

GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List

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

Information Technology Schedule Pricelist
General Purpose Commercial Information Technology
Equipment, Software and Services

FSC Group 70

Special Item Number: 132-51 Information Technology Professional Services

FPDS CODE D301	IT Facility Operation and Maintenance
FPDS CODE D306	IT Systems Analysis Services
FPDS CODE D307	Automated Information Systems Design and Integration Services
FPDS CODE D308	Programming Services
FPDS CODE D310	IT Backup and Security Services
FPDS CODE D311	IT Data Conversion Services
FPDS CODE D316	IT Network Management Services
FPDS CODE D399	Other Information Technology Services, Not Elsewhere Classified

Contract Number: GS-35F-0357U

Contract Period: April 16, 2008 – April 15, 2018

(Pricelist current through Modification PO-0003, dated April 16, 2013)

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

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Business Size:

Small Business



COMPANY PROFILE

Managed Business Solutions, LLC (MBS), a wholly owned subsidiary of Sealaska, has delivered cutting-edge IT solutions since 1993. MBS provides solutions to globally distributed enterprise clients. Our clients include both Government and Commercial sectors.

MBS provides innovative and adaptable technology services to meet the strategic business needs of our clients. We develop trusted relationships with organizations by providing solutions that measurably improve service levels and performance. Our deep expertise, strong alliance relationships and agile delivery models allow us to create custom service solutions to meet the people, process and technology needs that allow organizations to most efficiently achieve business goals. MBS has a deep heritage of creating stable and sustainable business partnerships with a commitment to growth and diversity.

MBS is an Alaska Native-Owned Corporation (ANC), an 8(a) Business Development Program company, a certified Small Disadvantaged Business (SDB) and Minority Business Enterprise (MBE).

SPECIAL NOTICE TO AGENCIES: SMALL BUSINESS PARTICIPATION

The Small Business Administration (SBA) strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!® on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!® and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

For orders exceeding the micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

TABLE OF CONTENTS

COMPANY PROFILE	2
SPECIAL NOTICE TO AGENCIES: SMALL BUSINESS PARTICIPATION	2
CUSTOMER INFORMATION.....	5
1a. Table of Awarded Special Item Numbers (SIN)	5
1b. Identification of Lowest Priced Model Number and Lowest Unit Price for that Model	5
1c. Labor Category Descriptions	5
2. Maximum Order	14
3. Minimum Order.....	14
4. Geographic Coverage (Delivery Area).....	14
5. Point(s) of Production.....	14
6. Discount from List Price or Statement of Net Price	14
7. Quantity Discounts	14
8. Prompt Payment Terms	15
9a. Notification that Government Purchase Cards are Accepted at or Below the Micro-Purchase Threshold.....	15
9b. Notification whether Government Purchase Cards are Accepted or Not Accepted Above the Micro-Purchase Threshold.....	15
10. Foreign Items	15
11a. Time of Delivery	15
11b. Expedited Delivery.....	15
11c. Overnight and 2-Day Delivery	15
11d. Urgent Requirements	15
12. F.O.B. Point	15
13a. Ordering Address	15
13b. Ordering Procedures.....	15
14. Payment Address.....	16
15. Warranty Provision	16
16. Export Packing Charges	16
17. Terms and Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level).....	16
18. Terms and Conditions of Rental, Maintenance, and Repair	16
19. Terms and Conditions of Installation	16
20. Terms and Conditions of Repair Parts Indicating Date of Parts Price Lists and Any Discounts from List Prices	16
20a. Terms and Conditions for Any Other Services	16
21. List of Service and Distribution Points	16
22. List of Participating Dealers.....	16

23. Preventive Maintenance 16

24a. Special Attributes Such as Environmental Attributes (e.g. recycled content, energy efficiency, and/or reduced pollutants) 17

24b. Section 508 Compliance Information..... 17

25. Data Universal Number System (DUNS) Number 17

26. Notification Regarding Registration in System for Award Management (SAM) 17

OTHER TERMS AND NOTICES 17

PRICELIST 22

CUSTOMER INFORMATION

1a. Table of Awarded Special Item Numbers (SIN)

SIN 132-51 Information Technology Professional Services

- IT Facility Operation and Maintenance
- IT Systems Analysis Services
- Automated Information Systems Design and Integration Services
- Programming Services
- IT Backup and Security Services
- IT Data Conversion Services
- IT Network Management Services
- Other Information Technology Services, Not Elsewhere Classified

1b. Identification of Lowest Priced Model Number and Lowest Unit Price for that Model

Managed Business Solutions, LLC does not manufacture or produce hardware or equipment of any kind and identification of lowest priced model number and unit price is not applicable.

