

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

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: [GSAAdvantage.gov](http://GSAAdvantage.gov).

## Multiple Award Schedule – MAS

Contract No. **GS-35F-0371N**



**Accenture Federal Services LLC**

**800 North Glebe Road**

**Suite 300**

**Arlington, VA 22033**

**[www.accenturefederal.com](http://www.accenturefederal.com) (website)**

**[GSASchedules@accenturefederal.com](mailto:GSASchedules@accenturefederal.com) (email)**

**571-414-4033 (phone)**

*FSC Group: Information Technology*

*See Next Page for FSC Codes by SIN*

**GS-35F-0371N is listed here for reference purposes only and is replaced by GS-35F-540GA. GS-35F-0371N is only to be used for BPAs and orders awarded prior to July 12, 2017. All new BPAs and orders MUST be awarded against the contractor's new MAS contract GS-35F-540GA**

**Contract Administrator: Tania H Koles**

**Business Size: Large**

**Contract Period: March 6, 2018 - March 5, 2023**

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at [GSA.gov](http://GSA.gov).

**Pricelist Current through A812 dated March 13, 2020**





**Special Item No. 54151S (legacy SIN 132 51): Information Technology (IT) Professional Services**

FSC/PSC Class DA01 – IT AND TELECOM – BUSINESS APPLICATION/APPLICATION DEVELOPMENT SUPPORT SERVICES (LABOR)

**Special Item No. 54151HEAL (legacy SIN 132 56): Health Information Technology Services**

FSC/PSC Class DA01 – IT AND TELECOM – BUSINESS APPLICATION/APPLICATION DEVELOPMENT SUPPORT SERVICES (LABOR)

**Special Item No. 518210C (legacy SIN 132 40): Cloud and Cloud-Related IT Professional Services**

FSC/PSC Class DB10 – IT AND TELECOM – COMPUTE AS A SERVICE: MAINFRAME/SERVERS

**Special Item No. 54151HACS (legacy SIN 132 45): Highly Adaptive Cybersecurity Services (HACS)**

FSC/PSC Class DJ01 – IT AND TELECOM – SECURITY AND COMPLIANCE SUPPORT SERVICES (LABOR)

**Special Item No. OLM (legacy SIN 70 500): Order-Level Materials (OLMs)**

FSC/PSC Class 0000

## 1.0 Customer Information

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

Special Item Number	Description	Description Page	Awarded Price Page
54151S (legacy SIN 132-51) /STLOC	Information Technology Professional Services	6-52	53-58
54151HEAL (legacy SIN 132-56) /STLOC	Health Information Technology Services	60-106	107-112
54151HACS (legacy SIN 132-45) /STLOC	Highly Adaptive Cybersecurity Services (HACS) Awarded Sub-Categories <ul style="list-style-type: none"> <li>- High Value Asset (HVA) Assessments</li> <li>- Risk and Vulnerability Assessments (RVA)</li> <li>- Cyber Hunt</li> <li>- Incident Response</li> <li>- Penetration Testing</li> </ul>	115-147	148-151
518210C (legacy SIN 132-40) /STLOC	Cloud and Cloud-Related IT Professional Services	154-174	154-174
OLM/STLOC	Order-Level Materials (OLMs)	Defined at Order Level	Defined at Order Level

**1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See pages 154-174**

**1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See pages 6-52, 60-106, 115-147**

**2. Maximum order:** SINS 54151S (legacy SIN 132-51), 54151HEAL (legacy SIN 132-56), 54151HACS (legacy SIN 132-45), and 518210C (legacy SIN 132-40): \$500,000  
SIN OLM: \$250,000

**3. Minimum order:** \$50,000



**4. Geographic coverage (delivery area):** Domestic and Overseas Delivery

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

**6. Discount from list prices or statement of net price:** Prices shown are NET prices; Basic discounts have been deducted

**7. Quantity discounts:** None

**8. Prompt payment terms:** 0%- Net 30. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

**9. Foreign items (list items by country of origin):** N/A

**10a. Time of delivery:** Negotiated on a Task Order Basis

**10b. Expedited Delivery:** Contact Contractor

**10c. Overnight and 2-day delivery:** Contact Contractor

**10d. Urgent Requirements:** Please note the Urgent Requirements clause of this contract and contact Contractor

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

**12a. Ordering address(es):**

Accenture Federal Services LLC  
800 North Glebe Road, #300  
Arlington, VA 22203  
Attn: Tania Koles, Phone: 571-414-4033

**12b. Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

**13. Payment address(es):**

Accenture Federal Services LLC  
PO Box 70629  
Chicago, IL 60673  
Bank account information for ACH or EFT payments will be shown on the invoice

**14. Warranty provision:** N/A

**15. Export packing charges, if applicable:** N/A

**16. Terms and conditions of rental, maintenance, and repair (if applicable): N/A**

**17. Terms and conditions of installation (if applicable): N/A**

**18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A**

**18b. Terms and conditions for any other services (if applicable): N/A**

**19. List of service and distribution points (if applicable): N/A**

**20. List of participating dealers (if applicable): N/A**

**21. Preventive maintenance (if applicable): N/A**

**22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A**

**22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).**

**23. Data Universal Number System (DUNS) number: 139727148**

**24. Accenture Federal Services LLC is registered in the System for Award Management (SAM) Database.**



**1.1 Labor Category Descriptions - IT Professional Services: SIN 54151S (legacy SIN 132-51)**

A key component of our ability to help our clients change to become more successful is hiring, training, and maintaining highly skilled professional personnel. We are pleased to offer you the service of our professionals using the following labor categories. Resumes will be provided upon request.

Accenture Business Integration professionals deliver world-class business solutions through business process redesign, information systems implementation, and organizational design and human resource development. The general experience and functional responsibility represent the minimum qualifications for each category. In regards to Business Integration general experience, an Advanced Degree equals up to two years of experience. Resumes will be provided upon request.

Bachelor’s degree can be substituted for 3 years of related experience for Business Analyst 1-4, Business Integration Consultant 1 – 4, Business Integration Manager 1-4, Business Integration Senior Manager 1-3.

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<p><b>Business Integration Analyst 1</b></p>	<p><b>General Experience:</b> Business Integration Analysts (1s) have been trained in systems development and/or training methodologies and may possess a security clearance.</p> <p><b>Functional Responsibility:</b> Business Integration Analyst (1)s apply their strong analytical and technical skills to assist in implementing business solutions. Business Integration Analysts are directed to exercise core skills on projects, or they may direct small teams. A Business Integration Analyst (1) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> </ul>	<p>0</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul>		
<b>Business Integration Analyst 2</b>	<p><b>General Experience:</b> Business Integration Analysts (2)s possess at least 1 year of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Analyst (2)s apply their strong analytical and technical skills to assist in implementing business solutions. Business Integration Analysts are directed to exercise core skills on projects, or they may direct small teams. A Business Integration Analyst (2) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>Document an organization’s current business process flows</li> <li>Design, code and test functional components of information systems according to project specifications</li> <li>Identify and document functional requirements for information systems</li> <li>Develop project documentation and user training materials according to program specifications</li> <li>Conduct user training sessions</li> <li>Prepare communications plans</li> <li>Produce database extracts</li> <li>Provide technical support to software development teams</li> <li>Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul>	1	Bachelors
<b>Business Integration Analyst 3</b>	<p><b>General Experience:</b> Business Integration Analysts (3)s possess 1 to 2 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility:</b> Business Integration Analyst (3)s apply their strong analytical and technical skills to assist in implementing business solutions.</p>	1	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>Business Integration Analysts are directed to exercise core skills on projects, or they may direct small teams. A Business Integration Analyst (3) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul>		
<p><b>Business Integration Analyst 4</b></p>	<p><b>General Experience:</b> Business Integration Analysts (4)s possess at least 2 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility:</b> Business Integration Analyst (4)s apply their strong analytical and technical skills to assist in implementing business solutions. Business Integration Analysts are directed to exercise core skills on projects, or they may direct small teams. A Business Integration Analyst (4) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> </ul>	<p>2</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul>		
<b>Business Integration Consultant 1</b>	<p><b>General Experience.</b> Business Integration Consultant (1)s possess at least 2 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Consultant (1)s apply their advanced skills and experience in systems development, detailed knowledge of business processes, technical background and supervisory skills to implement business solutions. On Accenture projects, Business Integration Consultants provide direction to project teams and interact with clients at the supervisory level. A Business Integration Consultant (1) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> </ul>	2	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul>		
<b>Business Integration Consultant 2</b>	<p><b>General Experience.</b> Business Integration Consultant (2)s possess at least 3 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Consultant (2)s apply their advanced skills and experience in systems development, detailed knowledge of business processes, technical background and supervisory skills to implement business solutions. On Accenture projects, Business Integration Consultants provide direction to project teams and interact with clients at the supervisory level. A Business Integration Consultant (2) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures.</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul>	3	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Business Integration Consultant 3</b>	<p><b>General Experience.</b> Business Integration Consultant (3)s possess at least 4 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Consultant (3)s apply their advanced skills and experience in systems development, detailed knowledge of business processes, technical background and supervisory skills to implement business solutions. On Accenture projects, Business Integration Consultants provide direction to project teams and interact with clients at the supervisory level. A Business Integration Consultant (3) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul>	4	Bachelors
<b>Business Integration Consultant 4</b>	<p><b>General Experience.</b> Business Integration Consultant (4)s possess at least 5 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Consultant (4)s apply their advanced skills and experience in systems development, detailed knowledge</p>	5	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>of business processes, technical background and supervisory skills to implement business solutions. On Accenture projects, Business Integration Consultants provide direction to project teams and interact with clients at the supervisory level. A Business Integration Consultant (4) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul>		
<p><b>Business Integration Manager 1</b></p>	<p><b>General Experience.</b> Business Integration Manager (1)s possess at least 5 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Manager (1)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Business Integration Managers provide subject matter expertise in industry, process or technology areas. A Business Integration Manager (1) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> </ul>	<p>5</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul>		
<b>Business Integration Manager 2</b>	<p><b>General Experience.</b> Business Integration Manager (2)s possess at least 6 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Manager (2)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Business Integration Managers provide subject matter expertise in industry, process or technology areas. A Business Integration Manager (2) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul>	6	Bachelors
<b>Business Integration Manager 3</b>	<p><b>General Experience.</b> Business Integration Manager (3)s possess at least 7 years of experience in information systems implementation, change management efforts or</p>	7	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Manager (3)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Business Integration Managers provide subject matter expertise in industry, process or technology areas. A Business Integration Manager (3) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul>		
<p><b>Business Integration Manager 4</b></p>	<p><b>General Experience.</b> Business Integration Manager (4)s possess at least 8 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Manager (4)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Business Integration Managers provide subject matter expertise in industry, process or technology areas. A Business Integration Manager (4) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> </ul>	<p>8</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul>		
<b>Business Integration Senior Manager 1</b>	<p><b>General Experience.</b> Business Integration Senior Manager (1)s at least 8 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Senior Manager (1)s apply their broad management skills and specialized functional and technical expertise to lead complex, large projects in delivering client solutions or to manage the operations of multiple Accenture projects. Business Integration Senior Managers provide subject matter expertise in industry, process or technology areas. A Business Integration Senior Manager (1) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Work with client executives to facilitate organizational change programs and realize business goals</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Ensure consistency of quality across multiple projects</li> <li>• Manage client contracts</li> </ul>	8	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Business Integration Senior Manager 2</b>	<p><b>General Experience.</b> Business Integration Senior Manager (2)s at least 9 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Senior Manager (2)s apply their broad management skills and specialized functional and technical expertise to lead complex, large projects in delivering client solutions or to manage the operations of multiple Accenture projects. Business Integration Senior Managers provide subject matter expertise in industry, process or technology areas. A Business Integration Senior Manager (2) is qualified to perform such tasks as</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Work with client executives to facilitate organizational change programs and realize business goals</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Ensure consistency of quality across multiple projects</li> <li>• Manage client contracts</li> </ul>	9	Bachelors
<b>Business Integration Senior Manager 3</b>	<p><b>General Experience.</b> Business Integration Senior Manager (3)s at least 10 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Senior Manager (3)s apply their broad management skills and specialized functional and technical expertise to lead complex, large projects in delivering client solutions or to manage the operations of multiple Accenture projects. Business Integration Senior Managers provide subject matter expertise in industry, process or</p>	10	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>technology areas. A Business Integration Senior Manager (3) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Work with client executives to facilitate organizational change programs and realize business goals</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Ensure consistency of quality across multiple projects</li> <li>• Manage client contracts</li> </ul>		
<p><b>Business Integration Associate Partner 1</b></p>	<p><b>General Experience.</b> Business Integration Associate Partner (1)s possess at least 10 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Associate Partner (1)s have management authority for client engagements. In this capacity, they apply their extensive experience in planning and managing large scale, complex projects to control overall project scope, budgets and schedules for multi-project engagements. Business Integration Associate Partner (1)s perform such duties as</p> <ul style="list-style-type: none"> <li>• Set overall policy direction for client engagements</li> <li>• Communicate with Business Integration Partner and client executive management to ensure critical issues are addressed</li> <li>• Provide expert guidance to projects in industry and functional areas</li> <li>• Act as senior client liaison</li> <li>• Oversee contract and financial management of one or more client engagements</li> </ul>	<p>10</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Business Integration Associate Partner 2</b>	<p><b>General Experience.</b> Business Integration Associate Partner (2)s possess at least 11 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Associate Partner (2)s have management authority for client engagements. In this capacity, they apply their extensive experience in planning and managing large scale, complex projects to control overall project scope, budgets and schedules for multi-project engagements. Business Integration Associate Partner (2)s perform such duties as:</p> <ul style="list-style-type: none"> <li>• Set overall policy direction for client engagements</li> <li>• Communicate with Business Integration Partner and client executive management to ensure critical issues are addressed</li> <li>• Provide expert guidance to projects in industry and functional areas</li> <li>• Act as senior client liaison</li> <li>• Oversee contract and financial management of one or more client engagements</li> </ul>	11	Bachelors
<b>Business Integration Associate Partner 3</b>	<p><b>General Experience.</b> Business Integration Associate Partner (3)s possess at least 12 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p> <p><b>Functional Responsibility.</b> Business Integration Associate Partner (3)s have management authority for client engagements. In this capacity, they apply their extensive experience in planning and managing large scale, complex projects to control overall project scope, budgets and schedules for multi-project engagements. Business Integration Associate Partner (3)s perform such duties as</p> <ul style="list-style-type: none"> <li>• Set overall policy direction for client engagements</li> </ul>	12	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Communicate with Business Integration Partner and client executive management to ensure critical issues are addressed</li> <li>• Provide expert guidance to projects in industry and functional areas</li> <li>• Act as senior client liaison</li> <li>• Oversee contract and financial management of one or more client engagements</li> </ul>		
<b>Business Integration Associate Partner 4</b>	<p><b>General Experience.</b> Business Integration Associate Partner (4)s possess at least 13 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance</p> <p><b>Functional Responsibility.</b> Business Integration Associate Partner (4)s have management authority for client engagements. In this capacity, they apply their extensive experience in planning and managing large scale, complex projects to control overall project scope, budgets and schedules for multi-project engagements. Business Integration Associate Partner (4)s perform such duties as</p> <ul style="list-style-type: none"> <li>• Set overall policy direction for client engagements</li> <li>• Communicate with Business Integration Partner and client executive management to ensure critical issues are addressed</li> <li>• Provide expert guidance to projects in industry and functional areas</li> <li>• Act as senior client liaison</li> <li>• Oversee contract and financial management of one or more client engagements</li> </ul>	13	Bachelors
<b>Business Integration Partner</b>	<p><b>General Experience.</b> Business Integration Partners possess at least 12 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance</p> <p><b>Functional Responsibility.</b> A Business Integration Partner has overall accountability for business solution programs. Business Integration Partners are responsible for product delivery and financial management of client</p>	12	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	engagements. A Business Integration Partner performs independent quality assurance reviews of program performance and deliverables to ensure that contractual obligations are being met. Business Integration Partners also are recognized experts in the areas of business process redesign, technical architecture, organizational change or specific industries. They lend thought leadership to engagement teams in developing creative solutions to client business problems.		

**Education Substitutions for Additional 54151S (legacy SIN 132-51) Labor Categories:**

Degree	Experience Equivalent
Bachelors	Associates degree plus two years' experience
Masters	Bachelors degree plus two years of experience, or Associates degree plus four years experience
PhD/Doctorate	Masters degree plus two years experience or Bachelors degree plus four years experience or Associates degree plus six years experience

*The years of experience substituted may be used to satisfy education requirements.*

*Completion of higher education which has not yet resulted in a degree may be counted as one-for-one years of experience for each year of higher education and may be used to satisfy education requirements.*

**Experience Substitutions for Additional 54151S (legacy SIN 132-51) Labor Categories:**

Advanced Degree	Equal-To Years of Experience
Masters	Two years
PhD/Doctorate	Four years

*May be used to satisfy experience requirements when the minimum Education requirements are met.*

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Senior Program Manager</b>	The Senior Program Manager has overall accountability for business solution programs. Senior Program Managers may be responsible for product delivery and/or financial management of client engagements. A Senior Program Manager performs independent quality assurance reviews of program performance and deliverables. They lend thought leadership to engagement teams in developing creative solutions to client business problems.	15	Bachelors
<b>Program Manager</b>	Program Managers plan and manage projects to control overall project scope, budgets and schedules for multi-project engagements. Program Managers maintain contractor interface with the senior levels of the customer's organization, and consult with customer and contractor personnel to formulate and review task plans and deliverables, and provide conformance with program and project task schedules and costs and contractual obligations.	12	Bachelors
<b>Project Manager</b>	The Project Manager manages, plans and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Project Manager identifies functional or cross-functional requirements and resources required for each task.	10	Bachelors
<b>Task Manager</b>	Task Managers apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations. The Task Manager monitors quality across multiple projects. This individual establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the assigned tasks.	7	Bachelors
<b>Subject Matter Expert 1</b>	The Subject Matter Expert 1 has industry experience in the relevant subject matter. This individual will use	10	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 1 is highly experienced in the industry with regard to information technology. The Subject Matter Expert 1 provides thought leadership related to current and future customer plans with regard to the stated information technology.		
<b>Subject Matter Expert 2</b>	The Subject Matter Expert 2 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 2 is an highly experienced in the industry with regard to information technology. The Subject Matter Expert 2 provides thought leadership related to current and future customer plans with regard to the stated information technology.	12	Bachelors
<b>Subject Matter Expert 3</b>	The Subject Matter Expert 3 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 3 is highly experienced in the industry with regard to the stated information technology. The Subject Matter Expert 3 provides thought leadership related to current and future customer plans with regard to the stated information technology.	15	Bachelors
<b>Technical Architect 1</b>	The Technical Architect 1 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Technical Architect 1 possesses knowledge of the future direction and trends associated with information technology. The Technical Architect 1s have experience in designing or implementing information architecture solutions for information technology. The Technical Architect 1 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.	7	Bachelors
<b>Technical Architect 2</b>	The Technical Architect 2 provides thought leadership related to current and future customer plans with regard	10	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	to the stated information technology. The Technical Architect 2 possesses knowledge of the future direction and trends associated with information technology. The Technical Architect 2s have experience in designing and implementing information architecture solutions for \ information technology. The Technical Architect 2 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.		
<b>System Administrator 1</b>	System Administrator 1s may develop, run tests on, implement, or maintain operating system and related software. The System Administrator 1s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Administrator 1 schedules, performs, or monitors system backups or, when necessary, performs data recoveries. The Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	Bachelors in process
<b>System Administrator 2</b>	System Administrator 2s may develop, run tests on, implement, or maintain operating system and related software. The System Administrator 2s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Administrator 2 schedules, performs, or monitors system backups and, when necessary, performs data recoveries. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelors
<b>System Administrator 3</b>	System Administrator 3s may develop, run tests on, implement, or maintain operating system and related software. The System Administrator 3s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software,	7	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	operating system, and networking problems. The System Administrator 3 schedules, performs, and/or monitors system backups and/or, when necessary, performs data recoveries. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.		
<b>Database Administrator 1</b>	Database Administrator 1 administers organization's databases, using database management system to organize and store data. The Database Administrator 1 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	Bachelors in process
<b>Database Administrator 2</b>	Database Administrator 2 administers organization's databases, using database management system to organize and store data. The Database Administrator 2 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelors
<b>Database Administrator 3</b>	Database Administrator 3 administers organization's databases, using database management system to organize and store data. The Database Administrator 3 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Functional Specialist 1</b>	<p>The Functional Specialist 1s provide knowledge in industry, process or technology areas. The Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	3	Bachelors
<b>Functional Specialist 2</b>	<p>The Functional Specialist 2s provide knowledge in industry, process or technology areas. The Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	5	Bachelors
<b>Functional Specialist 3</b>	<p>The Functional Specialist 3s provide knowledge in industry, process or technology areas. The Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams;</li> </ul>	8	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Consultant 1</b>	<p>Consultant 1s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation.</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	3	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Consultant 2</b>	<p>Consultant 2s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	5	Bachelors
<b>Consultant 3</b>	<p>Consultant 3s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> </ul>	8	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Engineer 1</b>	<p>The Engineer 1 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity.</li> <li>• Oversee the development and installation of new hardware and software.</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scalable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> </ul>	0	Bachelors in process

