Federal Supply Service Authorized Federal Supply Schedule Price List

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

GSA MAS AWARD SCHEDULE

Contract Number: 47QTCA22D00BE
Period Covered by Contract: July 29, 2022, through July 28, 2027 (base)

PrecisePoint JV LLC
1445 Research Blvd Suite 500
Rockville, MD 20850
(P) 301-340-1418
http://www.precisepointjv.com/

Business Size: Small Business

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

Pricelist current through Modification #PA-007, dated 8/22/2022.

Prices Shown Herein are NET (discount deducted).
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CUSTOMER INFORMATION

SIN 54151S IT PROFESSIONAL SERVICES

SIN 518210C Cloud and Cloud-Related IT Professional Services

SIN 54151HEAL Health Information Technology Services

SIN 517312 Wireless Mobility Solutions

SIN 511210 NiOS Software Licenses
CUSTOMER INFORMATION

1a. Awarded Special Item Number(s)

SPECIAL ITEM NUMBER 54151S – Information Technology (IT) Professional Services
SPECIAL ITEM NUMBER OLM – Order Level Materials
SPECIAL ITEM NUMBER 518210C - Cloud and Cloud-Related IT Professional Services
SPECIAL ITEM NUMBER 517312 - Wireless Mobility Solutions
SPECIAL ITEM NUMBER 54151HEAL - Health Information Technology Services
SPECIAL ITEM NUMBER 511210 - Software Licenses

1b. Identification of the lowest priced labor category and rate for each special item number awarded in the contract

SIN 54151S Information Technology (IT) Professional Services: Telecom Logistics Specialist, See 54151S Labor Schedule for current rate.
SIN 518210C Cloud and Cloud-Related IT Professional Services: Cloud Help Desk Specialist Level I, See 518210C Labor Schedule for current rate.
SIN 54151HEAL - Health Information Technology Services: Health IT Help Desk Specialist Level I, See 54151HEAL Labor Schedule for current rate.
SIN 511210 - Software Licenses: See Software License Schedule

1c. Description of all corresponding commercial job titles with experience, functional responsibility and education

SIN 54151S Information Technology (IT) Professional Services: See 54151S Labor Schedule
SIN 518210C Cloud and Cloud-Related IT Professional Services: See 518210C Labor Schedule
SIN 517312 - Wireless Mobility Solutions: See 517312 Labor Schedule
SIN 54151HEAL - Health Information Technology Services: See 54151HEAL Labor Schedule
SIN 511210 - Software Licenses: See Software License Schedule

2. Maximum Order

SIN 54151S Information Technology (IT) Professional Services: $500,000
SIN 518210C Cloud and Cloud-Related IT Professional Services: $500,000
SIN 517312 - Wireless Mobility Solutions: $500,000
SIN 54151HEAL - Health Information Technology Services: $500,000
SIN 511210 - Software Licenses: $500,000

3. Minimum Order

SIN 54151S Information Technology (IT) Professional Services: $100
SIN 518210C Cloud and Cloud-Related IT Professional Services: $100
4. Geographic Coverage

Domestic and overseas delivery

5. Point of Production

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

6. Prices Shown Herein are Net (discount deducted).

7. Quantity Discount

- SIN 54151S Information Technology (IT) Professional Services: None
- SIN 518210C Cloud and Cloud-Related IT Professional Services: None
- SIN 517312 - Wireless Mobility Solutions: None
- SIN 54151HEAL - Health Information Technology Services: None
- SIN 511210 - Software Licenses: None

8. Prompt Payment Terms

- SIN 54151S Information Technology (IT) Professional Services: Net 30
- SIN 518210C Cloud and Cloud-Related IT Professional Services: Net 30
- SIN 517312 - Wireless Mobility Solutions: Net 30
- SIN 54151HEAL - Health Information Technology Services: Net 30
- SIN 511210 - Software Licenses: 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

None

10a. Time of Delivery

PrecisePoint JV, LLC shall deliver or perform services in accordance with the terms negotiated in an agency’s order.
10b. Expedited Delivery

Items available for expedited delivery are noted in this price list.

10c. Overnight/2-Day Delivery

Consult with Contractor.

10d. Urgent Requirements

Consult with Contractor.

11. FOB Point

Destination.

12a. Ordering Address

PrecisePoint JV, LLC
Attn: Contracts Manager
1445 Research Blvd, Suite 500
Rockville, MD 20855
Phone: 301-340-1418
Email: contracts@precisepointjv.com

12b. Ordering Procedures

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

13. Payment Address

PrecisePoint JV, LLC
Invoicing
1445 Research Blvd, Suite 500
Rockville, MD 20855
Phone: 301-340-1418
Email: invoices@precisepointjv.com

14. Warranty Provision

SIN 54151S Information Technology (IT) Professional Services: Not Applicable
SIN 518210C Cloud and Cloud-Related IT Professional Services: Not Applicable
SIN 517312 - Wireless Mobility Solutions: Not Applicable
SIN 54151HEAL - Health Information Technology Services: Not Applicable
SIN 511210 - Software Licenses: Contractor’s commercial warranty is one (1) year, in accordance with clause 552.246.73, Commercial Warranty.

15. Export Packing Charges

Not Applicable

16. Terms and Conditions of Rental, Maintenance, and Repair

Not Applicable

17. Terms and conditions of installation

Not Applicable

18a. Terms and Conditions of Repair Parts Indicating Date of Parts Price List and Any Discounts from List Prices

Not Applicable

18b. Terms and Conditions for Any Other Services

Not Applicable

19. List of Service and Distribution Points

Not Applicable

20. List of Participating Dealers

Not Applicable

21. Preventive Maintenance

Not Applicable

22a. Special Attributes Such as Environmental Attributes (e.g., Recycled Content, Energy Efficiency, and/or Reduced Pollutants).

Not Applicable
22b. Section 508 Compliance Information

If applicable, Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services at https://precisepointjv.com/. The EIT standards can be found at: https://www.section508.gov/.

23. Unique Entity Identifier (UEI) Number

N7CEFMPJZ9K1

24. System for Award Management (SAM) Database Notification

PrecisePoint JV, LLC is currently registered within the System for Award Management (SAM) database.
# SIN 54151S IT PROFESSIONAL SERVICES

## SIN 54151S Labor Category Rate Schedule

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA HOURLY RATES (Includes IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Year 1</td>
</tr>
<tr>
<td>Program Manager</td>
<td>$179.85</td>
</tr>
<tr>
<td>Enterprise Architect, Principal</td>
<td>$208.09</td>
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<tr>
<td>Security Specialist, Senior</td>
<td>$181.55</td>
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<tr>
<td>Business Process Engineering, Senior</td>
<td>$160.80</td>
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<tr>
<td>Integration/Test Engineer, Senior</td>
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<td>Integration/Test Engineer, Mid-Level</td>
<td>$98.55</td>
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<td>Integration/Test Engineer</td>
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<tr>
<td>Information Engineer, Senior</td>
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<td>Information Engineer, Mid-Level</td>
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<td>Information Engineer</td>
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<tr>
<td>Database Engineer, Senior</td>
<td>$142.12</td>
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<tr>
<td>Database Engineer, Mid-Level</td>
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<tr>
<td>Database Engineer</td>
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<tr>
<td>Applications Engineer, Senior</td>
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<td>Applications Engineer, Mid-Level</td>
<td>$106.67</td>
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<tr>
<td>Applications Engineer</td>
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<tr>
<td>Business Process Engineering, Mid-Level</td>
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<tr>
<td>Business Process Engineering</td>
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<tr>
<td>Enterprise Architect, Senior</td>
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<tr>
<td>Business Analyst (SME)</td>
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<tr>
<td>Business Intelligence Analyst</td>
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<tr>
<td>Business Systems Analyst</td>
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<tr>
<td>Computer and Information Systems Manager</td>
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<tr>
<td>Computer Systems Security Specialist</td>
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<td>Configuration Manager Level I</td>
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<td>Configuration Manager Level II</td>
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<tr>
<td>Data Analyst</td>
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<tr>
<td>Data Architect</td>
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<td>Data Security Analyst</td>
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<tr>
<td>Design Manager</td>
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<td>Developer Salesforce</td>
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<tr>
<td>Help Desk Manager</td>
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<td>Labor Category</td>
<td>Year 1</td>
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<td>---------------------------------------------------</td>
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<tr>
<td>Help Desk Specialist Level I</td>
<td>$41.97</td>
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<tr>
<td>Help Desk Specialist Level II</td>
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<tr>
<td>Help Desk Specialist Level III</td>
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<td>Information Systems Auditor</td>
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<td>IT Project Manager Level I</td>
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<td>IT Project Manager Level II</td>
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<td>Operations Support Systems Engineer</td>
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<tr>
<td>Project Controller</td>
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<td>Quality Assurance Specialist Level I</td>
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<tr>
<td>Quality Assurance Specialist Level II</td>
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<td>Quality Control Manager</td>
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<td>Quality Control Test Engineer Level I</td>
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<td>Quality Control Test Engineer Level II</td>
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<td>Quality Control Test Engineer Level III</td>
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<td>Requirements Manager</td>
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<td>Software Developer, Systems Software SME</td>
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<td>Software Engineer Level I</td>
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<td>Software Engineer Level II</td>
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<tr>
<td>Solution Architect</td>
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<tr>
<td>Subject Matter Expect Level I</td>
<td>$124.90</td>
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<tr>
<td>Subject Matter Expect Level II</td>
<td>$157.55</td>
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<tr>
<td>Subject Matter Expert Level III</td>
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<tr>
<td>System Architect</td>
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<tr>
<td>System Engineer Level I</td>
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<tr>
<td>System Engineer Level II</td>
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<tr>
<td>Task Manager</td>
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<tr>
<td>Technical Lead</td>
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<tr>
<td>Telecom Billing Analyst I</td>
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<tr>
<td>Telecom Billing Analyst II</td>
<td>$84.65</td>
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<tr>
<td>Telecom Business Intelligence Analyst</td>
<td>$77.00</td>
</tr>
<tr>
<td>Telecom Logistics Lead</td>
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<tr>
<td>Telecom Logistics Specialist</td>
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<tr>
<td>Telecom Optimization Analyst</td>
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<tr>
<td>Telecom Requirements Manager</td>
<td>$133.48</td>
</tr>
<tr>
<td>Labor Category</td>
<td>Year 1</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Telecom Service Desk Manager</td>
<td>$102.67</td>
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<tr>
<td>Telecom Service Desk Sr. Manager</td>
<td>$132.50</td>
</tr>
<tr>
<td>Telecom Service Desk Specialist I</td>
<td>$66.74</td>
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<tr>
<td>Telecom Service Desk Specialist II</td>
<td>$84.65</td>
</tr>
<tr>
<td>Telecom Subject Matter Expert</td>
<td>$102.67</td>
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<tr>
<td>Telecom Systems Administrator I</td>
<td>$71.87</td>
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<tr>
<td>Telecom Systems Administrator II</td>
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<td>Telecom TEMS Systems Analyst I</td>
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<td>Telecom TEMS Systems Analyst II</td>
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<tr>
<td>Telecom TEMS Systems Analyst III</td>
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</tr>
<tr>
<td>Telecom TEMS Systems Analyst, Sr.</td>
<td>$142.01</td>
</tr>
<tr>
<td>Telecom TEMS Systems/ Database Analyst</td>
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<td>Telecom Transition Manager</td>
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<td>Tele/Data Communications Analyst Level I</td>
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<td>Tele/Data Communications Analyst Level II</td>
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<tr>
<td>Training Specialist</td>
<td>$81.40</td>
</tr>
<tr>
<td>UX Designer</td>
<td>$93.90</td>
</tr>
</tbody>
</table>
SIN 54151S Labor Category Descriptions

Program Manager

Functional Responsibilities: Direct all financial management and administrative activities, such as budgeting, manpower and resource planning and financial reporting to ensure successful IT project execution. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues of IT projects which would require a report and recommend solutions. Develop work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provide daily supervision and direction to staff.

Minimum Education: Bachelor’s Finance, Accounting, Business or related financial discipline

Minimum Experience: 5 years of experience

Education Substitutions: 8 years of additional relevant experience may be substituted for education

Enterprise Architect, Principal

Functional Responsibilities: Extensive experience in design and development of IT architecture. Experience includes a wide range of work in creating diagrams and documentation with all components that comprise IT systems including network topology. Plan and manage team project, priorities, budget, schedule, and performance progress. Provides daily supervision and direction to support staff. Expertise in industry trends and strategic assessment.

Minimum Education: BA/BS in Computer Science, Engineering, Mathematics, Information Systems, or related field

Minimum Experience: 12 years of experience

Education Substitutions: Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree: Experience
Associate: 2 years relevant experience
Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

Security Specialist, Senior

Functional Responsibilities: Expertise in securing information systems, network infrastructure, or other related technologies. Perform security audits, evaluation, risk assessments and make strategic recommendation of systems and facilities. Analyze and establish processes for comprehensive systems and data protection. Knowledgeable of industry trends, issues, and technologies. Manage team and support the design, installation, and maintenance of security tools and systems.

Minimum Education: BA/BS in Computer Science, Engineering, Mathematics, or Information Systems

Minimum Experience: 9 years of experience

Education Substitutions: Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree: Experience
Associate: 2 years relevant experience
Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

**Business Process Engineering, Senior**

**Functional Responsibilities:** Extensive experience in supporting business process, requirements management and verification, solving highly complex major technical issues and providing recommendation and technical direction. Support the project progress through the life cycle of system development, process improvement and reengineering methodologies, and implementation of best and latest IT and business practices. Experience in managing complex stakeholder communication and expectation across multiple management chains.

**Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or Information Systems

**Minimum Experience:** 9 years of experience

**Education Substitutions:** Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

**Equivalent Degree:** Experience

Associate: 2 years relevant experience
Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

**Integration/Test Engineer, Senior**

**Functional Responsibilities:** Expertise in working with developers, end users, and organizations to develop test plan, scripts, and scenarios. Coordinate with other teams and test sites to plan and carry out test events to include system, integration, user acceptance, functional, regression testing, etc. Comprehensive experience in understanding IT products, operating systems, or specialized environment, maintaining evaluating testing process, tracking and reporting issues.

**Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Information Systems, or related field

**Minimum Experience:** 9 years of experience

**Education Substitutions:** Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

**Equivalent Degree:** Experience

Associate: 2 years relevant experience
Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience
Integration/Test Engineer, Mid-Level

**Functional Responsibilities:** Expertise in working with developers, end users, and organizations to develop test plan, scripts, and scenarios. Coordinate with other teams and test sites to plan and carry out test events to include system, integration, user acceptance, functional, regression testing, etc. Comprehensive experience in understanding IT products, operating systems, or specialized environment, maintaining evaluating testing process, tracking and reporting issues.

**Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Information Systems, or related field

**Minimum Experience:** 5 years of experience

**Education Substitutions:** Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree: Experience
- Associate: 2 years relevant experience
- Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
- Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
- PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

Integration/Test Engineer

**Functional Responsibilities:** Technical experience in working with developers, end users, and organizations to develop test plan, scripts, and scenarios. Coordinate with other teams and test sites to plan and carry out test events to include system, integration, user acceptance, functional, regression testing, etc. Comprehensive experience in understanding IT products, operating systems, or specialized environment, maintaining evaluating testing process, tracking and reporting issues.

**Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Information Systems

**Minimum Experience:** 1 year of experience

**Education Substitutions:** Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree: Experience
- Associate: 2 years relevant experience
- Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
- Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
- PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

Information Engineer, Senior

**Functional Responsibilities:** Expertise in systems analysis, design, and programming. Develop system requirements for network installations and upgrades. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects.

**Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Information Systems, or related field

**Minimum Experience:** 9 years of experience
**Education Substitutions:** Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree: Experience
- Associate: 2 years relevant experience
- Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
- Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
- PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

**Information Engineer, Mid-Level**

**Functional Responsibilities:** Experience in systems analysis, design, and programing. Develop system requirements for network installations and upgrades. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects.

**Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or Information Systems

**Minimum Experience:** 5 years of experience

**Education Substitutions:** Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree: Experience
- Associate: 2 years relevant experience
- Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
- Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
- PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

**Information Engineer**

**Functional Responsibilities:** Experience in systems analysis, design, and programing. Assist in developing system requirements for network installations and upgrades. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects.

**Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or Information Systems

**Minimum Experience:** 1 year of experience

**Education Substitutions:** Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree: Experience
- Associate: 2 years relevant experience
- Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
- Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
- PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience
Database Engineer, Senior

**Functional Responsibilities:** Expertise in providing database design, development, and maintenance support. Determine requirement needs and research, collect, and make recommendations on information and application solutions. Provide guidance of the development of required database and supporting technical and user documentation to ensure efficient use of developed database systems and to maintain an accurate configuration control and maintenance update mechanism.

**Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, or Information Systems, or related field

**Minimum Experience:** 9 years of experience

**Education Substitutions:** Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

**Equivalent Degree:** Experience
   - Associate: 2 years relevant experience
   - Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
   - Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
   - PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

Database Engineer, Mid-Level

**Functional Responsibilities:** Experience in providing database design, development, and maintenance support. Translates and programs user functional requirements and specifications into database applications. Determine requirement needs and research, collect, and make recommendations on information and application solutions. Participates in the development of required database and supporting technical and user documentation to ensure efficient use of developed database systems and to maintain an accurate configuration control and maintenance update mechanism.

**Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Information Systems, or related field

**Minimum Experience:** 5 years of experience

**Education Substitutions:** Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

**Equivalent Degree:** Experience
   - Associate: 2 years relevant experience
   - Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
   - Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
   - PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

Database Engineer

**Functional Responsibilities:** Technical experience in providing database design, development, and maintenance support. Translates and programs user functional requirements and specifications into database applications. Determine requirement needs and research, collect, and make recommendations on information and application solutions. Participates in the development of required database and
supporting technical and user documentation to ensure efficient use of developed database systems and to maintain an accurate configuration control and maintenance update mechanism.

**Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Information Systems, or related field

**Minimum Experience:** 1 year of experience

**Education Substitutions:** Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

**Equivalent Degree:** Experience

- Associate: 2 years relevant experience
- Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
- Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
- PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

**Applications Engineer, Senior**

**Functional Responsibilities:** Expertise in planning and conducting engineering projects and network implementation including application of engineering principles, theories, and concepts. Determine requirement needs and research, collect, and make recommendations on information and application solutions.

**Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Information Systems, or related field

**Minimum Experience:** 9 years of experience

**Education Substitutions:** Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

**Equivalent Degree:** Experience

- Associate: 2 years relevant experience
- Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
- Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
- PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

**Applications Engineer, Mid-Level**

**Functional Responsibilities:** Experience in planning and conducting engineering projects and network implementation including application of engineering principles, theories, and concepts. Determine requirement needs and research, collect, and make recommendations on information and application solutions.

**Minimum Education:** BA/BS in Computer Science, Engineering, Mathematics, Information Systems, or related field

**Minimum Experience:** 5 years of experience

**Education Substitutions:** Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

**Equivalent Degree:** Experience

- Associate: 2 years relevant experience
Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

Applications Engineer

Functional Responsibilities: Technical experience support in planning and conducting engineering projects and network implementation including application of engineering principles, theories, and concepts. Determine requirement needs and research, collect, and make recommendations on information and application solutions.

Minimum Education: BA/BS in Computer Science, Engineering, Mathematics, Information Systems, or related field

Minimum Experience: 1 year of experience

Education Substitutions: Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree: Experience
Associate: 2 years relevant experience
Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

Business Process Engineering, Mid-Level

Functional Responsibilities: Extensive experience in supporting business process, requirements management and verification, solving highly complex major technical issues and providing recommendation and technical direction. Support the project progress through the life cycle of system development, process improvement and reengineering methodologies, and implementation of best and latest IT and business practices. Manage stakeholder communication and expectation across multiple management chains.

Minimum Education: BA/BS Information Systems, Business, or related field

Minimum Experience: 5 years of experience

Education Substitutions: Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree: Experience
Associate: 2 years relevant experience
Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience
Business Process Engineering

Functional Responsibilities: Extensive experience in supporting business process, requirements management and verification, solving highly complex major technical issues and providing recommendation and technical direction. Support the project progress through the life cycle of system development, process improvement and reengineering methodologies, and implementation of best and latest IT and business practices.

Minimum Education: BA/BS Information Systems, Business, or related field

Minimum Experience: 1 year of experience

Education Substitutions: Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree: Experience
Associate: 2 years relevant experience
Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

Enterprise Architect, Senior

Functional Responsibilities: Expertise in design and development of IT architecture. Experience includes a wide range of work in creating diagrams and documentation with all components that comprise IT systems including network topology. Plan and manage team project, priorities, budget, schedule, and performance progress. Provides daily supervision and direction to support staff. Expertise in industry trends and strategic assessment.

Minimum Education: BA/BS in Computer Science, Engineering, Mathematics, Information Systems, or related field

Minimum Experience: 9 years of experience

Education Substitutions: Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

Equivalent Degree: Experience
Associate: 2 years relevant experience
Bachelor: Associate degree + 2 years of relevant experience or 4 years of relevant experience
Master: Bachelor plus 3 years of relevant experience or Associate degree + 5 years of relevant experience or 6 years relevant experience
PhD: Master + 3 years of relevant experience, or Bachelor + 5 years of relevant experience or 8 years relevant experience

Business Analyst (SME)

Functional Responsibilities: Elicit, analyze, validate, specify, verify, and manage the real needs of IT professional services project stakeholders, including customers and end users. Proficient in communication skills. Identify all requirements, collect and develop high level features, capture and manage requirements with documentation to include specifications, interface documents, and related documents. Perform analyses and provide recommendations on top level IT project requirements, system requirements, derived requirements, software requirements, and interface designs. Complete understanding and wide application of technical principles, theories, and concepts in the field.
**Minimum Education:** Bachelor's Degree in Business Administration, System Engineering, Business/Finance/Accounting or related scientific /technical discipline  
**Minimum Experience:** 10 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Business Intelligence Analyst**

**Functional Responsibilities:** Supervise the provisioning of technical support to IT professional services clients, and may also provide advice, technical assistance and support for incoming queries and resolve issues related to computer systems, software, application, hardware, and/or other issues related to the solution. Must be able to assist with developing and validating functional and technical requirements and troubleshooting issues and providing telephonic training to customers, providers, and/or beneficiaries. Identifies, researches, and resolves technical problems.

**Minimum Education:** Bachelor's Degree General  
**Minimum Experience:** 8 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Business Systems Analyst**

**Functional Responsibilities:** Analyze new and complex IT professional services project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.

**Minimum Education:** Bachelor's Business Administration, Computer Science Management, Information Technology, or related scientific /technical discipline  
**Minimum Experience:** 12 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Computer and Information Systems Manager**

**Functional Responsibilities:** Recommends and implements computer hardware, software and system programs for IT solutions. Administering and implementing all computer related technologies, including network security, internet operations and software upgrades to ensure the security of project data.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline  
**Minimum Experience:** 10 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Computer Systems Security Specialist**

**Functional Responsibilities:** Under general direction, performs all procedures necessary to ensure the safety of information systems and to protect systems from intentional or inadvertent access or destruction, and the protection and safeguard of project data. Interfaces with user community to understand their security needs and the type of data they work with and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security and protection of data in accordance with applicable requirements. Conducts accurate
evaluation of the level of security required for each type of IT professional services project data. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 7 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

### Configuration Manager Level I

**Functional Responsibilities:** Provide configuration management planning for IT professional services solutions. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. Must facilitate the change notification process used for updating product. Must ensure notification of performing organizations or project teams of change activity.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, Math, or related scientific/technical discipline

**Minimum Experience:** 3 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

### Configuration Manager Level II

**Functional Responsibilities:** Provide configuration management planning for IT professional services solutions. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. Must facilitate the change notification process used for updating product. Must ensure notification of performing organizations or project teams of change activity.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, Math, or related scientific/technical discipline

**Minimum Experience:** 7 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

### Data Analyst

**Functional Responsibilities:** Gathering and compiling data necessary to analyze a multitude of database products for IT professional services solutions. Can evaluate data to quickly identify problems, issues, and gaps. Has the knowledge and skill to recommend solutions that will improve performance of databases. Ability to analyze a variety of data types.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 8 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
Data Architect

**Functional Responsibilities:** Develops systems strategies for data management and determines database structural requirements by analyzing client operations, applications, and programming; reviewing IT objectives with clients; evaluating current systems. May evaluate new data sources for adherence to the organization's data quality standards and ease of integration into other databases. Develops database solutions by designing proposed system, defining database physical structure and functional capabilities, security, back-up, and recovery specifications. Installs database systems by developing flowcharts; applying optimum access techniques while ensuring data protection; coordinating installation actions; documents actions.

**Minimum Education:** Bachelor's Business Administration, Computer Science Management, Information Technology, or related scientific /technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 5 years of additional relevant experience may be substituted for education

Data Security Analyst

**Functional Responsibilities:** Analyze and defines security requirements to protect IT professional services solution information and data, which may include secure or restricted data. Design, develop, engineer, and implement solutions to security requirements. Guide effort to gather and organize technical information about an organization's IT mission, goals, and needs, existing security products, and ongoing programs. Perform risk analyses which also includes risk assessment. Develop security standards for IT systems and data.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Systems, or related scientific /technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Design Manager

**Functional Responsibilities:** Encompass overseeing internal and external design consultant teams, controlling the development of the IT professional services solution design concept. Manage the design process using commercial, contractual, program/time awareness and technical expertise. Support, understand and advise the client as to the IT requirements and obligations in the development of a design.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Information Technology, or related scientific /technical discipline

**Minimum Experience:** 8 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Developer Salesforce

**Functional Responsibilities:** Work closely with customer to ensure the timely and effective delivery of Salesforce requirements for specific instantiations in IT professional services projects. Responsible for managing all aspects of Salesforce including configuration, customization and implementation of applications and 3rd party integrations. Role also includes collaborating with internal stakeholders and team members to build solutions in Salesforce that support business requirements and processes for continuous improvement of solutions.
Minimum Education: Bachelor's Degree in Engineering, Computer Science, Information Technology, or related scientific/technical discipline.
Minimum Experience: 5 years of experience
Education Substitutions: 3 years of Salesforce experience with focus on Apex and Java development experience may be substituted for education

Help Desk Manager

Functional Responsibilities: Provides technical assistance and support for incoming queries and issues related to computer systems, software, application and/or hardware. Must understand project-specific nomenclature and be able to assist with developing and validating functional and technical requirements and troubleshooting issues and providing telephonic training to customers with various levels of technical proficiency. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem in an IT professional services project to ensure a timely resolution. Manages other help desk specialists and operations.
Minimum Education: Bachelor's Computer Science or Business or related scientific/technical discipline
Minimum Experience: 5 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Help Desk Specialist Level I

Functional Responsibilities: Provides telephonic support to end users on a variety of IT-related issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors problems to ensure timely resolutions for IT professional services contracts.
Minimum Education: Bachelor's Degree General
Minimum Experience: 1 year of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Help Desk Specialist Level II

Functional Responsibilities: Provides technical assistance and support for incoming queries and issues related to IT computer systems, software, application and/or hardware. 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: Bachelor's Degree General
Minimum Experience: 3 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Help Desk Specialist Level III

Functional Responsibilities: Provides technical assistance and support for incoming queries and issues related to IT computer systems, software, application and/or hardware. Must understand project-related nomenclature and be able to assist with developing and validating functional and technical requirements and troubleshooting issues and providing telephonic training to customers, including providers and beneficiaries. 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:** Bachelor's Degree General  
**Minimum Experience:** 5 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Information Systems Auditor**

Analyze, assess, plan, design, and implement operational and functional baselines for a variety of IT professional services solutions. Create conceptual business models to identify relevant changes needed to improve delivery of project services. Assist in applying common system auditing best practices to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the project's IT professional services needs are being addressed. Identify information technology inadequacies and/or deficiencies that affect the functional area’s ability to support/meet project goals. Support the development of functional area strategies to address information system challenges.

**Minimum Education:** Bachelor's Degree Engineering, Computer Science, Systems, Business, or related scientific/technical discipline  
**Minimum Experience:** 5 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**IT Project Manager Level I**

**Functional Responsibilities:** Must be well versed in life cycle, budget and project management methodologies for government IT professional services projects and solutions. Must have experience in tracking costs, schedule, and performance progress. Must be able to identify and mitigate risks and oversees all aspects of the project.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline  
**Minimum Experience:** 8 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**IT Project Manager Level II**

**Functional Responsibilities:** Must be well versed in life cycle, budget and project management methodologies for government IT professional services projects and solutions. Must have experience in tracking costs, schedule, and performance progress. Must be able to identify and mitigate risks and oversees all aspects of the project.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline  
**Minimum Experience:** 12 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
**Operations Support Systems Engineer**

**Functional Responsibilities:** Applies the use of process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects for IT systems. Supports activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer for IT professional services projects. Key coordinator between customers, multiple project teams, and stakeholders to ensure enterprise-wide integration of reengineering efforts and application of IT best practices.

**Minimum Education:** Bachelor's Degree Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 8 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Project Controller**

**Functional Responsibilities:** Must be well versed in life cycle, budget, and project management methodologies of government IT professional services projects. Must have experience in tracking costs, schedule, and performance progress. Must be able to identify and mitigate risks and oversees all aspects of the project.

**Minimum Education:** Bachelor's Business Administration, Computer Science Management, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 7 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Quality Assurance Specialist Level I**

**Functional Responsibilities:** Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating IT hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the IT development life cycle.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Quality Assurance Specialist Level II**

**Functional Responsibilities:** Establish and maintain a process for evaluating IT software and associated documentation. Determine and manage the resources required for quality control of IT professional services projects. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the IT development life cycle. Provide daily supervision and direction to support staff.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline
Minimum Experience: 8 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Quality Control Manager

Functional Responsibilities: Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large IT computer-based organization. Develop and define major and minor characteristics of quality, including quality metrics and scoring parameters and determines requisite quality control resources for an actual IT professional services task order. Establish and maintain a process for evaluating IT hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the IT development life cycle.

