GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

CONTRACT NUMBER: GS-35F-0304Y
CONTRACT PERIOD: 04/02/2012 through 04/01/2027
Effective as of Modification # PO-0025, dated 08/05/2022

MULTIPLE AWARD SCHEDULE: Information Technology

CONTRACTOR: Kevadiya Inc.
35 W Huron Street, Suite 101
Pontiac, MI 48342
Web: www.kevadiya.com

CONTRACT ADMINISTRATOR: Nilesh Patel
VP - Engineering
Tel: (619) 739-3435
Fax:(248) 413-2125
nilesh@kevadiya.com

BUSINESS SIZE: Small Business
Woman-Owned Small Business

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

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

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs):

<table>
<thead>
<tr>
<th>SIN</th>
<th>COOP</th>
<th>Recovery</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>54151SSSTLOC</td>
<td>54151SRC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMSTLOC</td>
<td>OLMRC</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH AWARDED SIN: See Appendix A

1c. HOURLY RATES (Services only): See Appendix A

2. MAXIMUM ORDER THRESHOLD: 54151S: $500,000 / OLM: $250,000

3. MINIMUM ORDER THRESHOLD: $100.00

4. GEOGRAPHIC COVERAGE: Domestic Delivery Only

5. POINT(S) OF PRODUCTION: Pontiac, Michigan

6. DISCOUNT FROM BEST MARKET RATE: GSA Net Prices can be found in Pricing Matrixes (below). Negotiated discounts have been applied and the Industrial Funding Fee has been added.

7. QUANTITY DISCOUNT(S): Additional 1% discount on a single task order exceeding $250,000

8. PROMPT PAYMENT TERMS: Net 30 days

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. FOREIGN ITEMS: None

10a. TIME OF DELIVERY: To be Negotiated at the Task Order Level.

10b. EXPEDITED DELIVERY: Contact Contractor if Available

10c. OVERNIGHT AND 2-DAY DELIVERY: Contact Contractor if Available

10d. URGENT REQUIREMENTS: Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the Contractor for the purpose of requesting accelerated delivery.

11. FOB POINT: Destination

12a. ORDERING ADDRESS: Kevadiya Inc.

3363 Vineyard Hill Dr
Rochester, MI 48306-2264

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

13. PAYMENT ADDRESS: Kevadiya Inc.

3363 Vineyard Hill Dr
Rochester, MI 48306-2264

14. WARRANTY PROVISION: Standard Warranty

15. EXPORT PACKING CHARGES: None

16. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): Not Applicable

17. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): Not Applicable

18a. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): Not Applicable

18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): Not Applicable

19. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): Not Applicable

20. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): Not Applicable

21. PREVENTIVE MAINTENANCE (IF APPLICABLE): Not Applicable

22a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

22b. SECTION 508 COMPLIANCE FOR ELECTRONIC AND INFORMATION TECHNOLOGY (EIT): Not Applicable.

The EIT standards can be found at: www.Section508.gov/

23. UNIQUE ENTITY IDENTIFIER (UEI) NUMBER: NNEUYM91E4A

24. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Contractor has an active registration in the System for Award Management (SAM) database.
## Appendix A – Price List

