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

MULTIPLE AWARD SCHEDULE (MAS)
LARGE CATEGORY: INFORMATION TECHNOLOGY

FSC Group: MAS
PSC Codes: SIN: 54151S (D302, D306, D399)  
SIN: 518210C (D305, D306, D307, D308, D311)
Contract Number: #GS-35F-0294T
Contract Period: February 28, 2022, to February 27, 2027
Contract Administrator: Michael Hughes, Tel: 703.635.2627, mhughes@procentrix.com
Business Size/Status: Other than Small Business
Pricelist current through Modification #PS-0030–Dated February 4, 2022

Procentrix, LLC
2551 Dulles View Drive, Suite 600, Herndon, Virginia 20171
Phone: 703.635.2627 | Fax: 703.635.2629 | www.procentrix.com
703.635.2627

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: GSAAAdvantage.gov.

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.
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1. General Contract Information

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

Special Item No. 54151S Information Technology Professional Services

Special Item No. 518210C Cloud and Cloud-Related IT Professional Services

1b. The lowest priced model number and lowest unit price for that model for each special item number awarded in the contract:

See Section 9 - Hourly Labor Category Rates

1c. Labor Category Descriptions: See Section 8 - Labor Category Descriptions

2. Maximum order: The Maximum Order value for the following Special Item Numbers (SINs) is $500,000 for:

- Special Item Number 54151S - Information Technology (IT) Professional Services
- Special Item Number 518210C - Cloud and Cloud-Related IT Professional Services

3. Minimum order: The Minimum Order value for the following Special Item Numbers (SINs) is $100 for:

- Special Item Number 54151S - Information Technology (IT) Professional Services
- Special Item Number 518210C - Cloud and Cloud-Related IT Professional Services

4. Geographic coverage (Delivery area): Domestic

5. Point(s) of production: Procentrix, LLC

2551 Dulles View Drive, Suite 600

Herndon, Virginia 20171

Tel: 703.635.2627

Fax: 703.635.2629

mhughes@procentrix.com

6. Discount from list prices: Prices shown are NET Prices. Basic Discounts have been deducted.

7. Quantity discounts. None
8. Prompt Payment Terms: 0% - 30 days from receipt of invoice or date of acceptance, whichever is later.

9. Foreign items: None

10a. Time of delivery Negotiated with Ordering Agency

10b. Expedited Delivery Negotiated with Ordering Agency

10c. Overnight and 2-day delivery Negotiated with Ordering Agency

10d. Urgent Requirements. Negotiated with Ordering Agency

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

12a. Ordering address(es). Procentrix, LLC

2551 Dulles View Drive, Suite 600
Herndon, Virginia 20171
Tel: 703.635.2627
Fax: 703.635.2629
mhughes@procentrix.com

12b. Ordering procedures: Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. Payment address(es). Procentrix, LLC

2551 Dulles View Drive, Suite 600
Herndon, Virginia 20171

14. Warranty provision. Contractor's standard commercial warranty

15. Export packing charges Not Applicable
<table>
<thead>
<tr>
<th></th>
<th>Terms and conditions of rental, maintenance, and repair (if applicable).</th>
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<tbody>
<tr>
<td>16.</td>
<td><strong>Not Applicable</strong></td>
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<tr>
<td></td>
<td>Terms and conditions of installation (if applicable).</td>
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<tr>
<td>17.</td>
<td><strong>Not Applicable</strong></td>
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<tr>
<td></td>
<td>Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).</td>
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<tr>
<td>18a.</td>
<td><strong>Not Applicable</strong></td>
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<tr>
<td></td>
<td>Terms and conditions for any other services (if applicable).</td>
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<tr>
<td>18b.</td>
<td><strong>Not Applicable</strong></td>
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<td></td>
<td>List of service and distribution points (if applicable).</td>
</tr>
<tr>
<td>19.</td>
<td><strong>Not Applicable</strong></td>
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<td></td>
<td>List of participating dealers (if applicable).</td>
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<tr>
<td>20.</td>
<td><strong>Not Applicable</strong></td>
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<tr>
<td></td>
<td>Preventive maintenance (if applicable).</td>
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<tr>
<td>21.</td>
<td><strong>Not Applicable</strong></td>
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<tr>
<td></td>
<td>Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).</td>
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<tr>
<td>22a.</td>
<td><strong>Not Applicable</strong></td>
</tr>
<tr>
<td></td>
<td>If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: <a href="http://www.Section508.gov/">www.Section508.gov/</a>.</td>
</tr>
<tr>
<td>22b.</td>
<td>Contact Contract Administrator for more information.</td>
</tr>
<tr>
<td></td>
<td>Unique Identifier (UEI) number.</td>
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<tr>
<td>23.</td>
<td><strong>626154640</strong></td>
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24. Notification regarding Procentrix, LLC is registered in the System for Award registration in System for Award Management (SAM) database.