1c. Labor Category Descriptions

Labor Category Title: Principal

Functional Responsibility: Recognized for ability to successfully manage large and complex programs. Responsible for top-level Project Oversight and Quality Assurance in all aspects of program delivery, including feasibility assessment, system design formulation, ongoing conversion and implementation support, and Financial Analysis and Reporting. Drives thought leadership across multiple programs through demonstration of domain expertise and ability to provide insightful solution options. Prepares, coordinates, and reviews consulting agreements. Ensures compliance with relevant corporate and government policies and standards.

General Experience: Fifteen (15) years progressive experience applicable to systems analysis and design techniques for complex computer systems, including supervisory experience and large system implementation.

Minimum Education: Bachelor's Degree

Labor Category Title: Information Services Consultant

Functional Responsibility: Top level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including advice, hardware, software databases, and peripherals. Has high level of diverse technical experience related to studying and analyzing systems needs, systems development and systems process analysis, design and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically has specialization in particular software or business application utilized in an end user environment. Knowledgeable in technological developments and applications.

General Experience: Ten (10) years progressive Information Technology (IT) experience including at least six (6) projects. At least one (1) project must have occurred within the past three (3) years.

Specialized Experience: Eight (8) years in supervision of IT projects. Five (5) years of this experience must have been in supervising IT services contracts, including people of various job categories and skills and must have occurred in the last ten (10) years.

Minimum Education: Bachelor's Degree

Labor Category Title: Program Director

Functional Responsibility: Responsible for managing highly complex and/or high risk programs. Directs and is responsible for the successful completion of all tasks in assigned program area including technical work, staff, and budget and financial activities. Supervises assigned technical and administrative staff, including subordinate managers. Directs program staff and task activities to meet client and organization work objectives. Assures quality of products, services, and deliverables, including participating in reviews, audits, and site visits. Performs program financial management services, including financial analysis; budget and cost quote preparation, cost management, reconciliation, and profit enhancement. Prepares, coordinates, and reviews consulting agreements. Coordinates and monitors sub-contractor activities and administers subcontractor deliverables and finances.

General Experience: 10 to 15 years technical experience applicable to systems analysis and design techniques for complex computer systems, including supervisory experience.

Minimum Education: Bachelor's Degree

Labor Category Title: Senior IT Analyst

Functional Responsibility: Formulates/defines system scope and objectives based on user defined needs. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Has full technical knowledge of all phases of applications systems analysis. Also has duties instructing, directing, and checking the work of other IT analysis personnel. Responsible for quality assurance review. Acts as project leader for projects with small budgets or limited duration.

General Experience: Ten (10) years progressive Information Technology (IT) experience including at least six (6) projects. At least one (1) project must have occurred within the past three (3) years.

Specialized Experience: Eight (8) years in supervision of substantial IT projects. Five (5) years of this experience must have been in supervising IT services contracts, including people of various job categories and skills and must have occurred in the last ten (10) years.

Minimum Education: Bachelor's Degree

Labor Category Title: System Architect

Functional Responsibility: Works independently designing and developing new IT products or major enhancements to existing IT systems. May lead a large development team in design of highly complex IT systems. Acts as highest level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Performs feasibility analysis on potential future projects to management.

General Experience: Ten (10) years progressive Information Technology (IT) experience including at least six (6) projects. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Bachelor's Degree

Labor Category Title: Business Process Consultant

Functional Responsibility: Responsible for complex systems process analysis, design, and simulation. Has highest level understanding of organization's business systems and industry requirements. Focus is on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones, and communicating



these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead reengineering team and act as project manager.

General Experience: Ten (10) years progressive Information Technology (IT) experience including at least six (6) projects. At least one (1) project must have occurred within the past three (3) years.

Specialized Experience: Eight (8) years in supervision of IT projects. Five (5) years of this experience must have been in supervising IT services contracts, including people of various job categories and skills and must have occurred in the last ten (10) years.