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>From 4/1/2023 To 4/1/2027</th>
<th>Year 11</th>
<th>Year 12</th>
<th>Year 13</th>
<th>Year 14</th>
<th>Year 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration Management Specialist</td>
<td>$130.22</td>
<td>$133.47</td>
<td>$136.81</td>
<td>$140.23</td>
<td>$143.73</td>
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<tr>
<td>Consultant I</td>
<td>$166.83</td>
<td>$171.00</td>
<td>$175.27</td>
<td>$179.65</td>
<td>$184.15</td>
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<tr>
<td>Consultant II</td>
<td>$210.08</td>
<td>$215.33</td>
<td>$220.71</td>
<td>$226.23</td>
<td>$231.89</td>
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<tr>
<td>Database Analyst</td>
<td>$75.74</td>
<td>$77.64</td>
<td>$79.58</td>
<td>$81.57</td>
<td>$83.61</td>
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<tr>
<td>Database Engineer I</td>
<td>$85.09</td>
<td>$87.21</td>
<td>$89.39</td>
<td>$91.63</td>
<td>$93.92</td>
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<tr>
<td>Database Engineer II</td>
<td>$120.24</td>
<td>$123.24</td>
<td>$126.32</td>
<td>$129.48</td>
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<td>Database Engineer III</td>
<td>$148.37</td>
<td>$152.08</td>
<td>$155.88</td>
<td>$159.78</td>
<td>$163.78</td>
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</tr>
<tr>
<td>Graphics Specialist**</td>
<td>$63.25</td>
<td>$64.83</td>
<td>$66.45</td>
<td>$68.11</td>
<td>$69.81</td>
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<tr>
<td>Network Administrator</td>
<td>$104.52</td>
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<td>$109.81</td>
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<td>Network Engineer I</td>
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<tr>
<td>Network Engineer II</td>
<td>$112.11</td>
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<tr>
<td>Network Engineer III</td>
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<td>$137.70</td>
<td>$141.14</td>
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<tr>
<td>Program Manager</td>
<td>$167.61</td>
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<td>$180.50</td>
<td>$185.01</td>
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<td>Programmer Analyst</td>
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<td>$136.81</td>
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<tr>
<td>Programmer I</td>
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<td>Programmer II</td>
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<td>$240.19</td>
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<tr>
<td>Quality Assurance Specialist</td>
<td>$135.93</td>
<td>$139.33</td>
<td>$142.81</td>
<td>$146.38</td>
<td>$150.04</td>
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<tr>
<td>Security Specialist/Systems and Network Admin</td>
<td>$166.83</td>
<td>$171.00</td>
<td>$175.27</td>
<td>$179.65</td>
<td>$184.15</td>
<td></td>
</tr>
<tr>
<td>Software Engineer</td>
<td>$166.83</td>
<td>$171.00</td>
<td>$175.27</td>
<td>$179.65</td>
<td>$184.15</td>
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</tr>
<tr>
<td>Subject Matter Expert I</td>
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<td>$115.73</td>
<td>$118.62</td>
<td>$121.59</td>
<td>$124.63</td>
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<tr>
<td>Subject Matter Expert II</td>
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<td>$197.20</td>
<td>$202.13</td>
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<tr>
<td>Subject Matter Expert III</td>
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<td>$272.33</td>
<td>$279.14</td>
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<tr>
<td>Systems Analyst I</td>
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<td>$72.70</td>
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<tr>
<td>Systems Analyst II</td>
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<td>$88.52</td>
<td>$90.73</td>
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<tr>
<td>Systems Analyst III</td>
<td>$97.79</td>
<td>$100.23</td>
<td>$102.74</td>
<td>$105.31</td>
<td>$107.94</td>
<td></td>
</tr>
<tr>
<td>Systems Analyst IV</td>
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<td>$140.05</td>
<td>$143.55</td>
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</tr>
<tr>
<td>Systems Architect</td>
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<td>$190.00</td>
<td>$194.75</td>
<td>$199.62</td>
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<tr>
<td>Systems Engineer I</td>
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<td>$143.21</td>
<td>$146.79</td>
<td>$150.46</td>
<td>$154.22</td>
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<tr>
<td>Systems Engineer II</td>
<td>$145.17</td>
<td>$148.80</td>
<td>$152.52</td>
<td>$156.34</td>
<td>$160.25</td>
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<tr>
<td>Technical Support Manager</td>
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<td>$98.26</td>
<td>$100.72</td>
<td>$103.24</td>
<td>$105.82</td>
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<tr>
<td>Technical Support Specialist I**</td>
<td>$70.92</td>
<td>$72.69</td>
<td>$74.51</td>
<td>$76.37</td>
<td>$78.28</td>
<td></td>
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<tr>
<td>Technical Support Specialist II**</td>
<td>$80.65</td>
<td>$82.67</td>
<td>$84.74</td>
<td>$86.86</td>
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<tr>
<td>Technical Support Specialist III</td>
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<td>$95.00</td>
<td>$97.37</td>
<td>$99.81</td>
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<tr>
<td>Technical Writer**</td>
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<td>$55.45</td>
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<tr>
<td>Technician I</td>
<td>$75.38</td>
<td>$77.27</td>
<td>$79.20</td>
<td>$81.18</td>
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<tr>
<td>Technician II</td>
<td>$102.75</td>
<td>$105.32</td>
<td>$107.95</td>
<td>$110.65</td>
<td>$113.41</td>
<td></td>
</tr>
</tbody>
</table>