Minimum Education: Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline
Minimum Experience: 10 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Quality Control Test Engineer Level I

Functional Responsibilities: Implement automated test tools and strategies. Implement and conduct test and evaluation procedures to ensure IT system requirements are met for IT professional services projects. Maintain and upgrade automated test scripts and architectures for IT products. Implement and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Participate in all phases of risk management assessments and IT software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific/technical discipline
Minimum Experience: 3 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Quality Control Test Engineer Level II

Functional Responsibilities: Evaluate and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure IT system requirements are met for IT professional services projects. Develop, maintain, and upgrade automated test scripts and architectures for IT products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex IT software/hardware applications. Direct and/or participate in all phases of risk management assessments and IT software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific/technical discipline
Minimum Experience: 5 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education
**Quality Control Test Engineer Level III**

**Functional Responsibilities:** Evaluate and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure IT system requirements are met for IT professional services projects. Develop, maintain, and upgrade automated test scripts and architectures for IT products. Write, implement, and report status for IT system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex IT software/hardware applications. Direct and/or participate in all phases of risk management assessments and IT software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business or related scientific/technical discipline

**Minimum Experience:** 7 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Requirements Manager**

**Functional Responsibilities:** Elicit, analyze (investigate), validate (feasibility), specify (design), verify (test), and manage (release) the real needs of the IT professional services project stakeholders, including customers and end users. Proficient in communication skills. Identify all requirements, collect and develop high level features, capture and manage requirements with documentation to include specifications, interface documents, and related documents. Perform analyses and provide recommendations on top level IT requirements, system requirements, derived requirements, software requirements, and interface designs. Complete understanding and wide application of technical principles, theories, and concepts in the field.

**Minimum Education:** Bachelor's Degree in Business Administration, System Engineering, Business/Finance/Accounting or related scientific/technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Software Developer, Systems Software SME**

**Functional Responsibilities:** Software development managers oversee the entire development process for an IT software program. Identify the core functionality that users need from IT software programs. Design the program and then give instructions to programmers, who write computer code and test. Analyze users' needs and then design, test, and develop IT software to meet those needs. Recommend software upgrades. Design each piece of an IT system and plan how the pieces will work together. Create a variety of models and diagrams that instruct programmers how to write software code. Ensure that a program continues to function normally through software maintenance and testing.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, Mathematics, or related scientific/technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
Software Engineer Level I

**Functional Responsibilities:** Designs, modifies, develops, writes, and implements IT software programming applications. Supports and/or installs IT software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 3 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Software Engineer Level II

**Functional Responsibilities:** Designs, modifies, develops, writes, and implements IT software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 7 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Solution Architect

**Functional Responsibilities:** Establish IT system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale IT systems. Design IT architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these IT systems are compatible and in compliance with appropriate standards, such as those for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the IT agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Subject Matter Expect Level I

Serve as an experienced source of knowledge, technique, or expertise in a specific IT subject area. Apply expertise to support the organization's vision and strategic direction. For system development activities, understand, articulate, and implement best practices related to a specific area of expertise. May lead or
be an active participant of a workgroup with the need for specialized knowledge. Provide guidance on resolving business needs and actively participate in all phases of the software development life cycle.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline  
**Minimum Experience:** 5 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Subject Matter Expert Level II**

**Functional Responsibilities:** Serve as an experienced source of knowledge, technique, or expertise in a specific IT subject area. Apply expertise to support the organization’s vision and strategic direction. For system development activities, understand, articulate, and implement best practices related to a specific area of expertise. May lead or be an active participant of a workgroup with the need for specialized knowledge. Provide guidance on resolving business needs and actively participate in all phases of the software development life cycle.  
**Minimum Education:** Bachelor’s Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline  
**Minimum Experience:** 7 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Subject Matter Expert Level III**

**Functional Responsibilities:** Serve as an experienced source of knowledge, technique, or expertise in a specific IT subject area. Apply expertise to support the organization’s vision and strategic direction. For system development activities, understand, articulate, and implement best practices related to a specific area of expertise. May lead or be an active participant of a workgroup with the need for specialized knowledge. Provide guidance on resolving business needs and actively participate in all phases of the software development life cycle.  
**Minimum Education:** Bachelor’s Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline  
**Minimum Experience:** 15 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**System Architect**

**Functional Responsibilities:** Analyze, assess, plan, design, and implement operational and functional baselines. Establishes goals and plans that meet IT professional services project objectives. Has project-specific domain and expert technical knowledge with relevant systems and processes. Assist in applying common best practices for the industry to the customer using a knowledge base of relevant solutions to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Identify information technology inadequacies and/or deficiencies that affect the functional area’s ability to support/meet organizational goals. Interactions involve client negotiations and interfacing with senior management.  
**Minimum Education:** Bachelor’s Degree Cost Accounting, Mathematics, Engineering, Computer Science, Systems, Business, or related scientific/technical discipline  
**Minimum Experience:** 10 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
**System Engineer Level I**

**Functional Responsibilities:** Analyze network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers in IT professional services projects.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 4 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**System Engineer Level II**

**Functional Responsibilities:** Coordinate and/or perform additions and changes to network hardware and operating systems and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training, and support to IT staff.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Task Manager**

**Functional Responsibilities:** Provides development of IT professional services project plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project’s software development process is being implemented relative to the defined process and recommends methods to optimize the organization’s process.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 4 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Technical Lead**

**Functional Responsibilities:** Provides solutions to technical IT issues and is responsible for meeting development schedules and ensuring the delivered solution meets the technical specifications and design requirements of an IT professional services project. Establishes a technical vision for the IT professional services project with the development team and works with developers to turn it into reality. Works with outside stakeholders to define technical options and agree on solutions for future
streams of work. Establishes and/or co-ordinates programs of work (delivered through development) Acquiring appropriate budget for development to support business goals.  
Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific /technical discipline  
Minimum Experience: 10 years of experience  
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Telecom Billing Analyst I  
Functional Responsibilities: Assesses wireline and/or wireless telecom carrier invoices to conduct invoice validation; identifies errors and executes bill disputes, when necessary; ensure proper bill payment, in accordance with contractual requirements  
Minimum Education: Bachelor's degree in computer science, information systems, or related technical discipline  
Minimum Experience: 5 years of experience  
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Telecom Billing Analyst II  
Functional Responsibilities: Assesses more complex wireline and/or wireless telecom carrier invoices to conduct invoice validation; identifies errors and executes bill disputes, when necessary; ensure proper bill payment, in accordance with contractual requirements  
Minimum Education: Bachelor's degree in computer science, information systems, or related technical discipline  
Minimum Experience: 7 years of experience  
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Telecom Business Intelligence Analyst  
Functional Responsibilities: Sets up wireline and/or wireless telecom invoices and bills for successful processing for telecom expense and inventory management.  
Minimum Education: Bachelor's degree in computer science, information systems, or related technical discipline  
Minimum Experience: 5 years of experience  
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Telecom Logistics Lead  
Functional Responsibilities: Manages wireline and/or wireless telecom logistics activities, including device procurement, distribution, repair, recycle, and disposition.  
Minimum Education: Bachelor's degree, general  
Minimum Experience: 7 years of experience  
Education Substitutions: 3 years of additional relevant experience may be substituted for education
**Telecom Logistics Specialist**

**Functional Responsibilities:** Implements wireline and/or wireless telecom logistics activities, including device procurement, distribution, repair, recycle, and disposition.  
**Minimum Education:** Bachelor's degree, general  
**Minimum Experience:** 5 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Telecom Optimization Analyst**

**Functional Responsibilities:** Manages wireline and/or wireless telecom vendor and client relationships to ensure accuracy of invoicing, timely payment, and resolution of billing questions and disputes.  
**Minimum Education:** Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline  
**Minimum Experience:** 10 years of experience  
**Education Substitutions:** 5 years of additional relevant experience may be substituted for education

**Telecom Requirements Manager**

**Functional Responsibilities:** Determines and/or negotiates wireline and/or wireless telecom carrier contracts to achieve the availability of the most effective pricing and wireline and/or wireless telecom plans.  
**Minimum Education:** Bachelor's degree in business administration, system engineering, business, or related technical discipline  
**Minimum Experience:** 10 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Telecom Service Desk Manager**

**Functional Responsibilities:** Manage all wireline and/or wireless telecom service desk activities to ensure appropriate interface with stakeholders to ensure value; effectively implements wireline and/or wireless telecom services and solutions to address requests and resolve issues and serves as point of escalation for other service desk team members; manages activities of the service desk team.  
**Minimum Education:** Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline  
**Minimum Experience:** 10 years of experience  
**Education Substitutions:** 5 years of additional relevant experience may be substituted for education

**Telecom Service Desk Sr. Manager**

**Functional Responsibilities:** Provides strategic oversight and management for complex wireline and/or wireless telecom service desk activities to ensure appropriate interface with stakeholders to ensure value; effectively implements wireline and/or wireless telecom services and solutions to address requests and resolve issues and serves as point of escalation for other service desk team members; manages activities of the service desk team.  
**Minimum Education:** Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline
Minimum Experience: 12 years of experience  
Education Substitutions: 5 years of additional relevant experience may be substituted for education

Telecom Service Desk Specialist I

Functional Responsibilities: Executes all wireline and/or wireless telecom service desk activities to ensure appropriate interface with stakeholders to ensure value; effectively implements wireline and/or wireless telecom services and solutions to address requests and resolve issues.

Minimum Education: Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

Minimum Experience: 3 years of experience

Education Substitutions: 1 year of additional relevant experience may be substituted for education

Telecom Service Desk Specialist II

Functional Responsibilities: Executes all wireline and/or wireless telecom service desk activities to ensure appropriate interface with stakeholders to ensure value; effectively implements wireline and/or wireless telecom services and solutions to address requests and resolve issues.

Minimum Education: Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

Minimum Experience: 5 years of experience

Education Substitutions: 2 years of additional relevant experience may be substituted for education

Telecom Subject Matter Expert

Functional Responsibilities: Provides wireline and/or wireless telecom expertise to work effectively with wireline and/or wireless telecom stakeholders to effectively implement solutions and resolve issues when subject matter expertise is required; responds to project implementation issues and serves as a technical bridge to resolve incidents as expeditiously as possible.

Minimum Education: Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

Minimum Experience: 10 years of experience

Education Substitutions: 5 years of additional relevant experience may be substituted for education

Telecom Systems Administrator I

Functional Responsibilities: Supports the maintenance and upgrade of wireline and/or wireless telecom support solution for both internal and external deployments; provides production support for deployments at U.S. federal government hosting centers, third-party cloud providers, and in-house support.

Minimum Education: Bachelor's degree in technical area or technical training equivalent

Minimum Experience: 8 years of experience

Education Substitutions: 3 years of additional relevant experience may be substituted for education
Telecom Systems Administrator II

**Functional Responsibilities:** Directs the maintenance and upgrade of wireline and/or wireless telecom support solution for both internal and external deployments; provides production support for deployments at U.S. federal government hosting centers, third-party cloud providers, and in-house support.

**Minimum Education:** Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 5 years of additional relevant experience may be substituted for education

Telecom TEMS Systems Analyst I

**Functional Responsibilities:**Executes the configuration of TEMS software to support wireline and/or wireless telecom management activities. Performs initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.

**Minimum Education:** Bachelor's degree in computer science, information systems, or related technical discipline

**Minimum Experience:** 3 years of experience

**Education Substitutions:** 1 year of additional relevant experience may be substituted for education

Telecom TEMS Systems Analyst II

**Functional Responsibilities:**Executes the configuration of TEMS software to support wireline and/or wireless telecom management activities. Performs initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.

**Minimum Education:** Bachelor's degree in computer science, information systems, or related technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Telecom TEMS Systems Analyst III

**Functional Responsibilities:**Executes the configuration of TEMS software to support wireline and/or wireless telecom management activities. Performs initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.

**Minimum Education:** Bachelor's degree in computer science, information systems, or related technical discipline

**Minimum Experience:** 8 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Telecom TEMS Systems Analyst, Sr.

**Functional Responsibilities:** Oversees and executes the configuration of TEMS software to support wireline and/or wireless telecom management activities. Ensures the quality of initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.
Minimum Education: Bachelor's degree in computer science, information systems, or related technical discipline
Minimum Experience: 10 years of experience
Education Substitutions: 5 years of additional relevant experience may be substituted for education

Telecom TEMS Systems/ Database Analyst

Functional Responsibilities: Oversees and executes the configuration of TEMS software to support wireline and/or wireless telecom management activities, including database support. Normalizes and validates the inventory database and ensures data integrity is maintained. Ensures the quality of initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related technical discipline
Minimum Experience: 10 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Telecom Transition Manager

Functional Responsibilities: Must be well versed in transition methodologies necessary for telecom programs and wireline and/or wireless telecom solutions. Must have experience working with project and stakeholder teams to effectively migrate wireline and/or wireless telecom programs. Coordinates transitions on and off the program to ensure they occur in compliance with the transition plan; ensures transition activities comply with all contract terms and conditions; customizes requirements, business rules, workflows, and user interfaces to ensure the implementation of our proposed solution starts quickly; must be able to identify and mitigate transition risks, particularly those associated with telecom expense management, inventory management, and wireline and/or wireless services.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related technical discipline
Minimum Experience: 8 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Tele/Data Communications Analyst Level I

Functional Responsibilities: Analyze network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline
Minimum Experience: 5 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education
Tele/Data Communications Analyst Level II

Functional Responsibilities: Analyze user needs to determine functional requirements and define problems and develop plans and requirements in the subject matter area for moderately complex to complex systems related to information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each IT professional services task. Demonstrate exceptional oral and written communication skills. Commensurate experience in tele/data communications and in new and related older technology that directly relates to the required area of expertise.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline.

Minimum Experience: 15 years of experience

Education Substitutions: 3 years of additional relevant experience may be substituted for education

Training Specialist

Functional Responsibilities: Conduct the research necessary to develop and revise training courses appropriate for IT professional services projects. Develop and revise courses and prepare appropriate training catalogs. Prepare instructor materials (course outline, background material, and training aids). Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, and seminars. Support using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input for training validation and or modifications of specified items or systems that can be corrected.

Minimum Education: Bachelor's Degree General

Minimum Experience: 5 years of experience

Education Substitutions: 3 years of additional relevant experience may be substituted for education

UX Designer

Functional Responsibilities: Following IT professional services project requirements, design software and platforms that meet people’s needs, combining interfaces and workflows to enhance user experience and make systems user-friendly and intuitive. Conduct concept and usability testing and gather feedback; create personas through user research and data, define and evaluate interaction models; develop wireframes and prototypes; solve usability issues and work with UI designers to implement attractive designs; work with developers to ensure design requirements are maintained.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific/technical discipline

Minimum Experience: 3 years of experience

Education Substitutions: 3 years of additional relevant experience may be substituted for education
## SIN 518210C Labor Category Rate Schedule

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA HOURLY RATES (Includes IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Year 1</td>
</tr>
<tr>
<td>Cloud Business Analyst (SME)</td>
<td>$151.89</td>
</tr>
<tr>
<td>Cloud Business Intelligence Analyst</td>
<td>$98.78</td>
</tr>
<tr>
<td>Cloud Business Systems Analyst</td>
<td>$132.92</td>
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<tr>
<td>Cloud Computer and Information Systems Manager</td>
<td>$165.22</td>
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<tr>
<td>Cloud Computer Systems Security Specialist</td>
<td>$81.17</td>
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<tr>
<td>Cloud Configuration Manager Level I</td>
<td>$94.54</td>
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<tr>
<td>Cloud Configuration Manager Level II</td>
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<tr>
<td>Cloud Data Analyst</td>
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<tr>
<td>Cloud Data Architect</td>
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<td>Cloud Data Communications Analyst Level I</td>
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<td>Cloud Data Security Analyst</td>
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<tr>
<td>Cloud Design Manager</td>
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<td>Cloud Developer Salesforce</td>
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<td>Cloud Operations Support Systems Engineer</td>
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<td>Cloud Project Controller</td>
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<td>Cloud Quality Assurance Specialist Level I</td>
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<td>Cloud Quality Assurance Specialist Level II</td>
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<td>Cloud Quality Control Test Engineer Level I</td>
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<td>Cloud Quality Control Test Engineer Level III</td>
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<td>Cloud Software Developer, Systems Software SME</td>
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<td>Cloud Software Engineer Level I</td>
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<tr>
<td>Labor Category</td>
<td>Year 1</td>
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<tr>
<td>--------------------------------------------</td>
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<tr>
<td>Cloud Software Engineer Level II</td>
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<td>Cloud Solution Architect</td>
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<td>Cloud Subject Matter Expect Level I</td>
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<td>Cloud System Engineer Level II</td>
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<td>Cloud Task Manager</td>
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<td>Cloud Technical Lead</td>
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<td>Cloud Training Specialist</td>
<td>$81.40</td>
</tr>
<tr>
<td>Cloud UX Designer</td>
<td>$93.91</td>
</tr>
</tbody>
</table>

**SIN 518210C Labor Category Descriptions**

**Cloud Business Analyst (SME)**

**Functional Responsibilities:** Elicit, analyze, validate, specify, verify, and manage the real needs of cloud IT professional services project stakeholders, including customers and end users. Proficient in communication skills. Identify all requirements, collect and develop high level features, capture and manage requirements with documentation to include specifications, interface documents, and related documents. Perform analyses and provide recommendations on top level cloud IT project requirements, system requirements, derived requirements, software requirements, and interface designs. Complete understanding and wide application of cloud technical principles, theories, and concepts in the field.