Specific Instructions for SIN 518210C – Cloud and Cloud-Related IT Professional Services

a) All offerings must be billed as follows:

i) Cloud computing services (e.g., IaaS, PaaS, SaaS) must adhere to the “pay as you go” pricing model and must be billed in arrears in accordance with 31 U.S.C. 3324.

ii) Cloud related IT professional services, specific cloud labor categories and/or fixed-price professional services solutions must also be billed in arrears in accordance with 31 U.S.C. 3324.

b) Offerors shall follow instructions and guidance for cloud computing services available at http://www.gsa.gov/mascategoryrequirements

c) Offerors may propose:

i) Cloud computing services only (e.g., IaaS, PaaS, SaaS);

ii) Cloud related IT professional services and/or fixed-price professional services solutions that are not subject to NIST standards only; or

iii) Cloud computing services (e.g., IaaS, PaaS, SaaS) (subject to NIST standards) and cloud related IT professional services and/or fixed-price professional services solutions (not subject to NIST standards).

iv) The offeror must state which cloud computing service model(s), if any, is/are being proposed (e.g., IaaS, PaaS, SaaS).

v) The offeror must state which cloud computing deployment model(s), if any, is/are being proposed (e.g., public, community, and hybrid).

d) Acceptance Testing: Acceptance testing shall be performed of the systems for ordering activity approval in accordance with the approved test procedures.

e) Training

i) If training is provided in accordance with standard commercial practices, the offeror shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system.

ii) If there are separate training charges, they should be included in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016)).

f) Information Assurance/Security Requirements: Offerors shall meet information assurance/security requirements in accordance with the ordering activity requirements.
g) Reporting: Offerors shall provide to the ordering activity any general reporting capabilities available to verify performance, cost and availability. In accordance with commercial standard practice, the offeror may furnish the ordering activity with a monthly summary report.

h) Cloud related IT professional services may be listed on SIN 54151S - Information Technology Professional Services. The cloud related IT professional services on this SIN (518210C) shall be cloud specific titles and descriptions. At a minimum, the word “cloud” shall appear both in the title and the description of each labor category or fixed-price professional services solutions proposed for this SIN. The relevant past performance projects must demonstrate that the cloud related IT professional services were utilized in the IaaS, PaaS, and/or SaaS environment. NOTE: Identical labor categories cannot be on both SINs 54151S and 518210C. It is recommended that cloud related IT professional services and/or fixed-price professional services solutions that are not subject to NIST standards should be offered under SIN 518210C.

i) Offerors may optionally select a single service model that best fits a proposed cloud computing offering. Only one service model may be selected per each proposed cloud computing offering. Offerors may elect to submit multiple cloud computing offerings, each with its own single service model.

j) Deployment model selection within this SIN is optional for any individual cloud computing offering. Offerings may be included without a deployment model selection so long as they comply with all the essential characteristics of cloud computing as outlined by NIST SP 800-145. The three NIST deployment models within the scope of this SIN are: Public, Community, and Hybrid.

k) All current pricing requirements in provision SCP-FSS-001 apply. At the current time, there is no provision for reducing or eliminating standard price list posting requirements to accommodate rapid cloud price fluctuations.

l) All pricing models for cloud computing services must have the core capability to meet the NIST Essential Cloud Characteristics, particularly with respect to on-demand self-service, while allowing alternate variations at the task order level at agency discretion, pursuant to the guidance on NIST Essential Characteristics.

m) Evaluation factors for cloud related IT professional services, specific cloud labor categories and/or fixed-price professional services solutions are found within this same document under Section II Instructions for all IT Offerors under 6) Relevant Project Experience Evaluation.

**Specific Instructions for SIN 54151S – Information Technology Professional Services**

1. Specific Instructions for SIN 54151S - Information Technology Professional Services:
   * All services shall be billed in arrears in accordance with 31 U.S.C. 3324.
2. Contract Overview

GSA awarded Procentrix, LLC. a GSA Federal Supply Schedule contract for the Multiple Award Schedule, Large Category Information Technology (IT) Professional Services, Contract No #GS-35F-0294T. The current contract period of performance is February 28, 2022, to February 27, 2027. Procentrix plans to establish a dual contract before expiration of their MAS IT contract GS-35F-0294T, as such the awarded services will be replicated on a new GSA contract per GSA’s new streamline acquisition process. The contract allows for the placement of Firm Fixed Price or Time and Materials task orders using the labor categories and ceiling rates defined in the contract.

3. Scope

The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services and Special Item Number 518210C Cloud and Cloud-Related IT Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.

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.

4. Special Item Numbers (SIN) Descriptions

- Special Item No. 54151S Information Technology Professional Services
- Special Item No. 518210C Cloud and Cloud-Related IT Professional Services

Please refer to GSA eLibrary for complete Special Item Number (SIN) description.

5. Contract Administrator

Mr. Michael Hughes  
Procentrix, LLC  
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6. Company Overview

Procentrix, LLC is a technology and systems development firm based in Herndon, Virginia that specializes in conceptualizing, designing, and implementing solutions that help our clients maximize their investments in information technology. We service primarily the Federal Government - offering specialized skills that enable us to help our clients achieve their goals. The majority of our employees work on Federal Government sites, enabling them to fully understand and appreciate our client’s missions and objectives. The knowledge we gain in working side-by-side with our clients combined with our specialized skills and capabilities enable us to provide Mission-Focused IT Innovation on our client engagements. We specialize in the areas of:

- Low-code Modernization
- Cloud Services
- Process Automation
- Data and Analytics
- Portals and Collaboration
- Application Development
6.1 Low-Code Modernization

Workers depend on modern technology to drive efficiency and increase job performance. They want software solutions delivered fast while Business Leaders, Administrators, and Operators demand cost efficiency, security, and ease of maintenance. Procentrix helps organizations achieve everyone’s objectives through integrated cloud platforms and services that accelerate the implementation of robust business solutions. We specialize on proven cloud platforms like Microsoft Azure and Power Platform. Our solutions enable rapid collection of structured and unstructured information, streamline business processes, and enhanced decision support through integrated business intelligence. Users benefit from integrated solutions that are easily accessible via the web, mobile devices or embedded within Microsoft Teams. Specific areas of focus include:

- **Domain-centric Applications** - Accelerate the delivery of applications tailored for investigative case management, correspondence management, claims processing, legal case management, and contracts management. Leverage Model-driven Power Apps and Dataverse with Procentrix solutions to reduce time to market and implementation costs, while delivering solutions based on best practices.

