party pursuant to the order or requirement of a court, administrative agency, or other governmental body, provided that the Party required to make such a disclosure gives reasonable notice to the other Party to enable them to contest such order or requirement. The restrictions set forth in this Section 15 will survive the termination or expiration of this Agreement.

15.3. **Exclusions.** The restrictions set forth in Section 15.2 will not apply with respect to any Confidential Information that: (i) was or becomes publicly known through no fault of the receiving party; (ii) was rightfully known or becomes rightfully known to the receiving party without confidential or proprietary restriction from a source other than the disclosing party who has a right to disclose it; (iii) is approved by the disclosing party for disclosure without restriction in a written document which is signed by a duly authorized officer of such disclosing party; or (iv) the receiving party independently develops without access to or use of the other Party’s Confidential Information. Vendor recognizes that Federal agencies are subject to the Freedom of Information Act, 5 U.S.C. 552, which requires that certain information be released, provided, however, Ventech will be given the right to object to the release of its confidential commercial information consistent with the requirements of Executive Order 12600 and the applicable agency implementing regulations.
16. Term and Termination.

16.1. Agreement Term. This Agreement starts on the Agreement Effective Date and will continue in effect until this Agreement is terminated by a Party in accordance with this Section 16. If this Agreement is terminated before the expiration or termination of a License Term, then any active Order Forms will remain in force pursuant to the terms of this Agreement.

16.2. Termination. Ventech shall not unilaterally revoke, terminate or suspend any rights granted to Customer hereunder except as allowed by the applicable contract between Customer and Ventech. If Ventech believes the Customer is in breach of this Agreement, it shall pursue its rights under the Contract Disputes Act or other applicable United States Federal law while continuing performance as set forth in Federal Acquisition Regulation 52.233–1 (Disputes).

16.3. Effect of Termination; Survival. When this Agreement terminates or expires, Customer may not execute additional Order Forms; however, the Agreement will remain in full force and effect for the remainder of any active Order Forms. Order Forms may be terminated pursuant to the Contract Disputes Act. When an Order Form terminates or expires, as to that Order Form: (i) the License Term for any Software will immediately end; (ii) Customer will no longer have the right to use the Software, and any Licenses granted in the Order Form will automatically cease to exist as of the date of termination or expiration; (iii) if any Fees were owed prior to termination, Customer must pay those Fees immediately; (iv) Customer must destroy all copies of the Software in its possession or control, and certify in writing to Ventech that it has done so; and (v) each Party will promptly return to the other (or, if the other party requests it, destroy) all Confidential Information belonging to the other. Notwithstanding the foregoing, Customer may continue to access the Software to migrate its data for ninety (90) days after termination or expiration of this Agreement or an Order Form; however, Customer must not use the Software on a production basis during that time. Any terms or sections which by their nature should reasonably survive will survive the termination or expiration of this Agreement or an Order Form.


17.1. Governing Law; Venue. This Agreement will be governed by and construed in accordance with United States Federal law.

17.2. United States Federal Government Rights in the Products and Documentation. The Products and Documentation were developed solely with private funds and constitute commercial items, including both commercial computer software and commercial computer software documentation. Pursuant to Federal Acquisition Regulation clauses 12.211 and 12.212 and/or Defense Federal Acquisition Regulation Supplement 227.7102-1(b), as applicable, the Government shall have only the license rights in technical data, computer software, and computer software documentation specified in this Agreement. This provision applies in lieu of and supersedes any Federal Acquisition Regulation, Defense Federal Acquisition Regulation Supplement, solicitation clause, or other clause or provision pertaining to the Government’s rights in technical data, computer software, and computer software documentation. No technical data or computer software will be developed under this Agreement. Any use, disclosure, modification, distribution, or reproduction of the Products or Documentation by the United
17.3. **Export.** The Products are subject to export restrictions by the United States Government and import restrictions by certain foreign governments, and Customer agrees to comply with all applicable export and import laws and regulations in its use of the Products. Customer must not and must not allow any third party to remove or export from the United States or allow the export or re-export of any part of the Products or any direct product thereof: (a) into (or to a national or resident of) any embargoed or terrorist-supporting country; (b) to anyone on the United States Commerce Department’s Table of Denial Orders or United States Treasury Department’s list of Specially Designated Nationals; (c) to any country to which such export or re-export is restricted or prohibited, or as to which the United States government or any agency thereof requires an export license or other governmental approval at the time of export or re-export without first obtaining such license or approval; or (d) otherwise in violation of any export or import restrictions, laws or regulations of any United States or foreign agency or authority. Customer represents and warrants that (i) it is not located in, under the control of, or a national or resident of any such prohibited country or on any such prohibited party list and (ii) none of its data is controlled under the United States International Traffic in Arms Regulations. Customer acknowledges that the Products are restricted from being used for the design or development of nuclear, chemical, or biological weapons or missile technology without the prior permission of the United States government.

