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

SCHEDULE TITLE: Multiple Award Schedule (MAS)
CONTRACT NUMBER: 47QTCA21D00C8

CONTRACT BASE PERIOD: July 14, 2021 - July 13, 2026
TOTAL CONTRACT PERIOD: July 14, 2021 – July 13, 2041

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at www.gsa.gov

CONTRACTOR: Astor & Sanders Corporation
9900 Belward Campus Drive, Suite 275
Rockville, MD 20850
Phone: 301-838-3420
Fax: 301-838-3421
E-mail: astorcontracts@astor-sanders.com
Web: www.astor-sanders.com

CONTRACTOR’S ADMINISTRATION SOURCE: Beena Tomy | 240.499.3742 | astorcontracts@astor-sanders.com

BUSINESS SIZE: Small | Socioeconomic Indicators: Small, Woman-Owned Business
CUSTOMER INFORMATION:

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

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

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>MODEL</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Help Desk Specialist I</td>
<td>$39.94/hour</td>
</tr>
</tbody>
</table>

1c. HOURLY RATES: (Services Only): Please see page 5 for all services offered. See pages 21-26 for service pricing.

2. MAXIMUM ORDER*: The maximum order for SIN 54151S is $500,000 per order

*Ordering activities may request a price reduction at any time before placing an order, establishing a BPA, or in conjunction with the annual BPA review. However, the ordering activity shall seek a price reduction when the order or BPA exceeds the simplified acquisition threshold. Schedule contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order or BPA.

3. MINIMUM ORDER: $100.00

4. GEOGRAPHIC COVERAGE: Domestic delivery (i.e., the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington D.C., and U.S. Territories)

5. POINT(S) OF PRODUCTION: NA for Services

6. DISCOUNT FROM LIST PRICES: Prices listed are net GSA rates inclusive of IFF

7. QUANTITY DISCOUNT(S): None

8. PROMPT PAYMENT TERMS: Net 30 from receipt of invoice or date of acceptance, whichever is later.

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

9.b Government Purchase Cards are accepted above the micro-purchase threshold. Contact contractor for limit.

10. FOREIGN ITEMS: N/A for Services

11a. TIME OF DELIVERY: As negotiated between Astor & Sanders Corporation and the Ordering activity (normally 60 days)
11b.  **EXPEDITED DELIVERY:** As agreed to at the Task Order Level

11c.  **OVERNIGHT AND 2-DAY DELIVERY:** As agreed to at the Task Order Level

11d.  **URGENT REQUIREMENTS:** Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12.  **FOB POINT:** Destination

13a.  **ORDERING ADDRESS:** 9900 Belward Campus Drive, Suite 275, Rockville MD 20850

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

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

15.  **WARRANTY PROVISION:** Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty

16.  **EXPORT PACKING CHARGES:** None

17.  **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** (any thresholds above the micro-purchase level may be inserted by contractor)

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

19.  **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of $2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2,000, then the requirements of the Davis-Bacon Act apply. The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, de-installation, and reinstallation services under SIN 33411

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

20a.  **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A

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

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

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

24b. **Section 508 Compliance for EIT:** If applicable, Section 508 compliance information on the services in this contract are available in Electronic and Information Technology (EIT) at the following: www.astor-sanders.com. The EIT standard can be found at: www.Section508.gov/.

25. **DUNS NUMBER:** 131499316

26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an Active Registration in the SAM database.
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<thead>
<tr>
<th>Labor Category Descriptions</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Analyst V</td>
<td>1</td>
</tr>
<tr>
<td>Data Analyst II</td>
<td>1</td>
</tr>
<tr>
<td>Applications Programmer II</td>
<td>1</td>
</tr>
<tr>
<td>Subject Matter Expert I</td>
<td>1</td>
</tr>
<tr>
<td>Database Administrator V</td>
<td>1</td>
</tr>
<tr>
<td>Consulting Engineer (Level II)</td>
<td>1</td>
</tr>
<tr>
<td>Analyst Mid</td>
<td>2</td>
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<tr>
<td>Telecommunications Analyst/Technician</td>
<td>2</td>
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<tr>
<td>Web Security Analyst</td>
<td>2</td>
</tr>
<tr>
<td>Applications Systems Analyst/ Programmer Senior</td>
<td>2</td>
</tr>
<tr>
<td>Software Developer III</td>
<td>3</td>
</tr>
<tr>
<td>Consulting Engineer (Level I)</td>
<td>3</td>
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<tr>
<td>Data Architect I</td>
<td>3</td>
</tr>
<tr>
<td>Help Desk Specialist I</td>
<td>4</td>
</tr>
<tr>
<td>Applications Programmer I</td>
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<tr>
<td>Web Developer</td>
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<tr>
<td>Applications Programmer V</td>
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<tr>
<td>Business Process Consultant</td>
<td>4</td>
</tr>
<tr>
<td>Database Analyst/ Programmer Senior</td>
<td>5</td>
</tr>
<tr>
<td>Telecommunications Engineer/ Analyst Senior</td>
<td>5</td>
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<tr>
<td>Data Scientist IV</td>
<td>5</td>
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<tr>
<td>Technical Consultant</td>
<td>5</td>
</tr>
<tr>
<td>Applications Programmer IV</td>
<td>6</td>
</tr>
<tr>
<td>Data Scientist III</td>
<td>6</td>
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<tr>
<td>Data Architect II</td>
<td>6</td>
</tr>
<tr>
<td>Configuration Management Specialist</td>
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<tr>
<td>Web Developer IV</td>
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<tr>
<td>Database Administrator IV</td>
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</tr>
<tr>
<td>Database Administrator I</td>
<td>7</td>
</tr>
<tr>
<td>LAN Administrator - Senior</td>
<td>8</td>
</tr>
<tr>
<td>IT Security Specialist III</td>
<td>8</td>
</tr>
<tr>
<td>Operations Manager - Data Communications</td>
<td>8</td>
</tr>
<tr>
<td>Quality Assurance Analyst - Senior</td>
<td>8</td>
</tr>
<tr>
<td>Enterprise System Architect II</td>
<td>9</td>
</tr>
<tr>
<td>IT Consultant IV</td>
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<tr>
<td>Information Assurance Engineer</td>
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<tr>
<td>Software Developer I</td>
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</tr>
<tr>
<td>Production Support Specialist</td>
<td>10</td>
</tr>
<tr>
<td>Data Scientist V</td>
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BUSINESS ANALYST V