- **Solution Planning** - Determine the right solution for your business need. Develop a strategy and roadmap for leveraging Software-as-a-Service products while tailoring for unique mission requirements. Start your project off on the right foot with a realistic and informed plan.

- **Architecture and Design** - Design systems that not only meet today's requirements, but also have the flexibility to scale to meet the evolving requirements of tomorrow. From infrastructure to applications to security, deliver a robust and holistic architecture to meet the complex challenges of the modern world.

- **Configuration and Customization** - Create customer-specific solutions that look and feel like custom applications but are delivered with Software-as-a-Service products. Combine the benefits of SaaS software with the specialized user experience of a tailored application.

- **Technology Expertise** - Deliver industry-leading expertise in Microsoft Dynamics 365 and Power Platform. Shape your vision, guide the architecture, and engineer your solution both on-premises and in the cloud (Dynamics 365, Power Platform, and Azure) with the brightest and most accomplished Microsoft professionals in the industry.

- **Robotic Process Automation** – Effectively leverage Robotic Process Automation (RPA) to eliminate repetitive manual tasks and processes. Allow Bots to orchestrate processes so that workers can focus on more meaningful tasks. Effectively utilize artificial intelligence (AI) add-ons within RPA solutions to attain end-to-end AI-driven process automation.

6.2 Cloud Services

Organizations want to move to the Cloud, but often don’t know where to start. Procentrix helps establish and execute cloud strategies that are tailored for unique situations and needs. We offer hands-on experience helping our customers leverage Infrastructure-as-a-Service, Platform-as-a-Service, and Software-as-a-Service with leading cloud providers (Microsoft and Amazon Web Services). We design practical Cloud solutions that enable our customers to achieve economies of scale and cost savings that are inherent in cloud implementations. From security to governance to DevOps, our holistic approach gets you to the cloud, fast. Specific areas of focus include:

- **Cloud Strategy** - Determine cloud objectives and migration mandates. Analyze current state of technology platforms and investments and derive a future state cloud vision. Establish cloud readiness roadmaps that help decision makers plan for migration activities and quantify Return on Investment (ROI).
- **Cloud Applications** - Design, build, and deliver cloud-based services and solutions that are scalable and accessible. Implement business applications on leading cloud platforms (Azure and AWS) through a combination of infrastructure, platform, and application as a service.

- **Cloud Security** - Establish holistic cloud security processes, controls, and measures that ensure electronic assets are protected and secure. Provide hands-on knowledge of industry and regulatory requirements, including those associated with safeguarding personal identifiable information (PII).

- **Cloud Migration** - Create a step-by-step guide for moving applications and services to the cloud that is used by some of the most complex organizations in the world. Cloud migration specialists engineer solutions to seamlessly transition to the cloud without interrupting critical business systems.

- **Cloud DevOps** - Select, implement, and adopt tools that promote a continuous integration, continuous delivery (CI|CD) workflow pipeline on Azure DevOps for easy development, testing, and deployment of your enterprise applications.

- **Cloud Operations** - Manage services for cloud-based infrastructure, platforms, and applications. Ensure that cloud platforms are reliable, compliant, and secure. Provide cloud infrastructure monitoring, automated backups, 24/7 support, guaranteed SLAs, and dedicated service engineers.

### 6.3 Process Automation

The tasks people perform at work have become increasingly complex, crossing organizational boundaries, and requiring multi-disciplinary skills. It has become imperative for IT systems to simplify work by connecting disparate systems, linking together related processes, and streamlining the flow of information. Procentrix helps organizations automate and streamline their myriad of back-office and operational systems, enabling workers to operate more efficiently and effectively. Organizations cannot just replace their legacy systems overnight, so our approach places emphasis on leveraging existing IT investments and integrating legacy systems with workflow-driven solutions that create a seamless flow of information and process across the organization. Specific areas of focus include:

- **Business Process Management (BPM)** - Bring the discipline, process, and tools required to manage organizational and process change that improves business outcomes and enables operational efficiency. Model business processes across organizational boundaries to achieve better integration between people, systems, and data.

- **Workflow Automation** - Streamline business activities by systematically linking together tasks to create end-to-end business processes across systems and other organizational boundaries. Provide intuitive, user-guided applications that automate tasks and enable users to accomplish tasks more effectively and efficiently.

- **Robotic Process Automation** - Effectively leverage Robotic Process Automation (RPA) to eliminate repetitive manual tasks and processes. Allow Bots to orchestrate processes so that workers can focus on more meaningful tasks. Effectively utilize artificial intelligence (AI) add-ons within RPA solutions to attain end-to-end AI-driven process automation.

- **Application Modernization** - Transform legacy applications into modern platforms that integrate business process, eliminate data silos, and embed analytics to drive process efficiencies and real-time decision making. Leverage micro-services architecture and workflow-driven processes to create flexible and scalable mission applications.

### 6.4 Data and Analytics

Data is everywhere in today’s business environment. Organizations need to derive meaningful information from their data to drive more informed business decisions. Procentrix leverages leading-edge
big data, analytics, and cloud technologies to design and implement solutions that ingest, store, organize, and surface data to business users. Our approach harvests data from enterprise systems and untapped, unstructured data repositories, while integrating with external sources, such as social media. Procentrix data analytics specialists then help our customers mine the data using advanced and predictive analytic techniques to translate data into actionable business insights. Specific areas of focus include:

- **Data Integration** - Deliver solutions that rapidly combine, cleanse, and prepare data for business analysis and decision making. Combine the disciplines of ETL, data science and data wrangling to solve the complex challenges of integrating large data sets across diverse data types and formats.

