GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List

Multiple Award Schedule – MAS

CONTRACT NUMBER: 47QTCA21D00CA

Federal Supply Group: Information Technology and Miscellaneous

FSC/PSC Codes: DA01, DB10, 0000

Period Covered by Contract:
July 14, 2021 – July 13, 2026

Indigo IT LLC

1902 Campus Commons Drive, Suite 420
Reston, VA 20191
Phone: 703-919-5842
Fax: 703-476-6982
Website: www.indigoit.com

Tim Burns
tburns@indigoit.com

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

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

Prices Shown Herein are Net (discount deducted)

Woman Owned Small Business (WOSB), SBA Certified Small Disadvantaged Business

Pricelist Current Through Modification PO-0001, Effective July 14, 2021

Customer Information

1a. Table of awarded special item number(s) with appropriate cross reference to item descriptions and awarded price(s).

SIN	SIN Description	Description Page	Price Page
54151S/STLOC/RC	Information Technology Professional Services	4 – 14	15
518210C/STLOC/RC	Cloud and Cloud-Related IT Professional Services	16 – 21	22
OLM/RC	Order-Level Materials (OLM)	Defined at Order-Level	Defined at Order-Level

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. Not Applicable.

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 pages 4 – 14 and 16 – 21.

2. Maximum order:

SIN	SIN Description
54151/STLOC/RC	$500,000
518210C/STLOC/RC	$500,000
OLM/RC	$250,000

3. Minimum order: $100

4**. Geographic coverage (delivery area):** Domestic Only

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

6. Discount from list prices or statement of net price: Prices shown herein are Net (Discount Deducted).

7. Quantity discounts: None.

8. Prompt payment terms: None. 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: As agreed upon between the contractor and the ordering agency.

10b. Expedited Delivery: Items available for expedited delivery are noted in this price list.

10c. Overnight and 2 day delivery. As agreed upon between the contractor and the ordering agency.

10d. Urgent Requirements: Please note the urgent requirements of this contract and contact contractor.

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

12a. Ordering address(es): Atten: Tim Burns
1902 Campus Commons Dr Ste 420
Reston, VA 20191
tburns@indigoit.com

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

13. Payment address(es): Indigo IT, LLC
Attn: Accounts Payable
1902 Campus Commons Dr Ste 420
Reston, VA 20191
billing@indigoit.com

14. Warranty provision: Personnel provided under this contract by Indigo IT shall have the experience, education, and expertise as delineated in this pricelist.
Indigo IT guarantees the satisfactory completion of all Information Technology Professional Services performed under the contract, and shall exercise sufficient diligence to ensure the technical correctness and accuracy of the services performed. Indigo IT shall perform, at its sole expense, any services which are determined by the Government to be deficient, in order to ensure the satisfactory completion of such services.

15. Export packing charges, if applicable: Not Applicable

16. Terms and conditions of rental, maintenance, and repair (if applicable): Not Applicable

17. Terms and conditions of installation (if applicable): Not Applicable.

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): Not Applicable.

18b. Terms and conditions for any other services (if applicable): Not Applicable.

19. List of service and distribution points (if applicable): Not Applicable.

20. List of participating dealers (if applicable): Not Applicable.

21. Preventive maintenance (if applicable): Not Applicable.

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not Applicable.

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/. – N/A

23. Data Universal Number System (DUNS) number: 101162209

24. Notification regarding registration in System for Award Management (SAM) database: Indigo IT, LLC _is_ registered in the SAM database

SIN 54151S Labor Category Descriptions

Substitution Methodology:

Degree	Related Work Experience Substitution	Related Degree and Experience Substitution
Associate's	2 years' work experience may be substituted for an Associate's Degree.	A High School Degree plus 2 years' work experience may be substituted for an Associate's Degree.
Bachelor's	4 years' work experience may be substituted for a Bachelor's Degree.	Associates Degree plus 2 years' work experience, or a High School Degree plus 4 years' experience may be substituted for a Bachelor's Degree.
Master's	6 years' work experience may be substituted for a Master's Degree.	Bachelor's Degree plus 2 years' work experience may be substituted for a Bachelor's Degree.
Doctorate	10 years' work experience may be substituted for a Doctorate Degree.	Bachelor's Degree plus 6 years' work experience, or a Master's Degree plus 4 years' work experience may be substituted for a Doctorate.

Professional Degrees:

All labor categories are professional and require a four-year degree unless substituted. The Labor Categories may be in focused areas of study, or areas of study related to or associated with, cloud computing and/or information technology. For example, Computer Science, Computing, Engineering, Informatics, Cybersecurity, Mobile Technologies, Mathematics, Applied Sciences, Game Design, Game Theory, Intelligent Systems Engineering, Information Systems Management, Information Management, Philosophy, User Interface Communications, and related fields of study to complement those identified herein.