- **Minimum Years of Experience:** Minimum 8 years of experience
- **Functional Responsibility:** Conducts data analysis using databases, applications, and tools. Requires competence in database applications and systems, using data analysis techniques to achieve client goals. Develops reports and analyses, and data cleansing and validation support services.
- **Minimum Education:** Bachelor’s degree

DATA ANALYST II

- **Minimum Years of Experience:** Minimum 2 years of experience
- **Functional Responsibility:** Performs expert analysis of specific data and prepares reports and documentation to support analytic findings. Conducts review and analysis of current business processes and procedures and makes recommendations to improve efficiency and effectiveness with regards to improving business processes to meet existing and future requirements.
- **Minimum Education:** Bachelor’s degree

APPLICATIONS PROGRAMMER II

- **Minimum Years of Experience:** Minimum 4 years of experience
- **Functional Responsibility:** Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents.
- **Minimum Education:** Bachelor’s degree

SUBJECT MATTER EXPERT I

- **Minimum Years of Experience:** Minimum 8 years of experience
- **Functional Responsibility:** Provide expert advice, analysis, design, or implementation support on complex tasks related to security, software development, architecture, database, storage, network, cloud, systems engineering, IT management, or other technologies. Brings in industry experience and in-depth knowledge on key technical areas to provide extensive design and strategical plans for the customer on broad technology aspects.
- **Minimum Education:** Bachelor’s degree

DATABASE ADMINISTRATOR V

- **Minimum Years of Experience:** Minimum 8 years of experience
- **Functional Responsibility:** Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Performance modification and resource monitoring of various databases. Work with developers on new development projects and systems. Accomplish monitoring of standards and procedures.
- **Minimum Education:** Bachelor’s degree

CONSULTING ENGINEER (LEVEL II)
Minimum Years of Experience: Minimum 10 years of experience

Functional Responsibility: Will be responsible for the overall design of the application and mapping the business requirements to systems/technical requirements. Will be responsible for translating business requirements and functional designs into appropriate solutions architecture. Review system specifications or Solution design and/or application interfaces and provide recommendations. Working with various projects, architecture models to ensure seamless integration into the enterprise architecture solution and ensuring compliance. Collaborate with business and technology representatives to specify optimum solution architecture for applications. Review and approving detailed technical designs to ensure compliance with the stated solution design. Where appropriate adapt the existing architecture to suit changing technology and business needs.

Minimum Education: Bachelor’s degree

ANALYST MID

Minimum Years of Experience: Minimum 3 years of experience

Functional Responsibility: Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manuals for users to describe installation and operating procedures. Must have a working knowledge of relational databases and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.

Minimum Education: Bachelor’s degree

TELECOMMUNICATIONS ANALYST/TECHNICIAN

Minimum Years of Experience: Minimum 1 years of experience

Functional Responsibility: Provides maintenance of the switching equipment. Performs more complex activities for routine maintenance on switch. Reads and interprets circuit diagrams and electrical schematics.

Minimum Education: Associate’s degree

WEB SECURITY ANALYST

Minimum Years of Experience: Minimum 5 years of experience

Functional Responsibility: Performs all procedures necessary to ensure the safety of the organization's website and transactions across the Internet/intranet. Applies Internet firewall technologies to maintain security. Ensures that the user community understands and adheres to necessary procedures to maintain security. Updates and deletes users, monitors and performs follow-up on compliance violations, and develops security policies, practices, and guidelines.

Minimum Education: Bachelor’s degree

APPLICATIONS SYSTEMS ANALYST/ PROGRAMMER SENIOR

Minimum Years of Experience: Minimum 6 years of experience

Functional Responsibility: Under general direction, formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer
equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for completion of a phase of a project. Regularly provides guidance and training to less-experienced analyst/programmers.

- **Minimum Education:** Bachelor’s degree

**SOFTWARE DEVELOPER III**

- **Minimum Years of Experience:** Minimum 5 years of experience
- **Functional Responsibility:** Provide overall support for designs and coding guidelines for a team. Develops software components, units, and modules that meet product specification and development schedules. Participates in large system and subsystem planning. Ensures team performing as per the schedule. Leads team of software developers to provide development support. Requires comprehensive knowledge of one or more platforms and operating systems and of programming languages. Typically requires knowledge of one or more system architectures. Knowledgeable with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Works independently and collaboratively. Typically reports to a project manager or head of a unit/department.