- **Big Data Architecture** - Design a new breed of data storage and data management architectures. Leverage big data technologies such as Hadoop, Spark and NoSQL data stores to enable data discovery, data analysis and business intelligence in today's modern, big data world.

- **Analytic Applications** - Combine the outputs from big data repositories, data integration processes and data visualization tools to create reusable, domain-specific analytic solutions. Rapidly deliver proven solutions for Project Performance Management (PPM) analytics, Case Management analytics, and financial analytics.

- **Data Visualization** - Serve up the data and tools needed to explore data visually, make correlations, analyze trends and predict future results. Use modern analytic tools such Tableau and Microsoft Power BI, to create eye-popping dashboards, intuitive analytics, and user guided analysis.

### 6.5 Portals and collaboration

Effective information sharing and information management is what drives successful organizations in our modern world. Using industry leading Collaboration software, Procentrix delivers solutions that help organizations connect their myriad of data, systems and human resources across the enterprise. Whether you need to revamp your intranet, redefine your public facing web presence or create a collaboration environment to share ideas and foster innovation, Procentrix design and implementation specialists will create the right portal and collaboration solution for you. Specific areas of focus include:

- **Workflow and Forms Automation** - Eliminate paper forms and manual processes with workflow automation integrated into your intranet or internet portal. Transform from a paper to digital business with office automation solutions on SharePoint and Office 365.

- **Web Content and Branding** - Define how you want your organization perceived to your internal and external constituents, then build your intranet or internet portal to reflect these principles. Create a tailored environment that is defined by your brand and differentiates your organization in the market, using a team of user experience (UX) specialists.

- **Architecture and Governance** - Establish an information architecture (IA) that enables intuitive navigation and ensures information is quickly accessible. Create governance plans to determine responsibility for maintenance of information. Follow a proven approach for creating a scalable foundation to your intranet or external portal.

- **Information Sharing** - Enable people and systems to share critical data across departmental boundaries. Facilitate collaboration and eliminate information redundancy while keeping data secure. Leverage Office 365 and SharePoint to improve the productivity of the modern workforce.

- **Technology Expertise** - Deliver industry leading expertise in Microsoft SharePoint and Office 365. Shape your vision, guide the architecture and engineer your solution both on-premises and in the cloud with the brightest and most accomplished Microsoft professionals in the industry.
6.6 Application Development
When commercial software products can't address your unique business needs, Procentrix designs, develops and deploys custom software applications using a mission-driven Agile development approach. Our application development teams are led by certified scrum masters and combine leading development technologies with user-centric design principles to achieve solutions that address virtually any business requirement. Our full stack solutions are delivered by industry leading experts in Microsoft and Open-Source technologies that make the most out of our customers’ current IT investments while incorporating leading IT trends. Specific areas of focus include:

- **Agile Methodology** - Transform IT organizations by adoption of Agile development methodologies. Deliver mission focused solutions with certified Scrum Masters that are hands-on technical leaders and Agile educators. Create a collaborative environment that bridges the gap between IT and the business to deliver true mission driven solutions.

- **Low-Code / No-Code Options** - Increase organization-wide agility by rapidly building low-code apps that modernize processes and address difficult challenges using the Power Platform (Power Apps, Power Automate, Power BI, and Power Virtual Agents).

- **User-Centric Design** - Create web applications that are easy to use, aesthetically beautiful and technically superior. Combine user research with modern web design techniques, creating a flexible and intuitive user experience.

- **Full Stack Solutions** - Transform the UI/UX design into fully functional end-to-end solutions. Combine best practices in database design with scalable data integration architecture and the latest front-end web development techniques to create solutions that are accessible and responsive across the numerous devices used by today’s modern workforce.

- **Development Expertise** - Access to committed and passionate technologists who can address your mission requirements by integrating Microsoft and open-source technologies, such as TypeScript, Angular 2+, AngularJS, React, Knockout, jQuery, HTML5, CSS3, Bootstrap, and more. Drive new technology adoption by delivering the most technically advanced and cutting-edge solutions.

6.7 Mobile Enablement
Today’s workforce is on the move. Workers need access to their business applications at any time and on whatever device they are carrying. Procentrix brings together low-code platforms like Microsoft Power Apps, widely adopted collaborative tools like Microsoft Teams and as needed, augments them with modern, responsive custom mobile applications to address unique capabilities. Our developers re-imagine your existing application design, content, and messaging to scale appropriately across devices. Always wish your most critical information was with you on the go? We can help with that! Specific areas of focus include:


- **Mobile Application Management** - Maximize mobile productivity for employees with access to corporate resources on Microsoft Office mobile applications. Configure Mobile Application Management, enabling your employees use their own device without compromising safety of your corporate data.

- **Native Mobile Applications** - Utilize cross-platform mobile development frameworks to build rich mobile applications targeted to all major devices – including iOS, Android, and Windows.
7. Blanket Purchase Agreement

Ordering activities may establish BPAs under any schedule contract to fill repetitive needs for supplies or services. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPAs and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). In determining how many BPAs to establish, consider:

- The scope and complexity of the requirement(s);
- The need to periodically compare multiple technical approaches or prices;
- The administrative costs of BPAs; and
- The technical qualifications of the schedule contractor(s).

Establishment of a single BPA, or multiple BPAs, shall be made using the same procedures outlined in 8.405-3. BPAs shall address the frequency of ordering, invoicing, discounts, requirements (e.g. estimated quantities, work to be performed), delivery locations, and time.