Program Manager	
Functional Responsibility:	- Plans, directs, coordinates, and controls technical and administrative activities for an entire program. - Manages and controls the effort provided by others, and develops and implements program strategy and tactics. - Develops cost, technical, and schedule baselines and controls the program accordingly. - Establishes individual performance criteria, hires appropriate staff, and oversees their application. - Anticipates program problems and risks, and works to mitigate them. - Monitors program tasks and regularly briefs client management orally and in writing, concerning problems encountered and accomplishments. - Responsible for keeping time and budget commitments for the company. For small tasks, where a task lead does not exist, he/she: - May serve as technical lead for the project. - May provide supervisory, technical, and administrative direction to the staff. - May evaluate staff performance and review work products on a daily basis.
Minimum Education:	Bachelor's Degree
Minimum Experience:	6 years of experience in information technology of which at least 4 years managing information technology contract performance. - Demonstrated leadership and management skills commensurate with experience. - Capable of exercising overall program management. - Experienced in using automated project management products.

	• Seasoned in developing and implementing program management plans and procedures, as well as work plans, schedules, and budgets.

Senior Project Manager	
Functional Responsibility:	• Provides overall direction and project management of the analysis, design, and implementation of corporate applications. • Projects may include the development of new applications, modifications to existing applications, or integration with existing applications. • Ensures efficient use of personnel and equipment assigned to projects.
Minimum Education:	Bachelor's Degree
Minimum Experience:	Requires more than 6 years' experience with a conceptual and working knowledge of software engineering, software development, operating systems, files systems, database systems, and data communications. • Specific working knowledge of Internet programming languages and development environments is required. • Knowledge of industry applications and implementation techniques is required. • Understanding related to Project Management tools and techniques is essential.

Project Manager	
Functional Responsibility:	• Provides overall direction and project management of the analysis, design, and implementation of corporate applications. • Projects may include the development of new applications, modifications to existing applications, or integration with existing applications. • Ensures efficient use of personnel and equipment assigned to projects.
Minimum Education:	Bachelor's Degree
Minimum Experience:	Requires more than 4 years' experience with a conceptual and working knowledge of software engineering, software development, operating systems, files systems, database systems, and data communications. • Specific working knowledge of Internet programming languages and development environments is required. • Knowledge of industry applications and implementation techniques is required. • Understanding related to Project Management tools and techniques is essential.

Administrative Assistant	
Functional Responsibility:	• Provides administrative and management support for a wide range of office functions • Ensures that programs are monitored, that goals and objectives are set. • Requires substantial coordination and interface with other offices • Ensures efficient use of personnel and equipment assigned to projects.
Minimum Education:	Associate's Degree
Minimum Experience:	Requires more than 2 years' experience in program support, including preparation of presentation materials, program documentation, basic analysis, and development of program materials. • Specific working knowledge of Microsoft Windows Software including Work, PowerPoint, and Excel. • Understanding related to Project Management tools and techniques is essential.

Senior Enterprise Microsoft Architect	
Functional Responsibility:	• Plan, coordinate and manage enterprise deployment of the windows platform throughout an entire organization. • Functions as the most senior technical authority on a given project, serving as the final gate-keeper for all critical technology decisions.

	• Must be familiar expert in such areas as Active Directory, PKI, Exchange Server, Windows 2000/XP • Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design. • Requires a complete understanding and mastery of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects. • May train junior level personnel in technical complexities of assigned work • Act as focal point in defining and executing enterprise design activities within a project. • Recognized for high achievements and technical expertise by Microsoft or other certifying organizations • Reviews progress with management.
Minimum Education:	Bachelor's Degree
Minimum Experience:	Works in a lead position and offers over 15 years of professional experience (except where education compensates). • Understands system configuration, hardware, and current software products. • Participates in the entire system development process. • For maintenance/enhancement, he/she uses that knowledge to diagnose system problems and work with junior staff to correct them, through hardware upgrades, software modifications, and/or network reconfiguration. • Adept at documenting the system specifications and performance parameters, and in written and verbal communication

Enterprise Microsoft Architect	
Functional Responsibility:	• Plan, coordinate and manage enterprise deployment of the windows platform throughout an entire organization. • Functions as the most senior technical authority on a given project, serving as the final gate-keeper for all critical technology decisions. • Must be familiar expert in such areas as Active Directory, PKI, Exchange Server, Windows 2000/XP • Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design. • Requires a complete understanding and mastery of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects. • May train junior level personnel in technical complexities of assigned work • Act as focal point in defining and executing enterprise design activities within a project. • Recognized for high achievements and technical expertise by Microsoft or other certifying organizations • Reviews progress with management.
Minimum Education:	Bachelor's Degree
Minimum Experience:	Works in a lead position and offers over 10 years of professional experience. • Understands system configuration, hardware, and current software products. • Participates in the entire system development process. • For maintenance/enhancement, he/she uses that knowledge to diagnose system problems and work with junior staff to correct them, through hardware upgrades, software modifications, and/or network reconfiguration. • Adept at documenting the system specifications and performance parameters, and in written and verbal communication

Senior Subject Matter Expert	
Functional Responsibility:	• Possesses and applies a comprehensive knowledge of particular field of specialization to the completion of difficult assignments. • Functions as the most senior technical authority on a given project, serving as the final gate-keeper for all critical technology decisions. • Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design. • Requires a complete understanding and mastery of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects. • May train junior level personnel in technical complexities of assigned work • Provides technical management and direction for problem definition, analysis and requirements development and implementation for complex systems in the subject matter area. • Recognized for achievements and technical expertise in subject matter. • Reviews progress with management.
Minimum Education:	Bachelor's Degree
Minimum Experience:	Works in a lead position and offers over 15 years of professional experience. • Understands system configuration, hardware, and current software products. • Participates in the entire system development process. • For maintenance/enhancement, he/she uses that knowledge to diagnose system problems and work with junior staff to correct them, through hardware upgrades, software modifications, and/or network reconfiguration. • Adept at documenting the system specifications and performance parameters, and in written and verbal communication