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>Engineer 2</b>	<p>The Engineer 2 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>Monitor existing systems for structural integrity.</li> <li>Oversee the development and installation of new hardware and software.</li> <li>Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>Provide technical direction to IT support staff</li> <li>Design and implement security systems and redundant backups to maintain data safety</li> <li>Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>Establish multi-platform versions of the software package</li> <li>Write tests for existing and created code to ensure compatibility and stability</li> <li>Evaluate, recommend, and implement automated test tools and strategies</li> <li>Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	2	Bachelors
<b>Engineer 3</b>	<p>The Engineer 3 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>Monitor existing systems for structural integrity</li> </ul>	3	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Oversee the development and installation of new hardware and software</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Technical Writer</b>	The Technical Writer writes and updates material such as reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance.	2	Bachelors
<b>Help Desk Manager</b>	<p>The Help Desk Manager supervises and coordinates activities of Help Desk Specialists, Coordinators or Technicians. This individual identifies, troubleshoots, or resolves information systems problems to minimize down time of applications and personnel. The Help Desk Manager may</p> <ul style="list-style-type: none"> <li>• Assist computer users with hardware and software questions and problems,</li> </ul>	2	Associates

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>Field telephone calls and e-mail messages from customers seeking guidance on technical problems</li> <li>Diagnose nature of problems, and assisting customers through problem solving steps</li> </ul>		
<b>Help Desk Specialist</b>	<p>The Help Desk Specialist analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems through phone, email, or chat. This individual resolves computer software and hardware problems of users, and acts as a contact for users having problems using computer software, hardware, and operating systems. The Help Desk Specialist answers questions, applying knowledge of computer software, hardware, systems, and procedures.</p>	1	Associates
<b>Programmer 1</b>	<p>The Programmer 1 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming, and understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> <li>Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelors In Process
<b>Programmer 2</b>	<p>The Programmer 2 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> <li>Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> </ul>	2	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<b>Programmer 3</b>	<p>The Programmer 3 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> <li>Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>Update, repair, modify and expand existing computer programs.</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work</p>	5	Bachelors
<b>Operations Manager</b>	<p>The Operation Manager manages, coordinates, or organizes department operation strategies and activities. The Operation Manager may</p> <ul style="list-style-type: none"> <li>Collaborate in the development and implementation of organization policies, practices, procedures, and attainment of operating goals</li> <li>Review, analyze, and prepare reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in progress, and problems encountered</li> <li>Disseminate policies and objectives to supervisors/staff</li> </ul>	3	Bachelors
<b>Agile Coach</b>	<p>The Agile Coach may assist or lead teams to apply Agile thinking to the specific environment and impediments they face. The Coach works as an advisor and helps the team adapt the methodology to their environment, and challenge the existing environment.</p>	8	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Scrum Master</b>	The Scrum Master may facilitate or guide a software development product owner, team, and organization on how to use Agile/Scrum concepts, values, practices, and principles focusing on improving team effectiveness. The Scrum Master leads discussions and decision making, and assists in mediation of conflict resolution.	6	Bachelors
<b>Financial Analyst</b>	<p>The Financial Analyst analyzes past and present financial data of organization and estimates future revenues and expenditures, applying principles of finance. The Financial Analyst may</p> <ul style="list-style-type: none"> <li>• Run and document financial analysis projects,</li> <li>• Aid organization with financial functions, such as assessing, auditing, planning, budgeting, taxes, consolidation, cost control, and project control</li> <li>• Evaluate and analyze capital expenditures, depreciation, proposals, investment opportunities, rate of return, profit plans, operating records, financial statements, etc.</li> </ul>	3	Bachelors
<b>Data Architect</b>	The Data Architect may define, design, or develop relational and/or multi-dimensional databases for warehousing of data. The Data Architect reviews current data structures and recommends optimizations and reconfigurations as warranted.	7	Bachelors
<b>Program Analyst</b>	<p>The Program Analyst analyzes and critiques computer programs and systems, or develops new programs. The Program Analyst may</p> <ul style="list-style-type: none"> <li>• Review user’s requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities</li> <li>• Outline steps required to develop programs, using structured analysis and design</li> <li>• Plan, develop, test, and document computer programs, applying knowledge of programming techniques and computer systems</li> </ul>	2	Bachelors
<b>Application Architect 1</b>	The Application Architect 1 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and	3	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 1 performs more routine aspects of the position and is supervised by higher levels.		
<b>Application Architect 2</b>	The Application Architect 2 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	5	Bachelors
<b>Application Architect 3</b>	The Application Architect 3 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelors
<b>Customer Service and Support Technician 1</b>	<p>The Customer Service and Support Technician 1 may perform some of the following tasks</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> </ul>	0	Associates

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information.</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests.</li> <li>• Maintains call center database by entering information and document customer interaction.</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management.</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>Customer Service and Support Technician 2</b>	<p>The Customer Service and Support Technician 2 may perform some of the following tasks</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and</li> </ul>	1	Associates

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>alternative solutions; implementing solutions; escalating unresolved problems</p> <ul style="list-style-type: none"> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<p><b>Customer Service and Support Technician 3</b></p>	<p>The Customer Service and Support Technician 3 may perform some of the following tasks</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> </ul>	<p>2</p>	<p>Associates</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Customer Service and Support Supervisor 1</b>	<p>The Customer Service and Support Supervisor 1 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> </ul>	1	Associates

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Improves quality results by recommending changes and coaching representatives</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>Customer Service and Support Supervisor 2</b>	<p>The Customer Service and Support Supervisor 2 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	2	Associates
<b>Customer Service and Support Supervisor 3</b>	<p>The Customer Service and Support Supervisor 3 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> </ul>	3	Associates

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Customer Service and Support Manager 1</b>	<p>The Customer Service and Support Manager 1 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> </ul>	2	Associates

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>Customer Service and Support Manager 2</b>	<p>The Customer Service and Support Manager 2 may perform the following tasks</p> <ul style="list-style-type: none"> <li>Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul>	3	Associates

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<p><b>Customer Service and Support Manager 3</b></p>	<p>The Customer Service and Support Manager 3 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>• Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	<p>4</p>	<p>Associates</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Application Systems Analyst</b>	The Application Systems Analyst may oversee the implementation of required hardware and software components for approved applications, coordinate tests of the application system to provide proper performance, or develop diagrams and flow charts for computer programmers to follow. The Application Systems Analyst reviews, analyzes, and modifies programming systems, including encoding, debugging, and installing to support an organization's application systems. The Application Systems Analyst develops application specifications, identifies the required inputs, and formats the output to meet users' needs.	4	Bachelors
<b>Security Specialist 1</b>	The Security Specialist 1 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	Bachelors
<b>Security Specialist 2</b>	The Security Specialist 2 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelors
<b>Security Specialist 3</b>	The Security Specialist 3 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure	7	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<p><b>Business Analyst 1</b></p>	<p>The Business Analyst 1 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	<p>0</p>	<p>Bachelors</p>
<p><b>Business Analyst 2</b></p>	<p>The Business Analyst 2 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical</p>	<p>3</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<b>Business Analyst 3</b>	<p>The Business Analyst 3 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> </ul>	7	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Quality Assurance Specialist</b>	<p>The Quality Assurance Specialist may improve reliability of new product development processes, maintain company quality standards, or review products, processes and systems on an ongoing basis to determine where improvements can be made. The Quality Assurance Specialist may</p> <ul style="list-style-type: none"> <li>• Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures</li> <li>• Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order</li> <li>• Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation</li> <li>• Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle</li> </ul>	3	Bachelors
<b>Network Administrator</b>	<p>The Network Administrators administers design, organization, or implementation of network, and heads technical support staff who manage and maintain hubs, servers, and routers. This individual uses knowledge and understanding of both networking and telecommunications theory and practice. The Network Administrator communicates with users, technical teams, and vendors on new technology and system upgrades and to determine software and hardware installation requirements.</p>	3	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Enterprise Architect</b>	<p>The Enterprise architects work with stakeholders, both leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, and information technology assets to keep the business and IT in alignment. The Enterprise Architect links the business mission, strategy, and processes of an organization to its IT strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, and adaptable manner.</p>	8	Bachelors
<b>ITIL Service Manager 1</b>	<p>The ITIL Service Manager defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. The ITIL Service manager may perform the following</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• D58 Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements.</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> </ul>	2	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>ITIL Service Manager 2</b>	<p>The ITIL Service Manager defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. The ITIL Service Manager may perform the following</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> </ul>	4	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<b>ITIL Service Manager 3</b>	<p>The ITIL Service Manager defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. The ITIL Service Manager may perform the following:</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> </ul>	6	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively.</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> </ul> <p>Identify and implement best practices, continuous improvements.</p> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Training Specialist</b>	<p>The Training Specialist develops teaching outlines and determines instructional methods, using knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, or workshops. This individual prepares, organizes and heads training sessions covering standard training, specialized training or counseling in designated areas.</p>	2	Bachelors
<b>Storage Administrator</b>	<p>The Storage Administrator administers and safeguards efficient and reliable centralized electronic storage area networks (SAN), such as Network Attached Storage, Content Addressable Storage, DAS environments, or other technologies classified as storage technology. This individual may oversee, evaluate, implement, monitor, troubleshoot, or maintain SAN and related technologies, system upgrades, or optimization storage strategies.</p> <p>The Storage Administrator monitors the data storage</p>	3	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	needs of the company so that business can run efficiently.		
<b>Analyst 1</b>	<p>The Analyst 1 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 1 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance.</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelors
<b>Analyst 2</b>	<p>The Analyst 2 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 2 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> </ul>	2	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<b>Analyst 3</b>	<p>The Analyst 3 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 3 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul>	4	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.		
<b>Web Designer</b>	<p>The Web Designer may design, plan, or execute the design and layout for Internet sites and web pages, which may include combining text with sounds, pictures, graphics, and video-clips. The Web Designer may</p> <ul style="list-style-type: none"> <li>• Question or communicate with clients to assess their needs, discuss requirements, and clarify their goals for establishing a website.</li> <li>• Meet with clients on a regular basis to evaluate and modify site as it seems appropriate and keeps them informed of project progress.</li> <li>• Design custom-tailored plan for a proposed site using combination of graphic and written material, and modifies proposal as necessary until the client is satisfied.</li> <li>• Design, maintain, and update information and digitized images, banners, bullets, charts, image maps, and other graphics to enhance appearance of site and keep the content and graphics current.</li> <li>• Maintain site appearance by developing and enforcing content and display standards.</li> </ul>	2	Bachelors

## Labor Rates – Information Technology Professional Services

### 1.2 Customer Site Rates – IT Professional Services: SIN 54151S (legacy SIN 132-51)

Services at Customer Facility ("Government Site")	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Business Integration Analyst 1	\$110.18	\$113.02	\$116.30	\$119.67	\$123.14
Business Integration Analyst 2	\$121.41	\$124.39	\$128.00	\$131.71	\$135.53
Business Integration Analyst 3	\$138.16	\$134.11	\$138.00	\$142.00	\$146.12
Business Integration Analyst 4	\$149.41	\$151.62	\$156.02	\$160.54	\$165.20
Business Integration Consultant 1	\$134.47	\$144.42	\$148.61	\$152.92	\$157.35
Business Integration Consultant 2	\$152.31	\$167.92	\$172.79	\$177.80	\$182.96
Business Integration Consultant 3	\$169.25	\$168.68	\$173.57	\$178.60	\$183.78
Business Integration Consultant 4	\$186.24	\$190.89	\$196.43	\$202.13	\$207.99
Business Integration Manager 1	\$191.59	\$195.02	\$200.68	\$206.50	\$212.49
Business Integration Manager 2	\$215.16	\$225.58	\$232.12	\$238.85	\$245.78
Business Integration Manager 3	\$222.81	\$230.83	\$237.52	\$244.41	\$251.50
Business Integration Manager 4	\$245.66	\$258.41	\$265.90	\$273.61	\$281.54
Business Integration Senior Manager 1	\$286.59	\$298.57	\$307.23	\$316.14	\$325.31
Business Integration Senior Manager 2	\$333.08	\$317.59	\$326.80	\$336.28	\$346.03
Business Integration Senior Manager 3	\$368.02	\$323.69	\$333.08	\$342.74	\$352.68
Business Integration Associate Partner 1	\$384.14	\$394.98	\$406.43	\$418.22	\$430.35
Business Integration Associate Partner 2	\$422.23	\$451.77	\$464.87	\$478.35	\$492.22
Business Integration Associate Partner 3	\$459.51	\$551.53	\$567.52	\$583.98	\$600.92
Business Integration Associate Partner 4	\$507.46	\$677.11	\$696.75	\$716.96	\$737.75
Business Integration Partner	\$601.33	\$793.69	\$816.71	\$840.39	\$864.76
Senior Program Manager	\$433.92	\$451.77	\$464.87	\$478.35	\$492.22
Program Manager	\$382.26	\$397.97	\$409.51	\$421.39	\$433.61
Project Manager	\$248.20	\$258.41	\$265.90	\$273.61	\$281.54
Task Manager	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Subject Matter Expert 1	\$221.70	\$230.83	\$237.52	\$244.41	\$251.50
Subject Matter Expert 2	\$255.03	\$265.52	\$273.22	\$281.14	\$289.29
Subject Matter Expert 3	\$302.56	\$315.01	\$324.15	\$333.55	\$343.22
Technical Architect 1	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Technical Architect 2	\$248.20	\$258.41	\$265.90	\$273.61	\$281.54
System Administrator 1	\$110.60	\$115.16	\$118.50	\$121.94	\$125.48
System Administrator 2	\$161.30	\$167.92	\$172.79	\$177.80	\$182.96
System Administrator 3	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Database Administrator 1	\$110.60	\$115.16	\$118.50	\$121.94	\$125.48
Database Administrator 2	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35

Services at Customer Facility ("Government Site")	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Database Administrator 3	\$164.50	\$171.26	\$176.23	\$181.34	\$186.60
Functional Specialist 1	\$119.47	\$124.39	\$128.00	\$131.71	\$135.53
Functional Specialist 2	\$161.30	\$167.92	\$172.79	\$177.80	\$182.96
Functional Specialist 3	\$195.75	\$203.80	\$209.71	\$215.79	\$222.05
Consultant 1	\$113.57	\$118.22	\$121.65	\$125.18	\$128.81
Consultant 2	\$152.14	\$158.39	\$162.98	\$167.71	\$172.57
Consultant 3	\$185.45	\$193.09	\$198.69	\$204.45	\$210.38
Engineer 1	\$107.83	\$112.26	\$115.52	\$118.87	\$122.32
Engineer 2	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
Engineer 3	\$161.30	\$167.92	\$172.79	\$177.80	\$182.96
Technical Writer	\$109.93	\$114.22	\$117.53	\$120.94	\$124.45
Help Desk Manager	\$118.34	\$122.94	\$126.51	\$130.18	\$133.96
Help Desk Specialist	\$75.94	\$78.91	\$81.20	\$83.55	\$85.97
Programmer 1	\$84.77	\$88.08	\$90.63	\$93.26	\$95.96
Programmer 2	\$133.43	\$138.64	\$142.66	\$146.80	\$151.06
Programmer 3	\$180.64	\$187.70	\$193.14	\$198.74	\$204.50
Operations Manager	\$145.93	\$151.62	\$156.02	\$160.54	\$165.20
Agile Coach	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Scrum Master	\$216.69	\$225.58	\$232.12	\$238.85	\$245.78
Financial Analyst	\$161.30	\$167.92	\$172.79	\$177.80	\$182.96
Data Architect	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Program Analyst	\$109.93	\$114.22	\$117.53	\$120.94	\$124.45
Application Architect 1	\$129.09	\$134.11	\$138.00	\$142.00	\$146.12
Application Architect 2	\$162.35	\$168.68	\$173.57	\$178.60	\$183.78
Application Architect 3	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Customer Service and Support Technician 1	\$60.80	\$62.99	\$64.82	\$66.70	\$68.63
Customer Service and Support Technician 2	\$79.00	\$81.83	\$84.20	\$86.64	\$89.15
Customer Service and Support Technician 3	\$89.04	\$92.22	\$94.89	\$97.64	\$100.47
Customer Service and Support Supervisor 1	\$79.00	\$81.83	\$84.20	\$86.64	\$89.15
Customer Service and Support Supervisor 2	\$89.04	\$92.22	\$94.89	\$97.64	\$100.47
Customer Service and Support Supervisor 3	\$98.26	\$101.78	\$104.73	\$107.77	\$110.90

Services at Customer Facility ("Government Site")	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Customer Service and Support Manager 1	\$89.04	\$92.22	\$94.89	\$97.64	\$100.47
Customer Service and Support Manager 2	\$98.26	\$101.78	\$104.73	\$107.77	\$110.90
Customer Service and Support Manager 3	\$116.78	\$120.96	\$124.47	\$128.08	\$131.79
Application Systems Analyst	\$162.35	\$168.68	\$173.57	\$178.60	\$183.78
Security Specialist 1	\$108.55	\$113.02	\$116.30	\$119.67	\$123.14
Security Specialist 2	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
Security Specialist 3	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Business Analyst 1	\$110.60	\$115.16	\$118.50	\$121.94	\$125.48
Business Analyst 2	\$161.30	\$167.92	\$172.79	\$177.80	\$182.96
Business Analyst 3	\$216.69	\$225.58	\$232.12	\$238.85	\$245.78
Quality Assurance Specialist	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
Network Administrator	\$145.93	\$151.62	\$156.02	\$160.54	\$165.20
Enterprise Architect	\$221.70	\$230.83	\$237.52	\$244.41	\$251.50
ITIL Service Manager 1	\$98.26	\$101.78	\$104.73	\$107.77	\$110.90
ITIL Service Manager 2	\$116.78	\$120.96	\$124.47	\$128.08	\$131.79
ITIL Service Manager 3	\$145.72	\$150.93	\$155.31	\$159.81	\$164.44
Training Specialist	\$145.93	\$151.62	\$156.02	\$160.54	\$165.20
Storage Administrator	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
Analyst 1	\$101.90	\$105.86	\$108.93	\$112.09	\$115.34
Analyst 2	\$129.09	\$134.11	\$138.00	\$142.00	\$146.12
Analyst 3	\$162.35	\$168.68	\$173.57	\$178.60	\$183.78
Web Designer	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
<i>*Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

### 1.3 Contractor Site Rates – IT Professional Services: SIN 54151S (legacy SIN 132-51)

Services at Contractor Facility ("Contractor Site")	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Business Integration Analyst 1	\$118.89	\$117.69	\$121.10	\$124.61	\$128.22
Business Integration Analyst 2	\$130.12	\$129.52	\$133.28	\$137.15	\$141.13
Business Integration Analyst 3	\$146.88	\$140.08	\$144.14	\$148.32	\$152.62
Business Integration Analyst 4	\$158.12	\$158.35	\$162.94	\$167.67	\$172.53
Business Integration Consultant 1	\$143.18	\$150.38	\$154.74	\$159.23	\$163.85
Business Integration Consultant 2	\$161.04	\$174.86	\$179.93	\$185.15	\$190.52
Business Integration Consultant 3	\$177.96	\$176.16	\$181.27	\$186.53	\$191.94
Business Integration Consultant 4	\$194.94	\$199.36	\$205.14	\$211.09	\$217.21
Business Integration Manager 1	\$200.28	\$203.06	\$208.95	\$215.01	\$221.25
Business Integration Manager 2	\$223.87	\$234.90	\$241.71	\$248.72	\$255.93
Business Integration Manager 3	\$231.53	\$240.34	\$247.31	\$254.48	\$261.86
Business Integration Manager 4	\$254.37	\$269.07	\$276.87	\$284.90	\$293.16
Business Integration Senior Manager 1	\$295.30	\$310.89	\$319.91	\$329.19	\$338.74
Business Integration Senior Manager 2	\$341.78	\$330.70	\$340.29	\$350.16	\$360.31
Business Integration Senior Manager 3	\$376.73	\$337.05	\$346.82	\$356.88	\$367.23
Business Integration Associate Partner 1	\$392.85	\$411.28	\$423.21	\$435.48	\$448.11
Business Integration Associate Partner 2	\$430.95	\$470.42	\$484.06	\$498.10	\$512.54
Business Integration Associate Partner 3	\$468.21	\$574.28	\$590.93	\$608.07	\$625.70
Business Integration Associate Partner 4	\$516.16	\$705.04	\$725.49	\$746.53	\$768.18
Business Integration Partner	\$610.03	\$826.43	\$850.40	\$875.06	\$900.44
Senior Program Manager	\$452.00	\$470.42	\$484.06	\$498.10	\$512.54
Program Manager	\$398.19	\$414.38	\$426.40	\$438.77	\$451.49
Project Manager	\$258.55	\$269.07	\$276.87	\$284.90	\$293.16
Task Manager	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Subject Matter Expert 1	\$230.94	\$240.34	\$247.31	\$254.48	\$261.86
Subject Matter Expert 2	\$265.65	\$276.48	\$284.50	\$292.75	\$301.24
Subject Matter Expert 3	\$315.17	\$327.99	\$337.50	\$347.29	\$357.36
Technical Architect 1	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Technical Architect 2	\$258.55	\$269.07	\$276.87	\$284.90	\$293.16
System Administrator 1	\$115.20	\$119.89	\$123.37	\$126.95	\$130.63
System Administrator 2	\$168.02	\$174.86	\$179.93	\$185.15	\$190.52
System Administrator 3	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Database Administrator 1	\$115.20	\$119.89	\$123.37	\$126.95	\$130.63
Database Administrator 2	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Database Administrator 3	\$171.37	\$178.33	\$183.50	\$188.82	\$194.30