When establishing multiple BPAs, the ordering activity shall specify the procedures for placing orders under the BPAs.

Establishment of a multi-agency BPA against a Federal Supply Schedule contract is permitted if the multi-agency BPA identifies the participating agencies and their estimated requirements at the time the BPA is established.

Ordering from BPAs:

Single BPA. If the ordering activity establishes one BPA, authorized users may place the order directly under the established BPA when the need for the supply or service arises.

Multiple BPAs. If the ordering activity establishes multiple BPAs, before placing an order exceeding the micro-purchase threshold, the ordering activity shall:

- Forward the requirement, or statement of work and the evaluation criteria, to an appropriate number of BPA holders, as established in the BPA ordering procedures; and
- Evaluate the responses received, make a best value determination (see 8.404(d)), and place the order with the BPA holder that represents the best value.

BPAs for hourly rate services. If the BPA is for hourly rate services, the ordering activity shall develop a statement of work for requirements covered by the BPA. All orders under the BPA shall specify a price for the performance of the tasks identified in the statement of work.

Duration of BPAs. BPAs generally should not exceed five years in length but may do so to meet program requirements. Contractors may be awarded BPAs that extend beyond the current term of their GSA Schedule contract, so long as there are option periods in their GSA Schedule contract that, if exercised, will cover the BPA’s period of performance.

Review of BPAs:

The ordering activity that established the BPA shall review it at least once a year to determine whether:

- The schedule contract, upon which the BPA was established, is still in effect;
- The BPA still represents the best value (see 8.404(d)); and
- Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The ordering activity shall document the results of its review.
8. Labor Category Descriptions

Substitute for education requirement maintains that experience is as important as formal studies and preparation. Therefore, it is policy to substitute experience and education as outlined below:

- Associate degree = High School degree + 2 years of relevant experience,
- Bachelor’s Degree = Associate degree + 2 years of relevant experience

8.1 Sr. Product Specialist

Category Description: Highly accomplished expert on one or more Commercial off the Shelf (COTS) or Government off the Shelf (GOTS) software or hardware products, often possessing relative industry certifications. Deep understanding of how the particular products are to be integrated, architected, and deployed to coexist with other products or legacy solutions. Ability to:

- Lead COTS or GOTS gap/fit analysis
- Lead COTS or GOTS migration planning and execution
- Lead COTS or GOTS installation and configuration

Ability to independently review, assess and conduct mid-course recommendations relative to particular implementations and demonstrated proficiency in applying particular COTS or GOTS products to streamline, reengineer and transform business processes. Provides specialized guidance to implementation teams on how products should be implemented to maximize effectiveness of overall integrated solutions.

Minimum Education: Bachelor’s degree or equivalent professional experience in Information Systems, Computer Science, Engineering, or related technical discipline.

Minimum Experience: At least six (6) years of relevant experience on COTS or GOTS software or hardware products (or) demonstrated specialization on emerging COTS or GOTS products.

8.2 Sr. Solution Architect

Category Description: Leads the creation of architectural designs for complex automation solutions that may involve a mix of COTS and custom products collectively addressing topics such as knowledge management, workflow, process automation, service-oriented architecture (SOA), data warehousing, business intelligence or enterprise software / hardware products. May provide overall leadership of architectural decisions made on one or more projects. Designs architectures to address business requirements and develops plans for present and future compatibility and interface support. Ensures architectures are in compliance with government-wide, industry, or client-specific standards. Evaluates compatibility of information system implementation efforts with organization architectures and recommends adjustments, as appropriate. Provides consulting support on complex or emerging technologies.

Minimum Education: Bachelor’s degree or equivalent professional experience in Information Systems, Computer Science, Engineering, or related technical discipline.

Minimum Experience: At least five (5) years of relevant solution architecture experience.

8.3 Sr. Solutions Developer IV

Category Description: Develop or overseeing the development of software and hardware-based business solutions. Performs activities such as:

- Combine one or more COTS products or extending their standard functionality to meet the overall functional and technical specifications as set forth by the Solution Architects and Business Analysts
• Developing custom services, components, or modules using advanced programming languages such as J2EE, .NET, Active Server Pages, or C++
• Assessing, planning, designing, developing, testing, configuring, and deploying technical solutions addressing business challenges
• Translates architectural design into working business solutions by leveraging skills in systems design, development, business process automation, technical knowledge and leadership.

**Minimum Education:** Bachelor’s degree or equivalent professional experience in Information Systems, Computer Science, Engineering, or related technical discipline.

**Minimum Experience:** At least eight (8) years of relevant solution development experience.

### 8.4 Solutions Developer III

**Category Description:** Develops or overseeing the development of software and hardware-based business solutions. Performs activities such as:

• Combine one or more COTS or GOTS products or extending their standard functionality to meet the overall functional and technical specifications as set forth by the Solution Architects and Business Analysts
• Developing custom services, components, or modules using advanced programming languages such as J2EE, .NET, Active Server Pages, or C++
• Assessing, planning, designing, developing, testing, configuring, and deploying technical solutions that address business challenges
• Translates architectural design into working business solutions by leveraging skills in systems design, development, process automation, and technical knowledge.

**Minimum Education:** Bachelor’s degree or equivalent professional experience in Information Systems, Computer Science, Engineering, or related technical discipline.

**Minimum Experience:** At least six (6) years of relevant solution development experience.

### 8.5 Solutions Developer II

**Category Description:** Under little or no supervision, supports the development of software and hardware-based business solutions. Supports the performance of activities such as:

• Combine one or more COTS or GOTS products or extending their standard functionality to meet the overall functional and technical specifications as set forth by the Solution Architects and Business Analysts
• Developing custom services, components, or modules using advanced programming languages such as J2EE, .NET, Active Server Pages, or C++
• Assessing, planning, designing, developing, testing, configuring, and deploying technical solutions that address business challenges
• Translates architectural design into working business solutions by leveraging skills in systems design, development, process automation, and technical knowledge.