Subject Matter Expert	
Functional Responsibility:	• Possesses and applies a comprehensive knowledge of particular field of specialization to the completion of difficult assignments. • Functions as a senior technical authority on a given project, serving as a primary decision maker for technology decisions. • Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design. • Requires a thorough understanding of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects. • May train junior level personnel in technical complexities of assigned work. • Recommends changes in procedures. • Operates with full latitude for actions or decisions not reviewed. • Reviews progress with management.
Minimum Education:	Bachelor's Degree
Minimum Experience:	Works in a lead position and offers over 10 years of professional experience. • Understands system configuration, hardware, and current software products. • Participates in the entire system development process. • For maintenance/enhancement, he/she uses that knowledge to diagnose system problems and work with junior staff to correct them, through hardware upgrades, software modifications, and/or network re-configuration. • Adept at documenting the system specifications and performance parameters, and in written and verbal communication

Senior Systems Engineer	
Functional Responsibility:	• Possesses and applies a comprehensive knowledge of particular field of specialization to the completion of difficult assignments. • Under general supervision, he/she plans, conducts and may supervise assignments; reviews progress and evaluates results. • May train junior levels personnel in technical complexities of assigned work. • Recommends changes in procedures. • Operates with substantial latitude for actions or decisions not reviewed. • Reviews progress with management.
Minimum Education:	Bachelor's Degree.
Minimum Experience:	Works in a lead position and offers over 6 years of professional experience. • Understands system configuration, hardware, and current software products. • Participates in the entire system development process. • For maintenance/enhancement, he/she uses that knowledge to diagnose system problems and work with junior staff to correct them, through hardware upgrades, software modifications, and/or network reconfiguration. • Adept at documenting the system specifications and performance parameters, and in written and verbal communication

Systems Engineer	
Functional Responsibility:	• Offers broad knowledge of applying automation systems principles, practices, and procedures and can complete moderately complex assignments with little supervision. • Can communicate well with third-party vendors, client staff, and corporate management to resolve problems quickly and suggest overall changes. • Able to provide expert and creative solutions to complex user problems quickly, employing solid writing and communication skills.
Minimum Education:	Bachelor's Degree.
Minimum Experience:	2-5 years of progressive technical experience. • Participates in the entire system development process, and is assigned tasks according to their level of experience. • Well versed in the use of current and/or legacy client/server software, hardware, and configuration. • Analyzes and evaluates existing or proposed systems and devises computer systems to process data. • Possesses solid writing and communications skills.

Senior Network Engineer	
Functional Responsibility:	• Performs analysis, planning, design, engineering, implementation management, and support of communications systems to include local, wide, and metropolitan area networks and information technology infrastructure, e.g., fiber optic cable, copper cable, and FDDI. • Documents the existing information technology architectures for campuses and enterprises, assists in the design of target architectures, and assists in devising migration strategies to achieve the target architectures. • Estimates the cost of implementation of target architectures to include installation and allied support construction. • May serve as task or project leader.
Minimum Education:	Bachelor's Degree
Minimum Experience:	6 or more years experience in communications systems and networks including system analysis, design, engineering, development, implementation, or support with some involvement in complex projects. • Additional experience should include functional knowledge of the systems to be

worked on and may include modeling and simulation, message protocols, communications security, radio propagation, and
radio path engineering.

Network Engineer	
Functional Responsibility:	• Performs analysis, planning, design, engineering, implementation management, and support of communications systems to include local, wide, and metropolitan area networks and information technology infrastructure, e.g., fiber optic cable, copper cable, and FDDI. • Documents the existing information technology architectures for campuses and enterprises, assists in the design of target architectures, and assists in devising migration strategies to achieve the target architectures. • Estimates the cost of implementation of target architectures to include installation and allied support construction.
Minimum Education:	Bachelor's Degree
Minimum Experience:	3-6 years experience in communications systems and networks including system analysis, design, engineering, development, implementation, or support with some involvement in complex projects. • Additional experience should include functional knowledge of the systems to be worked on and may include modeling and simulation, signal processing, message protocols, and communications security.

Senior Computer/Network Security Specialist	
Functional Responsibility:	• Performs analysis on computer systems to determine vulnerabilities and security requirements. • Designs, develops, engineers, and implements computer security solutions. • Undertakes significant analysis within software and/or communications programs, business processes, and/or functional process. • Defines, designs, and specifies processes and procedures supporting the implementation of computer security solutions.
Minimum Education:	Bachelor's Degree
Minimum Experience:	8 or more years experience in computer systems security, including a working knowledge of multi-level security. • Experience in defining computer security requirements for applications, evaluation of security product capabilities, and developing solutions for computer security problems.