Services at Contractor Facility ("Contractor Site")	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Functional Specialist 1	\$124.45	\$129.52	\$133.28	\$137.15	\$141.13
Functional Specialist 2	\$168.02	\$174.86	\$179.93	\$185.15	\$190.52
Functional Specialist 3	\$203.89	\$212.20	\$218.35	\$224.68	\$231.20
Consultant 1	\$118.30	\$123.10	\$126.67	\$130.34	\$134.12
Consultant 2	\$158.47	\$164.92	\$169.70	\$174.62	\$179.68
Consultant 3	\$193.19	\$201.06	\$206.89	\$212.89	\$219.06
Engineer 1	\$112.31	\$116.89	\$120.28	\$123.77	\$127.36
Engineer 2	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Engineer 3	\$168.02	\$174.86	\$179.93	\$185.15	\$190.52
Technical Writer	\$114.86	\$119.30	\$122.76	\$126.32	\$129.98
Help Desk Manager	\$123.63	\$128.41	\$132.13	\$135.96	\$139.90
Help Desk Specialist	\$79.34	\$82.41	\$84.80	\$87.26	\$89.79
Programmer 1	\$88.56	\$91.98	\$94.65	\$97.39	\$100.21
Programmer 2	\$139.41	\$144.79	\$148.99	\$153.31	\$157.76
Programmer 3	\$188.73	\$196.02	\$201.70	\$207.55	\$213.57
Operations Manager	\$152.46	\$158.35	\$162.94	\$167.67	\$172.53
Agile Coach	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Scrum Master	\$225.72	\$234.90	\$241.71	\$248.72	\$255.93
Financial Analyst	\$168.02	\$174.86	\$179.93	\$185.15	\$190.52
Data Architect	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Program Analyst	\$114.86	\$119.30	\$122.76	\$126.32	\$129.98
Application Architect 1	\$134.87	\$140.08	\$144.14	\$148.32	\$152.62
Application Architect 2	\$169.62	\$176.16	\$181.27	\$186.53	\$191.94
Application Architect 3	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Customer Service and Support Technician 1	\$63.55	\$65.81	\$67.72	\$69.68	\$71.70
Customer Service and Support Technician 2	\$82.56	\$85.51	\$87.99	\$90.54	\$93.17
Customer Service and Support Technician 3	\$93.06	\$96.37	\$99.16	\$102.04	\$105.00
Customer Service and Support Supervisor 1	\$82.56	\$85.51	\$87.99	\$90.54	\$93.17
Customer Service and Support Supervisor 2	\$93.06	\$96.37	\$99.16	\$102.04	\$105.00
Customer Service and Support Supervisor 3	\$102.69	\$106.35	\$109.43	\$112.60	\$115.87
Customer Service and Support Manager 1	\$93.06	\$96.37	\$99.16	\$102.04	\$105.00

Services at Contractor Facility ("Contractor Site")	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Customer Service and Support Manager 2	\$102.69	\$106.35	\$109.43	\$112.60	\$115.87
Customer Service and Support Manager 3	\$122.05	\$126.40	\$130.07	\$133.84	\$137.72
Application Systems Analyst	\$169.62	\$176.16	\$181.27	\$186.53	\$191.94
Security Specialist 1	\$113.09	\$117.69	\$121.10	\$124.61	\$128.22
Security Specialist 2	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Security Specialist 3	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Business Analyst 1	\$115.20	\$119.89	\$123.37	\$126.95	\$130.63
Business Analyst 2	\$168.02	\$174.86	\$179.93	\$185.15	\$190.52
Business Analyst 3	\$225.72	\$234.90	\$241.71	\$248.72	\$255.93
Quality Assurance Specialist	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Network Administrator	\$152.46	\$158.35	\$162.94	\$167.67	\$172.53
Enterprise Architect	\$230.94	\$240.34	\$247.31	\$254.48	\$261.86
ITIL Service Manager 1	\$102.69	\$106.35	\$109.43	\$112.60	\$115.87
ITIL Service Manager 2	\$122.05	\$126.40	\$130.07	\$133.84	\$137.72
ITIL Service Manager 3	\$152.28	\$157.70	\$162.27	\$166.98	\$171.82
Training Specialist	\$152.46	\$158.35	\$162.94	\$167.67	\$172.53
Storage Administrator	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Analyst 1	\$106.47	\$110.57	\$113.78	\$117.08	\$120.48
Analyst 2	\$134.87	\$140.08	\$144.14	\$148.32	\$152.62
Analyst 3	\$169.62	\$176.16	\$181.27	\$186.53	\$191.94
Web Designer	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
<b>*Note:</b> Prices include the 0.75% Industrial Funding Fee (IFF).					

**2.0 Terms and Conditions – Health Information Technology Services: SIN 54151HEAL  
(legacy SIN 132-56)**

a. Services offered under SIN 54151HEAL shall be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- The National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management (FISMA) of 2002

**2.1 Labor Category Descriptions – Health Information Technology Services SIN 54151HEAL (legacy SIN 132-56)**

**Education Substitutions for 54151HEAL (legacy SIN 132-56) Labor Categories:**

Degree	Experience Equivalent
Bachelors	Associates degree plus two years' experience
Masters	Bachelors degree plus two years of experience, or Associates degree plus four years experience
PhD/Doctorate	Masters degree plus two years experience or Bachelors degree plus four years experience or Associates degree plus six years experience

*The years of experience substituted may be used to satisfy education requirements.*

*Completion of higher education which has not yet resulted in a degree may be counted as one-for-one years of experience for each year of higher education and may be used to satisfy education requirements.*

**Experience Substitutions for 54151HEAL (legacy SIN 132-56) Labor Categories:**

Advanced Degree	Equal-To Years of Experience
Masters	Two years
PhD/Doctorate	Four years

*May be used to satisfy experience requirements when the minimum Education requirements are met.*

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Biomedical Engineer 1</b>	A Biomedical Engineer may apply engineering principles or design concepts to medicine and biology for the design and use of information systems for healthcare purposes (e.g. diagnostic, therapeutic and medical data). This field seeks to close the gap between the engineering of IT systems and medicine: It combines the design and problem-solving skills of engineering with medical and biological sciences to advance delivery of healthcare treatment including diagnosis, monitoring, therapy and the use of data/analytics. Level 1 performs more routine aspects of the position and is supervised by higher levels.	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Biomedical Engineer 2</b>	A Biomedical Engineer may apply engineering principles or design concepts to medicine and biology for the design and use of information systems for healthcare purposes (e.g. diagnostic, therapeutic and medical data). This field seeks to close the gap between the engineering of IT systems and medicine: It combines the design and problem-solving skills of engineering with medical and biological sciences to advance delivery of healthcare treatment including diagnosis, monitoring, therapy and the use of data/analytics. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	5	Bachelors
<b>Biomedical Engineer 3</b>	A Biomedical Engineer may apply engineering principles or design concepts to medicine and biology for the design and use of information systems for healthcare purposes (e.g. diagnostic, therapeutic and medical data). This field seeks to close the gap between the engineering of IT systems and medicine: It combines the design and problem-solving skills of engineering with medical and biological sciences to advance delivery of healthcare treatment including diagnosis, monitoring, therapy and the use of data/analytics. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelors
<b>Biostatistician 1</b>	A Biostatistician specializes in the application of statistics and/or computer information systems technology to biological studies applying the use of statistical software packages such as SAS, BMDP, SPSS, or PL/1. Level 1 performs more routine aspects of the position and is supervised by higher levels.	3	Bachelors
<b>Biostatistician 2</b>	A Biostatistician specializes in the application of statistics and/or computer information systems technology to biological studies applying the use of statistical software packages such as SAS, BMDP, SPSS, or PL/1. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	5	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Biostatistician 3</b>	A Biostatistician specializes in the application of statistics and/or computer information systems technology to biological studies applying the use of statistical software packages such as SAS, BMDP, SPSS, or PL/1. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelors
<b>Medical Consultant 1</b>	A Medical Consultant 1 has experience and knowledge of one or more healthcare disciplines often including biomedical information technology and conducts research in specialized areas. This individual proposes new solutions to problems in the areas of their expertise, and is able to work and analyze independently or as part of a team. The Medical Consultant 1 may possess a licensure or degree in medicine. Level 1 performs more routine aspects of the position and is supervised by higher levels.	2	Bachelors
<b>Medical Consultant 2</b>	A Medical Consultant 2 has experience and knowledge of one or more healthcare disciplines often including biomedical information technology and conducts research in specialized areas. This individual proposes new solutions to problems in the areas of their expertise, and is able to work and analyze independently or as part of a team. The Medical Consultant 2 may possess a licensure or degree in medicine. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	5	Bachelors
<b>Medical Consultant 3</b>	A Medical Consultant 2 has experience and knowledge of one or more healthcare disciplines often including biomedical information technology and conducts research in specialized areas. This individual proposes new solutions to problems in the areas of their expertise, and is able to work and analyze independently or as part of a team. The Medical Consultant 3 may possess a licensure or degree in medicine. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	10	Bachelors
<b>Construction Engineer</b>	A Construction Engineer has training and experience in facilities architecture design, planning	5	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	and construction including the installations of information technology infrastructure. Coordinates with architect(s) to identify requirements, plans and regulatory permits for a given facilities and IT infrastructure architecture. This individual is able to identify approaches for addressing requirements, or conduct trade-off analysis of requirements against fiscal, schedule, structural and regulatory issues. The Construction Engineer resolves issues and oversees construction of the IT infrastructure.		
<b>Health Insurance Manager</b>	A Health Insurance Manager may plan, direct, or coordinate medical and health services including use of information technology systems. This individual may manage an entire facility or specialize in managing a specific clinical area or department, or manage a medical practice for a group of physicians. The Health Insurance manager has knowledge in and adapts to changes in healthcare laws, regulations, and information systems technology.	5	Bachelors
<b>Human Factors Engineer 1</b>	A Human Factors Engineer 1 has experience in conducting evaluations on how IT products impact their users. This individual documents findings and reports to senior group members.	3	Bachelors
<b>Human Factors Engineer 2</b>	A Human Factors Engineer 2 has experience in assessing new products and their compliance to human factors standards and/or its effects on users. The work may involve hardware or software. This individual takes user requirements and defines and designs products and solutions that meet end user needs. The Human Factors Engineer 2 documents strategies and plans, and conducts human factors analysis and document findings.	5	Bachelors
<b>Human Factors Engineer 3</b>	A Human Factors Engineer 3 has a deep understanding of industry trends and findings and applies this knowledge in devising strategies, evaluations, or redesigns to avoid or modify products that have negative impacts. These engineers must be able to visualize how design changes made to products will affect the user, and minimize impacts. The Human Factors Engineer 3 use their problem-solving skills to devise ways to	10	Masters

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>redesign products so that they won't harm or frustrate the user, or use their communication skills to convey human factor issues to the engineering team and to end users.</p>		
<p><b>Informatic Specialist/Bioinformatician</b></p>	<p>An Informatic Specialist/Bioinformatician provides knowledge in the application of technology to areas of interest to government health organizations including Medical Informatics or Public Health Informatics. The Informatic Specialist/Bioinformatician may</p> <ul style="list-style-type: none"> <li>• Use statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission</li> <li>• Apply sound quantitative data and methods to support deployment of resources for massive public health surveillance, prevention and intervention campaigns and related health activities</li> <li>• Provide knowledge across a wide variety of IT areas as applied to public health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education</li> <li>• Provide knowledge in the integration of a variety of heterogeneous public health information systems and databases in order to share and disseminate public health information that may include: interaction of information security technology; requirements for privacy and confidentiality of public health data; the application of the HIPAA regulations to the use of information technology in public health; and new areas of interest to public health</li> </ul>	<p>6</p>	<p>Bachelors</p>
<p><b>Medical Billing/Account Management Specialist</b></p>	<p>A Medical Billing/Account Management Specialist provides technical analysis and/or verifies the accuracy of invoices and has training in or experience with the use of information systems for</p>	<p>1</p>	<p>HS Equivalency</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>billing and account management. This individual may</p> <ul style="list-style-type: none"> <li>• Input and validate service orders</li> <li>• Analyze vendor invoices, customer inventories of service and equipment, and service orders to assure rates are correct and in compliance with quoted prices and dates of service</li> <li>• Reconcile invoice and inventory records, ensuring accuracy of International Statistical Classification of Diseases and Related Health Problems (ICD) codes, if necessary, and advise the customer of discrepancies that could affect payment of invoices</li> <li>• Operate and update various data bases relative to task order and inventory maintenance</li> </ul>		
<b>Public Health Analyst</b>	<p>The Public Health Analyst oversees or develops data management systems, including computer programs to monitor data quality. The Public Health Analyst may</p> <ul style="list-style-type: none"> <li>• Analyze data for reports, presentations and publications</li> <li>• Assist in the review of study data for data quality</li> <li>• Organize study files, including data and correspondence files using common word processing software</li> <li>• Perform scientific, medical and research literature searches and prepare slides for scientific presentations</li> </ul>	5	Bachelors
<b>Hospital Administration Specialist 1</b>	<p>The Hospital Administration Specialist I advises on a variety of hospital administration issues including use of healthcare information systems for delivery of medical services and healthcare analytics. Areas may include: general hospital administration; hospital staff personnel administration (i.e., compensation, employee relations, training, etc.), financial management, facilities and maintenance,</p>	4	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	health and safety, information systems, audits and certification, operations.		
<b>Hospital Administration Specialist 2</b>	The Hospital Administration Specialist I advises on a variety of hospital administration issues including use of healthcare information systems for delivery of medical services and healthcare analytics. Areas may include: clinical care administration; clinical program development, hospital staff personnel administration (i.e., compensation, employee relations, training, etc.), budgeting, financial management and funds flow, facilities and maintenance, health and safety, information systems, audits and certification, operations improvement, and utilization reviews.	7	Masters
<b>Clinical Subject Matter Expert 1</b>	The Clinical Subject Matter Expert 1 uses their knowledge and experience to apply clinical concepts in the design of complex systems for the management and processing of data, information or knowledge in clinical care delivery. This individual assists in the management and processing of electronic health records, patient data, information or knowledge to support the practice medicine and the delivery of patient care. The Clinical Subject Matter Expert may participate in complex system design and development, process and workflow design and documentation, project management, or user training.	3	Bachelors
<b>Clinical Subject Matter Expert 2</b>	The Clinical Subject Matter Expert 2 uses their knowledge and experience to apply clinical concepts in the design of complex systems for the management and processing of data, information or knowledge in clinical care delivery. This individual assists in the management and processing of, electronic health records, patient data, information or knowledge to support the practice medicine and the delivery of patient care. The Clinical Subject Matter Expert may participate in complex system design and development, process and workflow design and documentation, project management, or user training.	5	Masters

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Clinical Subject Matter Expert 3</b>	<p>The Clinical Subject Matter Expert 3 uses their knowledge and experience to apply clinical concepts in the design of complex systems for the management and processing of data, information or knowledge in clinical care delivery. This individual assists in the management and processing of, electronic health records, patient data, information or knowledge to support the practice medicine and the delivery of patient care. The Clinical Subject Matter Expert may participate in complex system design and development, process and workflow design and documentation, project management, or user training.</p>	7	Masters
<b>Clinical Subject Matter Expert 4</b>	<p>The Clinical Subject Matter Expert 4 uses their knowledge and experience to apply clinical concepts in the design of complex systems for the management and processing of data, information or knowledge in clinical care delivery. This individual assists in the management and processing of, electronic health records, patient data, information or knowledge to support the practice medicine and the delivery of patient care. The Clinical Subject Matter Expert may participate in complex system design and development, process and workflow design and documentation, project management, or user training.</p>	10	PhD or DDS
<b>Clinical Subject Matter Expert 5</b>	<p>The Clinical Subject Matter Expert 5 provides accurate and current advice on a variety of health care and patient treatment issues. This individual advises on the diagnosis and treatment of diseases and the prevention of disease; the prescription of medications; diagnostic testing procedures, medical instruments, medical equipment, or medical decision-making. The Clinical Subject Matter Expert 5 demonstrates experience and ability to apply clinical concepts in the design of complex systems for the management and processing of data, information or knowledge in clinical care delivery. This individual manages the processing of electronic health records, patient data, information; or support the practice of medicine and the delivery of patient care. The Clinical Subject Matter Expert participates in complex system design and</p>	15	PhD or MD

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	development, process and workflow design and documentation, project management, or user training.		
<b>Health Senior Program Manager</b>	The Health Senior Program Manager has overall accountability for business solution programs. Senior Program Managers may be responsible for product delivery and/or financial management of client engagements. A Senior Program Manager performs independent quality assurance reviews of program performance and deliverables. They lend thought leadership to engagement teams in developing creative solutions to client business problems. Scope is specific to Health IT programs.	15	Bachelors
<b>Health Program Manager</b>	Health Program Managers plan and manage projects to control overall project scope, budgets and schedules for multi-project engagements. Program Managers maintain contractor interface with the senior levels of the customer's organization, and consult with customer and contractor personnel to formulate and review task plans and deliverables, and provide conformance with program and project task schedules and costs and contractual obligations. Scope is specific to Health IT programs.	12	Bachelors
<b>Health Project Manager</b>	The Health Project Manager manages, plans and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Project Manager identifies functional or cross-functional requirements and resources required for each task.  Scope is specific to Health IT programs.	10	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Health Task Manager</b>	Health Task Managers apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations. The Task Manager monitors quality across multiple projects. This individual establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the assigned tasks. Scope is specific to Health IT programs.	7	Bachelors
<b>Health SME 1</b>	The Health Subject Matter Expert 1 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 1 is highly experienced in the industry with regard to information technology. The Subject Matter Expert 1 provides thought leadership related to current and future customer plans with regard to the stated information technology. Scope is specific to Health IT programs.	10	Bachelors
<b>Health SME 2</b>	The Health Subject Matter Expert 2 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 2 is highly experienced in the industry with regard to information technology. The Subject Matter Expert 2 provides thought leadership related to current and future customer plans with regard to the stated information technology. Scope is specific to Health IT programs.	12	Bachelors
<b>Health SME 3</b>	The Health Subject Matter Expert 3 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 3 is highly experienced in the industry with regard to the stated information	15	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>technology. The Subject Matter Expert 3 provides thought leadership related to current and future customer plans with regard to the stated information technology. Scope is specific to Health IT programs.</p>		
<p><b>Health Technical Architect 1</b></p>	<p>The Health Technical Architect 1 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Technical Architect 1 possesses knowledge of the future direction and trends associated with information technology. The Technical Architect 1s have experience in designing or implementing information architecture solutions for information technology. The Technical Architect 1 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Scope is specific to Health IT programs.</p>	<p>7</p>	<p>Bachelors</p>
<p><b>Health Technical Architect 2</b></p>	<p>The Health Technical Architect 2 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Technical Architect 2 possesses knowledge of the future direction and trends associated with information technology. The Technical Architect 2s have experience in designing and implementing information architecture solutions for \ information technology. The Technical Architect 2 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Scope is specific to Health IT programs.</p>	<p>10</p>	<p>Bachelors</p>
<p><b>Health System Administrator 1</b></p>	<p>Health System Administrator 1 may develop, run tests on, implement, or maintain operating system and related software. The System Administrator 1s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or</p>	<p>0</p>	<p>Bachelors in Process</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	resolves software, operating system, and networking problems. The System Administrator 1 schedules, performs, or monitors system backups or, when necessary, performs data recoveries. The Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.		
<b>Health System Administrator 2</b>	Health System Administrator 2 may develop, run tests on, implement, or maintain operating system and related software. The System Administrator 2s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Administrator 2 schedules, performs, or monitors system backups and, when necessary, performs data recoveries. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.	3	Bachelors
<b>Health System Administrator 3</b>	Health System Administrator 3s may develop, run tests on, implement, or maintain operating system and related software. The Sytem Administrator 3s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Administrator 3 schedules, performs, and/or monitors system backups and/or, when necessary, performs data recoveries. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.	7	Bachelors
<b>Health Database Administrator 1</b>	Health Database Administrator 1 administers organization's databases, using database management system to organize and store data. The Database Administrator 1 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to	0	Bachelors in Process

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.		
<b>Health Database Administrator 2</b>	Health Database Administrator 2 administers organization's databases, using database management system to organize and store data. The Database Administrator 2 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.	3	Bachelors
<b>Health Database Administrator 3</b>	Health Database Administrator 3 administers organization's databases, using database management system to organize and store data. The Database Administrator 3 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.	7	Bachelors
<b>Health Functional Specialist 1</b>	<p>Health The Functional Specialist 1s provide knowledge in industry, process or technology areas. The Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> </ul>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health Functional Specialist 2</b>	<p>The Health Functional Specialist 2s provide knowledge in industry, process or technology areas. The Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p> <p>Scope is specific to Health IT programs.</p>	5	Bachelors
<b>Health Functional Specialist 3</b>	<p>The Health Functional Specialist 3s provide knowledge in industry, process or technology areas. The Functional Specialist 1 responsibilities may include</p>	8	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health Consultant 1</b>	<p>Health Consultant 1s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p> <p>Scope is specific to Health IT programs.</p>		
<p><b>Health Consultant 2</b></p>	<p>Health Consultant 2s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p> <p>Scope is specific to Health IT programs.</p>	<p>5</p>	<p>Bachelors</p>
<p><b>Health Consultant 3</b></p>	<p>Health Consultant 3s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> </ul>	<p>8</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</p> <ul style="list-style-type: none"> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health Engineer 1</b>	<p>The Health Engineer 1 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity</li> <li>• Oversee the development and installation of new hardware and software</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> </ul>	0	Bachelors in Process

