

Exhibit C – 2020 Company, LLC MOBIS Schedule



**General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List**

**Mission Oriented Business Integration Services (MOBIS)
Federal Supply Schedule Industrial Group 874
Industrial Class 8742**



2020 COMPANY, LLC
WHERE INSIGHT MEETS TECHNOLOGY

**2020 Company, LLC
3110 Fairview Park Drive
Suite 950
Falls Church, VA 22042
Phone: (800) 327-9015
Fax: (800) 788-2204
www.2020llc.com**

**Small Business
SBA Certified Small Disadvantaged business
SBA Certified 8(a) Firm**

**Contract Number: GS-10F-0141S
Contract Period: February 3, 2006 – February 3, 2011**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>

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

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CUSTOMER INFORMATION:

1a. Awarded special item numbers:

SIN	Description
874-1	Consulting Services
874-4	Program Integration and Project Management Services

Special item number labor categories and awarded prices 5

1b. Not Applicable

1c. Labor categories, experience, functional responsibility and education.....6-12

2. Maximum order: **\$1,000,000**

3. Minimum order: **\$300**

4. Geographic coverage: **Domestic and Overseas**

5. Point(s) of production: **Same as contractor’s address**

6. Discount from list prices or statement of net price: **Net prices are shown**

7. Quantity discounts: **Not Applicable**

8. Prompt payment terms: **1% - 10 Days, Minimum – Net 30 Days**

9a. Government purchase cards that are accepted for all purchases up to the micro-purchase level

9b. Government purchase cards that are accepted for all purchases

10. Foreign items: **Not Applicable**

11a. Time of delivery: **To be negotiated with the ordering agency on each task order**

11b. Expedited Delivery: **To be negotiated with the ordering agency on each task order**

11c. Overnight and 2-day Delivery: **To be negotiated with the ordering agency on each task order**

12. F.O.B. point: **Destination, Location to be negotiated with the ordering agency on each task order**

13a. Ordering address:

**2020 Company, LLC
3110 Fairview Park Drive
Suite 950
Falls Church, VA 22042**

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment address:

**2020 Company, LLC
3110 Fairview Park Drive
Suite 950
Falls Church, VA 22042**

15. Warranty provision: **2020 Company, LLC Standard Commercial Warranty**

16. Export packing charges: **Not Applicable**

17. Terms and Conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **Contact 2020 Company, LLC.**

Phone 800.327.9015

Fax 800.788.2024

Email: contact@2020llc.com

18. Terms and conditions of rental, maintenance, and repair: **Not Applicable**
19. Terms and conditions of installation: **Not Applicable**
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: **Not Applicable**
- 20a. Terms and conditions for any other services: **Not Applicable**
21. List of service and distribution points: **Not Applicable**
22. List of participating dealers: **Not Applicable**
23. Preventive maintenance: **Not Applicable**
- 24a. Special attributes such as environmental attributes: **Not Applicable**
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractors web site or other location. The EIT standards can be found at: www.Section508.gov/: **Not Applicable**
25. Data Universal Number System (DUNS) number: **16-981-0657**
26. Contractor **is registered** in Central Contractor Register (CCR) database.
27. **Uncompensated Overtime:**

All paid positions in 2020 Company will be classified as exempt or non-exempt under the overtime provisions of the Fair Labor Standards Act (FLSA) in accordance with the FLSA. Employees and their supervisors will be notified of the exempt or non-exempt status of their positions at the commencement of employment.

2020 Company will maintain records of hours worked by all non-exempt employees. Non-exempt employees will not work any period of time beyond the normal starting and quitting times unless they have received prior authorization from the supervisor. Additionally, non-exempt employees may not take work home, work for other departments/divisions, or work overtime without prior approval.

Exempt employees are, subject to certain exceptions, entitled to receive a consistent salary from 2020 Company. In the event an exempt employee believes 2020 Company has taken an improper deduction from the employee's salary, the employee should immediately (or as soon as possible or practicable) notify the Operations Department. The Operations Department will investigate all complaints and will maintain confidentiality to the extent possible given its duty to investigate the complaint.

If, after full investigation of the complaint, 2020 Company determines that it has made an improper pay deduction, 2020 Company will reimburse the employee the amount of the improper deduction. Further, 2020 Company will take steps to ensure that such improper deduction do not occur in the future. No employee will be retaliated against for making a complaint or assisting with the investigation of a complaint. A knowingly false complaint, however, may result in disciplinary action, including possible termination of employment.