**Minimum Education:** Bachelor's Degree in Business Administration, System Engineering, Business/Finance/Accounting or related scientific/technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Cloud Business Intelligence Analyst**

**Functional Responsibilities:** Supervise the provisioning of cloud technical support to IT professional services clients, and may also provide advice, cloud technical assistance and support for incoming queries and resolve issues related to computer systems, software, application, hardware, and/or other issues related to the solution. Must be able to assist with developing and validating functional and technical requirements and troubleshooting issues and providing telephonic training to customers, providers, and/or beneficiaries. Identifies, researches, and resolves technical problems.

**Minimum Education:** Bachelor's Degree General

**Minimum Experience:** 8 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
**Cloud Business Systems Analyst**

**Functional Responsibilities:** Analyze new and complex cloud IT professional services project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide cloud applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.

**Minimum Education:** Bachelor's Business Administration, Computer Science Management, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 12 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Cloud Computer and Information Systems Manager**

**Functional Responsibilities:** Recommends and implements computer hardware, software and system programs for cloud IT solutions. Administering and implementing all cloud related technologies, including network security, internet operations and software upgrades to ensure the security of project data.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Cloud Computer Systems Security Specialist**

**Functional Responsibilities:** Under general direction, performs all procedures necessary to ensure the safety of cloud information systems and to protect systems from intentional or inadvertent access or destruction, and the protection and safeguard of cloud project data. Interfaces with user community to understand their security needs and the type of data they work with and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security and protection of data in accordance with applicable cloud requirements. Conducts accurate evaluation of the level of cloud security required for each type of IT professional services project data. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 7 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Cloud Configuration Manager Level I**

**Functional Responsibilities:** Provide configuration management planning for cloud IT professional services solutions. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. Must facilitate the change notification process used for updating product. Must ensure notification of performing organizations or project teams of change activity.
Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, Math, or related scientific/technical discipline
Minimum Experience: 3 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Configuration Manager Level II

Functional Responsibilities: Provide configuration management planning for cloud IT professional services solutions. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. Must facilitate the change notification process used for updating product. Must ensure notification of performing organizations or project teams of change activity.
Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, Math, or related scientific/technical discipline
Minimum Experience: 7 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Data Analyst

Functional Responsibilities: Gathering and compiling data necessary to analyze a multitude of database products for cloud IT professional services solutions. Can evaluate data to quickly identify problems, issues, and gaps. Has the knowledge and skill to recommend cloud solutions that will improve performance of databases. Ability to analyze a variety of data types.
Minimum Education: Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline
Minimum Experience: 8 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Data Architect

Functional Responsibilities: Develops systems strategies for data management and determines database structural requirements by analyzing client operations, applications, and programming; reviewing cloud IT objectives with clients; evaluating current systems. May evaluate new data sources for adherence to the organization's data quality standards and ease of integration into other databases. Develops cloud database solutions by designing proposed system defining database physical structure and functional capabilities, security, back-up, and recovery specifications. Installs database systems by developing flowcharts; applying optimum access techniques while ensuring data protection; coordinating installation actions; documents actions.
Minimum Education: Bachelor's Business Administration, Computer Science Management, Information Technology, or related scientific/technical discipline
Minimum Experience: 10 years of experience
Education Substitutions: 5 years of additional relevant experience may be substituted for education
Cloud Data Communications Analyst Level I

**Functional Responsibilities:** Analyze cloud network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate cloud requirements with users and suppliers.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Cloud Data Communications Analyst Level II

**Functional Responsibilities:** Analyze user needs to determine functional cloud requirements and define problems and develop plans and requirements in the subject matter area for moderately complex to complex systems related to information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each cloud IT professional services task. Demonstrate exceptional oral and written communication skills. Commensurate experience in data communications and in new and related older technology that directly relates to the required area of expertise.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline.

**Minimum Experience:** 15 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Cloud Data Security Analyst

**Functional Responsibilities:** Analyze and defines cloud security requirements to protect cloud IT professional services solution information and data, which may include secure or restricted data. Design, develop, engineer, and implement solutions to security requirements. Guide effort to gather and organize technical information about an organization's cloud IT mission, goals, and needs, existing security products, and ongoing programs. Perform risk analyses which also includes risk assessment. Develop security standards for cloud IT systems and data.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Systems, or related scientific/technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Cloud Design Manager

**Functional Responsibilities:** Encompass overseeing internal and external design consultant teams, controlling the development of the cloud IT professional services solution design concept. Manage the design process using commercial, contractual, program/time awareness and technical expertise. Support, understand and advise the client as to the cloud IT requirements and obligations in the development of a design.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Information Technology, or related scientific/technical discipline
Minimum Experience: 8 years of experience  
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Developer Salesforce

Functional Responsibilities: Work closely with customer to ensure the timely and effective delivery of Salesforce requirements for specific instantiations in cloud IT professional services projects. Responsible for managing all aspects of Salesforce including cloud configuration, customization and implementation of applications and 3rd party integrations. Role also includes collaborating with internal stakeholders and team members to build solutions in Salesforce that support business requirements and processes for continuous improvement of solutions.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Information Technology, or related scientific/technical discipline.  
Minimum Experience: 5 years of experience  
Education Substitutions: 3 years of Salesforce experience with focus on Apex and Java development experience may be substituted for education

Cloud Help Desk Manager

Functional Responsibilities: Provides technical assistance and support for incoming queries and issues related to cloud computer systems, software, application and/or hardware. Must understand project-specific nomenclature and be able to assist with developing and validating functional and technical requirements and troubleshooting issues and providing telephonic training to customers with various levels of technical proficiency. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem in an IT professional services project to ensure a timely resolution. Manages other help desk specialists and operations.

Minimum Education: Bachelor's Computer Science or Business or related scientific/technical discipline  
Minimum Experience: 5 years of experience  
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Help Desk Specialist Level I

Functional Responsibilities: Provides telephonic support to end users on a variety of cloud IT-related issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors problems to ensure timely resolutions for cloud IT professional services contracts.

Minimum Education: Bachelor's Degree General  
Minimum Experience: 1 years of experience  
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Help Desk Specialist Level II

Functional Responsibilities: Provides technical assistance and support for incoming queries and issues related to cloud IT computer systems, software, application and/or hardware. 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: Bachelor's Degree General
Minimum Experience: 3 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Help Desk Specialist Level III

Functional Responsibilities: Provides technical assistance and support for incoming queries and issues related to cloud IT computer systems, software, application and/or hardware. Must understand project-related nomenclature and be able to assist with developing and validating functional and technical requirements and troubleshooting issues and providing telephonic training to customers, including providers and beneficiaries. 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: Bachelor's Degree General
Minimum Experience: 5 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Information Systems Auditor

Functional Responsibilities: Analyze, assess, plan, design, and implement operational and functional baselines for a variety of cloud IT professional services solutions. Create conceptual business models to identify relevant changes needed to improve delivery of cloud services. Assist in applying common system auditing best practices to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the direction and strategy for an engagement while ensuring the project's cloud IT professional services needs are being addressed. Identify information technology inadequacies and/or deficiencies that affect the functional area’s ability to support/meet project goals. Support the development of functional area strategies to address information system challenges.

Minimum Education: Bachelor’s Degree Engineering, Computer Science, Systems, Business, or related scientific/technical discipline
Minimum Experience: 5 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud IT Project Manager Level I

Functional Responsibilities: Must be well versed in life cycle, budget and project management methodologies for government cloud IT professional services projects and solutions. Must have experience in tracking costs, schedule, and performance progress. Must be able to identify and mitigate risks and oversees all aspects of the project.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline
Minimum Experience: 8 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education
Cloud IT Project Manager Level II

**Functional Responsibilities:** Must be well versed in life cycle, budget and project management methodologies for government cloud IT professional services projects and solutions. Must have experience in tracking costs, schedule, and performance progress. Must be able to identify and mitigate risks and oversees all aspects of the project.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 12 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Cloud Operations Support Systems Engineer

**Functional Responsibilities:** Applies the use of process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct cloud modernization projects for cloud IT systems. Supports activity and data modeling, development of modern business methods, identification of cloud best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer for cloud IT professional services projects. Key coordinator between customers, multiple project teams, and stakeholders to ensure enterprise-wide integration of reengineering efforts and application of IT best practices.

**Minimum Education:** Bachelor's Degree Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 8 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Cloud Program Manager

**Functional Responsibilities:** Direct all financial management and administrative activities, such as budgeting, labor and resource planning and financial reporting to ensure successful cloud IT project execution. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues of cloud IT projects which would require a report and recommend solutions. Develop work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provide daily supervision and direction to staff.

**Minimum Education:** Bachelor's Finance, Accounting, Business, or related financial discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 8 years of additional relevant experience may be substituted for education

Cloud Project Controller

**Functional Responsibilities:** Must be well versed in life cycle, budget, and project management methodologies of government cloud IT professional services projects. Must have experience in tracking costs, schedule, and performance progress. Must be able to identify and mitigate risks and oversees all aspects of the project.

**Minimum Education:** Bachelor's Business Administration, Computer Science Management, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 7 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
Cloud Quality Assurance Specialist Level I

Develop and implement quality control methodologies to ensure compliance with cloud quality assurance standards, guidelines, and procedures. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating cloud IT hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the cloud IT development life cycle.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Cloud Quality Assurance Specialist Level II

**Functional Responsibilities:** Establish and maintain a process for evaluating cloud IT software and associated documentation. Determine and manage the cloud resources required for quality control of cloud IT professional services projects. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the IT development life cycle. Provide daily supervision and direction to support staff.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 8 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Cloud Quality Control Manager

**Functional Responsibilities:** Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large cloud IT computer-based organization. Develop and define major and minor characteristics of quality, including quality metrics and scoring parameters and determines requisite quality control resources for an actual cloud IT professional services task order. Establish and maintain a process for evaluating cloud IT hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the IT development life cycle.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Cloud Quality Control Test Engineer Level I

**Functional Responsibilities:** Implement automated test tools and strategies. Implement and conduct test and evaluation procedures to ensure cloud IT system requirements are met for cloud IT professional services projects. Maintain and upgrade automated test scripts and architectures for cloud IT products. Implement and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Participate in all phases of risk management assessments and cloud IT software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline
Minimum Experience: 3 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Quality Control Test Engineer Level II

Functional Responsibilities: Evaluate and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure cloud IT system requirements are met for cloud IT professional services projects. Develop, maintain, and upgrade automated test scripts and architectures for cloud IT products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing expertise for the support of user requirements of complex to highly complex IT software/hardware applications. Direct and/or participate in all phases of risk management assessments and cloud IT software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline
Minimum Experience: 5 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Quality Control Test Engineer Level III

Functional Responsibilities: Evaluate and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure cloud IT system requirements are met for cloud IT professional services projects. Develop, maintain, and upgrade automated test scripts and architectures for cloud IT products. Write, implement, and report status for IT system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing expertise for the support of user requirements of complex to highly complex cloud IT software/hardware applications. Direct and/or participate in all phases of risk management assessments and cloud IT software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.
Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline
Minimum Experience: 7 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Requirements Manager

Functional Responsibilities: Elicit, analyze (investigate), validate (feasibility), specify (design), verify (test), and manage (release) the real needs of the cloud IT professional services project stakeholders, including customers and end users. Proficient in communication skills. Identify all requirements, collect and develop high level features, capture and manage requirements with documentation to include specifications, interface documents, and related documents. Perform analyses and provide recommendations on top level cloud IT requirements, system requirements, derived requirements, software requirements, and interface designs. Complete understanding and wide application of technical principles, theories, and concepts in the field.
Minimum Education: Bachelor's Degree in Business Administration, System Engineering, Business/Finance/Accounting or related scientific/technical discipline  
Minimum Experience: 10 years of experience  
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Software Developer, Systems Software SME

Functional Responsibilities: Software development managers oversee the entire development process for a cloud IT software program. Identify the core functionality that users need from cloud IT software programs. Design the program and then give instructions to programmers, who write computer code and test. Analyze users’ needs and then design, test, and develop cloud IT software to meet those needs. Recommend software upgrades. Design each piece of a cloud IT system and plan how the pieces will work together. Create a variety of models and diagrams that instruct programmers how to write software code. Ensure that a program continues to function normally through software maintenance and testing.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, Mathematics, or related scientific/technical discipline  
Minimum Experience: 10 years of experience  
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Software Engineer Level I

Functional Responsibilities: Designs, modifies, develops, writes, and implements cloud IT software programming applications. Supports and/or installs cloud IT software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific/technical discipline  
Minimum Experience: 3 years of experience  
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Software Engineer Level II

Functional Responsibilities: Designs, modifies, develops, writes, and implements cloud IT software programming applications. Supports and/or installs cloud software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of cloud software.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific/technical discipline  
Minimum Experience: 7 years of experience  
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Solution Architect

Functional Responsibilities: Establish cloud IT system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale IT systems. Design cloud IT architecture to include the software, hardware, and communications to support the total requirements
as well as provide for present and future cross-functional requirements and interfaces. Ensure these cloud IT systems are compatible and in compliance with appropriate standards, such as those for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the cloud IT agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific/technical discipline  
**Minimum Experience:** 10 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Cloud Subject Matter Expert Level I**

**Functional Responsibilities:** Serve as an experienced source of knowledge, technique, or expertise in a specific cloud IT subject area. Apply expertise to support the organization's vision and strategic direction. For system development activities, understand, articulate, and implement best practices related to a specific area of expertise. May lead or be an active participant of a workgroup with the need for specialized cloud knowledge. Provide guidance on resolving business needs and actively participate in all phases of the software development life cycle.  
**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline  
**Minimum Experience:** 5 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Cloud Subject Matter Expert Level II**

**Functional Responsibilities:** Serve as an experienced source of knowledge, technique, or expertise in a specific cloud IT subject area. Apply expertise to support the organization’s vision and strategic cloud direction. For system development activities, understand, articulate, and implement best practices related to a specific area of expertise. May lead or be an active participant of a workgroup with the need for specialized cloud knowledge. Provide guidance on resolving business needs and actively participate in all phases of the software development life cycle.  
**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline  
**Minimum Experience:** 7 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Cloud Subject Matter Expert Level III**

**Functional Responsibilities:** Serve as an experienced source of knowledge, technique, or expertise in a specific cloud IT subject area. Apply expertise to support the organization’s vision and strategic direction. For system development activities, understand, articulate, and implement cloud best practices related to a specific area of expertise. May lead or be an active participant of a workgroup with the need
for specialized knowledge. Provide guidance on resolving business needs and actively participate in all phases of the software development life cycle.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 15 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Cloud System Architect**

**Functional Responsibilities:** Analyze, assess, plan, design, and implement operational and functional baselines. Establishes goals and plans that meet cloud IT professional services project objectives. Has project-specific domain and expert technical knowledge with relevant systems and processes. Assist in applying common cloud best practices for the industry to the customer using a knowledge base of relevant solutions to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Identify cloud information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Interactions involve client negotiations and interfacing with senior management.