Minimum Education: Bachelor's Degree

Labor Category Title: Senior Project Manager

Functional Responsibility: Maintains the project schedule and ensures that deliverables are completed in timely manner. Oversees project cost control and cost projections. Knowledgeable in the use of the project management tools used for activity assignment, resource planning, and cost control. Ensures the invoicing process provides the proper information and distribution on the invoices. Ensures smooth coordination consistent with the contract and task order procedures for the key personnel approval, consent to subcontract as well as consent to purchase travel, tools and other direct costs. Ensures problem resolution and customer satisfaction for individual task orders.

General Experience: Ten (10) years progressive Information Technology (IT) experience including at least six (6) projects. At least one (1) project must have occurred within the past three (3) years.

Specialized Experience: Eight (8) years in supervision of IT projects. Five (5) years of this experience must have been in supervising IT services contracts, including people of various job categories and skills and must have occurred in the last ten (10) years.

Minimum Education: Bachelor's Degree or equivalent experience

Labor Category Title: Software Systems Engineer

Functional Responsibility: Formulates/defines specifications for complex software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, coding, testing, debugging and documentation. Usually responsible for applications dealing with the overall operation system. Has full technical knowledge of all phases of software systems programming applications. Also has duties instructing, directing and checking the work of other operating systems programming personnel. Responsible for quality assurance review and the evaluation of new and existing software products.

General Experience: Ten (10) years progressive Information Technology (IT) experience including at least six (6) projects. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Bachelor's Degree

Labor Category Title: Senior Software Developer

Functional Responsibility: Has full technical knowledge and thorough understanding of the applications associated with the project. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge of all phases of applications programming. Responsible for quality assurance review. May be involved in design phase of project as well. Works with customers and technical staff to resolve problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals.



General Experience: Ten (10) years progressive Information Technology (IT) including at least six (6) projects. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Bachelor's Degree or equivalent experience

Labor Category Title: Project Manager

Functional Responsibility: Maintains the project schedule and ensures that deliverables are completed in timely manner. Oversees project cost control and cost projections. Knowledgeable in the use of the project management tools used for activity assignment, resource planning, and cost control. Ensures the invoicing process provides the proper information and distribution on the invoices. Ensures smooth coordination consistent with the contract and task order procedures for the key personnel approval, consent to subcontract as well as consent to purchase travel, tools and other direct costs. Ensures problem resolution and customer satisfaction for individual task orders.

General Experience: Eight (8) years progressive Information Technology (IT) experience including at least four (4) projects. At least one (1) project must have occurred within the past three (3) years.

Specialized Experience: Four (4) years in supervision of IT projects. Three (3) years of this experience must have been in supervising IT services contracts, including people of various job categories and skills and must have occurred in the last eight (8) years.

Minimum Education: Bachelor's Degree or equivalent experience

Labor Category Title: IT Analyst

Functional Responsibility: Under general direction, formulates/defines system scope and objectives based on user needs. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Competent to work at the highest technical level of all phases of applications systems analysis activities.

General Experience: Seven (7) years of progressive Information Technology (IT) experience including at least five (5) projects. At least one (1) project must have occurred within the past (3) years.

Specialized Experience: Two (2) years in management of IT projects. One (1) year of this experience must have been in supervising IT service contracts, including people of various job categories and skills and must have occurred in the last five (5) years.

Minimum Education: Bachelor's degree or equivalent experience

Labor Category Title: Data Base Administrator

Functional Responsibility: Responsible for activities related to the administration of computerized databases. Assigns personnel to various projects and directs their activities; reviews and evaluates their work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with and advises users of the various databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Prepares activity and progress reports regarding the database management section.

General Experience: Ten (10) years progressive Information Technology (IT) experience including at least six (6) projects. At least one (1) project must have occurred within the past three (3) years.

Specialized Experience: Eight (8) years in supervision of projects. Five (5) years of this experience must have been in supervising IT services contracts, including people of various job categories and skills and must have occurred in the last ten (10) years.

Minimum Education: Bachelor's Degree or equivalent experience

Labor Category Title: Software Programmer

Functional Responsibility: Has full technical knowledge and thorough understanding of the applications associated with the project. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge of all phases of applications programming. Responsible for quality assurance review. May be involved in design phase of project as well. Works with customers and technical staff to resolve problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals.

