

**Authorized Federal Acquisition Service Information Technology
Schedule Pricelist General Purpose Commercial Information
Technology Equipment, Software and Services**

Special Item No. 132-51 Information Technology Professional Services

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: GSAAdvantage.gov.

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D310 IT Backup and Security Services
FPDS Code D316 IT Network Management Services
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

Contract Number: GS-35F-0032V

Contract Period: October 16, 2018 - October 15, 2023

Business Size: Large

**Criterion Systems, Inc.
8330 Boone Blvd, Suite 400, Vienna, VA 22182
(703) 942-5800
(703) 942-5729 FAX
www.criterion-sys.com**

Current through Modification PO-0020 dated August 23, 2019

**For more information on ordering from Federal Supply Schedules
click on the FSS Schedules button at fss.gsa.gov**

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Customer Information

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

Special Item Number	Special Item Description
132-51	Information Technology Professional Services – This SIN includes Cloud Services (all associated labor), Cognitive Computing, Conversion and Implementation Support, Internet of Things (IOT), Migration services (of all kinds), Resources and Facilities Management, Database Planning and Design, Systems Analysis Design and Implementation, Programming, Conversion and Implementation Support, Network Services, IT Project Management, and Other Services relevant to 29CFR541.400

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

Lowest Price Category: Support Specialist, Junior

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

See page 18.

2. Maximum Order:

\$500,000

3. Minimum Order:

\$100.00

4. Geographic coverage (delivery area):

Worldwide

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

Worldwide

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

Prices shown are NET Prices; Basic Discounts have been deducted.

7. Quantity Discounts:

None

8. Prompt payment terms:

0% - NET 30 days from receipt of invoice or date of acceptance, whichever is later. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9a. Government purchase cards **are accepted** at or below the micro-purchase threshold.

9b. Credit cards will **not be accepted** for payment above the micro-purchase threshold.

10. Foreign Items:

None

11a. Time of delivery:

As negotiated with ordering activity.

11b. Expedited Delivery:

Contact Contractor

11c. Overnight and 2-day delivery:

Contact Contractor

11d. Urgent Requirements:

Ordering activities are encouraged to contact the contractor for purposes of obtaining accelerated delivery.

12. F.O.B Point(s):

Destination

13a. Ordering address(es):

**Criterion Systems, Inc.
8330 Boone Blvd, Suite 400
Vienna, Virginia 22182**

13b. Ordering procedures:

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

14. Payment address(es):

**Criterion Systems, Inc.
8330 Boone Blvd, Suite 400
Vienna, Virginia 22182**

Bank Account Information for Wire Transfer Payments Will Be Shown On The Invoice

15. Warranty provision:

Not applicable

16. Export packing charges, if applicable:

Not applicable

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):

Government purchase cards are not accepted above the micro-purchase threshold.

18. Terms and conditions of rental, maintenance, and repair (if applicable):

Not applicable

19. Terms and conditions of installation (if applicable):

Not applicable

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):

Not applicable

20a. Terms and conditions for any other services (if applicable):

Not applicable

21. List of service and distribution points (if applicable):

Not applicable

22. List of participating dealers (if applicable):

Not applicable

23. Preventive maintenance (if applicable):

Not applicable

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):

Not applicable

24b. If applicable, Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found at www.criterion-sys.com. The EIT standards can be found at: www.Section508.gov/

25. Data Universal Number System (DUNS) number:

192749906

26. Notification regarding registration in System for Award Management (SAM) database:

Criterion Systems, Inc. is registered in the System for Award Management database.

Terms and Conditions Applicable to Information Technology (IT) Professional Services (Special Item Number 132-51)

1. Scope
 - a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services exclusively to IT Services within the scope of this Information Technology Schedule.
 - b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.
2. Performance Incentives
 - a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
 - b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
 - c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
3. Order
 - a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
 - b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.
4. Performance of Services

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- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
 - b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
 - c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
 - d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.
5. Stop-Work Order (FAR 52.242-15) (AUG 1989)
- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
 - b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
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c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. Inspection of Services

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. Responsibilities of the Contractor

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. Responsibilities of the Ordering Activity

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. Independent Contractor

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. Organizational Conflicts of Interest

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. Invoices

The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. Payments

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

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- (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. Resumes

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. Incidental Support Costs

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. Approval of Subcontracts

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. Description of IT Services and Pricing

Refer to GSA Pricing Section.