**Minimum Education:** Bachelor’s degree or equivalent professional experience in Information Systems, Computer Science, Engineering, or related technical discipline.

**Minimum Experience:** At least four (4) years of relevant solution development experience.

### 8.6 Solutions Developer I

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15
Category Description: Under supervision, supports the development of software and hardware-based business solutions. Supports the performance of activities such as:

- Combine one or more COTS or GOTS products or extending their standard functionality to meet the overall functional and technical specifications as set forth by the Solution Architects and Business Analysts
- Developing custom services, components, or modules using advanced programming languages such as J2EE, .NET, Active Server Pages, or C++
- Assessing, planning, designing, developing, testing, configuring, and deploying technical solutions that address business challenges
- Translates architectural design into working business solutions by leveraging skills in systems design, development, process automation, and technical knowledge.

**Minimum Education:** Bachelor’s degree or equivalent professional experience in Information Systems, Computer Science, Engineering, or related technical discipline.

**Minimum Experience:** 0-2 years of relevant solution development experience.

### 8.7 Solution Integrator / Analyst IV

Category Description: Performs or leads activities involving system analysis, system design, process definition, process optimization and performance measurement. May also support solution teams in system development, component and software integration, testing, and installation.

**Minimum Education:** Bachelor’s degree or equivalent professional experience in Information Systems, Business, Computer Science, Engineering, or related technical discipline.

**Minimum Experience:** At least six (6) years of relevant experience. Possess strong analytical and technical skills and is capable of assisting in various areas of business solutions implementation and integration.

### 8.8 Solution Integrator / Analyst III

Category Description: Performs or leads activities involving system analysis, system design, process definition, process optimization and performance measurement. May also support solution teams in system development, component and software integration, testing, and installation.

**Minimum Education:** Bachelor’s degree or equivalent professional experience in Information Systems, Business, Computer Science, Engineering, or related technical discipline.

**Minimum Experience:** At least four (4) years of relevant experience. Possess strong analytical and technical skills and is capable of assisting in various areas of business solutions implementation and integration.

### 8.9 Solution Integrator / Analyst II

Category Description: Performs activities involving system analysis, system design, user Interface feature, process definition, process optimization and performance measurement. May also support solution teams in system development, component and software integration, testing, and installation.

**Minimum Education:** Bachelor’s degree or equivalent professional experience in Information Systems, Business, Computer Science, Engineering, or related technical discipline.

**Minimum Experience:** At least two (2) years of relevant experience. Possess strong analytical and technical skills and is capable of assisting in various areas of business solutions implementation and integration.

### 8.10 Sr. Subject Matter Expert
Category Description: Provides expert guidance and leadership to project teams or clients in specialized technical or functional disciplines such as Information Security, Data Architecture, Knowledge Management, Financial Management, Human Resources Management, Acquisition Management, Operations Management or Quality Management. Provides advice often based on government or industry best practices / standards, on how to effectively implement solutions or improvements to business challenges. Often a recognized thought leader in specialized areas of industry or government policy, procedures, processes, or legislation. Supports implementation teams with expert knowledge that maximizes the effectiveness of overall business solutions.

**Minimum Education:** Bachelor’s degree or equivalent professional experience in Information Systems, Business, Finance or related technical or functional discipline.

**Minimum Experience:** At least seven (7) years of experience in specialized technical disciplines such as Information Security, Process Reengineering, Data Architecture, Knowledge Management (or) functional discipline such as Finance Management, Human Resources Management, Acquisition Management, Operations Management, or Six Sigma or other Quality Management best practices.

### 8.11 Program Manager

Category Description: Performs day-to-day program management activities relevant to project initiation, planning, execution, monitoring and closing. Applies project management best practices and organizational standards to guide project teams. Controls project scope, resource allocation, budget, schedule, and service quality. Communicates with senior program managers, senior management, and clients to ensure critical program-related issues are addressed.

**Minimum Education:** Bachelor’s degree or equivalent professional experience in Information Systems, Business, Finance or related technical or functional discipline.

**Minimum Experience:** At least six (6) years of relevant management experience.

### 8.12 Business Analyst IV

Category Description: Leads analysis and design activities in support of Information Technology (IT) business solution development and process improvement efforts. Typical duties include strategic planning, requirements analysis, identification of key performance indicators (KPI), analysis and creation of policies, procedures, business cases and cost justifications. Meets with stakeholders to capture requirements and success criteria. May facilitate Joint Applications Development (JAD) sessions or utilize other requirements elicitation techniques such as surveys. Is knowledgeable of industry standard requirements analysis methodologies and notations such as UML, IDEF, etc. May oversees the efforts of one or more analyst personnel. Possesses experience with requirements management tools or techniques.

**Minimum Education:** Bachelor’s degree or equivalent professional experience in Information Systems, Business, Finance or related technical or functional discipline.

**Minimum Experience:** At least eight (8) years of relevant business analysis experience.

### 8.13 Business Analyst III

Category Description: Leads analysis and design activities in support of Information Technology (IT) business solution development and process improvement efforts. Typical duties include strategic planning, requirements analysis, identification of key performance indicators (KPI), analysis and creation of policies, procedures, business cases and cost justifications. Meets with stakeholders to capture requirements and success criteria. May facilitate Joint Applications Development (JAD) sessions or utilize other requirements elicitation techniques such as surveys. Is knowledgeable of industry standard requirements analysis methodologies and notations such as UML, IDEF, etc. May oversees the efforts of one or more analyst personnel. Possesses experience with requirements management tools or techniques.
Minimum Education: Bachelor’s degree or equivalent professional experience in Information Systems, Business, Finance or related technical or functional discipline.