Company Overview

2020 Company, LLC (“2020”) is a U.S. Small Business Administration (SBA), 8(a) and Small Disadvantaged Business (SDB) located in Fairfax, VA. 2020 was founded in 2000 and provides business consulting services & solutions using technology as an enabler to commercial and government clients. 2020’s services are based on strategies and industry-proven methodologies for program and project management, subject matter expertise, consulting, business & systems analysis, and process improvement. We offer services in the following 2 subject areas covered in the GSA MOBIS Federal Supply Schedule:

Consulting Services – SIN 874-1

2020 Company, LLC consulting services are the foundation of our management, organizational, and business improvement engagements. Our team of managers, consultants, subject matter experts, analysts, and engineers bring to these engagements first-hand experience with commercial best practices, broad subject matter expertise, and a deep understanding of the marketplace. We deliver services to help our clients to be a high-performing and customer-driven organization. 2020 typically meets with the client to identify the client needs, then recommend an appropriate approach given certain parameters such as deadlines, availability and resource constraints. As the client is deploying the approach, we coach/consult to help the client stay focused and on track.

Program Integration and Project Management Services – SIN 874-7

2020 Company, LLC provides high-quality program integration and project management services in our management, organizational, and business improvement projects. Our services facilitate the timely and efficient achievement of each program and project engagement. This way, clients are ensured of the optimal return on their investments and accomplishment of targeted performance objectives. 2020 consultants serve as program team leaders and facilitators in driving the entire program design, implementation, and change processes. They ensure and promote optimal organizational alignment, cross-functional participation, and resource allocation to realize the identified goals and objectives of the program. 2020 works with all assigned personnel and stakeholders to gain broad program understanding, support, and cohesiveness. 2020 project management includes: project planning, project monitoring and control, integrated project management, project risk management, and quantitative project management.

Customer Site Rates

Labor Category	GSA Hourly Rate w/ IFF Year 1	GSA Hourly Rate w/ IFF Year 2	GSA Hourly Rate w/ IFF Year 3	GSA Hourly Rate w/ IFF Year 4	GSA Hourly Rate w/ IFF Year 5
Program Manager	167.72	173.59	179.66	185.95	192.46
Project Manager	138.67	143.53	148.55	153.75	159.13
Subject Matter Expert III	148.95	154.16	159.56	165.14	170.92
Subject Matter Expert II	131.90	136.52	141.30	146.24	151.36
Subject Matter Expert I	115.43	119.47	123.65	127.98	132.46
Consultant III	135.10	139.82	144.72	149.78	155.03
Consultant II	120.29	124.50	128.85	133.36	138.03
Consultant I	92.77	96.02	99.38	102.86	106.46
Business Analyst III	110.60	114.47	118.48	122.63	126.92
Business Analyst II	101.79	105.35	109.04	112.85	116.80
Business Analyst I	82.43	85.32	88.30	91.40	94.59
Documentation Specialist/Writer	46.26	47.88	49.56	51.29	53.09
Administrative Assistant	33.40	34.57	35.78	37.03	38.32
Systems Analyst III	111.03	114.91	118.93	123.10	127.41
Systems Analyst II	92.77	96.02	99.38	102.86	106.46
Systems Analyst I	75.37	78.01	80.74	83.57	86.49
Quality Assurance Analyst III	115.03	119.06	123.23	127.54	132.00
Quality Assurance Analyst II	90.57	93.74	97.03	100.42	103.94
Process Engineer I	129.88	134.42	139.13	144.00	149.04
Process Improvement Lead Appraiser	336.00	347.76	359.93	372.53	385.57