General Experience: Six (6) years progressive Information Technology (IT) including at least three (3) projects. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Bachelor's Degree or equivalent experience

Labor Category Title: Software Developer

Functional Responsibility: Has full technical knowledge and thorough understanding of the applications associated with the project. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge of all phases of applications programming. Responsible for quality assurance review. May be involved in design phase of project as well. Works with customers and technical staff to resolve problems with software and responds to suggestions for improvements and enhancements. Participates in development of software user manuals.

General Experience: Six (6) years progressive Information Technology (IT) including at least three (3) projects. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Bachelor's Degree or equivalent experience

Labor Category Title: Client/Server Network Architect

Functional Responsibility: Top-level technical expert responsible for design and development of a client/server environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.

General Experience: Ten (10) years progressive Information Technology (IT) experience including at least six (6) projects in technical areas. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Bachelor's Degree

Labor Category Title: Junior IT Analyst

Functional Responsibility: Under immediate supervision, assists in research and fact-finding to develop or modify information systems. Assists in preparing detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary.

General Experience: Three (3) years of progressive Information Technology (IT) experience including at least two (2) projects. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Associate's degree or equivalent experience

Labor Category Title: Data Base Specialist

Functional Responsibility: Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company's needs. Consults with and advises users of the various databases. Works directly with users of data to resolve data conflicts and inappropriate data usage. Identifies opportunities for effectively satisfying corporate information needs through automation. Directs the maintenance and use of the data dictionary.

General Experience: Seven (7) years progressive Information Technology (IT) experience including at least five (5) projects. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Bachelor's Degree or equivalent experience

Labor Category Title: Date Base Analyst/Programmer

Functional Responsibility: Under general direction, designs, implements and maintains complex databases with respect to access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design. Competent to work at the highest level of all phases of database management.

General Experience: Five (5) years progressive Information Technology (IT) experience including at least three (3) projects. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Bachelor's Degree or equivalent experience

Labor Category Title: Senior Systems Administrator

Functional Responsibility: Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

General Experience: Ten (10) years progressive Information Technology (IT) experience including at least six (6) projects in technical areas. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Bachelor's Degree

Labor Category Title: Level 3 Support Engineer

Functional Responsibility: Monitor systems either on site or remotely for errors. Performs restores and backups. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise.

General Experience: Four (4) years systems administration experience and systems support experience.

Minimum Education: Bachelor's Degree, certifications, or equivalent experience

Labor Category Title: Senior Help Desk Support Services Specialist

Functional Responsibility: Under general direction, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service

and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

General Experience: Eight (8) years progressive Information Technology (IT) experience including at least five (5) projects in technical areas. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Bachelor's Degree

Labor Category Title: Systems Administrator

Functional Responsibility: Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

General Experience: Seven (7) years progressive Information Technology (IT) experience including at least four (4) projects in technical areas. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Bachelor's Degree

Labor Category Title: Help Desk Support Services Specialist

Functional Responsibility: Under general supervision, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and high level of technical skill in field of expertise. Escalates more complex problems to senior level.

General Experience: Six (6) years progressive Information Technology (IT) experience including at least four (4) projects in technical areas. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Bachelor's Degree or equivalent experience

Labor Category Title: Senior Help Desk Coordinator

Functional Responsibility: Under general direction, responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Requires experience and understanding of MIS environment. Typically involves use of problem management database and help desk system. May provide guidance/training for less-experienced personnel.

General Experience: Four (4) years progressive Information Technology (IT) experience including at least three (3) projects in technical areas. At least one (1) project must have occurred within the past three (3) years.

Minimum Education: Bachelor's Degree

Labor Category Title: Media Site Manager

Functional Responsibility: Supervises a staff of media handlers and librarians handling the backup solution.

General Experience: Prior supervisory experience. Three (3) years systems support experience.

Minimum Education: High School Diploma, certifications preferred

Labor Category Title: Help Desk Coordinator

Functional Responsibility: Under general supervision, responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation, and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to senior level support. May involve use of problem management database and help desk systems.

General Experience: Two (2) years progressive Information Technology (IT) experience.