## SCLS Matrix

<table>
<thead>
<tr>
<th>SCA Eligible Labor Category</th>
<th>SCA Equivalent code title</th>
<th>Wage determination no.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graphics Specialist**</td>
<td>15080 - Graphic Artist</td>
<td>15-4867</td>
</tr>
<tr>
<td>Technical Support Specialist I**</td>
<td>14160 – Personal Computer Support Technician</td>
<td>15-4867</td>
</tr>
<tr>
<td>Technical Support Specialist II**</td>
<td>14160 - Personal Computer Support Technician</td>
<td>15-4867</td>
</tr>
<tr>
<td>Technical Writer**</td>
<td>30461 - Technical Writer I</td>
<td>15-4867</td>
</tr>
</tbody>
</table>

**The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).**
Appendix B – Labor Category Descriptions

Configuration Management Specialist
Minimum Education: Bachelor’s Degree
Minimum Experience: 2 Years
Functional Responsibility: Responsibilities include configuration management, programming, and systems administration. Writing Software CM procedures and standards, database and QA support.

Consultant I
Minimum Education: Bachelor’s Degree
Minimum Experience: 3 Years
Functional Responsibility: Responsible for managing and ensuring quality control of subordinates on IT technical and project issues, advising them how to use information technology in order to meet their business objectives or overcome problems. Plays a major part in IT program/project operations by developing procedures, planning and directing execution of the technical programming, maintenance and administrative support effort and monitoring and reporting progress; working to improve the structure and efficiency of an organization’s IT systems. Reports on acquisition and employment of IT program/project resources to Project Managers.

Consultant II
Minimum Education: Master’s Degree
Minimum Experience: 4 Years
Functional Responsibility: Responsible for complex tasks requiring a high level of expertise related IT technical and project issues, advising them how to use information technology in order to meet their business objectives or overcome problems. Plays a major part in IT program/project operations by developing procedures, planning and directing execution of the technical programming, maintenance and administrative support effort and monitoring and reporting progress; working to improve the structure and efficiency of an organization’s IT systems. Reports on acquisition and employment of IT program/project resources to Project Managers.

Database Analyst
Minimum Education: Bachelor’s Degree
Minimum Experience: 2 Years
Functional Responsibility: Responsibilities include performing systems analysis of database applications, business, mathematical, or scientific support using a variety of data related information technology resources. Has experience with current technologies and, where required for the task, emerging technologies.

Database Engineer I
Minimum Education: Bachelor’s Degree
Minimum Experience: 1 Years
Functional Responsibility: With minimal supervision, responsibilities include performing systems analysis, development, and implementation of business, mathematical, or scientific settings using a variety of information technology resources. Has experience with current technologies and, where required for the task, emerging technologies.

Database Engineer II
Minimum Education: Bachelor’s Degree
Minimum Experience: 3 Years
Functional Responsibility: Responsible for all activities related to performing systems analysis, development, and implementation of business, mathematical, or scientific settings using a variety of information technology resources. Has experience with current technologies and, where required for the task, emerging technologies.

Database Engineer III
Minimum Education: Bachelor’s Degree
Minimum Experience: 5 Years
Functional Responsibility: Responsible for managing and ensuring quality control of subordinates performing systems analysis, development, and implementation of business, mathematical, or scientific settings using a variety of information technology resources. Has experience with current technologies and, where required for the task, emerging technologies.
Graphics Specialist
Minimum Education: Associates Degree
Minimum Experience: 2 Years
Functional Responsibility: Responsibilities include graphics and 3-D animation activities related to presentations, pamphlets, videos, brochures, marketing, promotional materials, or related products which require the inclusion of charts, graphs, viewgraphs, 35mm slides, illustrations, artwork, solid images, line figures, photographs, sketches or pictures as part of the finished product. Must be knowledgeable, capable, and experienced in the use of commercial word processing software, graphics and animation software, and desktop publishing systems. Additional experience may be gained from a combination of education, training, or certification (technical diploma) that provides the requisite knowledge, skills, and abilities.

Network Administrator
Minimum Education: Bachelor’s Degree
Minimum Experience: 4 Years
Functional Responsibility: Responsibilities include implementing, administering, performing tests and analyzing all elements of network systems. Has experience with current technologies and, where required for the task, emerging technologies.