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health Engineer 2</b>	<p>The Health Engineer 2 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity</li> <li>• Oversee the development and installation of new hardware and software</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> </ul>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health Engineer 3</b>	<p>The Health Engineer 3 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity</li> <li>• Oversee the development and installation of new hardware and software</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health Technical Writer</b>	<p>The Health Technical Writer writes and updates material such as reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance.</p> <p>Scope is specific to Health IT programs.</p>	2	Bachelors
<b>Health Help Desk Manager</b>	<p>The Health Help Desk Manager supervises and coordinates activities of Help Desk Specialists, Coordinators or Technicians. This individual identifies, troubleshoots, or resolves information systems problems to minimize down time of applications and personnel. The Help Desk Manager may</p> <ul style="list-style-type: none"> <li>• Assist computer users with hardware and software questions and problems</li> <li>• Field telephone calls and e-mail messages from customers seeking guidance on technical problems</li> </ul> <p>Diagnose nature of problems, and assisting customers through problem solving steps.</p> <p>Scope is specific to Health IT programs.</p>	2	Associates
<b>Health Help Desk Specialist</b>	<p>The Health Help Desk Specialist analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems through phone, email, or chat. This individual resolves computer software and hardware problems of users, and acts as a contact for users having problems using computer software, hardware, and operating systems. The Help Desk Specialist answers questions, applying knowledge of computer software, hardware, systems, and</p>	1	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	procedures. Scope is specific to Health IT programs.		
<b>Health Help Desk Coordinator</b>	<p>The Health Help Desk Coordinator assesses and troubleshoots computer support problems and applies understanding of computer software and hardware products and services to resolve problems of users. This individual receives telephone calls or e-mails from users having problems using computer software and hardware or inquiring how to use specific software, programming languages, electronic mail, or operating systems. The Help Desk Coordinator ascertains from the computer user the nature of problem, determines whether problem is caused by hardware, such as modem, printer, cables, or telephone, formulates diagnosis, and assists users through problem solving steps. Scope is specific to Health IT programs.</p>	0	HS Equivalency
<b>Health Programmer 1</b>	<p>The Health Programmer 1 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming, and understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p> <p>Scope is specific to Health IT programs.</p>	0	Bachelors in Process

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Health Programmer 2</b>	<p>The Health Programmer 2 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p> <p>Scope is specific to Health IT programs.</p>	2	Bachelors
<b>Health Programmer 3</b>	<p>The Health Programmer 3 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p> <p>Scope is specific to Health IT programs.</p>	5	Bachelors
<b>Health Operations Manager</b>	<p>The Health Operation Manager manages, coordinates, or organizes department operation strategies and activities particularly in the area of use of information systems and healthcare analytics to support delivery of services.</p>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>The Operation Manager may</p> <ul style="list-style-type: none"> <li>Collaborate in the development and implementation of organization policies, practices, procedures, and attainment of operating goals</li> <li>Review, analyze, and prepare reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in progress, and problems encountered</li> </ul> <p>Disseminate policies and objectives to supervisors/staff. The scope of this work focuses on operational delivery of Health information systems and program applications.</p>		
<p><b>Health Admin Specialist</b></p>	<p>The Health Administrative Specialist uses information systems and IT program applications to</p> <ul style="list-style-type: none"> <li>Manage workflow by assigning tasks to other administrative employees daily, ensuring that deadlines are met and work is completed correctly</li> <li>Assist in training staff members and new hires</li> <li>Implement and monitor programs as directed by management, and sees the programs through to completion</li> <li>Plan and produce correspondence, reports, proposals, memos, and other documentation using a personal computer.</li> </ul> <p>The scope of this work focuses on operational delivery of Health information systems and program applications.</p>	<p>0</p>	<p>HS Equivalency</p>
<p><b>Health Agile Coach</b></p>	<p>The Health Agile Coach may assist or lead teams to apply Agile thinking to the specific environment and impediments they face including use of advanced information technology systems and applications. The Coach works as an advisor and helps the team adapt the methodology to their environment, and challenge the existing</p>	<p>8</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	environment. Scope is focused and specific to Health IT programs and environment.		
<b>Health Scrum Master</b>	The Health Scrum Master may facilitate or guide a software development product owner, team, and organization on how to use Agile/Scrum concepts, values, practices, and principles focusing on improving team effectiveness. The Scrum Master leads discussions and decision making, and assists in mediation of conflict resolution. Scope is specific to Health IT programs.	6	Bachelors
<b>Health Financial Analyst</b>	<p>The Health Financial Analyst analyzes past and present financial data of organization and estimates future revenues and expenditures, applying principles of finance through the use of health information systems and data/analytics. The Financial Analyst may</p> <ul style="list-style-type: none"> <li>• Run and document financial analysis projects</li> <li>• Aid organization with financial functions, such as assessing, auditing, planning, budgeting, taxes, consolidation, cost control, and project control</li> <li>• Assist with use, reporting and conversions to more advanced information systems</li> </ul> <p>Evaluate and analyze capital expenditures, depreciation, proposals, investment opportunities, rate of return, profit plans, operating records, financial statements, etc.</p> <p>Scope is specific to Health IT programs.</p>	3	Bachelors
<b>Health Data Architect</b>	The Health Data Architect may define, design, or develop relational and/or multi-dimensional databases for warehousing of data. The Data Architect reviews current data structures and recommends optimizations and reconfigurations as warranted. Scope is specific to Health IT programs.	7	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Health Program Analyst</b>	<p>The Health Program Analyst analyzes and critiques computer programs and systems, or develops new programs. The Program Analyst may</p> <ul style="list-style-type: none"> <li>• Review user’s requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities</li> <li>• Outline steps required to develop programs, using structured analysis and design</li> </ul> <p>Plan, develop, test, and document computer programs, applying knowledge of programming techniques and computer systems Scope is specific to Health IT programs.</p>	2	Bachelors
<b>Health Application Architect 1</b>	<p>The Health Application Architect 1 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.</p>	3	Bachelors
<b>Health Application Architect 2</b>	<p>The Health Application Architect 2 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy</p>	5	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	than Level 3. Scope is specific to Health IT programs.		
<b>Health Application Architect 3</b>	The Health Application Architect 3 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.	7	Bachelors
<b>Health Customer Service and Support Technician 1</b>	<p>The Health Customer Service and Support Technician 1 may perform some of the following tasks using information systems programs and technologies:</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> </ul>	0	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health Customer Service and Support Technician 2</b>	<p>The Health Customer Service and Support Technician 2 may perform some of the following tasks using information systems applications and technologies:</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> </ul>	1	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p> <p>Scope is specific to Health IT programs.</p>		

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Health Customer Service and Support Technician 3</b>	<p>The Health Customer Service and Support Technician 3 may perform some of the following tasks using information systems applications and technologies:</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> </ul>	2	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health Customer Service and Support Supervisor 1</b>	<p>The Health Customer Service and Support Supervisor 1 may perform the following tasks</p> <ul style="list-style-type: none"> <li>Maintains call center database by entering and verifying information; updating contact log</li> <li>Improves quality results by recommending changes and coaching representatives</li> <li>Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>Manages representatives and ensures appropriate training</li> <li>Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p> <p>Scope is specific to Health IT programs.</p>	0	Associates
<b>Health Customer Service and Support Supervisor 2</b>	<p>The Health Customer Service and Support Supervisor 2 may perform the following tasks</p> <ul style="list-style-type: none"> <li>Maintains call center database by entering and verifying information; updating contact log</li> <li>Improves quality results by recommending changes and coaching representatives</li> <li>Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>Manages representatives and ensures appropriate training</li> </ul>	1	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health Customer Service and Support Supervisor 3</b>	<p>The Health Customer Service and Support Supervisor 3 may perform the following tasks</p> <ul style="list-style-type: none"> <li>Maintains call center database by entering and verifying information; updating contact log</li> <li>Improves quality results by recommending changes and coaching representatives</li> <li>Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>Manages representatives and ensures appropriate training</li> <li>Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p> <p>Scope is specific to Health IT programs.</p>	2	Associates
<b>Health Customer Service and Support Manager 1</b>	<p>The Health Customer Service and Support Manager 1 may perform the following tasks</p> <ul style="list-style-type: none"> <li>Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production,</li> </ul>	2	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</p> <ul style="list-style-type: none"> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>• Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health Customer Service and Support Manager 2</b>	<p>The Health Customer Service and Support Manager 2 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production,</li> </ul>	3	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</p> <ul style="list-style-type: none"> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>• Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health Customer Service and Support Manager 3</b>	<p>The Health Customer Service and Support Manager 3 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing</li> </ul>	4	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</p> <ul style="list-style-type: none"> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>• Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p> <p>Scope is specific to Health IT programs.</p>		
<p><b>Health Application Systems Analyst</b></p>	<p>The Health Application Systems Analyst may oversee the implementation of required hardware and software components for approved applications, coordinate tests of the application system to provide proper performance, or develop diagrams and flow charts for computer programmers to follow. The Application Systems Analyst reviews, analyzes, and modifies programming systems, including encoding, debugging, and installing to support an</p>	<p>4</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	organization's application systems. The Application Systems Analyst develops application specifications, identifies the required inputs, and formats the output to meet users' needs. Scope is specific to Health IT programs.		
<b>Health Security Specialist 1</b>	The Health Security Specialist 1 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.	0	Bachelors
<b>Health Security Specialist 2</b>	The Health Security Specialist 2 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Health Security Specialist 3</b>	<p>The Health Security Specialist 3 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.</p>	7	Bachelors
<b>Health Business Analyst 1</b>	<p>The Health Business Analyst 1 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul>	0	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p> <p>Scope is specific to Health IT programs.</p>		
<p><b>Health Business Analyst 2</b></p>	<p>The Health Business Analyst 2 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p> <p>Scope is specific to Health IT programs.</p>	<p>3</p>	<p>Bachelors</p>
<p><b>Health Business Analyst 3</b></p>	<p>The Health Business Analyst 3 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry</p>	<p>7</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress.</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects.</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures.</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis.</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p> <p>Scope is specific to Health IT programs.</p>		
<p><b>Health Quality Assurance Specialist</b></p>	<p>The Health Quality Assurance Specialist may improve reliability of new product development processes, maintain company quality standards, or review products, processes and systems on an ongoing basis to determine where improvements can be made. The Quality Assurance Specialist may</p> <ul style="list-style-type: none"> <li>• Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures</li> <li>• Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order</li> <li>• Establish and maintain a process for evaluating hardware, software, and</li> </ul>	<p>3</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>associated documentation and/or assist in the evaluation</p> <ul style="list-style-type: none"> <li>Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle.</li> </ul> <p>Scope is specific to Health IT programs.</p>		
<b>Health Network Administrator</b>	<p>The Health Network Administrators administers design, organization, or implementation of network, and heads technical support staff who manage and maintain hubs, servers, and routers. This individual uses knowledge and understanding of both networking and telecommunications theory and practice. The Network Administrator communicates with users, technical teams, and vendors on new technology and system upgrades and to determine software and hardware installation requirements.</p> <p>Scope is specific to Health IT programs.</p>	3	Bachelors
<b>Health Enterprise Architect</b>	<p>The Health Enterprise architects work with stakeholders, both leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, and information technology assets to keep the business and IT in alignment. The Enterprise Architect links the business mission, strategy, and processes of an organization to its IT strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, and adaptable manner. Scope is specific to Health IT programs.</p>	8	Bachelors
<b>Health ITIL Service Manager 1</b>	<p>The Health ITIL Service Manager 1 defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. The ITIL Service manager may perform the following</p> <ul style="list-style-type: none"> <li>Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level</li> </ul>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>Agreements and Operational Level Agreements</p> <ul style="list-style-type: none"> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• D58 Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements</li> </ul>		

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p> <p>Scope is specific to Health IT programs.</p>		
<p><b>Health ITIL Service Manager 2</b></p>	<p>The Health ITIL Service Manager 2 defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. The ITIL Service Manager may perform the following</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> </ul>	<p>4</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health ITIL Service Manager 3</b>	<p>The Health ITIL Service Manager 3 defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. The ITIL Service Manager may perform the following</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> </ul>	6	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health Training Specialist</b>	<p>The Health Training Specialist develops teaching outlines and determines instructional methods, using knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, workshops or computer assisted training. This individual prepares, organizes and heads training sessions covering standard training, specialized training or counseling in designated areas including use of advanced information systems applications and</p>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	technologies. Scope is specific to Health IT programs.		
<b>Health Storage Administrator</b>	The Health Storage Administrator administers and safeguards efficient and reliable centralized electronic storage area networks (SAN), such as Network Attached Storage, Content Addressable Storage, DAS environments, or other technologies classified as storage technology. This individual may oversee, evaluate, implement, monitor, troubleshoot, or maintain SAN and related technologies, system upgrades, or optimization storage strategies. The Storage Administrator monitors the data storage needs of the company so that business can run efficiently. Scope is specific to Health IT programs.	3	Bachelors
<b>Health Analyst 1</b>	<p>The Health Analyst 1 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 1 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> </ul>	0	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>Perform program management support tasks, such as status reporting and work plan maintenance.</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p> <p>Scope is specific to Health IT programs.</p>		
<b>Health Analyst 2</b>	<p>The Health Analyst 2 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 2 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>Document an organization’s current business process flows</li> <li>Design, code and test functional components of information systems according to project specifications</li> <li>Identify and document functional requirements for information systems</li> <li>Develop project documentation and user training materials according to program specifications</li> <li>Conduct user training sessions</li> <li>Prepare communications plans</li> <li>Produce database extracts</li> <li>Provide technical support to software development teams</li> <li>Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p> <p>Scope is specific to Health IT programs.</p>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Health Analyst 3</b>	<p>The Health Analyst 3 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 3 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p> <p>Scope is specific to Health IT programs.</p>	4	Bachelors
<b>Health Web Designer</b>	<p>The Health Web Designer may design, plan, or execute the design and layout for Internet sites and web pages, which may include combining text with sounds, pictures, graphics, and video-clips. The Web Designer may</p> <ul style="list-style-type: none"> <li>• Question or communicate with clients to assess their needs, discuss requirements, and clarify their goals for establishing a website</li> <li>• Meet with clients on a regular basis to evaluate and modify site as it seems appropriate and keeps them informed of project progress</li> </ul>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Design custom-tailored plan for a proposed site using combination of graphic and written material, and modifies proposal as necessary until the client is satisfied</li> <li>• Design, maintain, and update information and digitized images, banners, bullets, charts, image maps, and other graphics to enhance appearance of site and keep the content and graphics current</li> <li>• Maintain site appearance by developing and enforcing content and display standards</li> </ul> <p>Scope is specific to Health IT programs.</p>		

## Labor Rates - Health Information Technology Professional Services

### 2.2 Customer Site Rates – Health IT Professional Services: SIN 54151HEAL (legacy SIN 132-56)

Services at Customer Facility ("Government site")	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Biomedical Engineer 1	\$91.42	\$94.97	\$97.72	\$100.55	\$103.47
Biomedical Engineer 2	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
Biomedical Engineer 3	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Biostatistician 1	\$91.42	\$94.97	\$97.72	\$100.55	\$103.47
Biostatistician 2	\$109.65	\$114.16	\$117.47	\$120.88	\$124.39
Biostatistician 3	\$151.73	\$157.96	\$162.54	\$167.25	\$172.10
Medical Consultant 1	\$120.80	\$125.49	\$129.13	\$132.87	\$136.72
Medical Consultant 2	\$196.56	\$204.19	\$210.11	\$216.20	\$222.47
Medical Consultant 3	\$256.45	\$266.40	\$274.13	\$282.08	\$290.26
Construction Engineer	\$101.99	\$105.98	\$109.05	\$112.21	\$115.46
Health Insurance Manager	\$129.09	\$134.11	\$138.00	\$142.00	\$146.12
Human Factors Engineer 1	\$91.42	\$94.97	\$97.72	\$100.55	\$103.47
Human Factors Engineer 2	\$153.09	\$159.08	\$163.69	\$168.44	\$173.32
Human Factors Engineer 3	\$189.01	\$196.38	\$202.08	\$207.94	\$213.97
Informatic Specialist/Bioinformatician	\$90.65	\$94.19	\$96.92	\$99.73	\$102.62
Medical Billing/Account Management Specialist	\$73.95	\$76.84	\$79.07	\$81.36	\$83.72
Public Health Analyst	\$90.65	\$94.19	\$96.92	\$99.73	\$102.62
Hospital Administration Specialist 1	\$98.26	\$101.78	\$104.73	\$107.77	\$110.90
Hospital Administration Specialist 2	\$142.49	\$147.60	\$151.88	\$156.28	\$160.81
Clinical Subject Matter Expert 1	\$120.80	\$125.49	\$129.13	\$132.87	\$136.72
Clinical Subject Matter Expert 2	\$169.17	\$175.74	\$180.84	\$186.08	\$191.48
Clinical Subject Matter Expert 3	\$196.56	\$204.19	\$210.11	\$216.20	\$222.47
Clinical Subject Matter Expert 4	\$256.45	\$266.40	\$274.13	\$282.08	\$290.26
Clinical Subject Matter Expert 5	\$389.60	\$404.72	\$416.46	\$428.54	\$440.97
Health Senior Program Manager	\$433.92	\$451.77	\$464.87	\$478.35	\$492.22
Health Program Manager	\$382.26	\$397.97	\$409.51	\$421.39	\$433.61
Health Project Manager	\$248.20	\$258.41	\$265.90	\$273.61	\$281.54
Health Task Manager	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Health SME 1	\$221.70	\$230.83	\$237.52	\$244.41	\$251.50
Health SME 2	\$255.03	\$265.52	\$273.22	\$281.14	\$289.29
Health SME 3	\$302.56	\$315.01	\$324.15	\$333.55	\$343.22
Health Technical Architect 1	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Health Technical Architect 2	\$248.20	\$258.41	\$265.90	\$273.61	\$281.54
Health System Administrator 1	\$110.60	\$115.16	\$118.50	\$121.94	\$125.48

Services at Customer Facility ("Government site")	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Health System Administrator 2	\$161.30	\$167.92	\$172.79	\$177.80	\$182.96
Health System Administrator 3	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Health Database Administrator 1	\$110.60	\$115.16	\$118.50	\$121.94	\$125.48
Health Database Administrator 2	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
Health Database Administrator 3	\$164.50	\$171.26	\$176.23	\$181.34	\$186.60
Health Functional Specialist 1	\$119.47	\$124.39	\$128.00	\$131.71	\$135.53
Health Functional Specialist 2	\$161.30	\$167.92	\$172.79	\$177.80	\$182.96
Health Functional Specialist 3	\$195.75	\$203.80	\$209.71	\$215.79	\$222.05
Health Consultant 1	\$113.57	\$118.22	\$121.65	\$125.18	\$128.81
Health Consultant 2	\$152.14	\$158.39	\$162.98	\$167.71	\$172.57
Health Consultant 3	\$185.45	\$193.09	\$198.69	\$204.45	\$210.38
Health Engineer 1	\$107.83	\$112.26	\$115.52	\$118.87	\$122.32
Health Engineer 2	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
Health Engineer 3	\$161.30	\$167.92	\$172.79	\$177.80	\$182.96
Health Technical Writer	\$109.93	\$114.22	\$117.53	\$120.94	\$124.45
Health Help Desk Manager	\$118.34	\$122.94	\$126.51	\$130.18	\$133.96
Health Help Desk Specialist	\$75.94	\$78.91	\$81.20	\$83.55	\$85.97
Health Help Desk Coordinator	\$58.63	\$60.91	\$62.68	\$64.50	\$66.37
Health Programmer 1	\$84.77	\$88.08	\$90.63	\$93.26	\$95.96
Health Programmer 2	\$133.43	\$138.64	\$142.66	\$146.80	\$151.06
Health Programmer 3	\$180.64	\$187.70	\$193.14	\$198.74	\$204.50
Health Operations Manager	\$145.93	\$151.62	\$156.02	\$160.54	\$165.20
Health Admin Specialist	\$79.00	\$81.83	\$84.20	\$86.64	\$89.15
Health Agile Coach	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Health Scrum Master	\$216.69	\$225.58	\$232.12	\$238.85	\$245.78
Health Financial Analyst	\$161.30	\$167.92	\$172.79	\$177.80	\$182.96
Health Data Architect	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Health Program Analyst	\$109.93	\$114.22	\$117.53	\$120.94	\$124.45
Health Application Architect 1	\$129.09	\$134.11	\$138.00	\$142.00	\$146.12
Health Application Architect 2	\$162.35	\$168.68	\$173.57	\$178.60	\$183.78
Health Application Architect 3	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Health Customer Service and Support Technician 1	\$60.80	\$62.99	\$64.82	\$66.70	\$68.63
Health Customer Service and Support Technician 2	\$79.00	\$81.83	\$84.20	\$86.64	\$89.15
Health Customer Service and Support Technician 3	\$89.04	\$92.22	\$94.89	\$97.64	\$100.47
Health Customer Service and Support Supervisor 1	\$79.00	\$81.83	\$84.20	\$86.64	\$89.15