- **Minimum Education:** Bachelor’s degree

**CONSULTING ENGINEER (LEVEL I)**

- **Minimum Years of Experience:** Minimum 8 years of experience
- **Functional Responsibility:** Will be responsible for the overall design of the application and mapping the business requirements to systems/technical requirements. Will be responsible for translating business requirements and functional designs into appropriate solutions architecture. Review system specifications or Solution design and/or application interfaces and provide recommendations. Working with various projects, architecture models to ensure seamless integration into the enterprise architecture solution and ensuring compliance. Collaborate with business and technology representatives to specify optimum solution architecture for applications. Review and approving detailed technical designs to ensure compliance with the stated solution design. Where appropriate adapt the existing architecture to suit changing technology and business needs.

- **Minimum Education:** Bachelor’s degree

**DATA ARCHITECT I**

- **Minimum Years of Experience:** Minimum 5 years of experience
- **Functional Responsibility:** Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

- **Minimum Education:** Bachelor’s degree
HELP DESK SPECIALIST I
- **Minimum Years of Experience:** Minimum 0 years of experience
- **Functional Responsibility:** Provides understanding and support of customers' desktop applications, Windows operating systems and office systems technologies remote access methods, basic networking functions, and e-mail clients. Experience providing support for applications and infrastructure, e.g. email, MS Office, Windows, desktops.
- **Minimum Education:** Associate's degree

APPLICATIONS PROGRAMMER I
- **Minimum Years of Experience:** Minimum 0 years of experience
- **Functional Responsibility:** Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents.
- **Minimum Education:** Bachelor's degree

WEB DEVELOPER
- **Minimum Years of Experience:** Minimum 0 years of experience
- **Functional Responsibility:** Designs and constructs web pages/sites including incorporating graphic user interface (GUI) features and other techniques. Maintains and provides ongoing design of the website, promos and ad banners, seasonal content specials and custom chat launcher design for partners. Works under immediate supervision. Typically reports to a supervisor or manager.
- **Minimum Education:** Bachelor's degree

APPLICATIONS PROGRAMMER V
- **Minimum Years of Experience:** Minimum 10 years of experience
- **Functional Responsibility:** Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents.
- **Minimum Education:** Bachelor's degree

BUSINESS PROCESS CONSULTANT
- **Minimum Years of Experience:** Minimum 4 years of experience
- **Functional Responsibility:** Responsible for most complex systems process analysis, design, and simulation. Requires highest-level understanding of organization’s business systems and industry requirements. Focus is on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead re-engineering team and act as project manager in some cases.
- **Minimum Education:** Bachelor's degree
DATABASE ANALYST/ PROGRAMMER SENIOR

- **Minimum Years of Experience:** Minimum 6 years of experience
- **Functional Responsibility:** Under general direction, designs, implements and maintains complex database with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work at the highest level of all phases of database management. Requires three years experience in the field.
- **Minimum Education:** Bachelor's degree

TELECOMMUNICATIONS ENGINEER/ ANALYST SENIOR

- **Minimum Years of Experience:** Minimum 5 years of experience
- **Functional Responsibility:** Under general direction, responsible for complex engineering and/or analytical tasks and activities associated with one or more technical areas within the telecom function such as, but not limited to, network design, engineering, implementation, or operations/user support. Typically requires six to eight years of technical telecom experience.
- **Minimum Education:** Bachelor's degree

DATA SCIENTIST IV

- **Minimum Years of Experience:** Minimum 6 years of experience
- **Functional Responsibility:** Under little or no supervision, applies a wide set of statistical, programming and/or engineering disciplines for planning, design, analysis, and specification development for systems and databases to support the end user analysis process. Responsible for, or assists in the recommendations of platform, end user Business Intelligence tools, design, quality assurance standards, and performance standards. Determines cost-benefit of tradeoffs in recommended options. Works with all assigned project staff.
- **Minimum Education:** Bachelor's degree

TECHNICAL CONSULTANT

- **Minimum Years of Experience:** Minimum 4 years of experience
- **Functional Responsibility:** Leads design and development of complete enterprise-wide IT solutions which incorporate technical infrastructure, hardware, and software. Identifies necessary interfaces between enterprise solution applications and legacy IT environment. Includes experience in design and development of integrated enterprise-wide software and hardware solutions. Experience includes design of complex enterprise IT solutions involving multiple applications, processing platforms, and legacy systems; designing and implementing enterprise IT solutions across a diverse set of processing platforms, operating systems, and network configurations; analysis, package selection, installation, and business case development of software packages; software and system developmental and acceptance testing; legacy system interface design, development, and implementation. Supports program/project planning and
milestone development. Supports business case analysis and identification of alternative solutions and resulting business impacts.

- **Minimum Education**: Bachelor's degree

**APPLICATIONS PROGRAMMER IV**

- **Minimum Years of Experience**: Minimum 8 years of experience
- **Functional Responsibility**: Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents.
- **Minimum Education**: Bachelor's degree

**DATA SCIENTIST III**

- **Minimum Years of Experience**: Minimum 4 years of experience
- **Functional Responsibility**: Conducts quantitative analysis using operations research tools, economics, and other quantitative techniques in the areas of procedural implementations and performance issues. Creates analysis procedures. Assists in the definition of machine learning and data mining strategies. Creates, deploys, maintains and refines decision management models. Specialist in modeling and simulation functions or operations such as, but not limited to exercises, plans, coordination, demonstrations, and instruction in the fields such as, but not limited to health, environmental, transportation, law enforcement, and security for military and civilian agencies.
- **Minimum Education**: Bachelor's degree