Network Engineer I
Minimum Education: Bachelor's Degree
Minimum Experience: 1 Years
Functional Responsibility: Responsible for all activities related to establishing and maintaining IT and digital communication infrastructure, including wireless or LAN networks, installing and maintaining firewalls, performing analysis and collecting data to establish the potential for improvements within the communication networks. Ensuring that networks are protected from malware and viruses, identifying areas that might be under threat and areas where security can be improved.

Network Engineer II
Minimum Education: Bachelor's Degree
Minimum Experience: 3 Years
Functional Responsibility: Responsible for all activities related to and managing/ensuring quality control of subordinates maintaining IT and digital communication infrastructure, including wireless or LAN networks, installing and maintaining firewalls, performing analysis and collecting data to establish the potential for improvements within the communication networks. Ensuring that networks are protected from malware and viruses, identifying areas that might be under threat and areas where security can be improved.

Network Engineer III
Minimum Education: Bachelor’s Degree
Minimum Experience: 3 Years
Functional Responsibility: Responsible for complex tasks requiring a high level of expertise related to establishing and maintaining IT and digital communication infrastructure, including wireless or LAN networks, installing and maintaining firewalls, performing analysis and collecting data to establish the potential for improvements within the communication networks. Ensuring that networks are protected from malware and viruses, identifying areas that might be under threat and areas where security can be improved.

Program Manager
Minimum Education: Bachelor’s Degree
Minimum Experience: 5 Years
Functional Responsibility: Responsibilities may include determining requirements, developing operational plans, managing multi-task, complex contracts, report development, generating proposals for improvements, consultation regarding other work products, and overseeing implementation efforts. Demonstrated expertise in negotiating, planning, evaluating, executing and managing complex projects.

Programmer Analyst
Minimum Education: Bachelor’s Degree
Minimum Experience: 5 Years
Functional Responsibility: Responsibilities include coding, auditing and documenting portions of applications programs for large scale systems, operations or projects. Individual holding this position may work under close supervision and direction. May provide work direction to one or more lower-level employees on a project. May work independently.
Programmer I
Minimum Education: Associates Degree
Minimum Experience: 4 Years
Functional Responsibility: Responsibilities include assistance in the design, coding, and documentation portions of applications programs for electronic computers and/or associated equipment for information systems. Individual holding this position works under supervision. Contributes to complex problem solving and may direct the work of one or more lower level personnel on routine projects.

Programmer II
Minimum Education: Bachelor’s Degree
Minimum Experience: 2 Years
Functional Responsibility: Responsibilities include application of third and fourth generation programming languages, experience with object-oriented programming, ability to develop complex software to satisfy design objectives, and experience developing software for data base management systems. General experience includes knowledge of Internet working, client/server environments, and demonstrated experience working independently or under general supervision on software development projects.

Programmer III
Minimum Education: Bachelor’s Degree
Minimum Experience: 5 Years
Functional Responsibility: Responsibilities include application of third and fourth generation programming languages, experience with object-oriented programming, ability to develop complex software to satisfy design objectives, and experience developing software for data base management systems. General experience includes knowledge of Internet working, client/server environments, and demonstrated experience supervising software development projects.

Project Manager I
Minimum Education: Bachelor’s Degree
Minimum Experience: 4 Years
Functional Responsibility: As primary point of contact for the customer, the Project Manager is proficient in the latest hardware, software, and network technologies. Directs completion of complex information technology tasks within estimated timeframe and budget constraints, while oversees all project work. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and reviews/resolves work discrepancies to ensure compliance with scope requirements.