Minimum Education: High School Diploma

Labor Category Title: Level 3 Application Support Engineer

Functional Responsibility: Provides systems administration functions. Performs server upgrades and patching. Responsible for developing and deploying automated system builds and developing and maintaining support and operational tools. Implements technical improvements, knowledge, and process improvements through trend and root cause analysis. Monitors incoming incidents from end users.

General Experience: Five (5) years systems administration experience and systems support experience.

Minimum Education: High School Diploma, certifications preferred

Labor Category Title: Level 1/Level 2 Application Support Engineer

Functional Responsibility: Provides systems administration functions. Performs server upgrades and patching. Responsible for developing and deploying automated system builds and developing and maintaining support and operational tools. Implements technical improvements, knowledge, and process improvements through trend and root cause analysis. Monitors incoming incidents from end users.

General Experience: Three (3) years systems administration experience and systems support experience.

Minimum Education: High School Diploma, certifications preferred

Labor Category Title: Media Handler

Functional Responsibility: Monitors system (ITO) consoles for media mount requests. Processes all special requests received (e.g., ad hoc backups, stores and restores, tape mounting for system reloads, hands and eyes, and service tickets from customers).

General Experience: Entry level computer knowledge or recent graduate.

Minimum Education: High School Diploma

Labor Category Title: Data Entry Technician

Functional Responsibility: Operates a data entry device to input lists, records, or other data points into an electronic format. Performs a variety of complicated tasks. May direct and lead the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

General Experience: At least 5 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals.

Minimum Education: Requires a high school diploma or its equivalent.

Labor Category Title: Administrative Assistant

Functional Responsibility: Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department. Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable; answers questions about organization and provides callers with address, directions, and other information. Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel. Receives and scans invoices; collect and manage expense report receipts. Schedules appointments for the conference room. Receives, sorts, and routes mail, and maintains and routes publications. Coordinate FedEx shipping. Maintains fax machine, copier, and printers including providing assistance to users, sends faxes, and retrieves and routes incoming faxes. Orders, receives, and maintains office supplies. Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary. Performs other clerical duties as needed, such as filing, photocopying, and collating. The number, size, and complexity of responsibilities increase from Level 1 thru Level 3.

General Experience: Ability to analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Follows policies and procedures, completes administrative tasks correctly and on time, supports organization's goals and values. Is consistently at work and on time, ensures work responsibilities are covered when absent. Follows instructions, responds to management direction. Prioritizes and plans work activities, uses time efficiently. Demonstrated strong interpersonal, written, and verbal communication skills. Accurate keyboarding skills. Ability to prioritize and perform multiple tasks. Demonstrated ability to adapt to a changing environment. Problem-solving approach to resolve problems, improve processes, and increase productivity. Skills in productivity software such as Microsoft Office 2007 including Outlook. Experience with Microsoft SharePoint is desired.

Minimum Education: High school diploma or general education degree (GED) with seven (7) years of related experience or equivalent combination of education and experience.

Labor Category Title: Junior Software Developer

Functional Responsibility: Web service developer in Service-Oriented Architecture; work with other developers to develop business logic, database and presentation tiers of n-tier environment in an object-oriented development environment. Work as a team member for the entire software development life cycle, from functional requirements through testing and maintenance.

General Experience: Experience using Microsoft Development tools and designing/developing database schemas is required. Experience devising service contracts and message specifications and implementing object-to-relational (ORM) engines is preferred. Must have ability to work well in a team environment.

Minimum Education: Bachelor's degree in Computer Science or related field and demonstrated experience.

Labor Category Title: Lead Software Tester/Developer

Functional Responsibility: Dual role as Quality Assurance (QA) Technical Lead and Tester/Developer. Design, develop and execute tests and report results. Create test plans from scenarios, which may include conceptualizing functional requirements. Work closely with business analysts to certify that a system meets functional requirements. Work closely with developers to analyze and communicate defects. Participate in reviews and audits of product requirements, specifications, designs, code, and test plans related to the SDLC.

General Experience: Experience in Quality Assurance test planning, test case design and execution. Experience using frontend and database scripting tools. Experience leading QA team, using test automation tools, and developing automation processes. Understanding of functional testing methodologies (white box, black box, positive, negative, boundary and regression testing) and experience with Mercury testing tools are required. Experience working with web service documents and devising simple object messages preferred.