**DATA ARCHITECT II**

- **Minimum Years of Experience**: Minimum 7 years of experience
- **Functional Responsibility**: Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.
- **Minimum Education**: Bachelor's degree

**CONFIGURATION MANAGEMENT SPECIALIST**

- **Minimum Years of Experience**: Minimum 4 years of experience
- **Functional Responsibility**: Would be responsible for Configuration Management related tasks and for implementing CM processes, policies, and/or procedures. Would plan or execute tasks for managing various artifacts utilizing CM practices. Continuous responsibility of setting up new
product repositories (and importing code into it), helping the users set up workspaces, perform regular troubleshooting for users, training the users in using the CM technology, environment and processes. Responsible for the continuous building of the product release, ensuring the compiler versions are up-to-date, working with a build technology (either inside or outside of the CM technology), establishing a build process, and the ability to improve the build process. Provide direction and high level tactical assistance to other configuration managers. Ensure the CM process is being followed across all assigned projects.

- **Minimum Education:** Bachelor's degree

**WEB DEVELOPER IV**

- **Minimum Years of Experience:** Minimum 6 years of experience
- **Functional Responsibility:** Both oversees others and designs and constructs web pages/sites, including incorporating graphic user interface (GUI) features and other techniques. Maintains and provides ongoing design of the website, promos and ad banners, seasonal content specials and custom chat launcher design for partners. Knowledgeable in a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Works under general supervision. Typically reports to a manager or head of a unit/department.

- **Minimum Education:** Bachelor's degree

**DATABASE ADMINISTRATOR IV**

- **Minimum Years of Experience:** Minimum 7 years of experience
- **Functional Responsibility:** Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Performance modification and resource monitoring of various databases. Work with developers on new development projects and systems. Accomplish monitoring of standards and procedures.

- **Minimum Education:** Bachelor's degree

**DATABASE ADMINISTRATOR I**

- **Minimum Years of Experience:** Minimum 1 years of experience
- **Functional Responsibility:** Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Performance modification and resource monitoring of various databases. Work with developers on new development projects and systems. Accomplish monitoring of standards and procedures.

- **Minimum Education:** Bachelor's degree
LAN ADMINISTRATOR - SENIOR
- **Minimum Years of Experience:** Minimum 5 years of experience
- **Functional Responsibility:** Under general direction, responsible for administration and day-to-day operation of organization’s local area network (LAN). Provides integrated team support and maintenance of LAN hardware and software. Maintains integrity of the LAN hardware and software. Installs LAN software upgrades, including planning and scheduling, testing and coordination. Studies vendor products to determine those which best meet organization needs; assists in presentation of information to management resulting in purchase, and installation of hardware, software, and telecommunications equipment. Performs LAN security procedures, including implementing login requests. Evaluates new products and technologies to determine impact on existing system configurations. Prepares proposals, cost/benefit analyses, and feasibility studies. Provides liaison support between the PC/LAN team, vendors and internal support group as needed. Typically requires five to seven years of experience. Frequently reports to an information systems executive.
- **Minimum Education:** Associate's degree

IT SECURITY SPECIALIST III
- **Minimum Years of Experience:** Minimum 4 years of experience
- **Functional Responsibility:** Assists in the maintenance of systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.
- **Minimum Education:** Bachelor's degree

OPERATIONS MANAGER - DATA COMMUNICATIONS
- **Minimum Years of Experience:** Minimum 5 years of experience
- **Functional Responsibility:** Manages all aspects of the daily operation for data network(s) in either a standalone data network environment in a voice and data separated network environment. Develops project plans for the implementation of new telecommunications technology and systems. Directs technical analysis of complex software, hardware, and transmission systems. Coordinates with vendors involved in providing communication activities.
- **Minimum Education:** Bachelor's degree

QUALITY ASSURANCE ANALYST - SENIOR
- **Minimum Years of Experience:** Minimum 5 years of experience
- **Functional Responsibility:** Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information
resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.

- **Minimum Education:** Bachelor's degree

**ENTERPRISE SYSTEM ARCHITECT II**

- **Minimum Years of Experience:** Minimum 4 years of experience
- **Functional Responsibility:** Assists with designing architecture for an organization on an enterprise level. Helps defines system and application architecture and provides vision, problem anticipation, and problem solving ability to organization. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision.

- **Minimum Education:** Bachelor's degree

**IT CONSULTANT IV**

- **Minimum Years of Experience:** Minimum 6 years of experience
- **Functional Responsibility:** Visits customer site to analyze and enhance IT systems used within the organization. Performs interviews and other research. Provides technical, managerial, and administrative assistance for problem definition, analysis, requirements development and implementation, for highly complex systems in subject matter area. Makes recommendations and advises on organization-wide systems improvements, optimization or maintenance efforts, in the following representative areas: information systems architecture; networking and networks; telecommunications, including legacy and high-speed technologies, protocols, operations and management; automation, including micro through mainframe hardware, computer languages, operating systems, database systems, security, decision support systems; risk management and electronic analysis, software including commercial software and software development, life-cycle management; modeling and simulation; graphics; data management; etc

- **Minimum Education:** Bachelor's degree

**INFORMATION ASSURANCE ENGINEER**

- **Minimum Years of Experience:** Minimum 5 years of experience
- **Functional Responsibility:** Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.