17.4. **No Publicity without Permission.** Ventech may identify you as a customer to current and prospective clients to the extent permitted by the General Services Acquisition Regulation (GSAR) 552.203-71, but any mentions shall not be deemed as Customer’s endorsement of Ventech or its Products. However, Ventech may not use Customer’s name or logo in any advertising or marketing materials without permission.

17.5. **Assignment.** Neither the rights nor the obligations arising under this Agreement are assignable or transferable by Customer or Ventech without the other party’s prior written consent, which shall not be unreasonably withheld or delayed, and any such attempted assignment or transfer shall be void and without effect. Notwithstanding the foregoing, Ventech or its assignee may assign its rights to receive payment due as a result of performance of this contract to a bank, trust company, or other financing institution, including any United States Federal lending agency in accordance with the Assignment of Claims Act (31 U.S.C. 3727), or as otherwise permitted by United States Federal Law.

17.6. **Notices.** Any notice, request, demand or other communication under this Agreement must be in writing (e-mail is acceptable), must reference this Agreement, and will be deemed to be properly given: (i) upon receipt, if delivered personally; (ii) upon confirmation of receipt by the intended recipient, if by e-mail; (iii) five (5) business days after it is sent by registered or certified mail, with written confirmation of receipt and email; or (iv) three (3) business days after deposit with an internationally recognized express courier and email, with written confirmation of receipt. Notices should be sent to the address(es) set forth on the invoice or the opening paragraph of this Agreement, unless a Party notifies the other that those addresses have changed.

17.7. **Force Majeure.** Excusable delays shall be governed by FAR 52.212-4(f).
17.8. **Independent Contractors.** The Parties are each independent entities with respect to the subject matter of this Agreement. Nothing contained in this Agreement will be deemed or construed in any manner to create a legal association, partnership, joint venture, employment, agency, fiduciary, or other similar relationship between the Parties, and neither Party can bind the other contractually.

17.9. **Waiver.** A Party’s obligations under this Agreement must only be waived in a writing signed by an authorized representative of the other Party, which waiver will be effective only with respect to the specific obligation described. No failure or delay by a Party to this Agreement in exercising any right hereunder will operate as a waiver thereof, nor will any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any right hereunder at law or equity.

17.10. **Anti-Corruption.** Customer agrees that it has not received or been offered any illegal or improper bribe, kickback, payment, gift, or thing of value from any Ventech employees or agents in connection with the Customer Order Form or this Agreement. If Customer learns of any violation of the above restriction, Customer will use reasonable efforts to promptly notify Ventech.

17.11. **Audit Rights.** Ventech may audit Customer’s use of the Products to verify Customer’s usage complies with this Agreement, but no more than once in any annual period. Ventech shall bear the costs of any such audit.

17.12. **Entire Agreement.** This Agreement, including each Order Form and SOW, together with the underlying GSA Schedule Contract, Schedule Pricelist, constitutes the entire agreement and understanding of the Parties with respect to its subject matter, and supersedes all prior or contemporaneous understandings and agreements, whether oral or written, between the Parties with respect to its subject matter. The terms of any written terms or conditions, or other document that Customer submits to Ventech that contains terms that are different from, in conflict with, or in addition to the terms of this Agreement, SOW or any Order Form will be void and of no effect. negotiated Government Purchase Order, signed by both parties, shall supersede the terms of the Agreement.

17.13. **Amendments. Order of Precedence.** Ventech reserves the right to amend this Agreement at any time and will update the terms and conditions of this Agreement in the event of any such amendments. Ventech may unilaterally revise non-material aspects of this Agreement. To the extent a modification relates to a material aspect of this Agreement, such a change shall be executed through a bilateral modification of the Customer Order Form executed by Customer and Ventech. Changes to this Agreement will become effective upon the anniversary of your then-current License Term. In the event of a conflict between this Agreement and an Order Form, an Order Form will govern with respect to that order only. This Agreement and any addenda, including an Order Form, must control and no modification, change, or amendment of this Agreement will be binding upon the Parties or supersede the terms of this Agreement unless it is in writing, and is duly signed by each Party’s authorized representative.

17.14. **Severability.** If any provision of this Agreement is deemed by a court of competent jurisdiction to be illegal, invalid, or unenforceable, the court will modify or reform this
Agreement to give as much effect as possible to that provision. Any provision that cannot be modified or reformed in this way will be deemed deleted and the remaining provisions of this Agreement will continue in full force and effect.