Computer/Network Security Specialist	
Functional Responsibility:	• Performs analysis on computer systems to determine vulnerabilities and security requirements. Designs, develops, engineers, and implements computer security solutions. • Undertakes significant analysis within software and/or communications program, business processes, and/or functional processes. • Defines, designs, and specifies processes and procedures supporting the implementation of computer security solutions
Minimum Education:	Bachelor's Degree
Minimum Experience:	Minimum of 4 years experience in computer systems security. • Experience in defining computer security requirements for applications or systems, or evaluation of security product capabilities, or developing solutions for computer security problems, or developing and writing computer Security Policies.

Senior LAN/Systems Administrator	
Functional Responsibility:	• Possesses and applies a comprehensive knowledge in LAN administration. • Offers well-developed leadership skills. He/she leads the effort to design, test, installation, implementation, and maintenance of computer networks. Operates computer networks, identifies and solves problems, and handles restart/recover, additions, deletions and modifications of workstations and servers. • Communicates well with end users. • May provide team leadership to less experienced LAN administrators.
Minimum Education:	Bachelor's Degree
Minimum Experience:	Specialist offering 6 or more years of professional experience. • Understands LAN configuration, hardware, and current software products. • Uses their knowledge to diagnose LAN problems and work with junior staff to correct them. • Adept at documenting the LAN specifications and performance parameters, and in written and verbal communication.

LAN/Systems Administrator	
Functional Responsibility:	• Assists in the design, test, installation, implementation, and maintenance of computer networks. • Operates computer networks, identifies and solves problems, and handles restart/recover, additions, deletions and modifications of workstations and servers. • Communicates well with end users.
Minimum Education:	Bachelor's Degree
Minimum Experience:	2-5 years of professional experience. • Assigned tasks according to their level of experience. • Possesses solid writing and communications skills

Help Desk Manager	
Functional Responsibility:	Has overall responsibility for Help Desk Staff and the activities associated with the identification, prioritization, and resolution of Service Incidents and Requests. Coordinates Help Desk resources to ensure that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Assigns personnel to various activities supporting customers; coordinates with higher levels of support to improve support processes; prepares Service Level Reports.
Minimum Education:	Bachelor's Degree
Minimum Experience:	6 years' experience with appropriate desktop systems and IT services. Excellent ability to communicate orally and in writing with significant experience interfacing with clients and customers and handling sensitive issues. Two to three years progressively responsible computer operations, network management and/or desktop support experience.

Senior Help Desk Specialist	
Functional Responsibility:	Serves as a Senior member of an enterprise Information Technology Help Desk staff providing technical leadership and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a primary point of contact for all customer issues and queries. Uses listening, communications, and technical skills to meet customer requests and resolve customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May perform customization and administration of help desk software. May supervise one or more Help Desk or

	Junior Help Desk Specialists.
Minimum Education:	Bachelor's Degree
Minimum Experience:	4 years' experience in problem resolution of systems and services. Requires user proficiency with PC hardware, standard software, and specialized applications, and effective oral and written communication skills to explain technical situations, present information, and provide training. Must have knowledge of the office suite and desktop applications required.

Help Desk Specialist	
Functional Responsibility:	Serves as a member of an enterprise Information Technology Help Desk staff providing technical expertise and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a primary point of contact for all customer issues and queries. Uses listening, communications, and technical skills to meet customer requests and resolve customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May perform administration of help desk software.
Minimum Education:	Bachelor's Degree
Minimum Experience:	2 years' experience in problem resolution of systems and services. Requires user proficiency with PC hardware, standard software, and specialized applications, and effective oral and written communication skills to explain technical situations, present information, and provide training. Must have knowledge of the office suite and desktop applications required.

Junior Help Desk Specialist	
Functional Responsibility:	Serves as a junior member of an enterprise Information Technology Help Desk staff providing technical expertise and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a primary point of contact for all customer issues and queries. Uses listening, communications, and technical skills to meet customer requests and resolve customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. Takes direction from more senior members of team.
Minimum Education:	Associates Degree
Minimum Experience:	2 years' demonstrated proficiency in troubleshooting systems and services. Must demonstrate proficiency with PC hardware, standard software, and specialized applications, and effective oral and written communication skills to explain technical situations, present information, and provide training. Must have knowledge of the office suite and desktop applications required.

Senior SharePoint Consultant	
Functional Responsibility:	Plans, designs, implements, and supports information sharing and document collaboration processes utilizing Microsoft SharePoint and SharePoint related technologies. Provides subject matter expertise in implementing the technical infrastructure and business rules and governance for enterprise- deployments of SharePoint. Facilitates or conducts envisioning sessions by identifying candidate business processes and data for conversion to SharePoint. May design and develop custom SharePoint applications and integrations using Microsoft design and development tools and third-party applications.
Minimum Education:	Bachelor's Degree

Minimum Experience:	2 years' demonstrated expertise in SharePoint design, development, and implementation. Demonstrated expertise with supporting technologies to include other Microsoft Server and Client products.