Minimum Education: Bachelor's degree in Computer Science or related field.

Labor Category Title: Software Tester

Functional Responsibility: Software Tester/Developer to design, develop and execute tests and report results. Create test plans from scenarios; this may include conceptualizing functional requirements. Work closely with business analysts to certify that a system meets functional requirements. Work closely with developers to analyze and communicate defects. Participate in reviews and audits of product requirements, specifications, designs, code, and test plans.

General Experience: Experience in Quality Assurance test planning, test case design and execution. Experience using frontend and database scripting tools. Experience using test automation tools, and developing automation processes. Understanding of functional testing methodologies (white box, black box, positive, negative, boundary and regression testing) required, experience with Mercury testing tools desired.

Minimum Education: Bachelor's degree in Computer Science or related field.

2. Maximum Order

The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000: Special Item Number 132-51 – Information Technology (IT) Professional Services.

3. Minimum Order

The Minimum Order value for the following Special Item Numbers (SINs) is \$100.00: Special Item Number 132-51 – Information Technology (IT) Professional Services.

4. Geographic Coverage (Delivery Area)

The Geographic Coverage will be domestic and overseas deliveries.

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

5. Point(s) of Production

Managed Business Solutions, LLC will only be providing Services. A Production Point is not applicable.

6. Discount from List Price or Statement of Net Price

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

7. Quantity Discounts

None

8. Prompt Payment Terms

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

9a. Notification that Government Purchase Cards are Accepted at or Below the Micro-Purchase Threshold

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

9b. Notification whether Government Purchase Cards are Accepted or Not Accepted Above the Micro-Purchase Threshold.

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

10. Foreign Items

None

11a. Time of Delivery

Services to be performed shall begin no sooner than two (2) weeks after receipt of complete orders unless mutually agreed upon in advance.

11b. Expedited Delivery

Exceptions that allow an earlier start date will be negotiated.

11c. Overnight and 2-Day Delivery

No overnight or 2-day delivery.

11d. Urgent Requirements

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipts. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. F.O.B. Point

Destination

13a. Ordering Address

Managed Business Solutions, LLC
12325 Oracle Blvd Suite 200
Colorado Springs, CO 80921

13b. Ordering Procedures

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

14. Payment Address

Managed Business Solutions, LLC
12325 Oracle Blvd Suite 200
Colorado Springs, CO 80921

15. Warranty Provision

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - 1. Time of delivery/installation quotations for individual orders;
 - 2. Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
 - 3. Any representation and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the contractor.
- b. The above is not intended to encompass items not currently covered by GSA Schedule Contract.

16. Export Packing Charges

Export packing is available at extra cost outside the scope of this contract.

17. Terms and Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level)

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

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

Not Applicable

19. Terms and Conditions of Installation

Not Applicable

20. Terms and Conditions of Repair Parts Indicating Date of Parts Price Lists and Any Discounts from List Prices

Not Applicable

20a. Terms and Conditions for Any Other Services

Not Applicable

21. List of Service and Distribution Points

Not Applicable

22. List of Participating Dealers

Not Applicable

23. Preventive Maintenance

Not Applicable

24a. Special Attributes Such as Environmental Attributes (e.g. recycled content, energy efficiency, and/or reduced pollutants)

Not Applicable

24b. Section 508 Compliance Information

Not Applicable – EIT standards can be found at www.Section508.gov.

25. Data Universal Number System (DUNS) Number

95-927-2030

26. Notification Regarding Registration in System for Award Management (SAM)

Managed Business Solutions, LLC is registered in SAM, CAGE Code: 3RCC5.

OTHER TERMS AND NOTICES

1. Scope

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. Performance Incentives

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable takes.

3. Order

- a. Agencies may use written orders, EDI orders, blanket purchase agreement, individual purchase order, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. Performance of Services

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable; in effect on the dates(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. Stop-Work Order (FAR 52.242-15) (AUG 1989)

- a. The Contracting Officer may, at any time, by written order to the contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of the period to which the parties shall have agreed, the Contracting Officer shall either-
 1. Cancel the stop-work order; or
 2. Terminate the work covered by the order as provided in the Default, or the Termination for convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 1. The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 2. The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. Inspection of Services

The Inspection of Services-Fixed price (AUG 1996) (Deviation – May 2033) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection-Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – MAY 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. Responsibilities of the Contractor

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

8. Responsibilities of the Ordering Activity

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

9. Independent Contractor

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

10. Organizational Conflicts of Interest

a. Definitions.