Services at Customer Facility ("Government site")	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Health Customer Service and Support Supervisor 2	\$89.04	\$92.22	\$94.89	\$97.64	\$100.47
Health Customer Service and Support Supervisor 3	\$98.26	\$101.78	\$104.73	\$107.77	\$110.90
Health Customer Service and Support Manager 1	\$89.04	\$92.22	\$94.89	\$97.64	\$100.47
Health Customer Service and Support Manager 2	\$98.26	\$101.78	\$104.73	\$107.77	\$110.90
Health Customer Service and Support Manager 3	\$116.78	\$120.96	\$124.47	\$128.08	\$131.79
Health Application Systems Analyst	\$162.35	\$168.68	\$173.57	\$178.60	\$183.78
Health Security Specialist 1	\$108.55	\$113.02	\$116.30	\$119.67	\$123.14
Health Security Specialist 2	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
Health Security Specialist 3	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Health Business Analyst 1	\$110.60	\$115.16	\$118.50	\$121.94	\$125.48
Health Business Analyst 2	\$161.30	\$167.92	\$172.79	\$177.80	\$182.96
Health Business Analyst 3	\$216.69	\$225.58	\$232.12	\$238.85	\$245.78
Health Quality Assurance Specialist	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
Health Network Administrator	\$145.93	\$151.62	\$156.02	\$160.54	\$165.20
Health Enterprise Architect	\$221.70	\$230.83	\$237.52	\$244.41	\$251.50
Health ITIL Service Manager 1	\$98.26	\$101.78	\$104.73	\$107.77	\$110.90
Health ITIL Service Manager 2	\$116.78	\$120.96	\$124.47	\$128.08	\$131.79
Health ITIL Service Manager 3	\$145.72	\$150.93	\$155.31	\$159.81	\$164.44
Health Training Specialist	\$145.93	\$151.62	\$156.02	\$160.54	\$165.20
Health Storage Administrator	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
Health Analyst 1	\$101.90	\$105.86	\$108.93	\$112.09	\$115.34
Health Analyst 2	\$129.09	\$134.11	\$138.00	\$142.00	\$146.12
Health Analyst 3	\$162.35	\$168.68	\$173.57	\$178.60	\$183.78
Health Web Designer	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
<i>*Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

**2.3 Contractor Site Rates – Health IT Professional Services: SIN 54151HEAL (legacy SIN 132-56)**

Services at Contractor Facility	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Biomedical Engineer 1	\$95.51	\$99.19	\$102.07	\$105.03	\$108.08
Biomedical Engineer 2	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Biomedical Engineer 3	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Biostatistician 1	\$95.51	\$99.19	\$102.07	\$105.03	\$108.08
Biostatistician 2	\$114.23	\$118.88	\$122.33	\$125.88	\$129.53
Biostatistician 3	\$158.06	\$164.49	\$169.26	\$174.17	\$179.22
Medical Consultant 1	\$125.70	\$130.55	\$134.34	\$138.24	\$142.25
Medical Consultant 2	\$204.55	\$212.43	\$218.59	\$224.93	\$231.45
Medical Consultant 3	\$266.87	\$277.14	\$285.18	\$293.45	\$301.96
Construction Engineer	\$106.55	\$110.68	\$113.89	\$117.19	\$120.59
Health Insurance Manager	\$134.87	\$140.08	\$144.14	\$148.32	\$152.62
Human Factors Engineer 1	\$95.51	\$99.19	\$102.07	\$105.03	\$108.08
Human Factors Engineer 2	\$159.94	\$166.13	\$170.95	\$175.91	\$181.01
Human Factors Engineer 3	\$197.48	\$205.10	\$211.05	\$217.17	\$223.47
Informatic Specialist/Bioinformatician	\$94.72	\$98.38	\$101.23	\$104.17	\$107.19
Medical Billing/Account Management Specialist	\$77.26	\$80.24	\$82.57	\$84.96	\$87.42
Public Health Analyst	\$94.72	\$98.38	\$101.23	\$104.17	\$107.19
Hospital Administration Specialist 1	\$102.69	\$106.35	\$109.43	\$112.60	\$115.87
Hospital Administration Specialist 2	\$148.92	\$154.23	\$158.70	\$163.30	\$168.04
Clinical Subject Matter Expert 1	\$125.70	\$130.55	\$134.34	\$138.24	\$142.25
Clinical Subject Matter Expert 2	\$176.05	\$182.82	\$188.12	\$193.58	\$199.19
Clinical Subject Matter Expert 3	\$204.55	\$212.43	\$218.59	\$224.93	\$231.45
Clinical Subject Matter Expert 4	\$266.87	\$277.14	\$285.18	\$293.45	\$301.96
Clinical Subject Matter Expert 5	\$405.44	\$421.04	\$433.25	\$445.81	\$458.74
Health Senior Program Manager	\$452.00	\$470.42	\$484.06	\$498.10	\$512.54
Health Program Manager	\$398.19	\$414.38	\$426.40	\$438.77	\$451.49
Health Project Manager	\$258.55	\$269.07	\$276.87	\$284.90	\$293.16
Health Task Manager	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Health SME 1	\$230.94	\$240.34	\$247.31	\$254.48	\$261.86
Health SME 2	\$265.65	\$276.48	\$284.50	\$292.75	\$301.24
Health SME 3	\$315.17	\$327.99	\$337.50	\$347.29	\$357.36
Health Technical Architect 1	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Health Technical Architect 2	\$258.55	\$269.07	\$276.87	\$284.90	\$293.16
Health System Administrator 1	\$115.20	\$119.89	\$123.37	\$126.95	\$130.63
Health System Administrator 2	\$168.02	\$174.86	\$179.93	\$185.15	\$190.52

Services at Contractor Facility	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Health System Administrator 3	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Health Database Administrator 1	\$115.20	\$119.89	\$123.37	\$126.95	\$130.63
Health Database Administrator 2	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Health Database Administrator 3	\$171.37	\$178.33	\$183.50	\$188.82	\$194.30
Health Functional Specialist 1	\$124.45	\$129.52	\$133.28	\$137.15	\$141.13
Health Functional Specialist 2	\$168.02	\$174.86	\$179.93	\$185.15	\$190.52
Health Functional Specialist 3	\$203.89	\$212.20	\$218.35	\$224.68	\$231.20
Health Consultant 1	\$118.30	\$123.10	\$126.67	\$130.34	\$134.12
Health Consultant 2	\$158.47	\$164.92	\$169.70	\$174.62	\$179.68
Health Consultant 3	\$193.19	\$201.06	\$206.89	\$212.89	\$219.06
Health Engineer 1	\$112.31	\$116.89	\$120.28	\$123.77	\$127.36
Health Engineer 2	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Health Engineer 3	\$168.02	\$174.86	\$179.93	\$185.15	\$190.52
Health Technical Writer	\$114.86	\$119.30	\$122.76	\$126.32	\$129.98
Health Help Desk Manager	\$123.63	\$128.41	\$132.13	\$135.96	\$139.90
Health Help Desk Specialist	\$79.34	\$82.41	\$84.80	\$87.26	\$89.79
Health Help Desk Coordinator	\$61.25	\$63.61	\$65.45	\$67.35	\$69.30
Health Programmer 1	\$88.56	\$91.98	\$94.65	\$97.39	\$100.21
Health Programmer 2	\$139.41	\$144.79	\$148.99	\$153.31	\$157.76
Health Programmer 3	\$188.73	\$196.02	\$201.70	\$207.55	\$213.57
Health Operations Manager	\$152.46	\$158.35	\$162.94	\$167.67	\$172.53
Health Admin Specialist	\$82.56	\$85.51	\$87.99	\$90.54	\$93.17
Health Agile Coach	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Health Scrum Master	\$225.72	\$234.90	\$241.71	\$248.72	\$255.93
Health Financial Analyst	\$168.02	\$174.86	\$179.93	\$185.15	\$190.52
Health Data Architect	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Health Program Analyst	\$114.86	\$119.30	\$122.76	\$126.32	\$129.98
Health Application Architect 1	\$134.87	\$140.08	\$144.14	\$148.32	\$152.62
Health Application Architect 2	\$169.62	\$176.16	\$181.27	\$186.53	\$191.94
Health Application Architect 3	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Health Customer Service and Support Technician 1	\$63.55	\$65.81	\$67.72	\$69.68	\$71.70
Health Customer Service and Support Technician 2	\$82.56	\$85.51	\$87.99	\$90.54	\$93.17
Health Customer Service and Support Technician 3	\$93.06	\$96.37	\$99.16	\$102.04	\$105.00
Health Customer Service and Support Supervisor 1	\$82.56	\$85.51	\$87.99	\$90.54	\$93.17

Services at Contractor Facility	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Health Customer Service and Support Supervisor 2	\$93.06	\$96.37	\$99.16	\$102.04	\$105.00
Health Customer Service and Support Supervisor 3	\$102.69	\$106.35	\$109.43	\$112.60	\$115.87
Health Customer Service and Support Manager 1	\$93.06	\$96.37	\$99.16	\$102.04	\$105.00
Health Customer Service and Support Manager 2	\$102.69	\$106.35	\$109.43	\$112.60	\$115.87
Health Customer Service and Support Manager 3	\$122.05	\$126.40	\$130.07	\$133.84	\$137.72
Health Application Systems Analyst	\$169.62	\$176.16	\$181.27	\$186.53	\$191.94
Health Security Specialist 1	\$113.09	\$117.69	\$121.10	\$124.61	\$128.22
Health Security Specialist 2	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Health Security Specialist 3	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Health Business Analyst 1	\$115.20	\$119.89	\$123.37	\$126.95	\$130.63
Health Business Analyst 2	\$168.02	\$174.86	\$179.93	\$185.15	\$190.52
Health Business Analyst 3	\$225.72	\$234.90	\$241.71	\$248.72	\$255.93
Health Quality Assurance Specialist	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Health Network Administrator	\$152.46	\$158.35	\$162.94	\$167.67	\$172.53
Health Enterprise Architect	\$230.94	\$240.34	\$247.31	\$254.48	\$261.86
Health ITIL Service Manager 1	\$102.69	\$106.35	\$109.43	\$112.60	\$115.87
Health ITIL Service Manager 2	\$122.05	\$126.40	\$130.07	\$133.84	\$137.72
Health ITIL Service Manager 3	\$152.28	\$157.70	\$162.27	\$166.98	\$171.82
Health Training Specialist	\$152.46	\$158.35	\$162.94	\$167.67	\$172.53
Health Storage Administrator	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Health Analyst 1	\$106.47	\$110.57	\$113.78	\$117.08	\$120.48
Health Analyst 2	\$134.87	\$140.08	\$144.14	\$148.32	\$152.62
Health Analyst 3	\$169.62	\$176.16	\$181.27	\$186.53	\$191.94
Health Web Designer	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
<i>*Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

### 3.0 Terms and Conditions – Highly Adaptive Cybersecurity Services (HACS): SIN 54151HACS (legacy SIN 132-45)

a. Offerors may request to be placed in the following subcategories.

i. High Value Asset (HVA) Assessments include Risk and Vulnerability Assessment (RVA) which assesses threats and vulnerabilities, determines deviations from acceptable configurations, enterprise or local policy, assesses the level of risk, and develops and/or recommends appropriate mitigation countermeasures in operational and non-operational situations. The services offered in the RVA sub-category include Network Mapping, Vulnerability Scanning, Phishing Assessment, Wireless Assessment, Web Application Assessment, Operating System Security Assessment (OSSA), Database Assessment, and Penetration Testing. Security Architecture Review (SAR) evaluates a subset of the agency’s HVA security posture to determine whether the agency has properly architected its cybersecurity solutions and ensures that agency leadership fully understands the risks inherent in the implemented cybersecurity solution. The SAR process utilizes in-person interviews,

documentation reviews, and leading practice evaluations of the HVA environment and supporting systems. SAR provides a holistic analysis of how an HVA’s individual security components integrate and operate, including how data is protected during operations. Systems Security Engineering (SSE) identifies security vulnerabilities and minimizes or contains risks associated with these vulnerabilities spanning the Systems Development Life Cycle. SSE focuses on, but is not limited to the following security areas: perimeter security, network security, endpoint security, application security, physical security, and data security.

ii. Risk and Vulnerability Assessment (RVA) assesses threats and vulnerabilities, determines deviations from acceptable configurations, enterprise or local policy, assesses the level of risk, and develops and/or recommends appropriate mitigation countermeasures in operational and non-operational situations. The services offered in the RVA sub-category include Network Mapping, Vulnerability Scanning, Phishing Assessment, Wireless Assessment, Web Application Assessment, Operating System Security Assessment (OSSA), Database Assessment, and Penetration Testing.

iii. Penetration Testing is security testing in which assessors mimic real-world attacks to identify methods for circumventing the security features of an application, system, or network.

iv. Incident Response services help organizations impacted by a cybersecurity compromise determine the extent of the incident, remove the adversary from their systems, and restore their networks to a more secure state.

v. Cyber Hunt activities respond to crises or urgent situations within the pertinent domain to mitigate immediate and potential threats. Cyber Hunts start with the premise that threat actors known to target some organizations in a specific industry or with specific systems are likely to also target other organizations in the same industry or with the same systems.

b. Services offered SIN 54151HACS shall be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Federal Acquisition Regulation (FAR) Part 52.204-21
- OMB Memorandum M-17-12 - Preparing for and Responding to a Breach of Personally Identifiable Information (PII) OMB Memorandum M- 19-03 - Strengthening the Cybersecurity of Federal Agencies by enhancing the High Value Asset Program
- 2017 Report to the President on Federal IT Modernization
- The Cybersecurity National Action Plan (CNAP)
- NIST SP 800-14 - Generally Accepted Principles and Practices for Securing Information Technology Systems
- NIST SP 800-27A - Engineering Principles for Information Technology Security (A Baseline for Achieving Security)
- NIST SP 800-30 - Guide for Conducting Risk Assessments
- NIST SP 800-35 - Guide to Information Technology Security Services
- NIST SP 800-37 - Risk Management Framework for Information Systems and Organizations: A Systems Life Cycle Approach for Security and Privacy
- NIST SP 800-39 - Managing Information Security Risk: Organization, Mission, and Information System View
- NIST SP 800-44 - Guidelines on Securing Public Web Servers
- NIST SP 800-48 - Guide to Securing Legacy IEEE 802.11 Wireless Networks
- NIST SP 800-53 – Security and Privacy Controls for Federal Information Systems and Organizations
- NIST SP 800-61 - Computer Security Incident Handling Guide
- NIST SP 800-64 - Security Considerations in the System Development Life Cycle
- NIST SP 800-82 - Guide to Industrial Control Systems (ICS) Security
- NIST SP 800-86 - Guide to Integrating Forensic Techniques into Incident Response
- NIST SP 800-115 - Technical Guide to Information Security Testing and Assessment
- NIST SP 800-128 - Guide for Security-Focused Configuration Management of Information Systems
- NIST SP 800-137 - Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations
- NIST SP 800-153 - Guidelines for Securing Wireless Local Area Networks (WLANs)
- NIST SP 800-160 - Systems Security Engineering: Considerations for a Multidisciplinary Approach in the Engineering of Trustworthy Secure Systems
- NIST SP 800-171 - Protecting Controlled Unclassified Information in non-federal Information Systems and Organizations.

c. All professional labor categories under SIN 54151S Information Technology Professional Services may remain there, unless the labor categories are specific to SIN 54151HACS.

### 3.1 Labor Category Descriptions – Highly Adaptive Cybersecurity Services (HACS) SIN 54151HACS (legacy SIN 132-45)

#### Awarded Sub-Categories

- High Value Asset (HVA) Assessments
- Risk and Vulnerability Assessment (RVA)
- Cyber Hunt
- Incident Response
- Penetration Testing

#### Education Substitutions for 54151HACS (legacy SIN 132-45) Labor Categories:

Degree	Experience Equivalent
Bachelors	Associates degree plus two years' experience
Masters	Bachelors degree plus two years of experience, or Associates degree plus four years experience
PhD/Doctorate	Masters degree plus two years experience or Bachelors degree plus four years experience or Associates degree plus six years experience

*The years of experience substituted may be used to satisfy education requirements.*

*Completion of higher education which has not yet resulted in a degree may be counted as one-for-one years of experience for each year of higher education and may be used to satisfy education requirements.*

#### Experience Substitutions for 54151HACS (legacy SIN 132-45) Labor Categories:

Advanced Degree	Equal-To Years of Experience
Masters	Two years
PhD/Doctorate	Four years

*May be used to satisfy experience requirements when the minimum Education requirements are met.*

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Vulnerability Assessment Analyst and Penetration Tester 1</b>	<p>May support in part or in whole technical vulnerability assessments of applications and infrastructure, vulnerability research, and generation of assessment reports. - Duties may include</p> <ul style="list-style-type: none"> <li>• Executes tests by following the steps and procedures listed in a test plan and documents results in</li> </ul>	0	Associates