Minimum Experience: At least six (6) years of relevant business analysis experience.

8.14 Business Analyst II
Category Description: Under little or no supervision, applies analytical skills to support Information Technology (IT) business solution development and process improvement efforts. Performs activities such as requirements analysis, analysis and creation of policies, procedures, business cases and cost justifications. Collects and analyzes requirements and measurement criteria as related to business process optimization and business solution implementation efforts. Is knowledgeable of industry standard requirements analysis methodologies and notations such as UML, IDEF, etc.

Minimum Education: Bachelor’s degree or equivalent professional experience in Information Systems, Business, Finance or related technical or functional discipline.

Minimum Experience: At least four (4) years of relevant business analysis experience.

8.15 Business Analyst I
Category Description: Under supervision, applies analytical skills to support Information Technology (IT) business solution development and process improvement efforts. Performs activities such as requirements analysis, analysis and creation of policies, procedures, business cases and cost justifications. Collects and analyzes requirements and measurement criteria as related to business process optimization and business solution implementation efforts. Is knowledgeable of industry standard requirements analysis methodologies and notations such as UML, IDEF, etc.

Minimum Education: Bachelor’s degree or equivalent professional experience in Information Systems, Business, Finance or related technical or functional discipline.

Minimum Experience: 0-2 years of relevant business analysis experience.

8.16 Program Design Specialist
Category Description: Possesses specific technical expertise in one or more of the Procentrix service areas. Supports the completion of project-specific tasks that are technical in nature within allocated time frames. Activities may be related to:

- System / Business analysis & design
- User Interface design and software programming
- Technical writing and design document creation
- Report design and creation

Minimum Education: Bachelor’s degree or equivalent professional experience in Information Systems, Business, Finance or related technical or functional discipline.

Minimum Experience: Up to two years of relevant experience.

8.17 Sr. Cloud Solution Architect
Category Description: Leads the creation of architectural designs for complex automation solutions that may involve a mix of Cloud offerings, collectively addressing topics such as knowledge management, workflow, process automation, service-oriented architecture (SOA), data warehousing, business intelligence or enterprise software operating in a Cloud environment. May provide overall leadership of architectural decisions made on one or more projects. Designs architectures to address business requirements and develops plans for present and future compatibility and interface support. Ensures architectures are in compliance with government-wide, industry, or client-specific standards. Evaluates
compatibility of information system implementation efforts with organization architectures and recommends adjustments, as appropriate. Provides consulting support on complex or emerging Cloud technologies.

Minimum Education: Bachelor’s degree or equivalent professional experience in Information Systems, Computer Science, Engineering, or related technical discipline.

Minimum Experience: At least five (5) years of relevant Cloud solution architecture experience.

8.18 Cloud Solutions Developer IV
Category Description: Develop or overseeing the development of software business solutions using Cloud services and offerings, as well as developing cloud-ready solutions. Performs activities such as:

- Combine one or more COTS products or Cloud services to extend their standard functionality to meet the overall functional and technical specifications as set forth by the Solution Architects and Business Analysts
- Developing custom services, components, or modules using advanced programming languages such as J2EE, .NET, Active Server Pages, or C++
- Assessing, planning, designing, developing, testing, configuring, and deploying technical solutions addressing business challenges in Cloud environments
- Translates architectural design into working business solutions by leveraging skills in systems design, development, business process automation, technical knowledge and leadership in Cloud based environments.

Minimum Education: Bachelor’s degree or equivalent professional experience in Information Systems, Computer Science, Engineering, or related technical discipline.

Minimum Experience: At least eight (8) years of relevant solution development experience.

8.19 Cloud Solutions Developer III
Category Description: Develop or overseeing the development of software business solutions using Cloud services and offerings, as well as developing cloud-ready solutions. Performs activities such as:

- Combine one or more COTS products or Cloud services to extend their standard functionality to meet the overall functional and technical specifications as set forth by the Solution Architects and Business Analysts
- Developing custom services, components, or modules using advanced programming languages such as J2EE, .NET, Active Server Pages, or C++
- Assessing, planning, designing, developing, testing, configuring, and deploying technical solutions addressing business challenges in Cloud environments
- Translates architectural design into working business solutions by leveraging skills in systems design, development, business process automation, technical knowledge and leadership in Cloud based environments.

Minimum Education: Bachelor’s degree or equivalent professional experience in Information Systems, Computer Science, Engineering, or related technical discipline.

Minimum Experience: At least six (6) years of relevant solution development experience.

8.20 Cloud Solutions Developer II
Category Description: Develop software business solutions using Cloud services and offerings, as well as developing cloud-ready solutions. Performs activities such as:
- Combine one or more COTS products or Cloud services to extend their standard functionality to meet the overall functional and technical specifications as set forth by the Solution Architects and Business Analysts
- Developing custom services, components, or modules using advanced programming languages such as J2EE, .NET, Active Server Pages, or C++
- Assessing, planning, designing, developing, testing, configuring, and deploying technical solutions addressing business challenges in Cloud environments
- Translates architectural design into working business solutions by leveraging skills in systems design, development, business process automation, technical knowledge and leadership in Cloud based environments.

**Minimum Education:** Bachelor’s degree or equivalent professional experience in Information Systems, Computer Science, Engineering, or related technical discipline.