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

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

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

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

11. Invoices

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

12. Payments

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – MAY 2003) applies to Time-and –Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – FEB 2002) (Deviation – MAY 2003)) applies to labor-hour orders placed under this contract.

13. Resumes

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

14. Incidental Support Costs

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

15. Approval of Subcontracts

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

16. Contractor Tasks/Special Requirement (C-FSS-370) (NOV 2001)

- a. Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- b. Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- c. Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- d. Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- e. Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- f. Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- g. Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- h. Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- i. Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- j. Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

17. Purchase of Open Market Items

NOTE: Open market items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODC's (Other Direct Costs) are not part of this contract and should be treated as open market purchase. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) – referred to as open market items – to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if-

1. All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
2. The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
3. The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
4. All clauses applicable to items not on the Federal Supply Schedule are included in the order.

PRICELIST

Job Title/Labor Category	Base Year	Year 2	Year 3	Year 4	Year 5
	Hourly Rate				
	(effective 4/16/08-4/15/09)	(effective 4/16/09-4/15/10)	(effective 4/16/10-4/15/11)	(effective 4/16/11-4/15/12)	(effective 4/16/12-4/15/13)
Principal	\$167.50	\$173.36	\$179.43	\$185.71	\$192.21
Information Services Consultant	\$143.57	\$148.59	\$153.80	\$159.18	\$164.75
Program Director	\$143.57	\$148.59	\$153.80	\$159.18	\$164.75
Senior IT Analyst	\$124.43	\$128.79	\$133.29	\$137.96	\$142.79
Systems Architect	\$124.43	\$128.79	\$133.29	\$137.96	\$142.79
Business Process Consultant	\$124.43	\$128.79	\$133.29	\$137.96	\$142.79
Senior Project Manager	\$124.43	\$128.79	\$133.29	\$137.96	\$142.79
Software Systems Engineer	\$114.86	\$118.88	\$123.04	\$127.35	\$131.80
Senior Software Developer	\$114.86	\$118.88	\$123.04	\$127.35	\$131.80
Project Manager	\$114.86	\$118.88	\$123.04	\$127.35	\$131.80
IT Analyst	\$105.28	\$108.96	\$112.78	\$116.73	\$120.81
Database Administrator	\$105.28	\$108.96	\$112.78	\$116.73	\$120.81
Software Programmer	\$95.71	\$99.06	\$102.53	\$106.12	\$109.83
Software Developer	\$95.71	\$99.06	\$102.53	\$106.12	\$109.83
Client/Server Network Architect	\$90.93	\$94.11	\$97.41	\$100.82	\$104.34
Junior IT Analyst	\$86.14	\$89.15	\$92.28	\$95.50	\$98.85
Database Specialist	\$86.14	\$89.15	\$92.28	\$95.50	\$98.85
Database Analyst/Programmer	\$86.14	\$89.15	\$92.28	\$95.50	\$98.85
Senior Systems Administrator	\$81.36	\$84.21	\$87.15	\$90.21	\$93.36
Level 3 Support Engineer	\$79.44	\$82.22	\$85.10	\$88.08	\$91.16
Senior Help Desk Support Services Specialist	\$68.91	\$71.32	\$73.82	\$76.40	\$79.08
Systems Administrator	\$62.21	\$64.39	\$66.64	\$68.97	\$71.39
Help Desk Support Services Specialist	\$57.43	\$59.44	\$61.52	\$63.67	\$65.90
Senior Help Desk Coordinator	\$47.86	\$49.54	\$51.27	\$53.06	\$54.92
Media Site Manager	\$27.95	\$22.23	\$23.01	\$23.82	\$24.65
Help Desk Coordinator	\$38.29	\$39.63	\$41.02	\$42.45	\$43.94
Level 3 Media Application Support Engineer	\$36.55	\$37.83	\$39.15	\$40.52	\$41.94
Level 1/Level 2 Media Application Support Engineer	\$28.79	\$29.80	\$30.84	\$31.92	\$33.04
Media Handler	\$21.48	\$28.93	\$29.94	\$30.99	\$32.07
Data Entry Technician	N/A	N/A	\$29.70	\$30.41	\$31.14
Administrative Assistant	N/A	N/A	\$57.60	\$58.98	\$60.40
Junior Software Developer	N/A	N/A	\$59.43	\$60.86	\$62.32
Lead Software Tester/Developer	N/A	N/A	\$69.43	\$71.10	\$72.80
Software Tester	N/A	N/A	\$49.02	\$50.20	\$51.40