Labor Category Descriptions

Category #	Labor Category	Labor Category Description	Experience	Education
CR001	Computer Security Analyst, Junior	Fully applies basic principles, theories, and concepts to the development, maintenance, and implementation of information security standards, procedures, and guidelines. Solves moderately complex technical problems, ensuring that systems and organizational databases are protected from unauthorized access and use. Monitors systems, identifies threats, and handles disaster recovery operations.	3	Bachelor's
CR002	Computer Security Analyst	Applies advanced principles, theories, and concepts to the development, maintenance, and implementation of information security standards, procedures, and guidelines. Solves complex technical problems, ensuring that systems and organizational databases are protected from unauthorized access and use. Monitors systems, identifies threats, and handles disaster recovery operations. Interfaces with user community to understand their security needs, implementing procedures to accommodate them. Familiar with domain structures, network protocols, user authentication, digital signatures, firewalls, and security best practices.	5	Bachelor's

Category #	Labor Category	Labor Category Description	Experience	Education
CR003	Computer Security Analyst, Senior	Applies leading-edge principles, theories, and concepts to the development, maintenance, and implementation of information security standards, procedures, and guidelines. Solves very complex technical problems, ensuring that systems and organizational databases are protected from unauthorized access and use. Monitors systems, identifies threats, and handles disaster recovery operations. Interfaces with user community to understand their security needs, implementing procedures to accommodate them. Understands domain structures, network protocols, user authentication, digital signatures, firewalls, and security best practices. Identifies network vulnerabilities and recommends remedial action.	7	Bachelor's
CR010	Program Manager	Provides team leadership and creativity in the development and implementation of services engagements. Directs multiple and complex projects or sub-projects, including project financials. Manages and leads large work teams. Sets objectives and priorities for the project staff. Assigns and reviews tasks, performance, and staffing requirements. Identifies and pursues new business opportunities within the existing client bases.	8	Bachelor's
CR012	Project Manager	Manages projects of moderate risk and complexity. May have deputy responsibility for a large program/project. Oversees program/project budget and schedules. May have primary responsibility for program/project growth. Serves as primary customer contact. Total value of programs/projects is generally between \$10 million and \$25 million (life of contracts). May be responsible for programs/projects of a lesser dollar value if they are more complex or developmental in nature.	7	Bachelor's

Category #	Labor Category	Labor Category Description	Experience	Education
CR013	QA Analyst	Performs complex tasks related to specialized inspection and testing of project output to ensure that quality standards are met. Develops and refines processes related to quality control and project failure identification and design standards verification. Reviews project development documentation to ensure specifications are designed to meet inspection and testing standards. Initiates corrective action for procedural, product, or process deficiencies. Interfaces with customers, vendors, and various company departments to resolve quality problems and provide information. Participates in and may lead audits.	6	Bachelor's
CR018	Software Engineer, Junior	Designs, develops, troubleshoots, and analyzes software programs. Performs systems modeling, simulation, and analysis. Designs and develops compilers, assemblers, utility programs and operating systems. Advises hardware design engineers on machine characteristics that affect software systems, such as storage capacity, processing speed, and input/output requirements. As required, provides inputs for documentation of new or existing programs.	3	Bachelor's
CR020	Software Engineer, Senior	Develops and applies advanced methods, theories, and research techniques in the investigation and solution of highly complex and difficult software applications and problems requiring the expert application of advanced knowledge. Plans, conducts, technically directs, and evaluates projects or major phases of significant projects, managing the efforts of engineers and technical support staff in the performance of assigned projects. Recommends corrections in technical applications and analysis. Provides technical consultation to other organizations.	10	Bachelor's

Category #	Labor Category	Labor Category Description	Experience	Education
CR022	Subject Matter Expert	High level of knowledge of client needs for special projects. May possess certifications in a specific technical or management discipline. Develops specifications for moderately complex applications and business information systems.	5	Bachelor's
CR023	Subject Matter Expert, Senior	An expert in the subject matter field. Provides high level systems analysis, design, integration, documentation, and implementation advice on complex studies. Participates in a phases of study development. Possesses certifications in a specific technical or management discipline. Prepares and delivers senior management presentations and briefings as required.	8	Bachelor's
CR024	Systems Analyst	Performs analysis, design, and development of simple to intermediate computer systems. Assists in the determination of user needs with the maintenance of single product modules and subsystems. Assists in the designs and development of simple utility programs and operating systems.	5	Bachelor's
CR025	Systems Engineer, Junior	Analyzes existing systems and defines, designs, and develops new system requirements. Determines system specifications, input/output processes, and working parameters for hardware/software compatibility. Coordinates design of subsystems and integration of total system. Identifies, analyzes and resolves program support deficiencies.	3	Bachelor's

Category #	Labor Category	Labor Category Description	Experience	Education
CR026	Systems Engineer	Develops and applies advanced methods, theories, and research techniques in the investigation and solution of complex and difficult system design requirements and problems. Plans, conducts, and technically directs projects or major phases of significant projects. Reviews completion and implementation of systems additions and/or enhancements and recommends corrections in technical application and analysis to management. Evaluates vendor capabilities to provide required products or services.	6	Bachelor's
CR027	Systems Engineer, Senior	Develops and applies advanced methods, theories, and research techniques in the investigation and solution of complex and difficult system design requirements and problems requiring the expert application of advanced knowledge. Plans, conducts, and technically directs projects or major phases of significant projects, managing the efforts of engineers and technical support staff in the performance of assigned projects. Reviews completion and implementation of systems additions and/or enhancements, and recommends corrections in technical application and analysis to management	10	Bachelor's
CR031	Support Specialist	Provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems.	6	Bachelor's