Contractor Site Rates

Labor Category	GSA Hourly Rate w/ IFF Year 1	GSA Hourly Rate w/ IFF Year 2	GSA Hourly Rate w/ IFF Year 3	GSA Hourly Rate w/ IFF Year 4	GSA Hourly Rate w/ IFF Year 5
Program Manager	204.26	211.41	218.81	226.47	234.39
Project Manager	169.59	175.53	181.67	188.03	194.61
Subject Matter Expert III	178.05	184.28	190.73	197.40	204.31
Subject Matter Expert II	154.60	160.01	165.61	171.41	177.41
Subject Matter Expert I	140.24	145.15	150.23	155.49	160.93
Consultant III	155.86	161.32	166.96	172.81	178.85
Consultant II	139.36	144.23	149.28	154.51	159.92
Consultant I	113.11	117.07	121.17	125.41	129.80
Business Analyst III	131.18	135.77	140.52	145.44	150.53
Business Analyst II	118.27	122.41	126.69	131.13	135.72
Business Analyst I	96.27	99.64	103.12	106.73	110.47
Documentation Specialist/Writer	56.56	58.54	60.59	62.71	64.90
Administrative Assistant	40.72	42.15	43.62	45.15	46.73
Systems Analyst III	134.95	139.68	144.57	149.63	154.86
Systems Analyst II	113.11	117.07	121.17	125.41	129.80
Systems Analyst I	89.97	93.12	96.38	99.75	103.24
Quality Assurance Analyst III	140.26	145.17	150.25	155.51	160.95
Quality Assurance Analyst II	109.11	112.93	116.88	120.97	125.21
Process Engineer I	158.36	163.90	169.64	175.58	181.72
Process Improvement Lead Appraiser	407.84	422.11	436.88	452.18	468.00

Title	Program Manager
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.
Qualifications / Experience	Must have ten (10) years of work experience with projects involving management, organizational, business, and/or technical services which includes five (5) years of supervisory/management experience such as project planning and control.
Functional Responsibility	Provides broad program oversight and interfaces directly with program personnel to ensure full program results and compliance. Exercises independent judgment as well as a high level of analytical skill in solving complex and unusual managerial, technical and administrative problems. Ultimately responsible for project planning, execution and performance. Provides management and technical direction of projects ensuring maximum effectiveness in the use of resources for the timely completion of projects. Coordinates efforts and provides leadership in industry meetings. Provides internal planning, guidance and management structure for tracking accomplishment of work assigned. Performs day-to-day management of overall contract support operations possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities.

Title	Project Manager
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.
Qualifications / Experience	Must have eight (8) years of work experience with projects involving management, organizational, business and/or technical services which includes five (5) years of supervisory/management experience, such as project planning and control.
Functional Responsibility	Provides direction on projects from inception through completion and to provide technical and managerial assistance on all aspects of project management to comply with the technical requirements of the contract for the customer. Performs day-to-day management of assigned delivery order projects that involve teams of data processing and other business information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending and implementing automated information and systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates strong writing and oral communication skills.

Title	Subject Matter Expert III
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years experience.
Qualifications / Experience	Must have fifteen (15) years of overall work experience with relevant experience in a specialized business or technical discipline or area. Must be able to communicate on highly technical and specialized information to a variety of audiences orally and in writing. May have expert credentials or be recognized as an authority.

Functional Responsibility	Provides technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area. Makes recommendations and advises on organization-wide system improvements, optimization or maintenance efforts in the following specialties: business process re-engineering, workflow and process automation, process improvement; quality control and management, information systems architecture, automation, communications protocols, risk management/electronic analysis, software, life-cycle management, development methodologies, modeling and simulation projects. Demonstrates strong writing and oral communication skills.
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Title	Subject Matter Expert II
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years experience.
Qualifications / Experience	Must have ten (10) years of overall work experience with relevant experience in a specialized business or technical discipline or area. Must be able to communicate on highly technical and specialized information to a variety of audiences orally and in writing. May have expert credentials or be recognized as an authority.
Functional Responsibility	Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis and evaluations. Provides recommendations for proper implementation of programs and systems specifications in the following specialties: business process re-engineering, workflow and process automation, process improvement, quality control and management, information systems architecture, automation, communications protocols, risk management/electronic analysis, software, life-cycle management, development methodologies, modeling and simulation projects.

Title	Subject Matter Expert I
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years experience.
Qualifications / Experience	Must have eight (8) years of overall work experience with relevant experience in a specialized business or technical discipline or area. Must be able to communicate on highly technical and specialized information to a variety of audiences orally and in writing. May have expert credentials or be recognized as an authority.
Functional Responsibility	Develops requirements from a project's inception to its conclusion in the subject matter area for simple to moderately complex systems. Assists other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development and/or maintenance efforts in the following specialties: business process re-engineering, workflow and process automation, process improvement, quality control and management; information systems architecture, automation, communications protocols, risk management/electronic analysis, software, life-cycle management, development methodologies, modeling and simulation projects.