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>a standardized format that is appropriate for future analyses</p> <ul style="list-style-type: none"> <li>Assists in the coordination of technical tests, network scans, and/or vulnerability scans that support the evaluation of information safeguard effectiveness</li> <li>Conduct reconnaissance data gathering and vulnerability research</li> <li>Assists in the creation of risk and vulnerability reporting</li> </ul>		
<p><b>Vulnerability Assessment Analyst and Penetration Tester 2</b></p>	<p>May support in part in in whole technical vulnerability assessments of applications and infrastructure, vulnerability research, and generation of assessment reports. - Duties may include</p> <ul style="list-style-type: none"> <li>Supports development of and follows general test and evaluation plans to compare current and proposed technologies; assesses test results to determine whether they match requirements specification</li> <li>Assists in the coordination of technical tests, network scans, and/or vulnerability scans that support the evaluation of information safeguard effectiveness</li> <li>Conduct reconnaissance, target assessment, data gathering and vulnerability research</li> <li>Leverages COTS tools to conduct vulnerability assessments, analyzes results, identifies exploitable vulnerabilities, and verifies vulnerabilities</li> <li>Prepares report documents by tailoring technical information</li> </ul>	<p>3</p>	<p>Associates</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>and creates benchmark or security authorization reports; outlines key findings related to speed, risks, results and reliability, and recommends acceptance or rejection of technology for applied use</p>		
<p><b>Vulnerability Assessment Analyst and Penetration Tester</b> 3</p>	<p>May support in part or in whole technical vulnerability assessments of applications and infrastructure, vulnerability research, and generation of assessment reports. Duties may include</p> <ul style="list-style-type: none"> <li>• Contributes to the selection of appropriate technical tests, network or vulnerability scan tools, and/or pen testing tools based on review of requirements and purpose; lists all steps involved for executing selected test(s) and coaches others in the use of advanced research, development, or scan tools and the analysis of comparative findings between proposed and current technologies</li> <li>• Coordinates or leads teams to conducts ethical tests, network scans, and/or vulnerability scans that support the evaluation of information safeguard effectiveness</li> <li>• Conduct reconnaissance, target assessment, target selection, and vulnerability research</li> <li>• Using COTS tools, conduct or leads teams to conduct vulnerability assessments, analyzes results, identifies exploitable vulnerabilities, and verifies vulnerabilities through manual assessment</li> </ul>	<p>5</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>Prepares and reviews assessment documents, validates and communicates key findings to stakeholders</li> </ul>		
<b>Vulnerability Assessment Analyst and Penetration Tester 4</b>	<p>May support in part or in whole technical vulnerability assessments of applications and infrastructure, vulnerability research, and generation of assessment reports. Duties may include</p> <ul style="list-style-type: none"> <li>May devise and / or select appropriate technical tests, network or vulnerability scan tools, and/or pen testing tools based on review of requirements and purpose; lists all steps involved for executing selected test(s) and coaches others in the use of advanced research, development, or scan tools and the analysis of comparative findings between proposed and current technologies</li> <li>Coordinates or leads teams to conducts ethical tests, network scans, and/or vulnerability scans that support the evaluation of information safeguard effectiveness</li> <li>Conduct reconnaissance, target assessment, target selection, and vulnerability research</li> <li>Creates custom tools and exploits to penetrate various levels of controls including network, operating system, and physical</li> <li>Using COTS or custom tools, conduct or leads teams to conduct vulnerability assessments, analyzes results, identifies exploitable vulnerabilities, and verifies vulnerabilities through manual assessment</li> </ul>	6	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>Prepares and reviews assessment documents, validates and communicates key findings to stakeholders</li> </ul>		
<b>Incident Response Analyst 1</b>	<p>Contributes to generating response to crisis or urgent situations to mitigate immediate or potential threats. Uses mitigation, preparedness, and response and recovery approaches, as needed, to maximize survival of life, preservation of property, and information security.</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>Handle and respond to cyber security incidents through coordination with stakeholders such as internal IT entities, security leadership, legal affairs, internal affairs, law enforcement, and privacy offices</li> <li>Intake incident reporting, conduct ticket updates, and notify stakeholders of cyber security incidents and forensic investigations in relation to computer security incidents and escalate when necessary as well as coordinate response to computer security incidents</li> <li>Recommend a course of action on each incident and creates, manages, and records all actions taken and serve as initial POC for Events of Interest reported both internally and externally</li> <li>Establishes alarm/incident escalation process and tracks, follows-up, and resolves incidents</li> <li>Initiates and maintains contact with affected parties during incident response lifecycle.</li> </ul>	0	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	Investigates potential incidents/intrusions		
<b>Incident Response Analyst 2</b>	<p>Contributes to generating responses to crisis or urgent situations to mitigate immediate and / or potential threats. Uses mitigation, preparedness, and response and recovery approaches, as needed, to maximize survival of life, preservation of property, and information security. Duties may include</p> <ul style="list-style-type: none"> <li>• Provides oversight for incident data flow and response, content, and remediation, and partners with other incident response centers in maintaining an understanding of threats, vulnerabilities, and exploits that could impact networks and assets</li> <li>• Performs real-time proactive event investigation on various security enforcement systems, such as SIEM, Anti-virus, Internet content filtering/reporting, malware prevention, Firewalls, IDS &amp; IPS, Web security, anti-spam, etc.</li> <li>• Performs the role of Incident Coordinator for IT Security events requiring focused response, containment, investigation, and remediation</li> <li>• Performs forensic analysis on hosts supporting investigations</li> <li>• Conducts malware analysis in out-of-band environment (static and dynamic), including complex malware</li> </ul>	2	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Incident Response Analyst 3</b>	<p>Contributes to generating responses to crisis or urgent situations to mitigate immediate and / or potential threats. Uses mitigation, preparedness, and response and recovery approaches, as needed, to maximize survival of life, preservation of property, and information security.</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Lead shifts and functional IR teams, provides oversight for incident data flow and response, content, and remediation, and partners with other incident response centers in maintaining an understanding of threats, vulnerabilities, and exploits that could impact networks and assets</li> <li>• Performs real-time proactive event investigation on various security enforcement systems, such as SIEM, Anti-virus, Internet content filtering/reporting, malcode prevention, Firewalls, IDS &amp; IPS, Web security, anti-spam, etc.</li> <li>• Performs the role of Incident Coordinator for IT Security events requiring focused response, containment, investigation, and remediation</li> <li>• Performs forensic analysis on hosts supporting investigations</li> <li>• Conducts malware analysis in out-of-band environment (static and dynamic), including complex malware</li> <li>• Coordinate response action to identifies threats and incidents</li> <li>• Analyze operational anomalies, network behavior and performs mitigation actions derived from</li> </ul>	5	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>cyber threat monitoring and anomaly analysis, and actively monitors the networks for cybersecurity threats and vulnerabilities</p> <ul style="list-style-type: none"> <li>• Provide oversight and perform quality assurance on Incident Closures</li> <li>• Assist with knowledge management - Standard Operating Procedures and procedural support data</li> </ul>		
<p><b>Incident Response Analyst 4</b></p>	<p>Contributes to generating responses to crisis or urgent situations to mitigate immediate and / or potential threats. Uses mitigation, preparedness, and response and recovery approaches, as needed, to maximize survival of life, preservation of property, and information security. Duties may include</p> <ul style="list-style-type: none"> <li>• Lead one or more functional security teams (Incident response, forensics, cyber intelligence etc.)</li> <li>• Support the development of staff schedules and staffing forecasts for approval</li> <li>• Ensure shift members follow the appropriate incident escalation and reporting procedures</li> <li>• Provides support promptly and efficiently through front-line telephone and email communications</li> <li>• Ingest, triage, prioritize, assign, track, document, and manage incidents and results</li> <li>• Provide technical support in response to computer security incidents</li> <li>• Correlate, map, and fuse any and all incident information for the</li> </ul>	<p>7</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>development and distribution of cyber alerts and notices, or other products as Required</p> <ul style="list-style-type: none"> <li>• Document technical details of current or potential intruder threats consistent with environment</li> <li>• Coordinate, communicate, share information, and work closely with organizational stakeholders</li> <li>• Responsible for knowledge management of operational procedures and support documentation</li> </ul>		
<p><b>Security Operations Center (SOC) Analyst 1</b></p>	<p>Provide cyber threat analysis and reporting to support SOC and Program’s situational awareness.</p> <p>Actively monitor security threats and risks, Track investigation results and report on findings.</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Support Security Operations Center and monitors security tools to review and analyze pre-defined events indicative of incidents and provide first tier response to security incidents.</li> <li>• Follow standard operating procedures for detecting, classifying, and reporting incidents under the supervision of Tier 2 and Tier 3 staff.</li> <li>• Managing cases within incident management systems.</li> </ul>	<p>0</p>	<p>Associates</p>
<p><b>Security Operations Center (SOC) Analyst 2</b></p>	<p>Provide cyber threat analysis and reporting to support SOC and Program’s situational awareness.</p> <p>Actively monitor security threats and risks</p>	<p>2</p>	<p>Associates</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>Track investigation results and report on findings</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Support Security Operations Center and monitors security tools to review and analyze pre-defined events indicative of incidents and provides first tier response to security incidents</li> <li>• Monitor network traffic for security events and perform triage analysis to identify security incidents</li> <li>• Respond to computer security incidents by collecting, analyzing, preserving digital evidence and ensure that incidents are recorded and tracked in accordance with SOC requirements</li> <li>• Work closely with the other teams to assess risk and provide recommendations for improving our security posture</li> <li>• Recommend content to detect security events</li> <li>• Managing cases within incident management systems</li> <li>• Perform network Forensics and deep packet analysis</li> <li>• Identify countermeasures to detect and prevent security incidents</li> </ul>		
<p><b>Security Operations Center (SOC) Analyst 3</b></p>	<p>Provide cyber threat analysis and reporting to support SOC and Program’s situational awareness.</p> <p>Actively monitor security threats and risks• Track investigation results and report on findings.</p> <p>Duties may include</p>	<p>5</p>	<p>Associates</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Support a Security Operations Center and monitors security tools to review and analyze pre-defined events indicative of incidents and provide first tier response to security incidents</li> <li>• Lead shifts and functional IR teams, provides oversight and be responsible for event investigation and tracking activities</li> <li>• Support Tier 2 operations by monitoring alerts during critical and high volume events</li> <li>• Conduct more in-depth analyses of security incidents to identify incidents of compromise</li> <li>• Perform intrusion scope and root cause analyses and assist with intrusion remediation, strategy development, and implementation. Recommend effective process changes to enhance defense and response procedures</li> <li>• Use SOC monitoring devices to review and analyze pre-defined events indicative of incidents, create and recommend content to detect security events</li> <li>• Conduct malware analysis in out-of-band environment (static and dynamic), including complex malware</li> <li>• Vet IOCs and intelligence vetting and disposition, assess feed viability</li> <li>• Perform network Forensics and deep packet analysis</li> <li>• Identify countermeasures to detect and prevent security incidents</li> </ul>		

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>Support knowledge management and developing procedures and policies for initial stand up of a security operations center (SOC)</li> </ul>		
<b>Security Operations Center (SOC) Analyst 4</b>	<p>Provide cyber threat analysis and reporting to support SOC and Program’s situational awareness</p> <p>Actively monitor security threats and risks, provide in-depth incident analysis, evaluate security incidents, and will</p>	7	Bachelors
<b>Cyber Hunter 1</b>	<p>May respond to crisis or urgent situations to mitigate immediate and potential threats. Approaches may include the use information and threat intelligence specifically focused on a proximate incident to identify undiscovered attacks. Investigates and analyzes all relevant response activities. May identify and assesses the capabilities and activities of cyber criminals or foreign intelligence entities; design and administer procedures in the organization that sustains the security of the organization’s data and access to its technology and communications systems.</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>Utilize various government and commercial resources to research known malware, attacks, define its characteristics, and report findings and mitigation recommendations to appropriate personnel</li> <li>Uses prescribed methods and materials to review and analyze events indicative of incidents</li> <li>Attempts to detect the full spectrum of known cyber-attacks (e.g., DDoS, malware, phishing, others)</li> </ul>	0	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>Pinpoints location of compromised systems and devices. Correlates events from the various components in the IT security infrastructure and identifies attacks and breaches</li> </ul>		
<b>Cyber Hunter 2</b>	<p>May respond to crisis or urgent situations to mitigate immediate and potential threats. Approaches may include the use information and threat intelligence specifically focused on a proximate incident to identify undiscovered attacks. Investigates and analyzes all relevant response activities. Identifies and assesses the capabilities and activities of cyber criminals or foreign intelligence entities; design and administer procedures in the organization that sustains the security of the organization’s data and access to its technology and communications systems.</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>Uses current hashing algorithms to validate forensic images; diagrams networks and images servers to support digital forensics operations</li> <li>Utilizes a variety of industry standard tools and techniques to collect a system’s current state data and catalog, document, extract, collect, and preserve information</li> <li>Uses dynamic analysis to identify network intrusions and network monitoring tools to capture real-time traffic spawned by any</li> </ul>	4	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>running malicious code; identifies internet activity that is triggered by malware; identifies network/host-based characteristics and assists in drafting recommendations to detect and prevent malware infections in the future</p> <ul style="list-style-type: none"> <li>• Monitor and assess complex security devices for patterns and anomalies (IDS, DLP), tag events for Tier 1 monitoring</li> <li>• Pinpoints location of compromised systems and devices. Correlates events from the various components in the IT security infrastructure and identifies attacks and breaches</li> </ul>		
<b>Cyber Hunter 3</b>	<p>May respond to crisis or urgent situations to mitigate immediate and potential threats. Approaches may include the use information and threat intelligence specifically focused on a proximate incident to identify undiscovered attacks. Investigates and analyzes all relevant response activities. Identifies and assesses the capabilities and activities of cyber criminals or foreign intelligence entities; design and administer procedures in the organization that sustains the security of the organization's data and access to its technology and communications systems</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Identifies, deters, monitors, and investigates computer and network intrusions</li> <li>• Provide computer forensic support to high technology investigations in the form of evidence seizure, computer</li> </ul>	7	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>forensic analysis, and data recovery</p> <ul style="list-style-type: none"> <li>• Monitor and assess complex security devices for patterns and anomalies from raw events (DNS, DHCP, AD, SE logs), tag events for Tier 1 &amp; 2 monitoring</li> <li>• Conduct malware analysis in out-of-band environment (static and dynamic), including complex malware</li> </ul>		
<p><b>Cyber Hunter 4</b></p>	<p>May respond to crisis or urgent situations to mitigate immediate and potential threats. Approaches may include the use information and threat intelligence specifically focused on a proximate incident to identify undiscovered attacks. Investigates and analyzes all relevant response activities. Identifies and assesses the capabilities and activities of cyber criminals or foreign intelligence entities; design and administer procedures in the organization that sustains the security of the organization’s data and access to its technology and communications systems</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Lead Cyber Hunt team, provides oversight and be responsible for event investigation and tracking activities</li> <li>• Identifies, deters, monitors, and investigates computer and network intrusions</li> <li>• Provide computer forensic support to high technology investigations in the form of evidence seizure, computer forensic analysis, and data recovery</li> </ul>	<p>10</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Monitor and assess complex security devices for patterns and anomalies from raw events (DNS, DHCP, AD, SE logs), tag events for Tier 1 &amp; 2 monitoring</li> <li>• Conduct malware analysis in out-of-band environment (static and dynamic), including complex malware</li> </ul>		
<b>Risk and Vulnerability Threat Analyst 1</b>	<p>Participate in conduct of controls and security assessments to assess risk of exposure of proprietary data through weaknesses in platforms, access procedures, or forms of access to the organization’s systems and the data contained in them</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Provides technical support on post event network security logs and trend analysis</li> <li>• Uncovers security and compliance violations</li> <li>• Associates and correlates IP address related events with specific systems or devices in the IT infrastructure</li> <li>• Support development and analysis of system and security documentation</li> <li>• Maintain documentation for exceptions to standards</li> </ul>	0	Bachelors
<b>Risk and Vulnerability Threat Analyst 2</b>	<p>Participates in the conduct of controls and security assessments to assess risk of exposure of proprietary data through weaknesses in platforms, access procedures, or forms of access to the organization’s systems and the data contained in them. Duties may include</p> <ul style="list-style-type: none"> <li>• Develop, document and execute containment strategies</li> </ul>	4	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Document and brief the business on remediation options and execute the plan with stakeholders</li> <li>• Produce final report and recommendation</li> <li>• Coordinate efforts of, and provide timely updates to, multiple business units during response</li> <li>• Performing in-depth analysis in support of incident response operations</li> <li>• Develop requirements for technical capabilities for cyber incident management</li> <li>• Investigate major breaches of security and recommending appropriate control improvements</li> <li>• Work with infrastructure and application support teams to drive closure of follow up actions identified through incident and problem management</li> <li>• Performs Security Control Assessments on systems to validate the results of risk assessments and ensure controls in the security plan are present and operating correctly on the system; provides thorough report of the risks to the system and its data</li> <li>• Develop and analyze system and security documentation</li> </ul>		
<b>Risk and Vulnerability Threat Analyst 3</b>	Participates in the conduct of controls and security assessments to assess risk of exposure of proprietary data through weaknesses in platforms, access procedures, or forms of access to the organization’s systems and the data contained in them. Duties may include	7	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Support engineering design teams by assessing network and system security design features and making recommendations concerning overall security accreditation readiness and compliance and best practices</li> <li>• Support interoperability assessment teams and present written analysis and conclusions in all phases of analysis</li> <li>• Develop and analyze system and security documentation</li> <li>• Follow up with site administrators for status on non-compliant platforms and maintain any necessary exception documentation</li> <li>• Maintain documentation for exceptions to standards</li> <li>• Participate in Security Control Assessments on systems to validate the results of risk assessments and ensure controls in the security plan are present and operating correctly on the system; provides thorough report of the risks to the system and its data</li> <li>• Evaluate system findings, develop PO&amp;AMs, and briefed stakeholders on key findings, recommendations, risk, and impact</li> </ul>		
<b>Risk and Vulnerability Threat Analyst 4</b>	Participate in the conduct of controls and security assessments to assess risk of exposure of proprietary data through weaknesses in platforms, access procedures, or forms of access to the organization’s systems and the data contained in them. Duties may include	10	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Ability to actively lead and manage project update briefings, working sessions and stakeholder meetings</li> <li>• Apply strong analytical/assessment to security systems and enterprise architecture (e.g., conducting gap analyses, risk assessments)</li> <li>• Participates in Security Control Assessments on systems to validate the results of risk assessments and ensure controls in the security plan are present and operating correctly on the system; provides thorough report of the risks to the system and its data</li> <li>• Evaluate system findings, develop PO&amp;AMs, and briefed stakeholders on key findings, recommendations, risk, and impact</li> </ul>		
<b>Cyber Security Engineer 1</b>	<p>Participate in special projects or investigations into specific technology or solution issues and research and piloting of new technologies. Serve as a point of contact for engineering efforts while assisting in maintaining compliance with the customer's policies and guidelines</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Provides administrative support to enterprise security devices</li> <li>• Provides support of various applications and implement security standards</li> <li>• Assist with configuration, validate secure complex systems, and test security products and systems to detect security weakness</li> </ul>	0	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Cyber Security Engineer 2</b>	<p>Participate in special projects or investigations into specific technology or solution issues and research and piloting of new technologies. Serve as a point of contact for engineering efforts and while assisting in maintaining compliance with the customer's policies and guidelines</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Assist with assessing, designing, developing, and recommending integrated security system solutions that ensure proprietary and confidential data and systems are protected</li> <li>• Provide assistance with technical engineering services for the support of integrated security systems and solutions</li> <li>• Interface with the client in the strategic design process to translate security and business requirements into technical designs</li> <li>• Assist with configuration, validate secure complex systems, and test security products and systems to detect security weakness</li> </ul>	3	Bachelors
<b>Cyber Security Engineer 3</b>	<p>Participate in special projects or investigations into specific technology or solution issues and research and piloting of new technologies. Serve as a point of contact for engineering efforts while maintaining compliance with the customer's policies and guidelines</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Configure and maintain policies</li> <li>• Maintain documentation for exceptions to standards</li> <li>• Provides timely and adequate response to threats/alerts</li> </ul>	6	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>Assess security events to drive to a resolution</li> <li>Provides timely and sufficient response to security incidents and assessment services</li> <li>Promotes security awareness</li> </ul>		
<b>Cyber Security Engineer 4</b>	<p>Participate in special projects or investigations into specific technology or solution issues and research and piloting of new technologies. Serve as a point of contact for engineering efforts and maintain compliance with the customer's policies and guidelines</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>Lead team of security engineers, manage large scale deployment, assessment, and O&amp;M projects</li> <li>Validates and verifies system security requirements definitions and analysis and establishes system security designs</li> <li>Designs, develops, implements and/or integrates IA and security systems and system components including those for networking, computing, and enclave environments</li> <li>Builds IA into systems deployed to operational environments</li> </ul>	8	Bachelors
<b>Cyber Subject Matter Authority (SMA) 1</b>	<p>Recognized as an authority in a given domain of Cyber security, or proficient in highly demanded emergent cyber tools or processes required under special circumstances</p> <p>Duties may include</p> <p>Apply subject matter authority to a specific incident, security application or enterprise environment to improve security posture or resolve organizational issues</p>	12	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Cyber Subject Matter Authority (SMA) 2</b>	<p>Recognized as an authority in a given domain of Cyber security, or proficient in highly demanded emergent cyber tools or processes required under special circumstances</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Apply subject matter authority to a specific incident, security application or enterprise environment to improve security posture or resolve organizational issues</li> <li>• Generate issue papers and reporting</li> </ul>	14	Bachelors
<b>Cyber Subject Matter Authority (SMA) 3</b>	<p>Recognized as an authority in a given domain of Cyber security, or proficient in highly demanded emergent cyber tools or processes required under special circumstances</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Apply subject matter authority to a specific incident, security application or enterprise environment to improve security posture or resolve organizational issues</li> <li>• Generate issue papers and reporting</li> <li>• Advise senior leadership on security issues</li> </ul>	16	Bachelors
<b>Cyber Senior Program Manager</b>	<p>The Senior Cyber Program Manager has overall accountability for Cyber programs. Senior Program Managers may be responsible for product delivery and financial management of client engagements. A Senior Cyber Program Manager performs independent quality assurance reviews of program performance and deliverables to ensure that contractual obligations are being met.</p>	15	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	Senior Cyber Program Managers are also recognized experts in the areas of cyber process and the protection of technical architecture. They lend thought leadership to engagement teams in developing creative solutions to client problems.		
<b>Cyber Project Manager</b>	The Cyber Project Manager manages, plans and coordinates activities of cyber projects. This individual reviews project proposal or plan to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Cyber Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Cyber Project Manager identifies functional and cross-functional requirements and resources required for each task.	10	Bachelors
<b>Cyber Task Manager</b>	Cyber Task Managers apply their broad management skills and specialized functional and technical expertise to guide cyber engineering and process teams in delivering client solutions or to manage the day-to-day operations of cyber projects. The Cyber Task Manager monitors quality across multiple projects. This individual establishes and maintains financial and technical reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the assigned tasks.	7	Bachelors
<b>Cyber Technical Architect 1</b>	The Cyber Technical Architect 1 provides thought leadership related to current and future customer plans with regard to protecting customer information technology from cyber threats. This individual possesses knowledge of the future direction and trends associated	7	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>with the stated information technology, and is up to date with current threats associated with it. Cyber Technical Architect 1 is experienced in designing and implementing protections for information architecture solutions for the stated information technology; This individual designs secure architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces..</p>		
<p><b>Cyber Technical Architect 2</b></p>	<p>The Cyber Technical Architect 2 provides thought leadership related to current and future customer plans with regard to protecting customer information technology from cyber threats. The Cyber Technical Architect 2 possesses knowledge of the future direction and trends associated with the stated information technology, and is up to date with current threats associated with it. This individual has experience in designing and implementing protections for information architecture. The Cyber Technical Architect 2 designs secure architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.</p>	<p>10</p>	<p>Bachelors</p>
<p><b>Cyber System Administrator 2</b></p>	<p>The Cyber System Administrator 2 may develop, run tests on, implement, and maintain operating system and related software in support of cyber related activities. The Cyber System Administrator 2 establishes and implements standards for computer operations, consistent with documented customer cyber policies, for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots</p>	<p>3</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	and resolves software, operating system, and networking problems identified in vulnerability scans, penetration tests, and other security testing performed on the system. The Cyber Systems Administrator 2 schedules, performs, and monitors system backups and, when necessary, performs data recoveries.		
<b>Cyber System Administrator 3</b>	The Cyber System Administrator 3 administers, develops, runs tests on, implements, and maintains operating system and related software in support of cyber related activities. The Cyber System Administrator 3 establishes and implements standards for computer operations, consistent with documented customer cyber policies, for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and resolves software, operating system, and networking problems identified in vulnerability scans, penetration tests, and other security testing performed on the system. The Cyber System Administrator 3 schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Level 3 is competent in cyber subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	7	Bachelors
<b>Cyber Database Administrator 2</b>	The Cyber Database Administrator 2 administrates organization's database, using database management system to organize and store data. The Cyber Database Administrator 2 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with cyber, development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data	3	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>required to develop and maintain integrated databases consistent with customer cyber policies. The Cyber Database Administrator 2 ensures performance of database, including proper accesses are maintained, and responds to issues that arise during security tests and may deploy and test security patches as released by commercial software vendors.</p>		
<p><b>Cyber Database Administrator 3</b></p>	<p>The Cyber Database Administrator 3 administrates organization's database, using database management system to organize and store data. The Cyber Database Administrator 3 ascertains user requirements, creates computer databases, and tests and coordinates changes. Interacts with cyber, development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases consistent with customer cyber policies. The Cyber Database Administrator 3 ensures performance of database, including proper accesses are maintained, and responds to issues that arise during security tests and may deploy and test security patches as released by commercial software.</p>	<p>7</p>	<p>Bachelors</p>
<p><b>Cyber Functional Specialist 3</b></p>	<p>The Cyber Functional Specialist 3 may provide knowledge in cyber industry, process or technology areas. The Cyber Functional Specialist responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of cyber information systems project teams</li> <li>• Design and implement new organization structures</li> <li>• Assist an organization translate its vision and strategy into core</li> </ul>	<p>8</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>human resource and cyber processes</p> <ul style="list-style-type: none"> <li>• Lead clients through streamlining, reengineering and transforming processes to be more cyber centric</li> <li>• Develop and execute project budgets</li> </ul>		
<b>Cyber Programmer 1</b>	<p>The Cyber Programmer 1 is responsible for activities such as program design, coding, testing, debugging and documentation. This individual has technical knowledge and responsibility of cyber tools employed in part or all of the cyber protection program employed in support of applications systems analysis and programming and understands the business or function for which application is designed. The programmer may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expands existing computer programs</li> </ul>	0	Bachelors
<b>Cyber Programmer 2</b>	<p>The Cyber Programmer 2 is responsible for activities such as program design, coding, testing, debugging and documentation. This individual has technical knowledge and responsibility of cyber tools employed in part or all of the cyber protection program employed in support of applications systems analysis and programming and understands the business or function for which application is designed. The programmer may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical</li> </ul>	2	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	architects, or other computer scientists <ul style="list-style-type: none"> <li>Update, repair, modify and expands existing computer programs</li> </ul>		
<b>Cyber Programmer 3</b>	The Cyber Programmer 3 is responsible for activities such as program design, coding, testing, debugging and documentation. This individual has technical knowledge and responsibility of cyber tools employed in part or all of the cyber protection program employed in support of applications systems analysis and programming and understands the business or function for which application is designed. The programmer may <ul style="list-style-type: none"> <li>Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>Update, repair, modify and expands existing computer programs</li> </ul>	5	Bachelors
<b>Cyber Operations Manager</b>	The Cyber Operation Manager manages, coordinates, or organizes department cyber operation strategies and activities. The Operation Manager may <ul style="list-style-type: none"> <li>Collaborate in the development and implementation of organization cyber policies, practices, procedures, and attainment of operating goals</li> <li>Review, analyze, and prepare reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in</li> </ul>	3	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>progress, and problems encountered</p> <ul style="list-style-type: none"> <li>Disseminate policies and objectives to supervisors/staff</li> </ul>		
<b>Cyber Data Architect</b>	<p>The Cyber Data Architect may define, design, or develop relational and/or multi-dimensional databases for warehousing of data. The Cyber Data Architect reviews current data structures and recommends optimizations and reconfigurations as warranted.</p>	7	Bachelors
<b>Cyber Program Analyst</b>	<p>The Cyber Program Analyst analyzes and critiques existing computer programs and systems security measures, and develops new measures. The program analyst may</p> <ul style="list-style-type: none"> <li>Review users' requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and security capabilities</li> <li>Outline steps required to develop program, using structured security analysis and design</li> <li>Plan, develop, test, and document computer programs, applying knowledge of cyber security, programming techniques, and computer systems</li> </ul>	2	Bachelors
<b>Cyber Application Architect</b>	<p>The Cyber Application Architect may plan, design, develop, redesign or enhance, install, or implement various cyber technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test the security of computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the cyber technology behind them, and to provide instructions that</p>	3	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	help the client better understand the nature and applications of a specific cyber product...		
<b>Cyber Application Systems Analyst</b>	The Cyber Application System Analyst may Oversee the implementation of required hardware and software security components for approved applications, coordinates security tests of the application system to ensure proper performance, and develops diagrams and flow charts for computer programmers to follow. This individual previews, analyzes, and modifies programming systems, including encoding, debugging, and installing security measures to support an organization's application systems. The Cyber Application System Analyst develops application specifications, identifies the required inputs, and formats the output to meet user's needs.	4	Bachelors
<b>Cyber Security Specialist 1</b>	The Cyber Security Specialist 1 may identify and resolve highly complex issues to prevent cyber attacks on information systems and to keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, and theft of sensitive customer data, allowing business to continue as normal. This is accomplished through the systematic implementation of a cyber framework and process. The Cyber Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 1 performs more routine	0	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	aspects of the position and is supervised by higher levels.		
<b>Cyber Security Specialist 2</b>	The Cyber Security Specialist 2 may identify and resolve highly complex issues to prevent cyber attacks on information systems and to keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, and theft of sensitive customer data, allowing business to continue as normal. This is accomplished through the systematic implementation of a cyber framework and process. The Cyber Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelors
<b>Cyber Security Specialist 3</b>	The Cyber Security Specialist 3 may identify and resolve highly complex issues to prevent cyber attacks on information systems and to keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, and theft of sensitive customer data, allowing business to continue as normal. This is accomplished through the systematic implementation of a cyber framework and process. The Cyber Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware.	7	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.</p>		
<p><b>Cyber Network Administrator</b></p>	<p>The Cyber Network administrator administers design, organization, and implementation of network, and heads technical support staff who manage and maintain hubs, servers, firewalls, and routers. This individual uses knowledge and understanding of both networking and telecommunications theory and practice to protect system assets. The Cyber Network Administrator communicates with users, technical teams, and vendors on new technology and system upgrades and to determine software and hardware installation requirements.</p>	<p>3</p>	<p>Bachelors</p>
<p><b>Cyber Enterprise Architect</b></p>	<p>The Cyber Enterprise Architect works with stakeholders, both leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, and information technology assets to ensure that the business and IT are in alignment and protected from cyber threats. The Cyber Enterprise Architect links the business mission, strategy, and processes of an organization to its IT strategy - including security, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, secure, and adaptable manner.</p>	<p>8</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Cyber Training Specialist</b>	The Cyber Training Specialist develops teaching outlines and determines instructional methods, using knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, or workshops. This individual prepares, organizes and heads training sessions covering standard training, specialized training or counseling in designated areas.	2	Bachelors
<b>Cyber Storage Administrator</b>	The Cyber Storage Administrator administers and safeguards efficient and reliable centralized electronic storage area networks (SAN), such as Network Attached Storage, Content Addressable Storage, DAS environments, or other technologies classified as storage technology. This individual may oversee, evaluate, implement, monitor, troubleshoot, or maintain SAN and related technologies, system upgrades, or optimization storage strategies. The Storage Administrator monitors the data storage needs of the company so that business can run efficiently.	3	Bachelors