Category #	Labor Category	Labor Category Description	Experience	Education
CR032	Support Specialist, Senior	Provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Interacts with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Ensures the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps.	10	Bachelor's
CR033	Database Administrator, Junior	Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of database management systems. Implements data models, database designs, data access and table maintenance codes. Resolves database performance and capacity issues, and replication and other distributed data issues.	3	Bachelor's
CR034	Database Administrator	Provides expertise and guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operations of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary.	6	Bachelor's

Category #	Labor Category	Labor Category Description	Experience	Education
CR035	Database Administrator, Senior	Provides expertise and guidance in the use of database management systems. Designs, implements, and maintains databases with respect to access methods and time, device allocation, validation checks, file organization, indexing methods, protection and security, documentation, guidelines, and statistical methods. Establishes procedures for operations of the database and database management systems. Collects data elements and prepares database specifications. Develops, maintains, and controls the data dictionary.	8	Bachelor's

Education/Experience Substitution Policy

We recognize that successful performance depends on having personnel with the right skills and experience. These skills and experience are acquired through a proper mix of education and professional experience. We have found that skills required to support advanced technology efforts, today's problems and tomorrow's challenges, are not always supported by the traditional combination of formal education and work experience. Therefore, we have incorporated substitution allowances between equivalent education and experience in order to provide the quality of services required by the customer at the most reasonable price.

The following tables present substitution equivalencies for education and experience requirements.

Substitutions for Educational Requirements

Additional years of related experience may be substituted for degree requirements

Degree Requirement	Equivalent Experience Substitution
High School	GED
Associate's	High School plus two years related experience
Bachelor's	High school plus four years related experience or Associate degree plus two years related experience
Master's	Bachelor's degree plus two years related experience or Six years related experience
Doctorate / PhD	Master's degree plus two years or Eight years related experience

Substitutions for Work Experience Requirements.

A related degree may be substituted for years of related work experience.

Degree	Equivalent Years of Experience
Bachelor's	Two
Master's	Four
Doctorate/Ph.D	Six

* Successful completion of higher education which has not yet resulted in a degree may be counted as 1 for 1 years of experience for each year of college completed.

GSA Labor Rates

GSA Price List Hourly Rates are inclusive of Industrial Funding Fee (IFF)

Item	GSA Labor Category	10/16/18	10/16/19	10/16/20	10/16/21	10/16/22
		- 10/15/19	- 10/15/20	- 10/15/21	- 10/15/22	- 10/15/23
CR001	Computer Security Analyst, Junior	\$74.75	\$76.62	\$78.53	\$80.50	\$82.51
CR002	Computer Security Analyst	\$118.68	\$121.65	\$124.69	\$127.81	\$131.00
CR003	Computer Security Analyst, Senior	\$146.57	\$150.23	\$153.99	\$157.84	\$161.79
CR010	Program Manager	\$167.69	\$171.88	\$176.18	\$180.58	\$185.10
CR012	Project Manager	\$126.53	\$129.69	\$132.94	\$136.26	\$139.67
CR013	QA Analyst	\$111.47	\$114.26	\$117.11	\$120.04	\$123.04
CR018	Software Engineer, Junior	\$97.46	\$99.90	\$102.39	\$104.95	\$107.58
CR020	Software Engineer, Senior	\$129.99	\$133.24	\$136.57	\$139.99	\$143.48
CR022	Subject Matter Expert	\$133.74	\$137.08	\$140.51	\$144.02	\$147.62
CR023	Subject Matter Expert, Senior	\$187.34	\$192.02	\$196.82	\$201.74	\$206.79
CR024	Systems Analyst	\$93.31	\$95.64	\$98.03	\$100.48	\$103.00
CR025	Systems Engineer, Junior	\$101.10	\$103.63	\$106.22	\$108.87	\$111.60

Item	GSA Labor Category	10/16/18 - 10/15/19	10/16/19 - 10/15/20	10/16/20 - 10/15/21	10/16/21 - 10/15/22	10/16/22 - 10/15/23
CR026	Systems Engineer	\$122.33	\$125.39	\$128.52	\$131.74	\$135.03
CR027	Systems Engineer, Senior	\$141.82	\$145.37	\$149.00	\$152.72	\$156.54
CR031	Support Specialist	\$59.25	\$60.73	\$62.25	\$63.81	\$65.40
CR032	Support Specialist, Senior	\$73.81	\$75.66	\$77.55	\$79.49	\$81.47
CR033	Database Administrator, Junior	\$81.70	\$83.74	\$85.84	\$87.98	\$90.18
CR034	Database Administrator	\$133.39	\$136.72	\$140.14	\$143.65	\$147.24
CR035	Database Administrator, Senior	\$140.00	\$143.50	\$147.09	\$150.76	\$154.53