- **Minimum Education:** Bachelor's degree

**SOFTWARE DEVELOPER I**
**Minimum Years of Experience:** Minimum 2 years of experience

**Functional Responsibility:** Provide overall support for designs and coding guidelines for a team. Develops software components, units, and modules that meet product specification and development schedules. Participates in large system and subsystem planning. Ensures team performing as per the schedule. Leads team of software developers to provide development support. Requires comprehensive knowledge of one or more platforms and operating systems and of programming languages. Typically requires knowledge of one or more system architectures. Knowledgeable with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Works independently and collaboratively. Typically reports to a project manager or head of a unit/department.

**Minimum Education:** Bachelor’s degree

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**Production Support Specialist**

**Minimum Years of Experience:** Minimum 3 years of experience

**Functional Responsibility:** Responsible for the prompt resolution of requests, issues, or defects as they impact the production environment. Works closely with the other managers to ensure changes to the production environment are controlled, documented, and supportable. Must have a strong background in supporting large and complex production systems.

**Minimum Education:** Bachelor's degree

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**Data Scientist V**

**Minimum Years of Experience:** Minimum 8 years of experience

**Functional Responsibility:** Identifies business trends and problems through complex big data analysis. Interprets results from multiple sources using a variety of techniques, ranging from simple data aggregation via statistical analysis to complex data mining independently. Designs, develops and implements the most valuable business solutions for the organization. Prepares big data, implements data models and develops database to support the business solutions. Requires an advanced degree. Reports to a manager or head of a unit/department. Works autonomously. Goals are generally communicated in solution or project goal terms. May provide a leadership role for the work group through knowledge in the area of specialization. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge.

**Minimum Education:** Bachelor's degree
SUBJECT MATTER EXPERT V

- **Minimum Years of Experience:** Minimum 20 years of experience
- **Functional Responsibility:** Provide expert advice, analysis, design, or implementation support on complex tasks related to security, software development, architecture, database, storage, network, cloud, systems engineering, IT management, or other technologies. Brings in industry experience and in-depth knowledge on key technical areas to provide extensive design and strategical plans for the customer on broad technology aspects.
- **Minimum Education:** Bachelor's degree

BUSINESS ANALYST II

- **Minimum Years of Experience:** Minimum 2 years of experience
- **Functional Responsibility:** Conducts data analysis using databases, applications, and tools. Requires competence in database applications and systems, using data analysis techniques to achieve client goals. Develops reports and analyses, and data cleansing and validation support services.
- **Minimum Education:** Bachelor's degree

LAN ADMINISTRATOR - INTERMEDIATE

- **Minimum Years of Experience:** Minimum 2 years of experience
- **Functional Responsibility:** Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the organization’s local area network. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots LAN problems. Establishes and implements LAN policies, procedures, and standards and ensures their conformance with information systems and organization objectives. Trains users on LAN operation. Typically requires two to four years of experience. Frequently reports to a PC support manager or Senior LAN Administrator.
- **Minimum Education:** Associate's degree

SYSTEM ADMINISTRATOR - SENIOR

- **Minimum Years of Experience:** Minimum 6 years of experience
- **Functional Responsibility:** Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.
- **Minimum Education:** Bachelor's degree

APPLICATIONS PROGRAMMER III
• **Minimum Years of Experience:** Minimum 6 years of experience
• **Functional Responsibility:** Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs, and documents.
• **Minimum Education:** Bachelor's degree

**IT SECURITY SPECIALIST IV**

• **Minimum Years of Experience:** Minimum 6 years of experience
• **Functional Responsibility:** Leads and assists in the maintenance of systems to protect data from unauthorized users. Identifies, reports, and resolves security violations. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Supervises security staff. Works under general supervision.
• **Minimum Education:** Bachelor's degree

**DOCUMENTATION SPECIALIST - SENIOR**

• **Minimum Years of Experience:** Minimum 5 years of experience
• **Functional Responsibility:** Under general supervision, is responsible for preparing and/or maintaining systems, programming, and operations documentation, procedures, and methods including user manuals and reference manuals. Maintains a current internal documentation library. Provides or coordinates special documentation services as required. Competent to work at the highest level of all phases of documentation. May act as project leader for large positions.
• **Minimum Education:** Bachelor's degree

**PROJECT MANAGER IV**

• **Minimum Years of Experience:** Minimum 10 years of experience
• **Functional Responsibility:** Plans and conducts work requiring judgment in the independent evaluation, selection, and adaptation and modification of standard techniques. Prepares detailed complex engineering packages, e.g., specifications, drawings, and other documents required for development and procurement of equipment and materials. Supports definition of project scope and development of novel concepts and approaches. Provides data to higher management to support commitments and technical decisions reached that influence project scope and direction. Develops engineering standards and procedures governing installation of equipment, facilities and systems within assigned area of responsibility. Plans, organizes, and supervises work of project staff and other project-oriented personnel. Capable of performing enterprise-wide strategic planning, information planning, business, and analysis. Performs process and data modeling in support of planning and analysis efforts using manual and automated tools. Knowledgeable in variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Wide degree of creativity and latitude is expected. Works independently and collaboratively. Typically reports to a project manager or head of a unit/department.
• **Minimum Education:** Bachelor's degree
NETWORK/HARDWARE SUPPORT TECHNICIAN

- **Minimum Years of Experience:** Minimum 2 years of experience
- **Functional Responsibility:** Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Monitors and controls the performance and status of the network resources.
- **Minimum Education:** High School degree

BUSINESS ANALYST IV

- **Minimum Years of Experience:** Minimum 4 years of experience
- **Functional Responsibility:** Conducts data analysis using databases, applications, and tools. Requires competence in database applications and systems, using data analysis techniques to achieve client goals. Develops reports and analyses, and data cleansing and validation support services.
- **Minimum Education:** Bachelor's degree