## Labor Rates - Highly Adaptive Cybersecurity Services (HACS)

### 3.2 Customer Site Rates – HACS: SIN 54151HACS (legacy SIN 132-45)

#### Awarded Sub-Categories

- **High Value Asset (HVA) Assessments**
- **Risk and Vulnerability Assessment (RVA)**
- **Cyber Hunt**
- **Incident Response**
- **Penetration Testing**

Services at Customer Facility ("Government site")	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Vulnerability Assessment Analyst and Penetration Tester 1	\$108.55	\$113.02	\$116.30	\$119.67	\$123.14
Vulnerability Assessment Analyst and Penetration Tester 2	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
Vulnerability Assessment Analyst and Penetration Tester 3	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Vulnerability Assessment Analyst and Penetration Tester 4	\$216.69	\$225.58	\$232.12	\$238.85	\$245.78
Incident Response Analyst 1	\$92.34	\$96.13	\$98.92	\$101.79	\$104.74
Incident Response Analyst 2	\$119.47	\$124.39	\$128.00	\$131.71	\$135.53
Incident Response Analyst 3	\$164.50	\$171.26	\$176.23	\$181.34	\$186.60
Incident Response Analyst 4	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Security Operations Center (SOC) Analyst 1	\$60.80	\$62.99	\$64.82	\$66.70	\$68.63
Security Operations Center (SOC) Analyst 2	\$81.99	\$84.92	\$87.38	\$89.91	\$92.52
Security Operations Center (SOC) Analyst 3	\$92.65	\$95.96	\$98.74	\$101.60	\$104.55
Security Operations Center (SOC) Analyst 4	\$142.49	\$147.60	\$151.88	\$156.28	\$160.81
Cyber Hunter 1	\$110.60	\$115.16	\$118.50	\$121.94	\$125.48
Cyber Hunter 2	\$161.30	\$167.92	\$172.79	\$177.80	\$182.96
Cyber Hunter 3	\$216.69	\$225.58	\$232.12	\$238.85	\$245.78
Cyber Hunter 4	\$310.90	\$323.69	\$333.08	\$342.74	\$352.68
Risk and Vulnerability Threat Analyst 1	\$92.34	\$96.13	\$98.92	\$101.79	\$104.74
Risk and Vulnerability Threat Analyst 2	\$126.12	\$131.29	\$135.10	\$139.02	\$143.05
Risk and Vulnerability Threat Analyst 3	\$164.50	\$171.26	\$176.23	\$181.34	\$186.60
Risk and Vulnerability Threat Analyst 4	\$221.70	\$230.83	\$237.52	\$244.41	\$251.50
Cyber Security Engineer 1	\$110.60	\$115.16	\$118.50	\$121.94	\$125.48
Cyber Security Engineer 2	\$161.30	\$167.92	\$172.79	\$177.80	\$182.96

Services at Customer Facility ("Government site")	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Cyber Security Engineer 3	\$216.69	\$225.58	\$232.12	\$238.85	\$245.78
Cyber Security Engineer 4	\$286.77	\$298.57	\$307.23	\$316.14	\$325.31
Cyber Subject Matter Authority (SMA) 1	\$382.26	\$397.97	\$409.51	\$421.39	\$433.61
Cyber Subject Matter Authority (SMA) 2	\$425.56	\$443.07	\$455.92	\$469.14	\$482.75
Cyber Subject Matter Authority (SMA) 3	\$497.82	\$518.30	\$533.33	\$548.80	\$564.72
Cyber Senior Program Manager	\$433.92	\$451.77	\$464.87	\$478.35	\$492.22
Cyber Project Manager	\$248.20	\$258.41	\$265.90	\$273.61	\$281.54
Cyber Task Manager	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Cyber Technical Architect 1	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Cyber Technical Architect 2	\$248.20	\$258.41	\$265.90	\$273.61	\$281.54
Cyber System Administrator 2	\$161.30	\$167.92	\$172.79	\$177.80	\$182.96
Cyber System Administrator 3	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Cyber Database Administrator 2	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
Cyber Database Administrator 3	\$164.50	\$171.26	\$176.23	\$181.34	\$186.60
Cyber Functional Specialist 3	\$195.75	\$203.80	\$209.71	\$215.79	\$222.05
Cyber Programmer 1	\$84.77	\$88.08	\$90.63	\$93.26	\$95.96
Cyber Programmer 2	\$133.43	\$138.64	\$142.66	\$146.80	\$151.06
Cyber Programmer 3	\$180.64	\$187.70	\$193.14	\$198.74	\$204.50
Cyber Operations Manager	\$145.93	\$151.62	\$156.02	\$160.54	\$165.20
Cyber Data Architect	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Cyber Program Analyst	\$109.93	\$114.22	\$117.53	\$120.94	\$124.45
Cyber Application Architect	\$129.09	\$134.11	\$138.00	\$142.00	\$146.12
Cyber Application Systems Analyst	\$162.35	\$168.68	\$173.57	\$178.60	\$183.78
Cyber Security Specialist 1	\$108.55	\$113.02	\$116.30	\$119.67	\$123.14
Cyber Security Specialist 2	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
Cyber Security Specialist 3	\$187.31	\$195.02	\$200.68	\$206.50	\$212.49
Cyber Network Administrator	\$145.93	\$151.62	\$156.02	\$160.54	\$165.20
Cyber Enterprise Architect	\$221.70	\$230.83	\$237.52	\$244.41	\$251.50
Cyber Training Specialist	\$145.93	\$151.62	\$156.02	\$160.54	\$165.20
Cyber Storage Administrator	\$138.72	\$144.42	\$148.61	\$152.92	\$157.35
<i>*Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

### 3.3 Contractor Site Rates – HACS: SIN 54151HACS (legacy SIN 132-45)

#### Awarded Sub-Categories

- High Value Asset (HVA) Assessments
- Risk and Vulnerability Assessment (RVA)
- Cyber Hunt
- Incident Response
- Penetration Testing

Services at Contractor Facility ("Contractor Site")	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Vulnerability Assessment Analyst and Penetration Tester 1	\$113.09	\$117.69	\$121.10	\$124.61	\$128.22
Vulnerability Assessment Analyst and Penetration Tester 2	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Vulnerability Assessment Analyst and Penetration Tester 3	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Vulnerability Assessment Analyst and Penetration Tester 4	\$225.72	\$234.90	\$241.71	\$248.72	\$255.93
Incident Response Analyst 1	\$96.19	\$100.09	\$102.99	\$105.98	\$109.05
Incident Response Analyst 2	\$124.45	\$129.52	\$133.28	\$137.15	\$141.13
Incident Response Analyst 3	\$171.37	\$178.33	\$183.50	\$188.82	\$194.30
Incident Response Analyst 4	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Security Operations Center (SOC) Analyst 1	\$63.55	\$65.81	\$67.72	\$69.68	\$71.70
Security Operations Center (SOC) Analyst 2	\$85.70	\$88.75	\$91.32	\$93.97	\$96.70
Security Operations Center (SOC) Analyst 3	\$96.83	\$100.27	\$103.18	\$106.17	\$109.25
Security Operations Center (SOC) Analyst 4	\$148.92	\$154.23	\$158.70	\$163.30	\$168.04
Cyber Hunter 1	\$115.20	\$119.89	\$123.37	\$126.95	\$130.63
Cyber Hunter 2	\$168.02	\$174.86	\$179.93	\$185.15	\$190.52
Cyber Hunter 3	\$225.72	\$234.90	\$241.71	\$248.72	\$255.93
Cyber Hunter 4	\$323.86	\$337.05	\$346.82	\$356.88	\$367.23
Risk and Vulnerability Threat Analyst 1	\$96.19	\$100.09	\$102.99	\$105.98	\$109.05
Risk and Vulnerability Threat Analyst 2	\$131.38	\$136.71	\$140.67	\$144.75	\$148.95
Risk and Vulnerability Threat Analyst 3	\$171.37	\$178.33	\$183.50	\$188.82	\$194.30
Risk and Vulnerability Threat Analyst 4	\$230.94	\$240.34	\$247.31	\$254.48	\$261.86
Cyber Security Engineer 1	\$115.20	\$119.89	\$123.37	\$126.95	\$130.63
Cyber Security Engineer 2	\$168.02	\$174.86	\$179.93	\$185.15	\$190.52
Cyber Security Engineer 3	\$225.72	\$234.90	\$241.71	\$248.72	\$255.93
Cyber Security Engineer 4	\$298.72	\$310.89	\$319.91	\$329.19	\$338.74

Services at Contractor Facility ("Contractor Site")	Option Period 3				
	3/6/18 - 3/10/19	3/11/19 - 3/5/20	3/6/20 - 3/5/21	3/6/21 - 3/5/22	3/6/22 - 3/5/23
Cyber Subject Matter Authority (SMA) 1	\$398.19	\$414.38	\$426.40	\$438.77	\$451.49
Cyber Subject Matter Authority (SMA) 2	\$443.29	\$461.34	\$474.72	\$488.49	\$502.66
Cyber Subject Matter Authority (SMA) 3	\$518.57	\$539.68	\$555.33	\$571.43	\$588.00
Cyber Senior Program Manager	\$452.00	\$470.42	\$484.06	\$498.10	\$512.54
Cyber Project Manager	\$258.55	\$269.07	\$276.87	\$284.90	\$293.16
Cyber Task Manager	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Cyber Technical Architect 1	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Cyber Technical Architect 2	\$258.55	\$269.07	\$276.87	\$284.90	\$293.16
Cyber System Administrator 2	\$168.02	\$174.86	\$179.93	\$185.15	\$190.52
Cyber System Administrator 3	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Cyber Database Administrator 2	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Cyber Database Administrator 3	\$171.37	\$178.33	\$183.50	\$188.82	\$194.30
Cyber Functional Specialist 3	\$203.89	\$212.20	\$218.35	\$224.68	\$231.20
Cyber Programmer 1	\$88.56	\$91.98	\$94.65	\$97.39	\$100.21
Cyber Programmer 2	\$139.41	\$144.79	\$148.99	\$153.31	\$157.76
Cyber Programmer 3	\$188.73	\$196.02	\$201.70	\$207.55	\$213.57
Cyber Operations Manager	\$152.46	\$158.35	\$162.94	\$167.67	\$172.53
Cyber Data Architect	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Cyber Program Analyst	\$114.86	\$119.30	\$122.76	\$126.32	\$129.98
Cyber Application Architect	\$134.87	\$140.08	\$144.14	\$148.32	\$152.62
Cyber Application Systems Analyst	\$169.62	\$176.16	\$181.27	\$186.53	\$191.94
Cyber Security Specialist 1	\$113.09	\$117.69	\$121.10	\$124.61	\$128.22
Cyber Security Specialist 2	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
Cyber Security Specialist 3	\$195.12	\$203.06	\$208.95	\$215.01	\$221.25
Cyber Network Administrator	\$152.46	\$158.35	\$162.94	\$167.67	\$172.53
Cyber Enterprise Architect	\$230.94	\$240.34	\$247.31	\$254.48	\$261.86
Cyber Training Specialist	\$152.46	\$158.35	\$162.94	\$167.67	\$172.53
Cyber Storage Administrator	\$144.50	\$150.38	\$154.74	\$159.23	\$163.85
<i>*Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

#### **4.0 Terms and Conditions – Cloud and Cloud-Related IT Professional Services: SIN 518210C (legacy SIN 132-40)**

a.) Contractors shall follow instructions and guidance for Cloud Computing Services available at available at <http://www.gsa.gov/mascategoryrequirements>

b.) Contractors may propose:

- i.) Cloud Services only (i.e. SaaS, etc.);
- ii.) Cloud-computing related IT professional services only; or
- iii.) Cloud Services (i.e. SaaS, etc.) and supporting cloud computing-related IT professional services.

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

d.) Training

- i.) If training is provided in accordance with standard commercial practices, the Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system.
- ii.) If there are separate training charges, it should be included as an attachment to the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016)).

e.) Information Assurance/Security Requirements: Contractors shall meet information assurance/security requirements in accordance with the Ordering Activity requirements.

f.) Reporting: Contractors shall provide to the ordering activity any general reporting capabilities available to verify performance, cost and availability. In accordance with commercial standard practice, the offeror may furnish the ordering activity with a monthly summary report.

g.) Cloud-type IT Professional Services can stay on SIN 54151S - Information Technology Professional Services. The Cloud IT professional services on this SIN will be Cloud specific as the service titles and description will need to be cloud-centric. The relevant past performance projects must demonstrate that the IT professional services were utilized in the IAAS, PAAS. and/ or SAAS environment. NOTE: Identical labor categories cannot be on both SINs 54151S and 518210C.

h.) Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Contractors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Contractors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Contractors from competing for orders under the other two sub-categories.

i.) Sub-category selection within this SIN is optional for any individual cloud service offering, and new cloud computing service (i.e. IaaS, etc.) technologies that do not align with the aforementioned three sub-categories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST.

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

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

## 4.1 Description of Cloud and Cloud-Related IT Professional Services and Pricing

### Business Automation Platform Offerings

Accenture is a leader in providing business process innovation and automation. The enterprise cloud technology business process automation platform is designed to offer every level of an organization, from individual programmatic offices to large agencies, streamlined access to, and support of, a comprehensive set of web-based business enablement services providing business process automation in areas such as customer support, sales support, case management, organizational resource management, business process mapping. Accenture’s business automation platform is a software as a service (SaaS) capability, hosted, managed, and maintained within a FedRAMP compliant cloud infrastructure.

#### *Business Automation Platform (BAP) Offerings*

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
BAP Basic	BAPAFS-001	Cloud business automation platform hosted in a FedRamp environment. Includes production and sub-production environments, and access for 1-200 general users.	Monthly	\$39,127.78
BAP Basic+	BAPAFS-002	Cloud business automation platform hosted in a FedRamp environment. Includes production and sub-production environments, access for 1-600 general users.	Monthly	\$94,570.70
BAP Bronze Business	BAPAFS-003	Cloud business automation platform hosted in a FedRamp environment. Includes production and sub-production environments, access for 1-350 general users, and 1- 25 enterprise management users.	Monthly	\$69,288.18
BAP Bronze Security	BAPAFS-004	Cloud security management automation software-as-a-service hosted in a FedRamp environment. Includes access for 1-200 users and 1 - 4,999 devices.	Monthly	\$74,114.29
BAP Bronze ServiceWatch	BAPAFS-005	Cloud business automation platform hosted in a FedRamp environment. Includes production and sub-production environments, and access and enterprise automation for 1-250 users.	Monthly	\$59,826.22

**Business Automation Platform (BAP) Offerings**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
BAP Silver Security	BAPAFS-006	Cloud security management automation software-as-a-service hosted in a FedRamp environment. Includes access for 1-350 users and 5000 - 24,999 devices.	Monthly	\$188,017.23
BAP Silver ServiceWatch	BAPAFS-007	Cloud business automation platform hosted in a FedRamp environment. Includes production and sub-production environments, and access for 1-350 users and device access automation for 1-500 devices .	Monthly	\$87,671.24
BAP Gold - SSW	BAPAFS-008	Cloud business automation platform and cloud security management service hosted in a FedRamp environment. Includes production and sub-production environments. Includes access for 1-350 users, enterprise automation for 1-500 devices, and security operations management for 1-24,999 devices.	Monthly	\$246,341.33
BAP Platinum	BAPAFS-009	Cloud business automation platform and cloud security management service hosted in a FedRamp environment. Includes production and sub-production environments. Includes access for 1-600 users, enterprise automation for 1-1,000 devices, and security operations management for 1-74,999 devices.	Monthly	\$641,186.71
BAP DS	BAPAFS-010	Cloud business automation platform hosted in a multi-tenant FedRamp environment. Includes access for 1-100 users.	Monthly	\$17,269.03
*Note: Prices shown herein are inclusive of the 0.75% IFF Fee.				

**Platform/Infrastructure as a Service (Paas/IaaS) Cloud Bundles**

Accenture is a leader in enterprise cloud application services as well as cloud professional services drawing upon top tier Cloud Service Providers (CSP) including AWS and Azure.