Job Title/Labor Category	Year 6 Hourly Rate	Year 7 Hourly Rate	Year 8 Hourly Rate	Year 9 Hourly Rate	Year 10 Hourly Rate
	(effective 4/16/13- 4/15/14)	(effective 4/16/14- 4/15/15)	(effective 4/16/15- 4/15/16)	(effective 4/16/16- 4/15/17)	(effective 4/16/17- 4/15/18)
Principal	\$197.98	\$203.92	\$210.03	\$216.33	\$222.82
Information Services Consultant	\$169.69	\$174.78	\$180.03	\$185.43	\$190.99
Program Director	\$169.69	\$174.78	\$180.03	\$185.43	\$190.99
Senior IT Analyst	\$147.07	\$151.49	\$156.03	\$160.71	\$165.53
Systems Architect	\$147.07	\$151.49	\$156.03	\$160.71	\$165.53
Business Process Consultant	\$147.07	\$151.49	\$156.03	\$160.71	\$165.53
Senior Project Manager	\$147.07	\$151.49	\$156.03	\$160.71	\$165.53
Software Systems Engineer	\$135.75	\$139.83	\$144.02	\$148.34	\$152.79
Senior Software Developer	\$135.75	\$139.83	\$144.02	\$148.34	\$152.79
Project Manager	\$135.75	\$139.83	\$144.02	\$148.34	\$152.79
IT Analyst	\$124.43	\$128.17	\$132.01	\$135.97	\$140.05
Database Administrator	\$124.43	\$128.17	\$132.01	\$135.97	\$140.05
Software Programmer	\$113.12	\$116.52	\$120.01	\$123.61	\$127.32
Software Developer	\$113.12	\$116.52	\$120.01	\$123.61	\$127.32
Client/Server Network Architect	\$107.47	\$110.69	\$114.02	\$117.44	\$120.96
Junior IT Analyst	\$101.82	\$104.87	\$108.02	\$111.26	\$114.59
Database Specialist	\$101.82	\$104.87	\$108.02	\$111.26	\$114.59
Database Analyst/Programmer	\$101.82	\$104.87	\$108.02	\$111.26	\$114.59
Senior Systems Administrator	\$96.16	\$99.05	\$102.02	\$105.08	\$108.23
Level 3 Support Engineer	\$93.89	\$96.71	\$99.61	\$102.60	\$105.68
Senior Help Desk Support Services Specialist	\$81.45	\$83.90	\$86.41	\$89.01	\$91.68
Systems Administrator	\$73.53	\$75.74	\$78.01	\$80.35	\$82.76
Help Desk Support Services Specialist	\$67.88	\$69.91	\$72.01	\$74.17	\$76.40
Senior Help Desk Coordinator	\$56.57	\$58.26	\$60.01	\$61.81	\$63.67
Media Site Manager	\$25.39	\$26.15	\$26.94	\$27.74	\$28.58
Help Desk Coordinator	\$45.26	\$46.62	\$48.01	\$49.45	\$50.94
Level 3 Media Application Support Engineer	\$43.20	\$44.49	\$45.83	\$47.20	\$48.62
Level 1/Level 2 Media Application Support Engineer	\$34.03	\$35.05	\$36.10	\$37.19	\$38.30
Media Handler	\$33.03	\$34.02	\$35.04	\$36.10	\$37.18
Data Entry Technician	32.07	33.04	\$34.03	\$35.05	\$36.10
Administrative Assistant	62.21	64.08	\$66.00	\$67.98	\$70.02
Junior Software Developer	64.19	66.12	\$68.10	\$70.14	\$72.25
Lead Software Tester/Developer	74.98	77.23	\$79.55	\$81.94	\$84.40
Software Tester	52.94	54.53	\$56.17	\$57.85	\$59.59