**Minimum Education:** Bachelor's Degree Cost Accounting, Mathematics, Engineering, Computer Science, Systems, Business, or related scientific /technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Cloud System Engineer Level I**

**Functional Responsibilities:** Analyze network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate cloud requirements with users and suppliers in cloud IT professional services projects.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 4 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Cloud System Engineer Level II**

**Functional Responsibilities:** Coordinate and/or perform additions and changes to cloud network hardware and operating systems and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct cloud support in the day-to-day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical cloud consultation, training, and support to IT staff.
Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline
Minimum Experience: 5 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Task Manager

Functional Responsibilities: Provides development of cloud IT professional services project plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent cloud assessment of how the project’s software development process is being implemented relative to the defined cloud process and recommends methods to optimize the organization’s process.

Minimum Education: Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline
Minimum Experience: 4 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Technical Lead

Functional Responsibilities: Provides solutions to cloud IT issues and is responsible for meeting development schedules and ensuring the delivered solution meets the technical cloud specifications and design requirements of a cloud IT professional services project. Establishes a technical vision for the cloud IT professional services project with the development team and works with developers to turn it into reality. Works with outside stakeholders to define technical options and agree on solutions for future streams of work. Establishes and/or coordinates programs of work (delivered through development) Acquiring appropriate budget for development to support business goals.

Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific/technical discipline
Minimum Experience: 10 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Cloud Training Specialist

Functional Responsibilities: Conduct the research necessary to develop and revise training courses appropriate for cloud IT professional services projects. Develop and revise courses and prepare appropriate training catalogs. Prepare instructor materials (course outline, background material, and training aids). Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, and seminars. Support using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input for training validation and or modifications of specified items or systems that can be corrected.

Minimum Education: Bachelor's Degree General
Minimum Experience: 5 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education
**Cloud UX Designer**

**Functional Responsibilities:** Following cloud IT professional services project requirements, design software and platforms that meet people’s needs, combining interfaces and workflows to enhance user experience and make systems user-friendly and intuitive. Conduct concept and usability testing and gather feedback; create personas through user research and data, define and evaluate interaction models; develop wireframes and prototypes; solve usability issues and work with UI designers to implement attractive designs; work with developers to ensure cloud design requirements are maintained.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 3 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA HOURLY RATES (Includes IFF)</th>
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<tbody>
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<tr>
<td>Health IT Business Analyst (SME)</td>
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<td>Health IT Business Intelligence Analyst</td>
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<td>Health IT Computer and Information Systems Manager</td>
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<tr>
<td>Health IT UX Designer</td>
<td>$93.90</td>
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</table>

**SIN 54151HEAL Labor Category Descriptions**

**Health IT Business Analyst (SME)**

**Functional Responsibilities:** Elicit, analyze (investigate), validate (feasibility), specify (design), verify (test), and manage (release) the real needs of the healthcare IT project stakeholders, including customers and end users. Proficient in communication skills. Identify all requirements, collect and develop high level features, capture and manage requirements with documentation to include specifications, interface documents, and related documents. Perform analyses and provide recommendations on top level healthcare IT requirements, system requirements, derived requirements, software requirements, and interface designs. Complete understanding and wide application of technical principles, theories, and concepts in the field.

**Minimum Education:** Bachelor's Degree in Business Administration, System Engineering, Business/Finance/Accounting or related scientific/technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Health IT Business Intelligence Analyst**

**Functional Responsibilities:** Supervise the provisioning of technical support to clients, and may also provide advice, technical assistance and support for incoming queries and resolve issues related to healthcare IT computer systems, software, application, hardware, healthcare provider and beneficiary queries, and/or other issues related to the health IT solution. Must be able to assist with developing and validating functional and technical requirements and troubleshooting issues and providing telephonic training to customers, providers, and/or beneficiaries. Identifies, researches, and resolves technical problems.

**Minimum Education:** Bachelor’s Degree General

**Minimum Experience:** 8 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
Health IT Business Systems Analyst

Functional Responsibilities: Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide healthcare IT applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.

Minimum Education: Bachelor’s Business Administration, Computer Science Management, Information Technology, or related scientific/technical discipline

Minimum Experience: 12 years of experience

Education Substitutions: 3 years of additional relevant experience may be substituted for education

Health IT Computer and Information Systems Manager

Functional Responsibilities: Recommends and implements computer hardware, software and system programs for health IT solutions. Administering and implementing all computer related technologies, including network security, internet operations and software upgrades to ensure the security of healthcare related data, which may include provider data, beneficiary data, or other forms of Personally Identifiable Information (PII) and/or Personal Health Information (PHI).

Minimum Education: Bachelor’s Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

Minimum Experience: 10 years of experience

Education Substitutions: 3 years of additional relevant experience may be substituted for education

Health IT Computer Systems Security Specialist

Functional Responsibilities: Under general direction, performs all procedures necessary to ensure the safety of information systems and to protect systems from intentional or inadvertent access or destruction, and the protection and safeguard of healthcare data, including PII and PHI. Interfaces with user community to understand their security needs and the type of health data they work with and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security and protection of proprietary healthcare and associated personal information. May require familiarity with healthcare domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required for each type of healthcare data. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management.

Minimum Education: Bachelor’s Degree in Engineering, Computer Science, Information Technology, or related scientific/technical discipline

Minimum Experience: 7 years of experience

Education Substitutions: 3 years of additional relevant experience may be substituted for education

Health IT Configuration Manager Level I

Functional Responsibilities: Provide configuration management planning for healthcare IT solutions. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. Must facilitate the change Notification
process used for updating product. Must ensure notification of performing organizations or project teams of change activity

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, Math, or related scientific /technical discipline  
**Minimum Experience:** 3 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Health IT Configuration Manager Level II**

**Functional Responsibilities:** Provide configuration management planning for healthcare IT solutions. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software. Must facilitate the change Notification process used for updating product. Must ensure notification of performing organizations or project teams of change activity  
**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, Math, or related scientific /technical discipline  
**Minimum Experience:** 7 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Health IT Data Analyst**

**Functional Responsibilities:** Gathering and compiling data necessary to analyze a multitude of database products for healthcare IT solutions. Can evaluate data to quickly identify problems, issues, and gaps. Has the knowledge and skill to recommend solutions that will improve performance of databases. Ability to analyze a variety of healthcare data, including provider and beneficiary data, healthcare quality metrics, etc.  
**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology, or related scientific /technical discipline  
**Minimum Experience:** 8 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Health IT Data Architect**

**Functional Responsibilities:** Develops healthcare systems strategies and determines database structural requirements by analyzing client operations, applications, and programming; reviewing healthcare IT objectives with clients; evaluating current systems. May evaluate new data sources for adherence to the organization's quality standards of healthcare data and ease of integration into other healthcare databases. Develops database solutions by designing proposed system, defining database physical structure and functional capabilities, security, back-up, and recovery specifications. Installs database systems by developing flowcharts; applying optimum access techniques while ensuring the protection of healthcare data, including PII and PHI; coordinating installation actions; documents actions.  
**Minimum Education:** Bachelor's Business Administration, Computer Science Management, Information Technology, or related scientific /technical discipline  
**Minimum Experience:** 10 years of experience  
**Education Substitutions:** 5 years of additional relevant experience may be substituted for education
**Health IT Data Security Analyst**

**Functional Responsibilities:** Analyze and defines security requirements to protect healthcare solution information and data, which may include provider data, beneficiary data, or other forms of Personally Identifiable Information (PII) and/or Personal Health Information (PHI). Design, develop, engineer, and implement solutions to security requirements. Guide effort to gather and organize technical information about an organization's healthcare IT mission, goals, and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment. Develop security standards for healthcare IT systems and healthcare data.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Systems, or related scientific /technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Health IT Design Manager**

**Functional Responsibilities:** Encompass overseeing internal and external design consultant teams, controlling the development of the healthcare IT solution design concept. Managing the design process using commercial, contractual, program/time awareness and technical expertise. Supporting, understanding, and advising the client as to the healthcare IT requirements and obligations in the development of a design.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Information Technology, or related scientific /technical discipline

**Minimum Experience:** 8 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Health IT Developer Salesforce**

**Functional Responsibilities:** Work closely with customer to ensure the timely and effective delivery of Salesforce requirements in the healthcare IT domain. Responsible for managing all aspects of Salesforce.com (SFDC) including configuration, customization and implementation of applications and 3rd party integrations. Role also includes collaborating with internal stakeholders and team members to build solutions in SFDC that support business requirements and processes for continuous improvement of Health IT solutions.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Information Technology, or related scientific /technical discipline.

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of Salesforce experience with focus on Apex and Java development experience may be substituted for education

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**Health IT Help Desk Manager**

**Functional Responsibilities:** Provides technical assistance and support for incoming queries and issues related to healthcare IT computer systems, software, application and/or hardware. Must understand healthcare nomenclature and be able to assist with developing and validating functional and technical requirements and troubleshooting issues and providing telephonic training to customers, including providers and beneficiaries. 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. Manages other help desk specialists and operations.

**Minimum Education:** Bachelor's Computer Science or Business or related scientific/technical discipline  
**Minimum Experience:** 5 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Health IT Help Desk Specialist Level I**

**Functional Responsibilities:** Provides support to end users on a variety of issues related to healthcare IT solutions. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support related to healthcare solutions. Documents, tracks, and monitors problems to ensure timely resolutions.

**Minimum Education:** Bachelor's Degree General  
**Minimum Experience:** 1 year of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Health IT Help Desk Specialist Level II**

**Functional Responsibilities:** Provides technical assistance and support for incoming queries and issues related to healthcare IT computer systems, software, application and/or hardware. 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:** Bachelor's Degree General  
**Minimum Experience:** 3 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Health IT Help Desk Specialist Level III**

**Functional Responsibilities:** Provides technical assistance and support for incoming queries and issues related to healthcare IT computer systems, software, application and/or hardware. Must understand healthcare nomenclature and be able to assist with developing and validating functional and technical requirements and troubleshooting issues and providing telephonic training to customers, including providers and beneficiaries. 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:** Bachelor's Degree General  
**Minimum Experience:** 5 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Health IT Information Systems Auditor**

**Functional Responsibilities:** Analyze, assess, plan, design, and implement operational and functional baselines for health IT solutions. Create conceptual business models to identify relevant changes needed to improve delivery of health services. Assist in applying common best practices for the healthcare IT industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components and help to define the
direction and strategy for an engagement while ensuring the healthcare and healthcare IT needs are being addressed. Identify information technology inadequacies and/or deficiencies that affect the functional area’s ability to support/meet healthcare and healthcare IT goals. Support the development of functional area strategies for enhanced healthcare IT.

**Minimum Education:** Bachelor's Degree Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Health IT Project Manager Level I**

**Functional Responsibilities:** Must be well versed in life cycle, budget and project management methodologies for healthcare programs and health IT solutions. Must have experience in tracking costs, schedule, and performance progress. Must be able to identify and mitigate risks, including those associated with healthcare, beneficiary, and provider data; and oversees all aspects of the project.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 8 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Health IT Project Manager Level II**

**Functional Responsibilities:** Must be well versed in life cycle, budget and project management methodologies for healthcare programs and health IT solutions. Must have experience in tracking costs, schedule, and performance progress. Must be able to identify and mitigate risks, including those associated with healthcare, beneficiary, and provider data; and oversees all aspects of the project.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 12 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Health IT Operations Support Systems Engineer**

**Functional Responsibilities:** Applies the use of process improvement, reengineering methodologies, and internet-related methodologies and principles to conduct process modernization projects for healthcare IT systems. Supports activity and data modeling, development of modern business methods, identification of best practices, and creating and assessing performance measurements for healthcare solutions. Provides group facilitation, interviewing, training, and additional forms of knowledge transfer. Key coordinator between customers, providers, beneficiaries, and multiple project teams to ensure enterprise-wide integration of reengineering efforts and application of healthcare solutions best practice including e-business practices experience.

**Minimum Education:** Bachelor's Degree Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 8 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
Health IT Program Manager

**Functional Responsibilities:** Direct all financial management and administrative activities, such as budgeting, labor and resource planning and financial reporting to ensure a successful healthcare IT solution. Perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues of health IT solutions, which would require a report and recommend solutions. Develop work breakdown structures, prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Provide daily supervision and direction to staff.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 8 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Health IT Project Controller

**Functional Responsibilities:** Must be well versed in life cycle, budget and project management methodologies of healthcare programs and health IT solutions. Must have experience in tracking costs, schedule, and performance progress. Must be able to identify and mitigate risks, including those associated with healthcare, beneficiary, and provider data; and oversees all aspects of the project.

**Minimum Education:** Bachelor's Business Administration, Computer Science Management, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 7 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Health IT Quality Assurance Specialist Level I

**Functional Responsibilities:** Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based healthcare IT organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating healthcare IT hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the healthcare IT development life cycle.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Health IT Quality Assurance Specialist Level II

**Functional Responsibilities:** Establish and maintain a process for evaluating healthcare IT software and associated documentation. Determine and manage the resources required for quality control of healthcare IT projects. Maintain the level of quality throughout the software life cycle. Conduct formal and informal reviews at pre-determined points throughout the healthcare IT development life cycle. Provide daily supervision and direction to support staff.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline
Minimum Experience: 8 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Health IT Quality Control Manager

**Functional Responsibilities:** Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large healthcare IT computer-based organization. Develop and define major and minor characteristics of quality, including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establish and maintain a process for evaluating healthcare IT hardware, software, and associated documentation and/or assist in the evaluation. Conduct and/or participate in formal and informal reviews at pre-determined points throughout the healthcare IT development life cycle.