SENIOR SYSTEMS ENGINEER

- **Minimum Years of Experience:** Minimum 6 years of experience
- **Functional Responsibility:** Utilizing specialized knowledge and operating independently, determines system design needs based on user requirements and available approaches. Develops general and detailed system design specifications. Leads task team in new system development. Determines and assigns tasks, assesses risks, develops project plans/schedules. Reviews defined system problems and identified approaches, and makes final decision on approach or modification to be implemented for solution. Determines testing requirements; reviews specialized testing procedures and adjusts as necessary; and ensures proper accomplishment and documentation of testing
- **Minimum Education:** Bachelor's degree

TELECOMMUNICATIONS ENGINEER/ ANALYST INTERMEDIATE

- **Minimum Years of Experience:** Minimum 3 years of experience
- **Functional Responsibility:** Under general supervision, responsible for moderately complex engineering and/or analytical activities associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Typically requires two to four years of technical telecom experience.
- **Minimum Education:** Associate's degree

IT CONSULTANT II

- **Minimum Years of Experience:** Minimum 3 years of experience
• **Functional Responsibility:** Visits customer site to analyze and enhance IT systems used within the organization. Performs interviews and other research. Provides technical, managerial, and administrative assistance for problem definition, analysis, requirements development and implementation, for highly complex systems in subject matter area. Makes recommendations and advises on organization-wide systems improvements, optimization or maintenance efforts, in the following representative areas: information systems architecture; networking and networks; telecommunications, including legacy and high-speed 17 technologies, protocols, operations and management; automation, including micro through mainframe hardware, computer languages, operating systems, database systems, security, decision support systems; risk management and electronic analysis, software including commercial software and software development, lifecycle management; modeling and simulation; graphics; data management; etc.

• **Minimum Education:** Bachelor’s degree

**PROGRAMMER JUNIOR**

• **Minimum Years of Experience:** Minimum 1 years of experience
• **Functional Responsibility:** Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's business applications. Gathers requirements from users and creates specifications and develops code. Designs and writes codes to support existing application. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

• **Minimum Education:** Associate's degree

**PROGRAMMER MID**

• **Minimum Years of Experience:** Minimum 3 years of experience
• **Functional Responsibility:** Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's business applications. Gathers requirements from users and creates specifications and develops code. Designs and writes codes to support existing application. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.

• **Minimum Education:** Bachelor’s degree

**SYSTEM ADMINISTRATOR - INTERMEDIATE**

• **Minimum Years of Experience:** Minimum 2 years of experience
• **Functional Responsibility:** Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating
systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

- **Minimum Education:** Associate's degree

### SOFTWARE DEVELOPER II

- **Minimum Years of Experience:** Minimum 4 years of experience
- **Functional Responsibility:** Provide overall support for designs and coding guidelines for a team. Develops software components, units, and modules that meet product specification and development schedules. Participates in large system and subsystem planning. Ensures team performing as per the schedule. Leads team of software developers to provide development support. Requires comprehensive knowledge of one or more platforms and operating systems and of programming languages. Typically requires knowledge of one or more system architectures. Knowledgeable with a variety of the field's concepts, practices, and procedures.
- **Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Works independently and collaboratively. Typically reports to a project manager or head of a unit/department.**
- **Minimum Education:** Bachelor's degree

### NETWORK ENGINEER IV

- **Minimum Years of Experience:** Minimum 7 years of experience
- **Functional Responsibility:** Analyzes problems for resolution through electronic data processing-based network and telecommunications tools and methods. Plans Local Area Network systems software development and enhancements and approves systems enhancement documentation prior to installation. Reviews the integration, test, and implementation work of other network analysts. Participates in formulating requirements, analyzing project proposals, recommending optimum approaches, and developing designs. Investigates availability and provides cost
estimates of new equipment requested. Monitors task status and provides recommendations to alleviate any discrepancies.

- **Minimum Education**: Bachelor's degree

**IT CONSULTANT V**
- **Minimum Years of Experience**: Minimum 8 years of experience
- **Functional Responsibility**: Travels to the customer site to analyze and enhance the IT systems used within the organization. Performs interviews and other research. Provides technical, managerial, and administrative assistance for problem definition, analysis, requirements development and implementation, for complex to extremely complex systems in the subject matter area. Makes recommendations and advises on organization-wide systems improvements, optimization or maintenance efforts, in the following representative areas: information systems architecture; networking and networks; telecommunications including legacy and high-speed technologies, protocols, operations and management; automation including micro through mainframe hardware, computer languages, operating systems, database systems, security, decision support systems; risk management and electronic analysis, software including commercial software and software development, life-cycle management; modeling and simulation; graphics; data management; etc.
- **Minimum Education**: Bachelor's degree

**DATABASE ADMINISTRATOR II**
- **Minimum Years of Experience**: Minimum 3 years of experience
- **Functional Responsibility**: Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Performance modification and resource monitoring of various databases. Work with developers on new development projects and systems. Accomplish monitoring of standards and procedures.
- **Minimum Education**: Bachelor's degree

**ENTERPRISE SYSTEM ARCHITECT III**
- **Minimum Years of Experience**: Minimum 6 years of experience
- **Functional Responsibility**: Performs implementation and maintenance of enterprise-wide system tools and ensures scalability. Familiar with a variety of the field's concepts, practices, and procedures. Relies on past experience and judgment to plan and accomplish goals. Performs a variety of tasks.
- **Minimum Education**: Bachelor's degree