Project Manager II
Minimum Education: Master’s Degree
Minimum Experience: 8 Years
Functional Responsibility: Demonstrated ability to provide guidance and direction for specific sub-tasks of a project. The Senior Project Manager is proficient in the latest hardware, software, and network technologies and acts as the overall lead, manager and administrator for the effort. Serves as the primary interface and point of contact with program authorities and representatives on technical and program/project issues. Supervises program/project operations by developing procedures, planning and directing execution of the technical programming, maintenance and administrative support effort and monitoring and reporting progress. Manages acquisition and employment of program/project resources. Manages and controls financial and administrative aspects of the program/project with respect to contract requirements.
Quality Assurance Specialist
Minimum Education: Bachelor's Degree
Minimum Experience: 2 Years
Functional Responsibility: The Quality Assurance staff member is responsible for assuring consistent quality of software production by developing and enforcing good programming practices; validating programs; providing documentation; writing performance reports. Achieves quality assurance operational objectives by contributing information and analysis to strategic plans and reviews; preparing and completing action plans; productivity, quality, and customer service standards; identifying and resolving problems; completing audits; determining system improvements; implementing change. Develop quality assurance plans by conducting hazard analyses; identifying critical control points and preventive measures; establishing critical limits, monitoring procedures, corrective actions, and verification procedures; monitoring inventories. Validates quality processes by establishing product specifications and quality attributes; measuring production; documenting evidence; determining operational and performance qualification; writing and updating quality assurance procedures. Prepares quality documentation and reports by collecting, analyzing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re-validations.

Security Specialist/ System and Network Admin
Minimum Education: Bachelor's Degree
Minimum Experience: 0 Years
Functional Responsibility: Responsible for configuration and management of existing computer networks and oversight to ensure that they function smoothly. The network administrator maintains computing environment by identifying network requirements; installing upgrades; monitoring network performance. Establishes network specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols. Establishes network by evaluating network performance issues including availability, utilization, throughput, goodput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishingouters, switches and firewalls. Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor. Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation. Upgrades network by conferring with vendors; developing, testing, evaluating, and installing enhancements.

Software Engineer
Minimum Education: Bachelor’s Degree
Minimum Experience: 1 Years
Functional Responsibility: Responsible for performing direct support for creation of new software. The duties and responsibilities of a software engineer are: conceiving new software ideas, designing the conceived ideas by using different programming language, analysis of the software, planning out the whole project, testing designed software and check its performance, improving the quality of the existing software by maintaining and regularly upgrading, providing software support and assistance to the client, installing operating systems and other software. Individuals at this level provide substantial efforts to systems development using their knowledge of related skills. They devise new approaches to solve problems encountered and implement disciplined processes that assure compliance with company and client standards for quality performance.

Subject Matter Expert I
Minimum Education: Bachelor’s Degree
Minimum Experience: 2 Years
Functional Responsibility: Responsibilities include intensive and progressive experience in the individual’s field of study and specialization.

Subject Matter Expert II
Minimum Education: Bachelor’s Degree
Minimum Experience: 10 Years
Functional Responsibility: Responsibilities include an identified field of study or specialization. The Subject Matter Expert is required to provide expertise with depth and breadth of knowledge of a specific problem, task, or subject.
Subject Matter Expert III
Minimum Education: Masters Degree
Minimum Experience: 10 Years
Functional Responsibility: Recognized as an expert in a specific field of study, the Technical/Domain Expert provides high-level IT expertise for the work described in the task. Works on the design and development of software for complex client needs by connecting the implementation to an evolving model of the core business concepts. Informs software developers what needs to be done by the computer system in question, and how it is intended to be used. Provides advanced IT evaluation and analysis for client-specific or mission-critical proficiencies. Possesses broad and in-depth knowledge of subject matter and provides leadership and vision throughout the life of a project. Participates in meetings, task groups, teams, reviews and other environments to assist in collaborative results. Prepares reports, presentations and papers to document findings, opinions and recommendations. Supervises teams in accomplishing tasks and trains subordinate staff in the technical aspects of assigned work.

Systems Analyst I
Minimum Education: Associates Degree
Minimum Experience: 2 Years
Functional Responsibility: Responsibilities include analysis and design of complex information systems, knowledge of data base management systems, knowledge of programming, knowledge of current storage and retrieval methods, and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. Must be capable of communicating with technical and managerial personnel to determine applicable programs, agency plans, and other factors affecting systems design requirements. Possesses ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.

Systems Analyst II
Minimum Education: Bachelor's Degree
Minimum Experience: 2 Years
Functional Responsibility: Responsible for all activities related to and managing/ensuring quality control of subordinates whose duties include analysis and design of complex information systems, knowledge of data base management systems, knowledge of programming, knowledge of current storage and retrieval methods, and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. Must be capable of communicating with technical and managerial personnel to determine applicable programs, agency plans, and other factors affecting systems design requirements. Possesses ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.