**Minimum Education:** Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline
**Minimum Experience:** 10 years of experience
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Health IT Quality Control Test Engineer Level I

**Functional Responsibilities:** Implement automated test tools and strategies. Implement and conduct test and evaluation procedures to ensure healthcare IT system requirements are met. Maintain and upgrade automated test scripts and architectures for healthcare IT products. Implement and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Participate in all phases of risk management assessments and healthcare IT software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline
**Minimum Experience:** 3 years of experience
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Health IT Quality Control Test Engineer Level II

**Functional Responsibilities:** Evaluate and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure healthcare IT system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for healthcare IT products. Write, implement, and report status for system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing expertise for the support of user requirements of complex to highly complex healthcare IT software/hardware applications. Direct and/or participate in all phases of risk management assessments and healthcare IT software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline
**Minimum Experience:** 5 years of experience
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
Health IT Quality Control Test Engineer Level III

**Functional Responsibilities:** Evaluate and implement automated test tools and strategies. Design, implement, and conduct test and evaluation procedures to ensure healthcare IT system requirements are met. Develop, maintain, and upgrade automated test scripts and architectures for healthcare IT products. Write, implement, and report status for healthcare IT system test cases for testing. Analyze test cases and provide regular progress reports. Serve as subject matter specialist providing testing expertise for the support of user requirements of complex to highly complex healthcare IT software/hardware applications. Direct and/or participate in all phases of risk management assessments and healthcare IT software/hardware development with emphasis on analysis of user requirements, test design and test tools selection.

**Minimum Education:** Bachelor’s Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 7 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Health IT Requirements Manager

**Functional Responsibilities:** Elicit, analyze (investigate), validate (feasibility), specify (design), verify (test), and manage (release) the real needs of the healthcare IT project stakeholders, including customers and end users. Proficient in communication skills. Identify all requirements, collect and develop high level features, capture and manage requirements with documentation to include specifications, interface documents, and related documents. Perform analyses and provide recommendations on top level healthcare IT requirements, system requirements, derived requirements, software requirements, and interface designs. Complete understanding and wide application of technical principles, theories, and concepts in the field.

**Minimum Education:** Bachelor’s Degree in Business Administration, System Engineering, Business/Finance/Accounting or related scientific/technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Health IT Software Developer, Systems Software SME

**Functional Responsibilities:** Software development managers oversee the entire development process for a healthcare IT software program. Identify the core functionality that users need from healthcare IT software programs. Design the program and then give instructions to programmers, who write computer code and test. Analyze users’ needs and then design, test, and develop healthcare IT software to meet those needs. Recommend software upgrades. Design each piece of a healthcare IT system and plan how the pieces will work together. Create a variety of models and diagrams that instruct programmers how to write software code. Ensure that a program continues to function normally through software maintenance and testing.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, Mathematics, or related scientific/technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
Health IT Software Engineer Level I

**Functional Responsibilities:** Designs, modifies, develops, writes, and implements healthcare IT software programming applications. Supports and/or installs healthcare IT software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 3 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Health IT Software Engineer Level II

**Functional Responsibilities:** Designs, modifies, develops, writes, and implements healthcare IT software programming applications. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and certification of software.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 7 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Health IT Solution Architect

**Functional Responsibilities:** Establish healthcare IT system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale healthcare IT systems. Design healthcare IT architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensure these healthcare IT systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and ISO reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of information management solution of the application platform, across the Application Program Interface (API), and the external environment/software application. Ensure that the common operating environment is compliant with the healthcare IT agency enterprise architecture and applicable reference models. Evaluate analytically and systematically problems of workflows, organization, and planning and develop appropriate corrective action. Provide daily supervision and direction to staff.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

Health IT Subject Matter Expect Level I

**Functional Responsibilities:** Serve as an experienced source of knowledge, technique, or expertise in a specific healthcare IT subject area. Apply expertise to support the organization’s vision and strategic direction. For system development activities, understand, articulate, and implement best practices related to a specific area of expertise. May lead or be an active participant of a workgroup with the need
for specialized knowledge. Provide guidance on resolving business needs and actively participate in all phases of the software development life cycle.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

### Health IT Subject Matter Expert Level II

**Functional Responsibilities:** Serve as an experienced source of knowledge, technique, or expertise in a specific healthcare IT subject area. Apply expertise to support the organization’s vision and strategic direction. For system development activities, understand, articulate, and implement best practices related to a specific area of expertise. May lead or be an active participant of a workgroup with the need for specialized knowledge. Provide guidance on resolving business needs and actively participate in all phases of the software development life cycle.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 7 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

### Health IT Subject Matter Expert Level III

**Functional Responsibilities:** Serve as an experienced source of knowledge, technique, or expertise in a specific healthcare IT subject area. Apply expertise to support the organization’s vision and strategic direction. For system development activities, understand, articulate, and implement best practices related to a specific area of expertise. May lead or be an active participant of a workgroup with the need for specialized knowledge. Provide guidance on resolving business needs and actively participate in all phases of the software development life cycle.

**Minimum Education:** Bachelor’s Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

**Minimum Experience:** 15 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

### Health IT System Architect

**Functional Responsibilities:** Analyze, assess, plan, design, and implement operational and functional baselines in the healthcare environment. Establishes goals and plans that meet project objectives. Has healthcare domain and expert technical knowledge with health IT systems and processes. Assist in applying common best practices for the industry to the customer using a knowledge base of healthcare solutions to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Identify information technology inadequacies and/or deficiencies that affect the functional area’s ability to support/meet organizational goals. Interactions involve client negotiations and interfacing with senior management.

**Minimum Education:** Bachelor's Degree Cost Accounting, Mathematics, Engineering, Computer Science, Systems, Business, or related scientific /technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
Health IT System Engineer Level I

 Functional Responsibilities: Analyze healthcare IT network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize healthcare IT network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers.

 Minimum Education: Bachelor’s Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

 Minimum Experience: 4 years of experience

 Education Substitutions: 3 years of additional relevant experience may be substituted for education

Health IT System Engineer Level II

 Functional Responsibilities: Coordinate and/or perform additions and changes to healthcare IT network hardware and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide direct support in the day-to-day operations on healthcare IT network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training, and support to IT staff.

 Minimum Education: Bachelor’s Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline

 Minimum Experience: 5 years of experience

 Education Substitutions: 3 years of additional relevant experience may be substituted for education

Health IT Task Manager

 Functional Responsibilities: Provides development of project plan and the implementation of procedures that conforms to the requirements of the contract. Provides an independent assessment of how the project’s software development process is being implemented relative to the defined process and recommends methods to optimize the organization’s process.

 Minimum Education: Bachelor's Degree in Computer Science, Information Technology, or related scientific/technical discipline

 Minimum Experience: 4 years of experience

 Education Substitutions: 3 years of additional relevant experience may be substituted for education

Health IT Technical Lead

 Functional Responsibilities: Provides solutions to healthcare IT technical issues and is responsible for meeting development schedules and ensuring the delivered healthcare IT solution meets the technical specifications and design requirements. Establishes a technical vision for the healthcare IT project with the development team and works with developers to turn it into reality. Works with outside stakeholders to define technical options and agree on healthcare IT solutions for future streams of work.
Establishes and/or co-ordinates programs of work (delivered through development) Acquiring appropriate budget for development to support business goals.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific /technical discipline  
**Minimum Experience:** 10 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

### Health IT Tele/Data Communications Analyst Level I

**Functional Responsibilities:** Analyze healthcare IT network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommend procurement, removals, and modifications to network components. Design and optimize network topologies and site configurations. Plan installations, transitions, and cutovers of network components and capabilities. Coordinate requirements with users and suppliers.  
**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline  
**Minimum Experience:** 5 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

### Health IT Tele/Data Communications Analyst Level II

**Functional Responsibilities:** Analyze healthcare user needs to determine functional requirements and define problems and develop plans and requirements in the subject matter area for moderately complex to Health IT complex systems related to information systems architecture, networking; telecommunications, automation, communications protocols, risk management/electronic analysis, software, lifecycle management, software development methodologies, and modeling and simulation. Perform functional allocation to identify required tasks and their interrelationships. Identify resources required for each task. Demonstrate exceptional oral and written communication skills. Commensurate experience in Health IT and in new and related older technology that directly relates to the required area of expertise.  
**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related scientific/technical discipline.  
**Minimum Experience:** 15 years of experience  
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

### Health IT Training Specialist

**Functional Responsibilities:** Conduct the research necessary to develop and revise training courses. Develop and revise courses and prepare appropriate training catalogs. Prepare instructor materials (course outline, background material, and training aids). Prepare student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Train personnel by conducting formal classroom courses, workshops, and seminars. Support using standard training standards and software and hardware programs such as modeling and simulation and prototyping efforts. Provide input for training validation and or modifications of specified items or systems can be corrected.  
**Minimum Education:** Bachelor's Degree General  
**Minimum Experience:** 5 years of experience
**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Health IT UX Designer**

**Functional Responsibilities:** Design software and platforms that meet people’s needs, combining interfaces and workflows to enhance user experience and make systems user-friendly and intuitive. Conduct concept and usability testing and gather feedback; create personas through user research and data, define and evaluate interaction models; develop wireframes and prototypes; solve usability issues and work with UI designers to implement attractive designs; work with developers to ensure design requirements are maintained.

**Minimum Education:** Bachelor's Degree in Engineering, Computer Science, Systems, Information Technology, or related scientific/technical discipline

**Minimum Experience:** 3 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
## SIN 517312 Labor Category Rate Schedule

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA HOURLY RATES (Includes IFF)</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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</thead>
<tbody>
<tr>
<td>Wireless Telecom Billing Analyst I</td>
<td></td>
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<td>$69.14</td>
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<td>$131.25</td>
<td>$135.98</td>
</tr>
</tbody>
</table>

## SIN 517312 Labor Category Descriptions

### Wireless Telecom Billing Analyst I

**Functional Responsibilities:** Assesses wireless telecom carrier invoices to conduct invoice validation; identifies errors and executes bill disputes, when necessary; ensure proper bill payment, in accordance with contractual requirements.

**Minimum Education:** Bachelor's degree in computer science, information systems, or related technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education
**Wireless Telecom Billing Analyst II**

**Functional Responsibilities:** Assesses more complex wireless telecom carrier invoices to conduct invoice validation; identifies errors and executes bill disputes, when necessary; ensure proper bill payment, in accordance with contractual requirements.

**Minimum Education:** Bachelor's degree in computer science, information systems, or related technical discipline

**Minimum Experience:** 7 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Wireless Telecom Business Intelligence Analyst**

**Functional Responsibilities:** Sets up wireless telecom invoices and bills for successful processing for wireless telecom expense and inventory management.

**Minimum Education:** Bachelor's degree in computer science, information systems, or related technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Wireless Telecom Logistics Lead**

**Functional Responsibilities:** Manages wireless telecom logistics activities, including device procurement, distribution, repair, recycle, and disposition.

**Minimum Education:** Bachelor's degree, general

**Minimum Experience:** 7 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Wireless Telecom Logistics Specialist**

**Functional Responsibilities:** Implements wireless telecom logistics activities, including device procurement, distribution, repair, recycle, and disposition.

**Minimum Education:** Bachelor's degree, general

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

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**Wireless Telecom Optimization Analyst**

**Functional Responsibilities:** Manages wireless telecom vendor and client relationships to ensure accuracy of invoicing, timely payment, and resolution of billing questions and disputes.

**Minimum Education:** Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 5 years of additional relevant experience may be substituted for education
**Wireless Telecom Program Manager**

**Functional Responsibilities:** Must be well versed in program management methodologies for telecom programs and wireless telecom solutions. Must have experience in tracking costs, schedule, and performance progress across a portfolio of projects/tasks. Must be able to identify and mitigate risks, including those associated with telecom expense management, inventory management, and wireless services; oversees all aspects of the program. Active managerial oversight ensures excellent performance and serves as accessible point of contact for any operational, business, or contractual concerns.

**Minimum Education:** Bachelor's Business or related technical discipline; telecom experience preferred

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Wireless Telecom Project Manager**

**Functional Responsibilities:** Must be well versed in project management methodologies for telecom programs and wireless telecom solutions. Must have experience in tracking costs, schedule, and performance progress. Must be able to identify and mitigate risks, including those associated with telecom expense management, inventory management, and wireless services; oversees all aspects of the project. Active managerial oversight ensures excellent performance and serves as accessible point of contact for any operational, business, or contractual concerns.

**Minimum Education:** Bachelor's Business or related technical discipline; telecom experience preferred

**Minimum Experience:** 8 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Wireless Telecom Requirements Manager**

**Functional Responsibilities:** Determines and/or negotiates wireless telecom carrier contracts to achieve the availability of the most effective pricing and wireless telecom plans

**Minimum Education:** Bachelor's degree in business administration, system engineering, business, or related technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 3 years of additional relevant experience may be substituted for education

**Wireless Telecom Service Desk Manager**

**Functional Responsibilities:** Manage all wireless telecom service desk activities to ensure appropriate interface with stakeholders to ensure value; effectively implements wireless telecom services and solutions to address requests and resolve issues and serves as point of escalation for other service desk team members; manages activities of the service desk team.

**Minimum Education:** Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 5 years of additional relevant experience may be substituted for education
**Wireless Telecom Service Desk Sr. Manager**

**Functional Responsibilities:** Provides strategic oversight and management for complex wireless telecom service desk activities to ensure appropriate interface with stakeholders to ensure value; effectively implements wireless telecom services and solutions to address requests and resolve issues and serves as point of escalation for other service desk team members; manages activities of the service desk team.

**Minimum Education:** Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

**Minimum Experience:** 12 years of experience

**Education Substitutions:** 5 years of additional relevant experience may be substituted for education

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**Wireless Telecom Service Desk Specialist I**

**Functional Responsibilities:** Executes all wireless telecom service desk activities to ensure appropriate interface with stakeholders to ensure value; effectively implements wireless telecom services and solutions to address requests and resolve issues.

**Minimum Education:** Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

**Minimum Experience:** 3 years of experience

**Education Substitutions:** 1 year of additional relevant experience may be substituted for education

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**Wireless Telecom Service Desk Specialist II**

**Functional Responsibilities:** Executes all wireless telecom service desk activities to ensure appropriate interface with stakeholders to ensure value; effectively implements wireless telecom services and solutions to address requests and resolve issues.

**Minimum Education:** Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

**Minimum Experience:** 5 years of experience

**Education Substitutions:** 2 years of additional relevant experience may be substituted for education

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**Wireless Telecom Subject Matter Expert**

**Functional Responsibilities:** Provides wireless telecom expertise to work effectively with wireless telecom stakeholders to effectively implement solutions and resolve issues when subject matter expertise is required; responds to project implementation issues and serves as a technical bridge to resolve incidents as expediently as possible.

**Minimum Education:** Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

**Minimum Experience:** 10 years of experience

**Education Substitutions:** 5 years of additional relevant experience may be substituted for education

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**Wireless Telecom Systems Administrator I**

**Functional Responsibilities:** Supports the maintenance and upgrade of wireless telecom support solution for both internal and external deployments; provides production support for deployments at U.S. federal government hosting centers, third-party cloud providers, and in-house support.
**Minimum Education**: Bachelor's degree in technical area or technical training equivalent

**Wireless Telecom Systems Administrator II**

**Functional Responsibilities**: Directs the maintenance and upgrade of wireless telecom support solution for both internal and external deployments; provides production support for deployments at U.S. federal government hosting centers, third-party cloud providers, and in-house support.

**Minimum Education**: Bachelor's degree in computer engineering, computer science, information technology, or related technical discipline

**Minimum Experience**: 10 years of experience

**Education Substitutions**: 5 years of additional relevant experience may be substituted for education

**Wireless Telecom TEMS Systems Analyst I**

**Functional Responsibilities**: Executes the configuration of TEMS software to support wireless telecom management activities. Performs initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.