SharePoint Consultant	
Functional Responsibility:	Implements and supports information sharing and document collaboration processes utilizing SharePoint and SharePoint related technologies. Provides subject matter expertise in implementing the technical infrastructure and business rules and governance for enterprise- deployments of SharePoint. Supports envisioning sessions by identifying candidate business processes and data for conversion to SharePoint. Provides systems and database administration support in a SharePoint sustainment role.
Minimum Education:	Bachelor's Degree
Minimum Experience:	2 years' demonstrated expertise in SharePoint design, development, and implementation. Demonstrated expertise with supporting technologies to include other Microsoft Server and Client products.

Senior IT Training Specialist	
Functional Responsibility:	Develops and delivers training, outreach and facilitation programs in support of complex Information Technology systems and services. Works with clients to establish learning objectives, training platforms, and delivery channels. Evaluates the effectiveness of existing training programs and exercises. Interacts with stakeholders and subject matter experts to ensure technical accuracy of instructional content. May oversee or perform the development of multi-media Computer Based Training (CBT) materials.
Minimum Education:	Bachelor's Degree
Minimum Experience:	4 years' demonstrated experience developing and delivering training in a variety of formats and media. Ability to provide direction to other trainers.

IT Training Specialist	
Functional Responsibility:	Develops and delivers training, outreach and facilitation programs in support of complex Information Technology systems and services. Works with clients to establish learning objectives, training platforms, and delivery channels. Evaluates the effectiveness of existing training programs and exercises. Interacts with stakeholders and subject matter experts to ensure technical accuracy of instructional content. May oversee or perform the development of multi-media Computer Based Training (CBT) materials.
Minimum Education:	Bachelor's Degree
Minimum Experience:	2 years' demonstrated experience developing and delivering training in a variety of formats and media. Ability to provide direction to more junior trainers.

Junior IT Training Specialist	
Functional Responsibility:	Prepares and delivers training, outreach and facilitation efforts in support of complex Information Technology systems and services. May assist more senior training specialists in the development, coordination, and delivery of training sessions. May develop multi-media Computer Based Training (CBT) materials.
Minimum Education:	Bachelor's Degree
Minimum Experience:	Demonstrated experience delivering training in a variety of formats and media.

Senior Database Administrator	
Functional	Provides highly technical expertise in the use of relational and/or object- oriented

Responsibility:	database management systems. Proactively and retroactively resolves program and system problems through dumps and other debugging techniques. Provides data and storage management technical leadership and subject matter expertise to support critical projects. Defines file organization, indexing methods and security procedures for specific user applications. Specialized experience in designing DBMS architectures in client-server and web-centric environments.
Minimum Education:	Bachelor's Degree
Minimum Experience:	4 years' demonstrated experience providing technical and project leadership for database requirements; demonstrated experience managing and troubleshooting database systems.

Database Administrator	
Functional Responsibility:	Provides highly technical expertise in the use of relational and/or object- oriented database management systems. Proactively and retroactively resolves program and system problems through dumps and other debugging techniques. Supports deployment and support projects by providing database and data storage expertise. Defines file organization, indexing methods and security procedures for specific user applications.
Minimum Education:	Bachelor's Degree
Minimum Experience:	2 years' demonstrated experience supporting projects and systems with database expertise; demonstrated experience managing and troubleshooting database systems.

Junior Database Administrator	
Functional Responsibility:	Provides technical expertise in the use of relational and/or object-oriented database management systems. Proactively and retroactively resolves program and system problems through dumps and other debugging techniques. Supports deployment and support projects by providing database and data storage expertise. Defines file organization, indexing methods and security procedures for specific user applications.
Minimum Education:	Bachelor's Degree
Minimum Experience:	2 years' demonstrated experience supporting projects and systems with database expertise; demonstrated experience managing and troubleshooting database systems.

Technical Writer	
Functional Responsibility:	Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document.
Minimum Education:	Bachelor's Degree
Minimum Experience:	2 years' demonstrated experience supporting projects and systems with technical writing expertise.

Quality Assurance Analyst	
Functional Responsibility:	Under general supervision, carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.

Minimum Education:	Bachelor's Degree
Minimum Experience:	2 years' demonstrated experience supporting projects and systems with quality assurance expertise; demonstrated experience managing quality assurance process. A minimum of 2 year QA experience necessary

Senior Quality Assurance Analyst	
Functional Responsibility:	Under general supervision, carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.
Minimum Education:	Bachelor's Degree
Minimum Experience:	2 years' demonstrated experience supporting projects and systems with quality assurance expertise; demonstrated experience managing quality assurance process. A minimum of 4 years QA experience necessary combined with demonstrate ability to work with and manage a team.

Consultant	
Functional Responsibility:	Works with end user groups to evaluate and solve technical problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes.
Minimum Education:	Bachelor's Degree
Minimum Experience:	2 years' demonstrated experience supporting projects and systems; demonstrated experience managing information services processes. A minimum of 2-6 years industry work experience is required depending on subject matter.