**Minimum Experience:** At least four (4) years of relevant solution development experience.

### 8.21 Cloud Engineer IV

**Category Description:** Performs or leads activities involving implementing, configuring and optimizing Cloud environments to support specific business solutions based on overall Cloud architecture plan. Performs system analysis, system design, process definition, process optimization and performance measurement for Cloud environments. May also support solution teams in system development, component and software integration, testing, and configuration. May perform systems administration of Cloud based infrastructure.

**Minimum Education:** Bachelor’s degree or equivalent professional experience in Information Systems, Business, Computer Science, Engineering, or related technical discipline.

**Minimum Experience:** At least six (6) years of relevant experience. Possess strong analytical and technical skills and is capable of assisting in various areas of business solutions implementation and integration.

### 8.22 Cloud Engineer III

**Category Description:** Performs or leads activities involving implementing, configuring and optimizing Cloud environments to support specific business solutions based on overall Cloud architecture plan. Performs system analysis, system design, process definition, process optimization and performance measurement for Cloud environments. May also support solution teams in system development, component and software integration, testing, and configuration. May perform systems administration of Cloud based infrastructure.

**Minimum Education:** Bachelor’s degree or equivalent professional experience in Information Systems, Business, Computer Science, Engineering, or related technical discipline.

**Minimum Experience:** At least four (4) years of relevant experience. Possess strong analytical and technical skills and is capable of assisting in various areas of business solutions implementation and integration.

### 8.23 Cloud Program Manager

**Category Description:** Performs day-to-day program management activities on Cloud related projects. Responsible for project initiation, planning, execution, monitoring and closing. Applies project management best practices and organizational standards to guide project teams on Cloud engagements. Controls project scope, resource allocation, budget, schedule, and service quality. Communicates with senior program managers, senior management, and clients to ensure critical program-related issues are addressed.
Minimum Education: Bachelor’s degree or equivalent professional experience in Information Systems, Business, Finance or related technical or functional discipline.

Minimum Experience: At least six (6) years of relevant management experience.

8.24 Cloud Business Analyst IV
Category Description: Leads analysis and design activities in support of Information Technology (IT) business solution development and process improvement efforts for Cloud based projects often using Agile SCRUM delivery practices. Typical duties include strategic planning, requirements analysis, identification of key performance indicators (KPI), analysis and creation of policies, procedures, business cases and cost justifications. Meets with stakeholders to capture requirements and success criteria. May facilitate Joint Applications Development (JAD) sessions or utilize other requirements elicitation techniques such as surveys. Is knowledgeable of industry standard requirements analysis methodologies and notations such as UML, IDEF, etc. May oversees the efforts of one or more analyst personnel. Possesses experience with requirements management tools or techniques.

Minimum Education: Bachelor’s degree or equivalent professional experience in Information Systems, Business, Finance or related technical or functional discipline.

Minimum Experience: At least eight (8) years of relevant business analysis experience.

8.25 Cloud Business Analyst III
Category Description: Leads analysis and design activities in support of Information Technology (IT) business solution development and process improvement / technical program administration efforts for Cloud based projects often using Agile SCRUM delivery practices. Typical duties include strategic planning, requirements analysis, identification of key performance indicators (KPI), analysis and creation of policies, procedures, business cases and cost justifications. Meets with stakeholders to capture requirements and success criteria. May facilitate Joint Applications Development (JAD) sessions or utilize other requirements elicitation techniques such as surveys. Is knowledgeable of industry standard requirements analysis methodologies and notations such as UML, IDEF, etc. May oversees the efforts of one or more analyst personnel. Possesses experience with requirements management tools or techniques.

Minimum Education: Bachelor’s degree or equivalent professional experience in Information Systems, Business, Finance or related technical or functional discipline.

Minimum Experience: At least six (6) years of relevant business analysis experience.

8.26 Cloud Business Analyst II
Category Description: Under little or no supervision, applies analytical skills to support Information Technology (IT) business solution development and process improvement / technical program administration efforts for Cloud based projects. Performs activities such as requirements analysis, analysis and creation of policies, procedures, business cases and cost justifications. Collects and analyzes requirements and measurement criteria as related to business process optimization and business solution implementation efforts. Is knowledgeable of industry standard requirements analysis methodologies and notations such as UML, IDEF, etc.

Minimum Education: Bachelor’s degree or equivalent professional experience in Information Systems, Business, Finance or related technical or functional discipline.

Minimum Experience: At least four (4) years of relevant business analysis experience.

8.27 Cloud Program Support Specialist
Category Description: Possesses specific technical expertise in one or Cloud service areas. Supports the completion of project-specific tasks that are technical in nature within allocated time frames. Activities may be related to:
- System / Business analysis & design
- User Interface design and software programming
- Technical writing and design document creation
- Report design and creation
- Cloud System End User Support

**Minimum Education**: Bachelor’s degree or equivalent professional experience in Information Systems, Business, Finance or related technical or functional discipline.

**Minimum Experience**: Up to two years of relevant experience.
## 9. Hourly Labor Category Rates

<table>
<thead>
<tr>
<th>LABOR CATEGORY</th>
<th>Year 16</th>
<th>Year 17</th>
<th>Year 18</th>
<th>Year 19</th>
<th>Year 20</th>
</tr>
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<tbody>
<tr>
<td>Business Analyst I</td>
<td>$90.00</td>
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<td>Cloud Business Analyst IV</td>
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<tr>
<td>Cloud Program Manager</td>
<td>$166.00</td>
<td>$170.15</td>
<td>$174.40</td>
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<td>Cloud Program Support Specialist</td>
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<tr>
<td>Sr. Cloud Solution Architect</td>
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