**DATA ANALYST III**
- **Minimum Years of Experience**: Minimum 4 years of experience
- **Functional Responsibility:** Maintains company database(s). Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process. Writes codes for database access, modifications, and constructions including stored procedures. Works with all assigned project staff.
- **Minimum Education:** Bachelor's degree

**SOFTWARE DEVELOPER V**
- **Minimum Years of Experience:** Minimum 8 years of experience
- **Functional Responsibility:** Provide overall support for designs and coding guidelines for a team. Develops software components, units, and modules that meet product specification and development schedules. Participates in large system and subsystem planning. Ensures team performing as per the schedule. Leads team of software developers to provide development support. Requires comprehensive knowledge of one or more platforms and operating systems and of programming languages. Typically requires knowledge of one or more system architectures. Knowledgeable with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Works independently and collaboratively. Typically reports to a project manager or head of a unit/department.
- **Minimum Education:** Bachelor's degree

**HELP DESK SPECIALIST III**
- **Minimum Years of Experience:** Minimum 4 years of experience
- **Functional Responsibility:** Experience with integrated Service Desk processes to support integrated Monitoring and Service Desk. Understanding of customers' desktop applications, Windows operating systems and office systems technologies remote access methods, basic networking functions, and e-mail clients. Experience providing support for applications and infrastructure, e.g. email, MS Office, Windows, desktops.
- **Minimum Education:** Bachelor's degree

**UNIX SYSTEMS ADMINISTRATOR**
- **Minimum Years of Experience:** Minimum 2 years of experience
- **Functional Responsibility:** Responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires two to four years of experience.
- **Minimum Education:** Bachelor's degree

**IT CONSULTANT I**
- **Minimum Years of Experience:** Minimum 2 years of experience
• **Functional Responsibility:** Visits customer site to analyze and enhance IT systems used within the organization. Performs interviews and other research. Provides technical, managerial, and administrative assistance for problem definition, analysis, requirements development and implementation, for highly complex systems in subject matter area. Makes recommendations and advises on organization-wide systems improvements, optimization or maintenance efforts, in the following representative areas: information systems architecture; networking and networks; telecommunications, including legacy and high-speed 17 technologies, protocols, operations and management; automation, including micro through mainframe hardware, computer languages, operating systems, database systems, security, decision support systems; risk management and electronic analysis, software including commercial software and software development, lifecycle management; modeling and simulation; graphics; data management; etc.

• **Minimum Education:** Bachelor's degree

**SOFTWARE DEVELOPER IV**

• **Minimum Years of Experience:** Minimum 6 years of experience

• **Functional Responsibility:** Designs and codes software components, units, and modules that meet product specification and development schedules. Tests and debugs assigned components and units. Participates in large system and subsystem planning. Adheres to product build and release schedules and strategies. Acts as a technical resource for lower-level developers. Requires comprehensive knowledge of one or more platforms and operating systems, and of programming languages. Typically requires knowledge of one or more systems architectures. Knowledge in a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Works under general supervision. Typically reports to a manager or head of a unit/department.

• **Minimum Education:** Bachelor's degree

**DATA ANALYST I**

• **Minimum Years of Experience:** Minimum 0 years of experience

• **Functional Responsibility:** Performs expert analysis of specific data and prepares reports and documentation to support analytic findings. Conducts review and analysis of current business processes and procedures and makes recommendations to improve efficiency and effectiveness with regards to improving business processes to meet existing and future requirements.

• **Minimum Education:** Associate's degree

**NETWORK ENGINEER II**

• **Minimum Years of Experience:** Minimum 5 years of experience

• **Functional Responsibility:** Analyzes problems for resolution through electronic data processing-based network and telecommunications tools and methods. Plans Local Area Network systems software development and enhancements and approves systems enhancement documentation prior to installation. Reviews the integration, test, and implementation work of other network
analysts. Participates in formulating requirements, analyzing project proposals, recommending optimum approaches, and developing designs. Investigates availability and provides cost estimates of new equipment requested. Monitors task status and provides recommendations to alleviate any discrepancies.

- **Minimum Education**: Bachelor's degree

### WEB DEVELOPER III
- **Minimum Years of Experience**: Minimum 4 years of experience
- **Functional Responsibility**: Designs and constructs web pages/sites including incorporating graphic user interface (GUI) features and other techniques. Maintains and provides ongoing design of the website, promos and ad banners, seasonal content specials and custom chat launcher design for partners. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Works under general supervision. Typically reports to a manager or head of a unit/department.

- **Minimum Education**: Bachelor's degree

### HELP DESK SPECIALIST/MANAGER V
- **Minimum Years of Experience**: Minimum 8 years of experience
- **Functional Responsibility**: Helps supervise the day-to-day operations of the help desk. Identifies, researches, and resolves complex technical problems. Creates and manages escalation procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. Working supervisor with limited authority for personnel actions. Knowledge with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Reports to a project leader or manager. A wide degree of creativity and latitude is expected

- **Minimum Education**: Bachelor's degree

### SUBJECT MATTER EXPERT IV
- **Minimum Years of Experience**: Minimum 12 years of experience
- **Functional Responsibility**: Provide expert advice, analysis, design, or implementation support on complex tasks related to security, software development, architecture, database, storage, network, cloud, systems engineering, IT management, or other technologies. Brings in industry experience and in-depth knowledge on key technical areas to provide extensive design and strategical plans for the customer on broad technology aspects.