SIN 54151S Labor Rates

LABOR CATEGORIES	7/14/2021 – 7/13/2022	7/14/2022 – 7/13/2023	7/14/2023 – 7/13/2024	7/14/2024 – 7/13/2025	7/14/2025 – 7/13/2026
Administrative Assistant	$64.79	$66.09	$67.41	$68.76	$70.13
LAN/System Administrator	$134.97	$137.67	$140.42	$143.23	$146.10
Senior LAN/Systems Administrator	$172.77	$176.23	$179.75	$183.34	$187.01
Computer/Network Security Specialist	$161.96	$165.20	$168.50	$171.87	$175.31
Senior Computer/Network Security Specialist	$188.96	$192.74	$196.59	$200.53	$204.54
Network Engineer	$151.16	$154.18	$157.27	$160.41	$163.62
Senior Network Engineer	$172.77	$176.23	$179.75	$183.34	$187.01
Systems Engineer	$151.16	$154.18	$157.27	$160.41	$163.62
Senior Systems Engineer	$172.77	$176.23	$179.75	$183.34	$187.01
Project Manager	$151.16	$154.18	$157.27	$160.41	$163.62
Senior Project Manager	$194.35	$198.24	$202.20	$206.25	$210.37
Program Manager	$215.96	$220.28	$224.68	$229.18	$233.76
Subject Matter Expert	$232.15	$236.79	$241.53	$246.36	$251.29
Senior Subject Matter Expert	$269.94	$275.34	$280.85	$286.46	$292.19
Enterprise Microsoft Architect	$286.13	$291.85	$297.69	$303.64	$309.72
Senior Enterprise Microsoft Architect	$323.94	$330.42	$337.03	$343.77	$350.64
Help Desk Manager	$115.34	$117.65	$120.00	$122.40	$124.85
Senior Help Desk Specialist	$105.52	$107.63	$109.78	$111.98	$114.22
Help Desk Specialist	$95.70	$97.61	$99.57	$101.56	$103.59
Junior Help Desk Specialist	$84.66	$86.35	$88.08	$89.84	$91.64
Senior SharePoint Consultant	$196.33	$200.26	$204.26	$208.35	$212.51
SharePoint Consultant	$153.37	$156.44	$159.57	$162.76	$166.01
Senior IT Training Specialist	$141.12	$143.94	$146.82	$149.76	$152.75
IT Training Specialist	$128.83	$131.41	$134.03	$136.72	$139.45
Junior IT Training Specialist	$105.52	$107.63	$109.78	$111.98	$114.22
Senior Database Administrator	$196.33	$200.26	$204.26	$208.35	$212.51
Database Administrator	$153.37	$156.44	$159.57	$162.76	$166.01
Junior Database Administrator	$105.52	$107.63	$109.78	$111.98	$114.22
Technical Writer	$83.87	$85.55	$87.26	$89.00	$90.78
Quality Assurance Analyst	$90.47	$92.28	$94.12	$96.01	$97.93
Senior Quality Assurance Analyst	$112.69	$114.94	$117.24	$119.59	$121.98
Consultant	$175.00	$178.50	$182.07	$185.71	$189.43

SIN 518210C Labor Category Descriptions

Substitution Methodology:

Degree	Related Work Experience Substitution	Related Degree and Experience Substitution
Associate's	2 years' work experience may be substituted for an Associate's Degree.	A High School Degree plus 2 years' work experience may be substituted for an Associate's Degree.
Bachelor's	4 years' work experience may be substituted for a Bachelor's Degree.	Associates Degree plus 2 years' work experience, or a High School Degree plus 4 years' experience may be substituted for a Bachelor's Degree.
Master's	6 years' work experience may be substituted for a Master's Degree.	Bachelor's Degree plus 2 years' work experience may be substituted for a Bachelor's Degree.
Doctorate	10 years' work experience may be substituted for a Doctorate Degree.	Bachelor's Degree plus 6 years' work experience, or a Master's Degree plus 4 years' work experience may be substituted for a Doctorate.

Professional Degrees:

All labor categories are professional and require a four-year degree unless substituted. The Labor Categories may be in focused areas of study, or areas of study related to or associated with, cloud computing and/or information technology. For example, Computer Science, Computing, Engineering, Informatics, Cybersecurity, Mobile Technologies, Mathematics, Applied Sciences, Game Design, Game Theory, Intelligent Systems Engineering, Information Systems Management, Information Management, Philosophy, User Interface Communications, and related fields of study to complement those identified herein.

Computer/Network Security Specialist - Cloud	
Minimum Experience:	4 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects - Performs analysis on computer systems to determine vulnerabilities and security requirements. Designs, develops, engineers, and implements computer security solutions. Undertakes significant analysis within software and/or communications program, business processes, and/or functional processes. Defines, designs, and specifies processes and procedures supporting the implementation of computer security solutions

Consultant – Cloud	
Minimum Experience:	2 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects – works with end user groups to evaluate and solve technical problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes.

Enterprise Microsoft Architect – Cloud	
Minimum Experience:	10 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects - Plan, coordinate and manage enterprise deployment of the windows platform throughout an entire organization. Functions as the most senior technical authority on a given project, serving as the final gate-keeper for all critical technology decisions. Must be familiar expert in such areas as Active

Directory, PKI, Exchange Server, Windows 2000/XP Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design. Requires a complete understanding and mastery of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects. May train junior level personnel in technical complexities of assigned work. Act as focal point in defining and executing enterprise design activities within a project. Recognized for high achievements and technical expertise by Microsoft or other certifying organizations. Reviews progress with management.