**Minimum Education**: Bachelor's degree in computer science, information systems, or related technical discipline

**Minimum Experience**: 3 years of experience

**Education Substitutions**: 1 year of additional relevant experience may be substituted for education

**Wireless Telecom TEMS Systems Analyst II**

**Functional Responsibilities**: Executes the configuration of TEMS software to support wireless telecom management activities. Performs initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.

**Minimum Education**: Bachelor's degree in computer science, information systems, or related technical discipline

**Minimum Experience**: 5 years of experience

**Education Substitutions**: 3 years of additional relevant experience may be substituted for education

**Wireless Telecom TEMS Systems Analyst III**

**Functional Responsibilities**: Executes the configuration of TEMS software to support wireless telecom management activities. Performs initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.

**Minimum Education**: Bachelor's degree in computer science, information systems, or related technical discipline

**Minimum Experience**: 8 years of experience

**Education Substitutions**: 3 years of additional relevant experience may be substituted for education

**Wireless Telecom TEMS Systems Analyst, Sr.**

**Functional Responsibilities**: Oversees and executes the configuration of TEMS software to support wireless telecom management activities. Ensures the quality of initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.
Minimum Education: Bachelor's degree in computer science, information systems, or related technical discipline
Minimum Experience: 10 years of experience
Education Substitutions: 5 years of additional relevant experience may be substituted for education

Wireless Telecom TEMS Systems/ Database Analyst

Functional Responsibilities: Oversees and executes the configuration of TEMS software to support wireless telecom management activities, including database support. Normalizes and validates the inventory database and ensures data integrity is maintained. Ensures the quality of initial set up and ongoing operations and maintenance, including providing support for custom report creation, as required.
Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related technical discipline
Minimum Experience: 10 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education

Wireless Telecom Transition Manager

Functional Responsibilities: Must be well versed in transition methodologies necessary for telecom programs and wireless telecom solutions. Must have experience working with project and stakeholder teams to effectively migrate wireless telecom programs. Coordinates transitions on and off the program to ensure they occur in compliance with the transition plan; ensures transition activities comply with all contract terms and conditions; customizes requirements, business rules, workflows, and user interfaces to ensure the implementation of our proposed solution starts quickly; must be able to identify and mitigate transition risks, particularly those associated with telecom expense management, inventory management, and wireless services.
Minimum Education: Bachelor's Degree in Engineering, Computer Science, Systems, Business, or related technical discipline
Minimum Experience: 8 years of experience
Education Substitutions: 3 years of additional relevant experience may be substituted for education
SIN 511210 NIOS SOFTWARE LICENSES

PrecisePoint JV, LLC (PrecisePoint) offers clients the use of Network Inventory and Optimization Solution (NiOS®) software (“NiOS” or “Software”), the proprietary software solution of its participating partner, Turning Point Global Solutions, L.L.C. (TurningPoint). This offering is for a fixed monthly fee for wired and wireless managed services. “NiOS” as used and referred to herein means Version 6.0 or greater and “Customer” as used and referred to herein means the ordering agency identified in a GSA purchase order and/ or task order to include Customer outsourced staff, and contractors.

Wired managed services include voice circuits, data circuits, satellite services, network equipment, and professional services that may be provided by suppliers under NiOS management. The amount of the monthly fee for NiOS wired services is based upon the product packaging the client chooses, the Customer’s annual telecommunications expenditure, and the number Customer suppliers (and associated product catalogs).

Wireless managed services include services relating to cellphones, smartphones, cellular-enabled tablets, mobile radios, adjunct equipment, and other applications and services provided by wireless suppliers. The amount of the monthly fee is based upon the highest number of wireless devices being managed within NiOS in any given month.

The monthly fee for wired and wireless managed services is inclusive of all costs associated with:

- Software licensing
- Software maintenance
- Core product software enhancements as generally provided by TurningPoint
- Tier 2/Tier 3 Help desk services; and
- Online user documentation

**Product Packaging**

NiOS is offered under SIN 511210 through three (3) standard functional configurations:

- **NiOS Telecommunications Lifecycle Management (TLM).** NiOS TLM provides full telecommunications lifecycle management (TLM) capabilities and an integrated supply chain that connects an Agency with its network and telecommunications suppliers.
- **NiOS Ordering and Inventory Management (OIM).** NiOS OIM enables an Agency to successfully manage its telecommunications inventory management and ordering processes.
- **Telecommunications Expense Management (TEM).** NiOS TEM provides telecommunications expense management service to ensure accurate supplier billing.

Figure 1 below shows the comparison between the TLM, TEM, and OIM offerings.
<table>
<thead>
<tr>
<th>NiOS Modules</th>
<th>TLM Offering</th>
<th>TEM Offering</th>
<th>OIM Offering</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Inventory and Asset Management.</strong> Inventory and asset management provides the ability to manage the full lifecycle of a telecommunications asset from initial ordering through disposition. Inventory and Asset Management provides an up-to-date data store of all telecommunications services and equipment and is able to relate carrier provided services with service enabling devices.</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Contract Administration.</strong> Contract Administration includes maintaining supplier product catalogues, CLINs, pricing, and contract terms, warranty periods, maintenance periods, and contract parameters that are used to monitor performance against service level agreements. Contract Administration includes maintaining supplier product catalogues, CLINs, pricing, and contract terms, warranty periods, maintenance periods, and contract parameters that are used to monitor performance against service level agreements.</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Billing Verification and Validation.</strong> Billing Verification and Validation provides electronic bill processing of carrier invoices and cost allocation to individual assets being managed within NiOS.</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Reporting.</strong> NiOS pre-defined reports and exports, scheduled reports, and customer-defined reports.</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Workflow Processing.</strong> Workflow processing includes the ability to create, route, and submit service requests, RFQs, and service orders for processing. This functionality encompasses individual work queue lists, assignment, and decision-based routing.</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Electronic Ordering.</strong> Electronic Ordering provides the ability to convert telecommunications Service Requests into service orders that authorized Government officials can submit to their suppliers through a variety of electronic ordering mechanisms (for those carriers supporting electronic ordering). NiOS also supports electronic processing of FOC, SOC, SOCN, and other notices generated by carriers meeting the GSA electronic notification format.</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Transition Support.</strong> Transition support provides the ability to generate transition orders and the coordinated disposition of refreshed services.</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

*Figure 1: NiOS Telecom Lifecycle Management – Offering Comparison – for WIRED SERVICES*

**NiOS Software Configuration Sizing – Base Configuration**

The NiOS Base Configuration includes support for (up to) two (2) network and telecommunications service contracts, two (2) electronic supplier interfaces, and ten (10) different monthly invoice formats. Additional telecommunications services contracts, supplier interfaces, monthly bill formats, and monthly invoices can be acquired for an additional fee as listed in the **NiOS Base Configuration Add-On Pricing** table.
NiOS Software License and Support

The NiOS Software License and Solution offering incorporates the following terms and conditions.

NiOS License

Under the NiOS License, Support and Maintenance Agreement, TurningPoint will grant the Customer a XX month, non-exclusive, worldwide, non-transferable (except to the extent expressly permitted hereby) NiOS license to install and use the Software on a single cluster of production computer systems (CPUs) owned or controlled by Customer and used solely for support of Customer’s organization or other Government Departments or Agencies. The fee for NiOS is established based upon Customer’s annual expenditure for telecom and network equipment maintained in the solution. Under the terms of the license grant, the Government may allow an outsourcer to use the Software solely to provide services on its behalf. The license includes the right for Customer to make and use a reasonable number of copies of the Program solely for archival, disaster recovery, fail-over and backup purposes. For purposes of the license to use the Program, the term TurningPoint will name Customer on TurningPoint’s escrow agreement that enables Customer to access the Software in the event TurningPoint discontinues operations, files for bankruptcy, materially breaches the Agreement, or fails to provide maintenance as agreed.

NiOS Enhancements and Maintenance

The Customer will receive all updates, version releases, upgrades, and enhancements to the licensed Software for updates that are not designated by TurningPoint as new products or modules for which it charges a separate fee.

Help Desk Support

TurningPoint will provide access to its NiOS Tier 2/Tier 3 Help Desk to report problems encountered in the Customers’ use of the Software. The NiOS Help Desk operates from 8:00 AM to 5:00 PM EST/EDT, Monday through Friday excluding government holidays.

Deployment Options

Customers can choose to host the NiOS in their own data center or engage PrecisePoint professional services to host the application utilizing a cloud computing option. Should the Customer desire to host NiOS, it will be responsible for providing all third-party hardware, software, and communications infrastructure required to operate NiOS as an application on their system. PrecisePoint will support FISMA Certification and Accreditation requirements under a separate professional services agreement.

Alternatively, a Customer may choose to have NiOS deployed in a cloud computing environment. Under the cloud computing option, PrecisePoint will provide all third-party hardware, third-party software, and system administration support that NiOS needs to operate in such environment. The Customer will be solely responsible for establishing communications links to suppliers for e-bonding.
SIN 511210 Wired Services Pricing Tables

The following tables provide fixed pricing for NiOS wired services. Such pricing is based on annual telecom spend by contract term for Wired TLM, OIM and TEM offerings. NiOS add-on pricing is listed at the end of each offering.

NiOS Telecommunications Lifecycle Management (TLM)

NiOS TLM Monthly Recurring Fee

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Product Description</th>
<th>Unit</th>
<th>GSA Price (Includes IFF)</th>
<th>COO</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLM-1</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $1M</td>
<td>EA</td>
<td>$ 1,196.47</td>
<td>US</td>
</tr>
<tr>
<td>TLM-2</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $2M</td>
<td>EA</td>
<td>$ 2,392.95</td>
<td>US</td>
</tr>
<tr>
<td>TLM-3</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $3M</td>
<td>EA</td>
<td>$ 3,589.42</td>
<td>US</td>
</tr>
<tr>
<td>TLM-4</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $4M</td>
<td>EA</td>
<td>$ 4,785.89</td>
<td>US</td>
</tr>
<tr>
<td>TLM-5</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $5M</td>
<td>EA</td>
<td>$ 5,982.37</td>
<td>US</td>
</tr>
<tr>
<td>TLM-6</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $6M</td>
<td>EA</td>
<td>$ 7,178.84</td>
<td>US</td>
</tr>
<tr>
<td>TLM-7</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $7M</td>
<td>EA</td>
<td>$ 8,375.31</td>
<td>US</td>
</tr>
<tr>
<td>TLM-8</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $8M</td>
<td>EA</td>
<td>$ 9,571.79</td>
<td>US</td>
</tr>
<tr>
<td>TLM-9</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $9M</td>
<td>EA</td>
<td>$10,768.26</td>
<td>US</td>
</tr>
<tr>
<td>TLM-10</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $10M</td>
<td>EA</td>
<td>$11,964.74</td>
<td>US</td>
</tr>
<tr>
<td>TLM-11</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $11M</td>
<td>EA</td>
<td>$12,283.79</td>
<td>US</td>
</tr>
<tr>
<td>TLM-12</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $12M</td>
<td>EA</td>
<td>$13,400.50</td>
<td>US</td>
</tr>
<tr>
<td>TLM-13</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $13M</td>
<td>EA</td>
<td>$14,517.22</td>
<td>US</td>
</tr>
<tr>
<td>TLM-14</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $14M</td>
<td>EA</td>
<td>$15,633.91</td>
<td>US</td>
</tr>
<tr>
<td>TLM-15</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $15M</td>
<td>EA</td>
<td>$16,750.63</td>
<td>US</td>
</tr>
<tr>
<td>TLM-20</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $20M</td>
<td>EA</td>
<td>$22,334.17</td>
<td>US</td>
</tr>
<tr>
<td>TLM-25</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $25M</td>
<td>EA</td>
<td>$25,923.59</td>
<td>US</td>
</tr>
<tr>
<td>TLM-30</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $30M</td>
<td>EA</td>
<td>$31,108.31</td>
<td>US</td>
</tr>
<tr>
<td>TLM-35</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $35M</td>
<td>EA</td>
<td>$36,293.04</td>
<td>US</td>
</tr>
<tr>
<td>TLM-40</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $40M</td>
<td>EA</td>
<td>$41,477.74</td>
<td>US</td>
</tr>
<tr>
<td>TLM-45</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $45M</td>
<td>EA</td>
<td>$46,662.47</td>
<td>US</td>
</tr>
<tr>
<td>TLM-50</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $50M</td>
<td>EA</td>
<td>$51,847.19</td>
<td>US</td>
</tr>
<tr>
<td>TLM-60</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $60M</td>
<td>EA</td>
<td>$52,644.84</td>
<td>US</td>
</tr>
<tr>
<td>TLM-70</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $70M</td>
<td>EA</td>
<td>$61,418.98</td>
<td>US</td>
</tr>
<tr>
<td>TLM-80</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $80M</td>
<td>EA</td>
<td>$70,193.11</td>
<td>US</td>
</tr>
<tr>
<td>TLM-90</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $90M</td>
<td>EA</td>
<td>$78,967.25</td>
<td>US</td>
</tr>
<tr>
<td>TLM-100</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $100M</td>
<td>EA</td>
<td>$87,741.40</td>
<td>US</td>
</tr>
<tr>
<td>TLM-120</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $120M</td>
<td>EA</td>
<td>$95,717.88</td>
<td>US</td>
</tr>
<tr>
<td>Product Number</td>
<td>NIOS Telecommunications Lifecycle Management (TLM)</td>
<td>Unit</td>
<td>GSA Price (Includes IFF)</td>
<td>COO</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------------------------------------</td>
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<td>-------------------------</td>
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</tr>
<tr>
<td>TLM-140</td>
<td>NIOS Fixed Managed Services: Annual Telecom $140M</td>
<td>EA</td>
<td>$116,670.87</td>
<td>US</td>
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<tr>
<td>TLM-160</td>
<td>NIOS Fixed Managed Services: Annual Telecom $160M</td>
<td>EA</td>
<td>$127,623.84</td>
<td>US</td>
</tr>
<tr>
<td>TLM-180</td>
<td>NIOS Fixed Managed Services: Annual Telecom $180M</td>
<td>EA</td>
<td>$143,576.83</td>
<td>US</td>
</tr>
<tr>
<td>TLM-200</td>
<td>NIOS Fixed Managed Services: Annual Telecom $200M</td>
<td>EA</td>
<td>$159,529.81</td>
<td>US</td>
</tr>
<tr>
<td>TLM-250</td>
<td>NIOS Fixed Managed Services: Annual Telecom $250M</td>
<td>EA</td>
<td>$179,471.03</td>
<td>US</td>
</tr>
<tr>
<td>TLM-300</td>
<td>NIOS Fixed Managed Services: Annual Telecom $300M</td>
<td>EA</td>
<td>$215,365.24</td>
<td>US</td>
</tr>
</tbody>
</table>

**NiOS TLM Base Configuration Add-Ons Annual Recurring Rate**

<table>
<thead>
<tr>
<th>Product Number</th>
<th>NIOS Telecommunications Lifecycle Management (TLM)</th>
<th>Unit</th>
<th>GSA Price (Includes IFF)</th>
<th>COO</th>
</tr>
</thead>
<tbody>
<tr>
<td>TLM-PC</td>
<td>Each Additional Product Catalogue and Billing Format</td>
<td>EA</td>
<td>$1,007.15</td>
<td>US</td>
</tr>
<tr>
<td>TLM-INT</td>
<td>Each Additional Online Supplier Interface (eBonding)</td>
<td>EA</td>
<td>$7,553.65</td>
<td>US</td>
</tr>
</tbody>
</table>