Title	Consultant III
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or other applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years experience.
Qualifications / Experience	Must have eight (8) years of experience in the appropriate area. May have expert credentials or be recognized as an authority.
Functional Responsibility	Serves as a senior member of consulting teams as a task manager or as a project leader on projects of limited scope and complexity. As a consulting team member, collects, analyzes and interprets data in one or more technical specialties. Develops strategic plans, business plans, organizational assessments, cultural change programs and business process improvements. Manages tasks or contracts for a single customer and is responsible for technical, management and cost performance. Performs work in a variety of operational areas or in a single consulting area. Performs value chain analysis, strategic planning, process improvement methodologies, change enablement and management, site-selection and consolidation of operations. Develops training curriculum tailored to meet the unique needs of a particular customer's requirement.

Title	Consultant II
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.
Qualifications / Experience	Must have six (6) years of experience in the appropriate area.
Functional Responsibility	Performs studies and reviews of management, organizational or technical structures to evaluate performance relative to business objectives. Advises on business and technical strategies as well as realignment issues to focus on most beneficial objectives. Addresses issues affecting management and workforce to improve productivity while reengineering the organization. Provides assistance in the evaluation, auditor service and implementation support of quality standards to achieve certification. Supports tasks for one or multiple customers. May lead a specific task in support of a particular customer. Facilitates working groups and sessions, design schedules, conduct analyses, develop models, write reports, prepare presentations and present results. Serves as a consulting team member with an information technology background.

Title	Consultant I
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.
Qualifications / Experience	Must have four (4) years of experience in the appropriate area.
Functional Responsibility	Performs studies and reviews of management and organizational structures to evaluate performance relative to business objectives. Collects data in accordance with plans developed by others. Verifies and analyzes data to identify trends and relationships as well as current and potential technical and management problems. Drafts reports of findings along with related documentation. Facilitates working groups and sessions, design schedules, conduct analyses, develop models, write reports, prepare presentations and present results.

Title	Business Analyst III
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides

	comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years experience.
Qualifications / Experience	Must have eight (8) years of experience in the appropriate area. May have expert credentials or be recognized as an authority.
Functional Responsibility	Provides task unique functional expertise necessary to interpret requirements, ensure responsiveness and achieve successful performance. May include subject matter and unique technical knowledge. Leads information technology teams with understanding business requirements and the analysis, evaluation and implementation of systems and other relevant tasks.

Title	Business Analyst II
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.
Qualifications / Experience	Must have five (5) years of experience in the appropriate area. May have expert credentials or be recognized as an authority.
Functional Responsibility	Provides general functional expertise necessary to interpret requirements, ensure responsiveness and achieve successful performance. Assists in leading the information technology teams with understanding business requirements and the analysis, evaluation and implementation of systems and other relevant tasks.

Title	Business Analyst I
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.
Qualifications / Experience	Must have three (3) years of experience in the appropriate area.
Functional Responsibility	Assists in the interpretation of requirements to ensure responsiveness and achieve successful performance. Works with the information systems teams to understand business requirements. Works with the business analyst team to provide analysis, evaluation and implementation of systems and other relevant tasks.

Title	Documentation Writer/Specialist
Education	B.A. or B.S. degree in Business, Finance, Management, Communications, English, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years experience.
Qualifications / Experience	A minimum of four (4) years of experience in this area with at least two (2) years of experience in editing documents, including technical documents.
Functional Responsibility	Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals and reports. Edits functional descriptions, system specifications, user manuals, special reports and any other customer deliverables and documents. Assists in performing financial and administrative functions. Must demonstrate the ability to work independently or under only general direction.

Title	Administrative Assistant
Education	Must have education, professional training and education in areas relevant to the specific needs of the program. These include, but are not limited to, the following disciplines: Communications, English, Journalism, Liberal Arts or relevant technical field such as graphics design, art or other related area.

Qualifications / Experience	A minimum of three (3) years of relevant experience in this area.
Functional Responsibility	Provides general-purpose administrative and clerical support for project tasks. Duties may include word-processing, graphics, desktop publishing, editing, meeting coordination and facilitation, answering telephones, photocopying, coordination of communications materials and additional tasks. Meeting coordination centers around a series of continuous, ad hoc and regular meetings for various working groups. Duties also include regular tasks defined at point of need. These may include some presentation drafts and editing/proofreading of documents, presentations or other meeting materials and miscellaneous research tasks.