Systems Analyst III
Minimum Education: Bachelor's Degree
Minimum Experience: 4 Years
Functional Responsibility: Responsible for complex tasks requiring a high level of expertise related to the analysis and design of complex information systems, knowledge of data base management systems, knowledge of programming, knowledge of current storage and retrieval methods, and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. Must be capable of communicating with technical and managerial personnel to determine applicable programs, agency plans, and other factors affecting systems design requirements. Possesses ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.

Systems Analyst IV
Minimum Education: Bachelor's Degree
Minimum Experience: 5 Years
Functional Responsibility: Responsibilities include analysis and design of complex information systems, knowledge of data base management systems, knowledge of programming, knowledge of current storage and retrieval methods, and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. General experience includes increasing responsibilities in assignments of a technical nature. Must be capable of conversing with technical and managerial personnel to determine applicable programs, agency plans, and other factors affecting systems design requirements. Prepares specifications, work statements and proposals. Possesses ability to work independently or under only general direction on complex application problems involving all phases of systems analysis is required.
Systems Architect
Minimum Education: Bachelor's Degree
Minimum Experience: 3 Years
Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, and conducts feasibility studies. Provides technical support in system architecture, system design, system integration and technical management. Assists in providing technical input to the systems engineering process. May assist in developing and implementing installation plans. May assist in preparation and presentation of systems assurance reviews. Identifies requirements and deficiencies in hardware and software products. May assist in evaluating analytical and systematical problems of work corrective action.

Systems Engineer I
Minimum Education: Bachelor's Degree
Minimum Experience: 6 Years
Functional Responsibility: Responsibilities include information systems development, network design and architecture, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Experience involves the design and implementation of large scale, legacy, networked client/server or distributed systems.

Systems Engineer II
Minimum Education: Bachelor's Degree
Minimum Experience: 5 Years
Functional Responsibility: This includes experience in information network design and architecture, systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. Experience involves the design and implementation of large scale, legacy, networked client/server or distributed systems. Demonstrated experience communicating directions and providing guidance to lower-level professionals.

Technical Support Manager
Minimum Education: Bachelor's Degree
Minimum Experience: 2 Years
Functional Responsibility: This specialized experience includes the management of help desks in a multi-server environment, a comprehensive knowledge of PC operating systems, and knowledge of networking and electronic mail.

Technical Support Specialist I
Minimum Education: High School Diploma
Minimum Experience: 2 Years
Functional Responsibility: This specialized experience includes direct help desk experience, knowledge of PC operation systems, and knowledge of networking and electronic mail.

Technical Support Specialist II
Minimum Education: Associates Degree
Minimum Experience: 2 Years
Functional Responsibility: This specialized experience includes help desk, knowledge of personal computer operating systems, and environments, or equivalent experience in a specific customer’s environment (e.g., UNIX, mainframe systems, as applicable). Knowledge of applications that support major business systems running on clients, servers, and workstations is also required.

Technical Support Specialist III
Minimum Education: Bachelor’s Degree
Minimum Experience: 2 Years
Functional Responsibility: The Technical Support/Help Desk staff member is responsible for performing direct support for information technology installation, containment, and help desk support related to all aspects of lessons learned and issue resolution. Individuals at this level provide substantial efforts to systems development using their knowledge of related skills. They devise new approaches to solve problems encountered and implement disciplined processes that assure compliance with company and client standards for quality performance.
Technical Writer  
Minimum Education: High School Diploma  
Minimum Experience: 2 Years  
Functional Responsibility: Responsibilities include at least two (2) years developing, editing, and producing technical and graphic documentation. Must have a thorough understanding of computer processing, including commonly used information technology and engineer terminology and must possess good organizational skills. Additional experience may be gained from a combination of education, training, or certification (arts diploma) that provides the requisite knowledge, skills, and abilities.

Technician I  
Minimum Education: Associates Degree  
Minimum Experience: 2 Years  
Functional Responsibility: Responsible for maintaining computer systems and other technologies by installing hardware and troubleshooting computer issues, responding to IT questions, and updating malware protection devices to prevent viruses or computer hacking.

Technician II  
Minimum Education: Associates Degree  
Minimum Experience: 4 Years  
Functional Responsibility: Responsible for all activities relating to and managing/ensuring quality control of subordinates maintaining computer systems and other technologies by installing hardware and troubleshooting computer issues, responding to IT questions, and updating malware protection devices to prevent viruses or computer hacking.
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