**NiOS Order and Inventory Management Solution (OIM)**

**NiOS OIM Monthly Recurring Fee**

<table>
<thead>
<tr>
<th>Product Number</th>
<th>NIOS Order and Inventory Management (OIM)</th>
<th>Unit</th>
<th>GSA Price (Includes IFF)</th>
<th>COO</th>
</tr>
</thead>
<tbody>
<tr>
<td>OIM-1</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $1M</td>
<td>EA</td>
<td>$717.88</td>
<td>US</td>
</tr>
<tr>
<td>OIM-2</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $2M</td>
<td>EA</td>
<td>$1,435.77</td>
<td>US</td>
</tr>
<tr>
<td>OIM-3</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $3M</td>
<td>EA</td>
<td>$2,153.65</td>
<td>US</td>
</tr>
<tr>
<td>OIM-4</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $4M</td>
<td>EA</td>
<td>$2,871.54</td>
<td>US</td>
</tr>
<tr>
<td>OIM-5</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $5M</td>
<td>EA</td>
<td>$3,589.42</td>
<td>US</td>
</tr>
<tr>
<td>OIM-6</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $6M</td>
<td>EA</td>
<td>$4,307.30</td>
<td>US</td>
</tr>
<tr>
<td>OIM-7</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $7M</td>
<td>EA</td>
<td>$5,025.19</td>
<td>US</td>
</tr>
<tr>
<td>OIM-8</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $8M</td>
<td>EA</td>
<td>$5,743.07</td>
<td>US</td>
</tr>
<tr>
<td>OIM-9</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $9M</td>
<td>EA</td>
<td>$6,460.96</td>
<td>US</td>
</tr>
<tr>
<td>OIM-10</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $10M</td>
<td>EA</td>
<td>$7,178.45</td>
<td>US</td>
</tr>
<tr>
<td>OIM-11</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $11M</td>
<td>EA</td>
<td>$7,896.73</td>
<td>US</td>
</tr>
<tr>
<td>OIM-12</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $12M</td>
<td>EA</td>
<td>$8,614.61</td>
<td>US</td>
</tr>
<tr>
<td>OIM-13</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $13M</td>
<td>EA</td>
<td>$9,332.49</td>
<td>US</td>
</tr>
<tr>
<td>OIM-14</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $14M</td>
<td>EA</td>
<td>$10,050.38</td>
<td>US</td>
</tr>
<tr>
<td>OIM-15</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $15M</td>
<td>EA</td>
<td>$10,768.26</td>
<td>US</td>
</tr>
<tr>
<td>OIM-20</td>
<td>NIOS Fixed Managed Services: Annual Telecom Spend $20M</td>
<td>EA</td>
<td>$14,357.68</td>
<td>US</td>
</tr>
<tr>
<td>Product Number</td>
<td>Product Description</td>
<td>Unit</td>
<td>GSA Price (Includes IFF)</td>
<td>COO</td>
</tr>
<tr>
<td>----------------</td>
<td>-------------------------------------------------------------------------------------</td>
<td>------</td>
<td>--------------------------</td>
<td>-----</td>
</tr>
<tr>
<td>OIM-25</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $25M</td>
<td>EA</td>
<td>$16,750.63</td>
<td>US</td>
</tr>
<tr>
<td>OIM-30</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $30M</td>
<td>EA</td>
<td>$20,100.76</td>
<td>US</td>
</tr>
<tr>
<td>OIM-35</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $35M</td>
<td>EA</td>
<td>$23,450.88</td>
<td>US</td>
</tr>
<tr>
<td>OIM-40</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $40M</td>
<td>EA</td>
<td>$26,801.01</td>
<td>US</td>
</tr>
<tr>
<td>OIM-45</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $45M</td>
<td>EA</td>
<td>$30,151.13</td>
<td>US</td>
</tr>
<tr>
<td>OIM-50</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $50M</td>
<td>EA</td>
<td>$33,501.26</td>
<td>US</td>
</tr>
<tr>
<td>OIM-60</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $60M</td>
<td>EA</td>
<td>$37,329.97</td>
<td>US</td>
</tr>
<tr>
<td>OIM-70</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $70M</td>
<td>EA</td>
<td>$43,551.64</td>
<td>US</td>
</tr>
<tr>
<td>OIM-80</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $80M</td>
<td>EA</td>
<td>$49,773.30</td>
<td>US</td>
</tr>
<tr>
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<td>NiOS Fixed Managed Services: Annual Telecom Spend $140M</td>
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<td>NiOS Fixed Managed Services: Annual Telecom Spend $160M</td>
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<td>EA</td>
<td>$157,934.51</td>
<td>US</td>
</tr>
</tbody>
</table>

**NiOS OIM Base Configuration Add-Ons Annual Recurring Rate**

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Product Description</th>
<th>Unit</th>
<th>GSA Price (Includes IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>OIM-PC</td>
<td>Each Additional Product Catalogue and Billing Format</td>
<td>EA</td>
<td>$1,007.15</td>
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<tr>
<td>OIM-INT</td>
<td>Each Additional Online Supplier Interface (eBonding)</td>
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<td>$7,553.65</td>
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**NiOS Telecom Expense Management Solution (TEM)**

NiOS TEM Monthly Recurring Fee

<table>
<thead>
<tr>
<th>Product Number</th>
<th>Product Description</th>
<th>Unit</th>
<th>GSA Price (Includes IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEM-1</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $1M</td>
<td>EA</td>
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<tr>
<td>TEM-2</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $2M</td>
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<tr>
<td>Product Number</td>
<td>Product Description</td>
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<td>GSA Price (Includes IFF)</td>
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<td>--------------------------</td>
</tr>
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<td>TEM-3</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $3M</td>
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</tr>
<tr>
<td>TEM-4</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $4M</td>
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<tr>
<td>TEM-5</td>
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<tr>
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<td>TEM-7</td>
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<td>TEM-8</td>
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<tr>
<td>TEM-9</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $9M</td>
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</tr>
<tr>
<td>TEM-10</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $10M</td>
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</tr>
<tr>
<td>TEM-11</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $11M</td>
<td>EA</td>
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</tr>
<tr>
<td>TEM-12</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $12M</td>
<td>EA</td>
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</tr>
<tr>
<td>TEM-13</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $13M</td>
<td>EA</td>
<td>$9,332.49</td>
</tr>
<tr>
<td>TEM-14</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $14M</td>
<td>EA</td>
<td>$10,050.38</td>
</tr>
<tr>
<td>TEM-15</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $15M</td>
<td>EA</td>
<td>$10,768.26</td>
</tr>
<tr>
<td>TEM-20</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $20M</td>
<td>EA</td>
<td>$14,357.68</td>
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<tr>
<td>TEM-25</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $25M</td>
<td>EA</td>
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<tr>
<td>TEM-30</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $30M</td>
<td>EA</td>
<td>$20,100.76</td>
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<tr>
<td>TEM-35</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $35M</td>
<td>EA</td>
<td>$23,450.88</td>
</tr>
<tr>
<td>TEM-40</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $40M</td>
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<tr>
<td>TEM-45</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $45M</td>
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<tr>
<td>TEM-50</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $50M</td>
<td>EA</td>
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<tr>
<td>TEM-60</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $60M</td>
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<tr>
<td>TEM-70</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $70M</td>
<td>EA</td>
<td>$43,551.64</td>
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<tr>
<td>TEM-80</td>
<td>NiOS Fixed Managed Services: Annual Telecom Spend $80M</td>
<td>EA</td>
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**SIN 511210 Wireless Service Pricing Table**

**NiOS Wireless Telecom Expense Management Solution (WTEM) – Monthly Recurring Fee**

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</tr>
</thead>
<tbody>
<tr>
<td>WTEM-50000</td>
<td>NiOS Wireless Expense Management for 1 - 50,000 wireless lines</td>
<td>EA</td>
<td>$4.18</td>
<td>US</td>
</tr>
<tr>
<td>WTEM-100,000</td>
<td>NiOS Wireless Expense Management for 50,001 - 100,000 lines</td>
<td>EA</td>
<td>$4.06</td>
<td>US</td>
</tr>
<tr>
<td>WTEM-120000</td>
<td>NiOS Wireless Expense Management for 100,001 - 200,000 lines</td>
<td>EA</td>
<td>$3.88</td>
<td>US</td>
</tr>
</tbody>
</table>

**Additional Professional Services NOT Included in Wired or Wireless Managed Service**

PrecisePoint, through our participating partner TurningPoint, offers a variety of professional services for NiOS that are not included in the NiOS wired or wireless services as separately priced items under SIN 511210. Such services include a variety of professional services to ensure that Customers are able to achieve the highest return on their NiOS investment and are available upon request for additional fees. These services are designed to get the product up and running quickly in an ideal operational environment and are as follows:

**NiOS Configuration and Data Loading**

The Professional Services Team conducts a five-step process to individually configure NiOS to each Customer’s needs and performs data loading:

- Configure NiOS with Customer-specific information such as employees, locations, hierarchy codes, and service definitions.
- Perform electronic data loading from electronic sources such as carrier web portals, carrier supplied customer service record information, carrier bills, internally maintained systems, and spreadsheets. The extent of this work is based on whether an existing source interface to the carrier currently exists, and the quality of any existing electronic or spreadsheet records.
- Perform data normalization and validation among various electronic sources and data augmentation.
- Define and configure the Customer-specific workflow, and functional and data roles.
- Perform billing reconciliation to create an initial inventory baseline.

Any labor hours required for NiOS configuration and associated with any professional services is dependent upon the quality of records, complexity of services, and customer-specific requirements.
Training

Role based training is offered for Customers, DARs/CORs, management, and any agency defined roles. Each class can be designed to train either the personnel that will be directly supporting NiOS or “Train the Trainer” classes that will enable a third-party to effectively train the NiOS users.

Continuity of Operations/Ordering Guide Development

Continuity of operations – ordering guide development service will define the function and purpose, guiding standards and regulations, organizational structure, roles and responsibilities, business processes and resource requirements for the management of telecommunications services using NiOS under all operational scenarios. Review and documentation will be done utilizing the “As Is” methodology for ordering services, identifying targets for process improvement, defining the “To Be” model to reflect NiOS functionality and document the new methodology in the CONOPS /Ordering Guide.

The Rummler-Brache business process modeling technique will be used to analyze the “As Is” telecom ordering processes. Under this process modeling technique, there will be an (i) identification of the departments, organizational entities or individuals who are active contributors to the process; and (ii) overlay process steps sequentially in a swim lane fashion such that the owners of the activity are clearly identified along with the tools used to complete the step (manual or automated).

After receipt of approval for the “To Be” process model from the Customer, the CONOPS Ordering Guide will be completed and delivered.

Customized Software Development and Integration

There are two (2) types of Software Development (and Integration) services offerings. One service is incorporated within the NiOS license and support fee at no additional cost. To qualify for this no additional cost development option, enhancements must be formally included in the NiOS calendar and they will be made available to all Customers as requested.

Custom software can be developed to meet a Customer’ specific requirements for an additional professional services fee that is determined based upon the individual requirement or request. Custom software that is developed to meet a Customer-specific requirement or request, will not be made available to other NiOS customers.

Invoice Loading

As an optional service and for an additional fee, PrecisePoint can upload monthly invoices into NiOS, audit all charges and credits against the agency orders and inventory, and provide monthly reconciliation and spend reports.

Invoice Processing

As part of the NiOS offering, Customers may request the processing of carrier invoices on behalf of its customers under an Agency Letter of Authorization. PrecisePoint will ensure that accurate payments have been made and all appropriate adjustments have been recorded. Funds for paying the invoices are the responsibility of the Customer.
**Dispute Processing**

Billing disputes will be processed on behalf of the Customer under an Agency Agreement. PrecisePoint personnel will identify billing errors and prepare dispute packages that will be reviewed and approved by Customer personnel, and submitted to the carrier. PrecisePoint personnel will negotiate dispute settlements in partnership with the Customer’s Contracting Officer Representative (COR) and Contracting Officer (CO), and ensure that proper billing adjustments are made. PrecisePoint will also maintain report logs that track the status of all billing discrepancies. These are additional service offering that can be purchased as part of NiOS professional services.

**Invoice Payment Services**

PrecisePoint provides invoice payment services and delivers supporting documentation to the Customer for review. Payment for carrier invoices can be prepared with NiOS generating a monthly consolidated invoice presentation across carriers for each of the agency components, along with documented approvals. For verification and archival purposes, all invoice information is retained within NiOS for review and reporting purposes.

**NTier 1 Help Desk Services**

PrecisePoint can provide help desk services, including ordering, billing, and troubleshooting support for an agency’s wireline and/or wireless portfolio. PrecisePoint’s participating partner – TurningPoint’s core help desk capabilities and implementation approach draws on more than 15 years of experience providing telecom-related support desk services for federal agencies and commercial telecom carriers. In consultation with agency personnel, PrecisePoint can create a custom service response “playbook” that includes detailed inventory information, processes for ticket screening and triaging, suggested resolutions, a decision tree, escalation procedures, and answers to FAQs. In addition, the service desk support can include both standard and extended hour help desk services.

**Surge Support for Technology Upgrades or Contract Transitions**

PrecisePoint can manage tech upgrade and contract transitions surges by ensuring close collaboration between the agencies, carriers, and help desk. As tech upgrades and contract transitions timeframes are determined, the PrecisePoint team can assess the impacts to inventory and billing. Using the NiOS robust inventory and reporting capabilities, the team can forecast resources required to manage surges due to technology upgrades or contract transitions. From a support perspective, policies and procedures are established to manage the anticipated surges.

**Mobile Device Management (MDM) Administration**

PrecisePoint can offer a comprehensive solution for Mobile Device Management (MDM), including support for wireless security, deployments, and administration. Our solution utilizes a combination of NiOS, Enterprise Mobility Management (EMM) Suite solutions, and MDM software to cover the full breadth of an agency’s MDM administration needs. We can also bring consulting and technical expertise across a broad base of mobile security policies in the face of rapidly changing threat profiles, market demands, and technology options.
**Device Disposal and Disposition Services**

PrecisePoint will support wireless device disposal and disposition services. Devices are categorized, based on agreed upon criteria, with the appropriate disposition denoted in the NiOS inventory. For defective devices not under warranty or disposable devices, an evaluation is performed for recycling or secure disposal upon receipt of device. Devices determined as recyclable are recycled in accordance with the National Strategy for Electronics Stewardship (NSES). For those determined as disposable, PrecisePoint offers secure disposal services. As part of this service, our participating partner, TurningPoint, offers refurbished devices for those agencies looking at that option for cost containment.

**Device Logistics and Spares Pool Management Services**

PrecisePoint manages complete mobile services and device ordering and delivery processes using our service desk, logistics infrastructure, and the NiOS application. We use standardized processes for managing and optimizing inventory and coordinating an on-site spares pool to facilitate rapid order fulfillment. In coordination with specific wireless providers, PrecisePoint establishes an advanced pool of seed stock inventory at its logistics center for rapid fulfillment of orders, to quickly replenish the spares pool, or to provide rapid responses to immediate requests. The service desk can manage and coordinate all activities and steps involved in the order and order fulfillment process in accordance with all potential Services Level Agreements (SLAs).