Help Desk Manager – Cloud	
Minimum Experience:	6 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects - Has overall responsibility for Help Desk Staff and the activities associated with the identification, prioritization, and resolution of Service Incidents and Requests. Coordinates Help Desk resources to ensure that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Assigns personnel to various activities supporting customers; coordinates with higher levels of support to improve support processes; prepares Service Level Reports.

Help Desk Specialist – Cloud	
Minimum Experience:	2 Years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects - Serves as a member of an enterprise Information Technology Help Desk staff providing technical expertise and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a primary point of contact for all customer issues and queries. Uses listening, communications, and technical skills to meet customer requests and resolve customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May perform administration of help desk software.

IT Training Specialist – Cloud	
Minimum Experience:	4 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects - Develops and delivers training, outreach and facilitation programs in support of complex Information Technology systems and services. Works with clients to establish learning objectives, training platforms, and delivery channels. Evaluates the effectiveness of existing training programs and exercises. Interacts with stakeholders and subject matter experts to ensure technical accuracy of instructional content. May oversee or perform the development of multi-media Computer Based Training (CBT) materials.

Junior Help Desk Specialist – Cloud	
Minimum Experience:	2 years
Minimum Education:	Associate's Degree
Functional Responsibilities:	For Cloud related projects - Demonstrates basic proficiency in troubleshooting systems and services. Must demonstrate proficiency with PC hardware, standard

software, and specialized applications, and effective oral and written communication skills to explain technical situations, present information, and provide training. Must have knowledge of the Office Suite and desktop applications required.

LAN/Systems Administrator - Cloud	
Minimum Experience:	2 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects - Assists in the design, test, installation, implementation, and maintenance of computer networks. Operates computer networks, identifies and solves problems, and handles restart/recover, additions, deletions and modifications of workstations and servers. Communicates well with end users.

Program Manager - Cloud	
Minimum Experience:	6 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects - Plans, directs, coordinates, and controls technical and administrative activities for an entire program. Manages and controls the effort provided by others, and develops and implements program strategy and tactics. Develops cost, technical, and schedule baselines and controls the program accordingly. Establishes individual performance criteria, hires appropriate staff, and oversees their application. Anticipates program problems and risks, and works to mitigate them. Monitors program tasks and regularly briefs client management orally and in writing, concerning problems encountered and accomplishments. Responsible for keeping time and budget commitments for the company. For small tasks, where a task lead does not exist, he/she: may serve as technical lead for the project, may provide supervisory, technical, and administrative direction to the staff, may evaluate staff performance and review work products on a daily basis.

Project Manager – Cloud	
Minimum Experience:	4 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects – Provides overall direction and project management of the analysis, design, and implementation of corporate applications. Projects may include the development of new applications, modifications to existing applications, or integration with existing applications. Ensures efficient use of personnel and equipment assigned to projects.

Senior Computer/Network Security Specialist – Cloud	
Minimum Experience:	8 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects – Performs analysis on computer systems to determine vulnerabilities and security requirements. Designs, develops, engineers, and implements computer security solutions. Undertakes significant analysis within software and/or communications programs, business processes, and/or functional processes. Defines, designs, and specifies processes and procedures supporting the implementation of computer security solutions.

Senior Enterprise Microsoft Architect – Cloud	
Minimum Experience:	15 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects - Plan, coordinate and manage enterprise deployment of the windows platform throughout an entire organization. Functions as the most senior technical authority on a given project, serving as the final gate-keeper for all

critical technology decisions. Must be familiar expert in such areas as Active Directory, PKI, Exchange Server, Windows 2000/XP Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design. Requires a complete understanding and mastery of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects. May train junior level personnel in technical complexities of assigned work. Act as focal point in defining and executing enterprise design activities within a project. Recognized for high achievements and technical expertise by Microsoft or other certifying organizations. Reviews progress with management.

Senior Help Desk Specialist – Cloud	
Minimum Experience:	4 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects - Serves as a Senior member of an enterprise Information Technology Help Desk staff providing technical leadership and effective customer service to ensure the prompt identification, prioritization, logging, tracking, and resolution of Service Incidents and Requests. Serves as a primary point of contact for all customer issues and queries. Uses listening, communications, and technical skills to meet customer requests and resolve customer or service issues. Coordinates technical support with higher levels of support. Ensures that all events are properly coordinated, monitored, logged, tracked and resolved appropriately. May perform customization and administration of help desk software. May supervise one or more Help Desk or Junior Help Desk Specialists.

Senior IT Training Specialist – Cloud	
Minimum Experience:	8 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects - Develops and delivers training, outreach and facilitation programs in support of complex Information Technology systems and services. Works with clients to establish learning objectives, training platforms, and delivery channels. Evaluates the effectiveness of existing training programs and exercises. Interacts with stakeholders and subject matter experts to ensure technical accuracy of instructional content. May oversee or perform the development of multi-media Computer Based Training (CBT) materials.

Senior LAN/Systems Administrator - Cloud	
Minimum Experience:	6 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects - Possesses and applies a comprehensive knowledge in LAN administration. Offers well-developed leadership skills. He/she leads the effort to design, test, installation, implementation, and maintenance of computer networks. Operates computer networks, identifies and solves problems, and handles restart/recover, additions, deletions and modifications of workstations and servers. Communicates well with end users. May provide team leadership to less experienced LAN administrators.