Title	Systems Analyst III
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years experience.
Qualifications / Experience	Must have eight (8) years of systems analysis or business information systems experience, including four (4) years in the area of developing systems requirements and high-level design specifications and two (2) years of experience in project management/task leader positions in a business information systems development or implementation project. May have expert credentials or be recognized as an authority.
Functional Responsibility	Performs studies and analyses to develop improvements to management, organization and business applications for the advancement of quality enhancements through reengineering techniques. Evaluates and assesses business applications for practicality and efficiency and provides recommendations on areas where productivity improvements can be achieved. Provides analytical support in the assessment of employed or proposed systems. Develops benchmarks for measuring system and subcomponent performance. Provides highly technical and specialized guidance, and solutions to complex systems analysis, design, development and testing activities. Performs elaborate analyses and studies. Works independently or as a member of a team. May serve as Project Manager providing technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards and progress in accordance with schedules. Makes recommendations, if needed, for approval of major systems installations.

Title	Systems Analyst II
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.
Qualifications / Experience	Must have five (5) years of systems analysis or business information systems experience, including two (2) years in the area of developing systems requirements and high-level design specifications in a business information systems development or implementation project.
Functional Responsibility	Provides translation of user requirements for business, engineering and other technical areas or functions into overall system designs, including significant managerial experience. Performs studies and analyses to develop improvements to management, organization and business applications for the advancement of quality enhancements through reengineering techniques. Provides support to complex systems analysis, design, development and testing activities. Performs elaborate analyses and studies. Prepares reports and gives presentations to upper management. Works independently or as a member of a team. Performs elaborate analyses and studies. Defines the problem and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions.

Title	Systems Analyst I
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.
Qualifications / Experience	Must have two (2) years of systems analysis or business information systems experience.
Functional Responsibility	Provides translation of user requirements for business, engineering and other technical areas or functions into overall system designs that includes significant managerial experience. Performs studies and analyses to develop improvements to management, organization and business applications for the advancement of quality enhancements through reengineering techniques. Provides support to complex systems analysis, design, development and testing activities. Provides assistance in performing analyses and studies - prepares reports and relevant deliverables. Works closely and coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops business system alternative solutions.

Title	Quality Assurance Analyst III
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.
Qualifications / Experience	Must have six (6) years of quality assurance and/or quality control experience.
Functional Responsibility	Leads quality assurance activities including project management activities such as planning and estimation. Provides expertise and uses in-depth knowledge of quality assurance to inspect and improve process design. Demonstrates knowledge of business application quality assurance standards/methodology and relevant technical areas. Maintains and establishes a process for evaluating business applications and associated documentation. Has a demonstrated ability to inspect a business application to ensure compliance with applicable standards for systems design, business application construction, testing and documentation. Determines the resources required for quality control. Maintains the level of quality throughout the development life cycle. Develops quality assurance plans. Conducts formal and informal reviews at predetermined points throughout the development life cycle.

Title	Quality Assurance Analyst II
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.
Qualifications / Experience	Must have four (4) years of quality assurance and/or quality control experience.
Functional Responsibility	Uses in-depth knowledge of quality assurance to inspect and improve process design; demonstrated knowledge of software quality assurance standards/methodology and relevant technical areas. Maintains and establishes a process for evaluating business applications and associated documentation. Has a demonstrated ability to inspect business applications to ensure compliance with applicable standards for systems design, business application construction, testing and documentation. Determines the resources required for quality control. Maintains the level of quality throughout the development life cycle. Develops quality assurance plans. Conducts formal and informal reviews at predetermined points throughout the development life cycle.

Title	Process Engineer I
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Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years experience.
Qualifications / Experience	Must have four (4) years of experience in the appropriate area. May have expert credentials or be recognized as an authority.
Functional Responsibility	Has specialized experience in methodology development and evaluation, process re-engineering across all phases. Identifies best practices, change management, business management techniques, organizational development, facilitation, training, activity and data modeling, or information system development methods and practices. Applies process improvement and re-engineering methodologies and principles to conduct process modernization projects. Duties include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, and training and provides additional forms of knowledge transfer.

Title	Process Improvement Lead Appraiser
Education	B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years experience. Recognized Formal Certification in a Process Improvement Methodology.
Qualifications / Experience	Must have eight (8) years of experience in the appropriate area. Has expert credentials and certifications from a recognized industry and government-approved authority.
Functional Responsibility	Evaluates and advises process improvement for system or software development, technical leadership, quality assurance and/or program management on mid-large software intensive systems. Demonstrates understanding of system and software development lifecycle and associated processes. Requires at least two (2) years direct experience with the implementation, assessing of SEI CMM or CMMI model processes through Maturity Level 5. Demonstrated experience in process engineering, improvement, training and deployment. Effectively communicates and is proficient in oral communication and technical writing. Interacts and collaborates with all organizational levels, and skillful in dealing with others in person-to-person work relationships.