- **Minimum Education**: Bachelor's degree

### ADMINISTRATIVE ASSISTANT
- **Minimum Years of Experience**: Minimum 1 years of experience
• **Functional Responsibility:** Performs a variety of administrative functions. Schedules appointments, gives information to callers, and takes dictation. Composes memos, transcribes notes, researches and creates presentations. Generates reports, handles multiple projects, and prepares and monitors invoices and expense reports. Assist with compiling and developing the annual budget.

• **Minimum Education:** High School degree

**CHIEF INFORMATION SECURITY OFFICER**

• **Minimum Years of Experience:** Minimum 8 years of experience

• **Functional Responsibility:** Ensures that all information systems are functional and secure.

• **Minimum Education:** Bachelor's degree

**IT CONSULTANT III**

• **Minimum Years of Experience:** Minimum 5 years of experience

• **Functional Responsibility:** Visits customer site to analyze and enhance IT systems used within the organization. Performs interviews and other research. Provides technical, managerial, and administrative assistance for problem definition, analysis, requirements development and implementation, for highly complex systems in subject matter area. Makes recommendations and advises on organization-wide systems improvements, optimization or maintenance efforts, in the following representative areas: information systems architecture; networking and networks; telecommunications, including legacy and high-speed 17 technologies, protocols, operations and management; automation, including micro through mainframe hardware, computer languages, operating systems, database systems, security, decision support systems; risk management and electronic analysis, software including commercial software and software development, lifecycle management; modeling and simulation; graphics; data management; etc.

• **Minimum Education:** Bachelor's degree

**NETWORK ENGINEER III**

• **Minimum Years of Experience:** Minimum 6 years of experience

• **Functional Responsibility:** Analyzes problems for resolution through electronic data processing-based network and telecommunications tools and methods. Plans Local Area Network systems software development and enhancements and approves systems enhancement documentation prior to installation. Reviews the integration, test, and implementation work of other network analysts. Participates in formulating requirements, analyzing project proposals, recommending optimum approaches, and developing designs. Investigates availability and provides cost estimates of new equipment requested. Monitors task status and provides recommendations to alleviate any discrepancies.

• **Minimum Education:** Bachelor's degree

**WEB DEVELOPER I**
- **Minimum Years of Experience:** Minimum 2 years of experience
- **Functional Responsibility:** Designs and constructs web pages/sites including incorporating graphic user interface (GUI) features and other techniques. Maintains and provides ongoing design of the website, promos and ad banners, seasonal content specials and custom chat launcher design for partners. Works under immediate supervision. Typically reports to a supervisor or manager.
- **Minimum Education:** Bachelor's degree

**TEST ENGINEER**

- **Minimum Years of Experience:** Minimum 5 years of experience
- **Functional Responsibility:** Develop and execute software test plans in order to identify software problems and their causes.
- **Minimum Education:** Bachelor's degree

**DATABASE ADMINISTRATOR III**

- **Minimum Years of Experience:** Minimum 5 years of experience
- **Functional Responsibility:** Designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition, and archive recovery. Cleans and maintains the database by removing and deleting old data. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Performance modification and resource monitoring of various databases. Work with developers on new development projects and systems. Accomplish monitoring of standards and procedures.
- **Minimum Education:** Bachelor's degree

**HELP DESK SPECIALIST IV**

- **Minimum Years of Experience:** Minimum 6 years of experience
- **Functional Responsibility:** Experience with integrated Service Desk processes to support integrated Monitoring and Service Desk. Understanding of customers' desktop applications, Windows operating systems and office systems technologies remote access methods, basic networking functions, and e-mail clients. Experience providing support for applications and infrastructure, e.g. email, MS Office, Windows, desktops.
- **Minimum Education:** Bachelor's degree

**HELPDESK TECHNICIAN**

- **Minimum Years of Experience:** Minimum 1 years of experience
- **Functional Responsibility:** Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution.
- **Minimum Education:** Associate's degree
TECHNICAL WRITER

- **Minimum Years of Experience:** Minimum 3 years of experience
- **Functional Responsibility:** Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a supervisor or manager. A certain degree of creativity and latitude is required.
- **Minimum Education:** Bachelor's degree
The following hourly labor rates are applicable to customer-site (on-site) operations.

<table>
<thead>
<tr>
<th>Labor Category Title</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
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<tr>
<td>Business Analyst V</td>
<td>$142.45</td>
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USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Astor & Sanders Corporation provides commercial products and services to the ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor, and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To ensure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact Sadhna Agrawal, President, Astor & Sanders Corporation, (301) 838-3420, e-mail astorcontracts@astor-sanders.com, or fax (301) 838-3421.
BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE
(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and ___(Contractor)____________________ enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s)____________________.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

____________________________________  Ordering  ____________________________  Activity Date
Contractor                               Date


(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) __________, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering activity):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

   MODEL NUMBER/PART NUMBER

(2) Delivery: DESTINATION

   (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be ________.

(4) This BPA does not obligate any funds.

(5) ________________ This BPA expires on or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

   OFFICE

   (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

   (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

      (a) Name of Contractor;

      (b) Contract Number;

      (c) BPA Number;

   *SPECIAL BPA DISCOUNT/PRICE

   DELIVERY SCHEDULE/DATES

   POINT OF CONTACT
(d) Model Number or National Stock Number (NSN);

(e) Purchase Order Number;

(f) Date of Purchase;

(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor’s invoice, the provisions of this BPA will take precedence.
BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer activity requirement.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors. Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer’s needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedule “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.