Senior Project Manager - Cloud	
Minimum Experience:	6 years
Minimum Education:	Bachelor's Degree
Functional	For Cloud related projects – Provides overall direction and project management of

Responsibilities:	the analysis, design, and implementation of corporate applications. Projects may include the development of new applications, modifications to existing applications, or integration with existing applications. Ensures efficient use of personnel and equipment assigned to projects.

Senior Subject Matter Expert – Cloud	
Minimum Experience:	15
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects – Possesses and applies a comprehensive knowledge of particular field of specialization to the completion of difficult assignments. Functions as the most senior technical authority on a given project, serving as the final gate-keeper for all critical technology decisions. Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design. Requires a complete understanding and mastery of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects. May train junior level personnel in technical complexities of assigned work. Provides technical management and direction for problem definition, analysis and requirements development and implementation for complex systems in the subject matter area. Recognized for achievements and technical expertise in subject matter. Reviews progress with management.

Senior Systems Engineer – Cloud	
Minimum Experience:	6
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects – Possesses and applies a comprehensive knowledge of particular field of specialization to the completion of difficult assignments. Under general supervision, he/she plans, conducts and may supervise assignments; reviews progress and evaluates results. May train junior levels personnel in technical complexities of assigned work. Recommends changes in procedures. Operates with substantial latitude for actions or decisions not reviewed Reviews progress with management.

Subject Matter Expert – Cloud	
Minimum Experience:	10 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects - Possesses and applies a comprehensive knowledge of particular field of specialization to the completion of difficult assignments. Functions as a senior technical authority on a given project, serving as a primary decision maker for technology decisions. Also responsible for providing technical leadership during crucial, early phases of an information technology initiative, focusing particularly on requirements gathering, technology selection, and initial systems design. Requires a thorough understanding of the information system development lifecycle, as well as planning and estimating experience required on complex design and development projects. May train junior level personnel in technical complexities of assigned work. Recommends changes in procedures. Operates with full latitude for actions or decisions not reviewed. Reviews progress with management.

Systems Engineer – Cloud	
Minimum Experience:	2 years
Minimum Education:	Bachelor's Degree
Functional	For Cloud related projects – Offers broad knowledge of applying automation system

Responsibilities:	principles, practices, and procedures and can complete moderately complex assignments with little supervision. Can communicate well with third-party vendors, client staff, and corporate management to resolve problems quickly and suggest overall changes. Able to provide expert and creative solutions to complex user problems quickly, employing solid writing and communication skills.

Technical Writer – Cloud	
Minimum Experience:	2 years
Minimum Education:	Bachelor's Degree
Functional Responsibilities:	For Cloud related projects - Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document.

SIN 518210C Labor Rates

LABOR CATEGORIES	7/14/2021 – 7/13/2022	7/14/2022 – 7/13/2023	7/14/2023 – 7/13/2024	7/14/2024 – 7/13/2025	7/14/2025 – 7/13/2026
LAN/System Administrator - Cloud	$134.97	$137.67	$140.42	$143.23	$146.09
Senior LAN/Systems Administrator - Cloud	$172.77	$176.23	$179.75	$183.35	$187.01
Computer/Network Security Specialist - Cloud	$161.96	$165.20	$168.51	$171.88	$175.32
Senior Computer/Network Security Specialist - Cloud	$188.96	$192.74	$196.60	$200.53	$204.54
Systems Engineer - Cloud	$151.16	$154.18	$157.26	$160.41	$163.62
Senior Systems Engineer - Cloud	$172.77	$176.23	$179.75	$183.35	$187.01
Project Manager - Cloud	$151.16	$154.18	$157.26	$160.41	$163.62
Senior Project Manager - Cloud	$194.35	$198.24	$202.21	$206.25	$210.37
Program Manager - Cloud	$215.96	$220.28	$224.69	$229.18	$233.76
Subject Matter Expert - Cloud	$232.15	$236.79	$241.53	$246.36	$251.29
Senior Subject Matter Expert - Cloud	$269.94	$275.34	$280.85	$286.46	$292.19
Enterprise Microsoft Architect - Cloud	$286.13	$291.85	$297.69	$303.64	$309.72
Senior Enterprise Microsoft Architect - Cloud	$323.94	$330.42	$337.02	$343.77	$350.64
Help Desk Manager Cloud	$115.34	$117.65	$120.00	$122.40	$124.85
Senior Help Desk Specialist - Cloud	$105.52	$107.63	$109.78	$111.98	$114.22
Help Desk Specialist - Cloud	$95.70	$97.61	$99.56	$101.55	$103.58
Junior Help Desk Specialist - Cloud	$84.66	$86.35	$88.08	$89.84	$91.64
Senior IT Training Specialist - Cloud	$141.12	$143.94	$146.82	$149.76	$152.75
IT Training Specialist - Cloud	$128.83	$131.41	$134.03	$136.72	$139.45
Technical Writer - Cloud	$83.87	$85.55	$87.26	$89.00	$90.78
Consultant - Cloud	$175.00	$178.50	$182.07	$185.71	$189.42