We help clients capitalize on the Cloud First mandate delivering solutions to help government rapidly migrate, develop and manage their operations in the cloud and achieve significant business results faster than before. Our solutions help government with architecting, operating, and managing workloads in the CSPs Continental United States (CONUS) regions while supporting US

government compliance and regulatory requirements including FedRAMP, ITAR, SRG Levels 2 and 4, CJIS Security Policy and/or HIPAA.

We have significant reach-back to industry-leading cloud expertise to help government migrate to and run their business in Commercial Public and Government Community Clouds.

Our offerings provide commercial cloud solutions for government organizations. They are designed to be Cloud Service Provider (CSP) agnostic and can be used to allow application and mission owners to obtain commercial cloud hosting services. The cloud bundles provide a broad range of Platform/Infrastructure as a Service (Platform/IaaS) solutions and agencies can obtain scalable computing resources on the cloud or get processing power for website or software applications. PaaS/IaaS can help government realize cost savings, efficiencies, and modernization without having to expand existing infrastructure. Agencies can speed up acquisition of infrastructure services in the cloud, and save money by taking advantage of consumption based, compute resources or distributed relational database services (RDS) already running "in the cloud". The offerings are designed to simplify the setup, operation, and scaling of servers and databases no matter if program owners run single workloads or multitier applications. Our offerings support two deployment model options, Public and Government Community Cloud, providing government with the flexibility to choose based on the organization's security needs. **NOTE: AFS does offer Private deployment models** via a Statement of Work (SOW) or Statement of Objectives (SOO) using SIN 54151S (legacy SIN 132-51) for Professional Services.

Since the nature of the Private Cloud Deployment Model is one where the cloud infrastructure is provisioned for exclusive use by a single organization comprising multiple consumers (e.g., business units), it is usually owned, managed, and operated by the organization, a third party, or some combination of them, and it may exist on or off premises. Therefore the acquisition model for private cloud is different than other deployment models. Procurements designed to buy cloud based on service model bundles would not be applicable. AFS can support private cloud requirements via a Statement of Work (SOW) or Statement of Objectives (SOO) using SIN 54151S (legacy SIN 132-51) for Professional Services.

### Public Platform/Infrastructure as a Service (Paas/IaaS) Cloud Bundles Pricelist

#### *Infrastructure as a Service (IaaS) Bundle Offerings - Compute*

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
<b>General Purpose</b>		<b><u>General Purpose Virtual Machine</u> Balanced CPU-to-memory ratio. Ideal for testing and development, small to medium databases, and low to medium traffic web servers.</b>		
General Purpose	GP-1 Windows	General Purpose Compute VM Bundle - 1 vCPU, 3.5GB-3.75GB RAM, 4GB-50GB Disk, Windows OS	Hour	\$0.16
General Purpose	GP-2 Windows	General Purpose Compute VM Bundle - 2 vCPU, 7GB-7.5GB RAM, 32GB-100GB Disk, Windows OS	Hour	\$0.32

*Infrastructure as a Service (IaaS) Bundle Offerings - Compute*

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
General Purpose	GP-3 Windows	General Purpose Compute VM Bundle - 4 vCPU, 14GB-15GB RAM, 80GB-200GB Disk, Windows OS	Hour	\$0.65
General Purpose	GP-4 Windows	General Purpose Compute VM Bundle - 8 vCPU, 28GB-30GB RAM, 160GB-400GB Disk, Windows OS	Hour	\$1.31
General Purpose	GP-5 Windows	General Purpose Compute VM Bundle - 16 vCPU, 56GB-64GB RAM, 800GB Disk, Windows OS	Hour	\$2.35
General Purpose	GP-1 RHEL	General Purpose Compute VM Bundle - 1 vCPU, 3.5GB-3.75GB RAM, 4GB-50GB Disk, RedHat Enterprise Linux OS	Hour	\$0.16
General Purpose	GP-2 RHEL	General Purpose Compute VM Bundle - 2 vCPU, 7GB-7.5GB RAM, 32GB-100GB Disk, RedHat Enterprise Linux OS	Hour	\$0.23
General Purpose	GP-3 RHEL	General Purpose Compute VM Bundle - 4 vCPU, 14GB-15GB RAM, 80GB-200GB Disk, RedHat Enterprise Linux OS	Hour	\$0.41
General Purpose	GP-4 RHEL	General Purpose Compute VM Bundle - 8 vCPU, 28GB-30GB RAM, 160GB-400GB Disk, RedHat Enterprise Linux OS	Hour	\$0.83
General Purpose	GP-5 RHEL	General Purpose Compute VM Bundle - 16 vCPU, 56GB-64GB RAM, 800GB Disk, RedHat Enterprise Linux OS	Hour	\$1.41
<b>Compute Optimized</b>		<b><u>Compute Optimized Virtual Machine</u></b> <b>High CPU-to-memory ration. Good for medium traffic web servers, network appliances, batch processes, and application servers.</b>		
Compute Optimized	CO-1 Windows	Compute Optimized Compute VM Bundle - 2 vCPU, 3.75GB-4GB RAM, 32GB Disk, Windows OS	Hour	\$0.23
Compute Optimized	CO-2 Windows	Compute Optimized Compute VM Bundle - 4 vCPU, 7.5GB-8GB RAM, 64GB-80GB Disk, Windows OS	Hour	\$0.48
Compute Optimized	CO-3 Windows	Compute Optimized Compute VM Bundle - 8 vCPU, 15GB-16GB RAM, 128GB-160GB Disk, Windows OS	Hour	\$0.97

**Infrastructure as a Service (IaaS) Bundle Offerings - Compute**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
Compute Optimized	CO-4 Windows	Compute Optimized Compute VM Bundle - 16 vCPU, 30GB-32GB RAM, 256GB-320GB Disk, Windows OS	Hour	\$1.94
Compute Optimized	CO-5 Windows	Compute Optimized Compute VM Bundle - 32 vCPU, 60GB RAM, 640GB Disk, Windows OS	Hour	\$3.79
Compute Optimized	CO-1 RHEL	Compute Optimized Compute VM Bundle - 2 vCPU, 3.75GB-4GB RAM, 32GB Disk, RedHat Enterprise Linux OS	Hour	\$0.21
Compute Optimized	CO-2 RHEL	Compute Optimized Compute VM Bundle - 4 vCPU, 7.5GB-8GB RAM, 64GB-80GB Disk, RedHat Enterprise Linux OS	Hour	\$0.33
Compute Optimized	CO-3 RHEL	Compute Optimized Compute VM Bundle - 8 vCPU, 15GB-16GB RAM, 128GB-160GB Disk, RedHat Enterprise Linux OS	Hour	\$0.69
Compute Optimized	CO-4 RHEL	Compute Optimized Compute VM Bundle - 16 vCPU, 30GB-32GB RAM, 256GB-320GB Disk, RedHat Enterprise Linux OS	Hour	\$1.23
Compute Optimized	CO-5 RHEL	Compute Optimized Compute VM Bundle - 32 vCPU, 60GB RAM, 640GB Disk, RedHat Enterprise Linux OS	Hour	\$2.28
<b>Graphics Processing Unit</b>		<b><u>Graphics Processing Unit Virtual Machine</u></b> <b>Specialized virtual machines targeted for heavy graphic rendering and video editing available with single or multiple GPUs.</b>		
Graphics Processing Unit	GPU-1 Windows	Graphics Processing Unit Compute VM Bundle - 4 vCPU, 61GB RAM, 25GB Disk, Windows OS	Hour	\$1.40
Graphics Processing Unit	GPU-2 Windows	Graphics Processing Unit Compute VM Bundle - 32 vCPU, 488GB RAM, 50GB Disk, Windows OS	Hour	\$11.10
Graphics Processing Unit	GPU-3 Windows	Graphics Processing Unit Compute VM Bundle - 64 vCPU, 732GB RAM, 100GB Disk, Windows OS	Hour	\$22.20
Graphics Processing Unit	GPU-1 RHEL	Graphics Processing Unit Compute VM Bundle - 4 vCPU, 61GB RAM, 25GB Disk, RedHat Enterprise Linux OS	Hour	\$1.24

*Infrastructure as a Service (IaaS) Bundle Offerings - Compute*

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
Graphics Processing Unit	GPU-2 RHEL	Graphics Processing Unit Compute VM Bundle - 32 vCPU, 488GB RAM, 50GB Disk, RedHat Enterprise Linux OS	Hour	\$9.38
Graphics Processing Unit	GPU-3 RHEL	Graphics Processing Unit Compute VM Bundle - 64 vCPU, 732GB RAM, 100GB Disk, RedHat Enterprise Linux OS	Hour	\$18.61
<b>Memory Optimized</b>		<b><u>Memory Optimized Virtual Machine</u></b> <b>High memory-to-core ratio. Great for relational database servers, medium to large caches, and in-memory analytics.</b>		
Memory Optimized	MO-1 Windows	Memory Optimized Compute VM Bundle - 2 vCPU, 14GB-15GB RAM, 32GB-100GB Disk, Windows OS	Hour	\$0.37
Memory Optimized	MO-2 Windows	Memory Optimized Compute VM Bundle - 4 vCPU, 28GB-30.5GB RAM, 80GB-200GB Disk, Windows OS	Hour	\$0.73
Memory Optimized	MO-3 Windows	Memory Optimized Compute VM Bundle - 8 vCPU, 56GB-61GB RAM, 160GB-400GB Disk, Windows OS	Hour	\$1.32
Memory Optimized	MO-4 Windows	Memory Optimized Compute VM Bundle - 16 vCPU, 112GB-122GB RAM, 320GB-800GB Disk, Windows OS	Hour	\$2.44
Memory Optimized	MO-5 Windows	Memory Optimized Compute VM Bundle - 32 vCPU, 244GB RAM, 640GB Disk, Windows OS	Hour	\$4.40
Memory Optimized	MO-6 Windows	Memory Optimized Compute VM Bundle - 32 vCPU, 448GB RAM, 6144GB Disk, Windows OS	Hour	\$11.06
Memory Optimized	MO-7 Windows	Memory Optimized Compute VM Bundle - 64 vCPU, 488GB RAM, 7000GB Disk, Windows OS	Hour	\$10.43
Memory Optimized	MO-1 RHEL	Memory Optimized Compute VM Bundle - 2 vCPU, 14GB-15GB RAM, 32GB-100GB Disk, RedHat OS	Hour	\$0.27
Memory Optimized	MO-2 RHEL	Memory Optimized Compute VM Bundle - 4 vCPU, 28GB-30.5GB RAM, 80GB-200GB Disk, RedHat OS	Hour	\$0.48

*Infrastructure as a Service (IaaS) Bundle Offerings - Compute*

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
Memory Optimized	MO-3 RHEL	Memory Optimized Compute VM Bundle - 8 vCPU, 56GB-61GB RAM, 160GB-400GB Disk, RedHat OS	Hour	\$1.00
Memory Optimized	MO-4 RHEL	Memory Optimized Compute VM Bundle - 16 vCPU, 112GB-122GB RAM, 320GB-800GB Disk, RedHat OS	Hour	\$1.83
Memory Optimized	MO-5 RHEL	Memory Optimized Compute VM Bundle - 32 vCPU, 244GB RAM, 640GB Disk, RedHat OS	Hour	\$3.52
Memory Optimized	MO-6 RHEL	Memory Optimized Compute VM Bundle - 32 vCPU, 448GB RAM, 6144GB Disk, RedHat OS	Hour	\$9.99
Memory Optimized	MO-7 RHEL	Memory Optimized Compute VM Bundle - 64 vCPU, 488GB RAM, 7000GB Disk, RedHat OS	Hour	\$6.84
<b>Storage Optimized</b>		<b>Storage Optimized Virtual Machine High disk throughput and IO. Ideal for Big Data, SQL, and NoSQL databases.</b>		
Storage Optimized	SO-1 Windows	Storage Optimized Compute VM Bundle - 2 vCPU, 15.25GB RAM, 475GB Disk, Windows OS	Hour	\$0.31
Storage Optimized	SO-2 Windows	Storage Optimized Compute VM Bundle - 4 vCPU, 30.5GB-32GB RAM, 678GB-950GB Disk, Windows OS	Hour	\$0.69
Storage Optimized	SO-3 Windows	Storage Optimized Compute VM Bundle - 8 vCPU, 61GB-64GB RAM, 1388GB-1900GB Disk, Windows OS	Hour	\$1.38
Storage Optimized	SO-4 Windows	Storage Optimized Compute VM Bundle - 16 vCPU, 122GB-128GB RAM, 2807GB-3800GB Disk, Windows OS	Hour	\$2.74
Storage Optimized	SO-5 Windows	Storage Optimized Compute VM Bundle - 32 vCPU, 244GB-256GB RAM, 5630GB-7600GB Disk, Windows OS	Hour	\$5.49
Storage Optimized	SO-6 Windows	Storage Optimized Compute VM Bundle - 64 vCPU, 488GB RAM, 15200GB Disk, Windows OS	Hour	\$9.98
Storage Optimized	SO-1 RHEL	Storage Optimized Compute VM Bundle - 2 vCPU, 15.25GB RAM, 475GB Disk, RedHat Enterprise Linux OS	Hour	\$0.26

**Infrastructure as a Service (IaaS) Bundle Offerings - Compute**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
Storage Optimized	SO-2 RHEL	Storage Optimized Compute VM Bundle - 4 vCPU, 30.5GB-32GB RAM, 678GB-950GB Disk, RedHat Enterprise Linux OS	Hour	\$0.49
Storage Optimized	SO-3 RHEL	Storage Optimized Compute VM Bundle - 8 vCPU, 61GB-64GB RAM, 1388GB-1900GB Disk, RedHat Enterprise Linux OS	Hour	\$1.02
Storage Optimized	SO-4 RHEL	Storage Optimized Compute VM Bundle - 16 vCPU, 122GB-128GB RAM, 2807GB-3800GB Disk, RedHat Enterprise Linux OS	Hour	\$1.88
Storage Optimized	SO-5 RHEL	Storage Optimized Compute VM Bundle - 32 vCPU, 244GB-256GB RAM, 5630GB-7600GB Disk, RedHat Enterprise Linux OS	Hour	\$3.63
Storage Optimized	SO-6 RHEL	Storage Optimized Compute VM Bundle - 64 vCPU, 488GB RAM, 15200GB Disk, RedHat Enterprise Linux OS	Hour	\$6.44

**\*Note:** Prices shown herein are inclusive of the 0.75% IFF Fee.

**Infrastructure as a Service (IaaS) Bundle Offerings - Storage**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
<b>Blob Storage</b>		<b><u>Blob Storage</u></b> <b>Blob storage easily and cost-effectively stores from hundreds to billions of objects, in hot or cool tiers, depending on how often data access is needed. Store any type of unstructured data—images, videos, audio, documents, and more.</b>		
Blob Storage	BS-1	IaaS Storage Bundle - Per GB of standard general purpose blob storage for 1,000GB - 50,000GB capacity	Hour	\$0.06
Blob Storage	BS-2	IaaS Storage Bundle - Per GB of standard general purpose blob storage for 51,000GB - 500,000GB capacity	Hour	\$0.05
Blob Storage	BS-3	IaaS Storage Bundle - Per GB of standard general purpose blob storage for over 500,000GB capacity	Hour	\$0.05

**\*Note:** Prices shown herein are inclusive of the 0.75% IFF Fee.

**Infrastructure as a Service (IaaS) Bundle Offerings - Network**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
<b>Direct Connect</b>		<b><u>Network Bandwidth</u></b> <b>Dedicated network connection between your network and one of the CSP locations. Using industry standard 802.1q VLANs, this dedicated connection can be partitioned into multiple virtual interfaces.</b>		
Direct Connect	DC-1	Network Bundle - 50 Mbps Bandwidth	Month	\$69.19
Direct Connect	DC-2	Network Bundle - 100 Mbps Bandwidth	Month	\$125.76
Direct Connect	DC-3	Network Bundle - 200 Mbps Bandwidth	Month	\$182.37
Direct Connect	DC-4	Network Bundle - 500 Mbps Bandwidth	Month	\$364.75
Direct Connect	DC-5	Network Bundle - 1 Gbps Bandwidth	Month	\$548.37
Direct Connect	DC-6	Network Bundle - 10 Gbps Bandwidth	Month	\$6,288.70

**\*Note:** Prices shown herein are inclusive of the 0.75% IFF Fee.

**Infrastructure as a Service (IaaS) Bundle Offerings - Database**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
<b>Relational Database Service</b>		<b><u>Relational Database Service (RDS)</u></b> <b>RDS allows you deploy multiple editions of Oracle Database in minutes with cost-efficient and re-sizable hardware capacity. You can bring existing Oracle licenses or pay for license usage by the hour. RDS frees you up to focus on application development by managing complex database administration tasks including provisioning, backups, patching, monitoring, and hardware scaling.</b>		
Relational Database Service	RDB-1 Oracle Single AZ	Relational Database Service VM Bundle - 2 vCPU, 8GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$0.63
Relational Database Service	RDB-2 Oracle Single AZ	Relational Database Service VM Bundle - 2 vCPU, 8GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$0.73
Relational Database Service	RDB-3 Oracle Multi AZ	Relational Database Service VM Bundle - 2 vCPU, 8GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$1.26

**Infrastructure as a Service (IaaS) Bundle Offerings - Database**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
Relational Database Service	RDB-4 Oracle Multi AZ	Relational Database Service VM Bundle - 2 vCPU, 8GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$1.46
Relational Database Service	RDB-5 Oracle Single AZ	Relational Database Service VM Bundle - 4 vCPU, 16GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$1.16
Relational Database Service	RDB-6 Oracle Single AZ	Relational Database Service VM Bundle - 4 vCPU, 16GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$1.26
Relational Database Service	RDB-7 Oracle Multi AZ	Relational Database Service VM Bundle - 4 vCPU, 16GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$2.30
Relational Database Service	RDB-8 Oracle Multi AZ	Relational Database Service VM Bundle - 4 vCPU, 16GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$2.52
Relational Database Service	RDB-9 Oracle Single AZ	Relational Database Service VM Bundle - 8 vCPU, 32GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$2.21
Relational Database Service	RDB-10 Oracle Single AZ	Relational Database Service VM Bundle - 8 vCPU, 32GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$2.30
Relational Database Service	RDB-11 Oracle Multi AZ	Relational Database Service VM Bundle - 8 vCPU, 32GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$4.40
Relational Database Service	RDB-12 Oracle Multi AZ	Relational Database Service VM Bundle - 8 vCPU, 32GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$4.60
Relational Database Service	RDB-13 Oracle Single AZ	Relational Database Service VM Bundle - 16 vCPU, 64GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$4.30
Relational Database Service	RDB-14 Oracle Single AZ	Relational Database Service VM Bundle - 16 vCPU, 64GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$4.40
Relational Database Service	RDB-15 Oracle Multi AZ	Relational Database Service VM Bundle - 16 vCPU, 64GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$8.61
Relational Database Service	RDB-16 Oracle Multi AZ	Relational Database Service VM Bundle - 16 vCPU, 64GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$8.82
Relational Database Service	RDB-17 Oracle Single AZ	Relational Database Service VM Bundle - 2 vCPU, 15GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$0.68

**Infrastructure as a Service (IaaS) Bundle Offerings - Database**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
Relational Database Service	RDB-18 Oracle Single AZ	Relational Database Service VM Bundle - 2 vCPU, 15GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$0.78
Relational Database Service	RDB-19 Oracle Multi AZ	Relational Database Service VM Bundle - 2 vCPU, 15GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$1.36
Relational Database Service	RDB-20 Oracle Multi AZ	Relational Database Service VM Bundle - 2 vCPU, 15GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$1.55
Relational Database Service	RDB-21 Oracle Single AZ	Relational Database Service VM Bundle - 4 vCPU, 30.5GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$1.27
Relational Database Service	RDB-22 Oracle Single AZ	Relational Database Service VM Bundle - 4 vCPU, 30.5GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$1.36
Relational Database Service	RDB-23 Oracle Multi AZ	Relational Database Service VM Bundle - 4 vCPU, 30.5GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$2.54
Relational Database Service	RDB-24 Oracle Multi AZ	Relational Database Service VM Bundle - 4 vCPU, 30.5GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$2.73
Relational Database Service	RDB-25 Oracle Single AZ	Relational Database Service VM Bundle - 8 vCPU, 61GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$2.42
Relational Database Service	RDB-26 Oracle Single AZ	Relational Database Service VM Bundle - 8 vCPU, 61GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$2.54
Relational Database Service	RDB-27 Oracle Multi AZ	Relational Database Service VM Bundle - 8 vCPU, 61GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$4.85
Relational Database Service	RDB-28 Oracle Multi AZ	Relational Database Service VM Bundle - 8 vCPU, 61GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$5.06
Relational Database Service	RDB-29 Oracle Single AZ	Relational Database Service VM Bundle - 16 vCPU, 122GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$4.76
Relational Database Service	RDB-30 Oracle Single AZ	Relational Database Service VM Bundle - 16 vCPU, 122GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$4.85
Relational Database Service	RDB-31 Oracle Multi AZ	Relational Database Service VM Bundle - 16 vCPU, 122GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$9.51

**Infrastructure as a Service (IaaS) Bundle Offerings - Database**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
Relational Database Service	RDB-32 Oracle Multi AZ	Relational Database Service VM Bundle - 16 vCPU, 122GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$9.70

\***Note:** Prices shown herein are inclusive of the 0.75% IFF Fee.

**Government Community Platform/Infrastructure as a Service (Paas/IaaS) Cloud Bundles Pricelist**

**Infrastructure as a Service (IaaS) Bundle Offerings - Compute**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
<b>General Purpose (GovCloud)</b>		<b><u>General Purpose Virtual Machine - U.S. Government Community Cloud</u></b> <b>Balanced CPU-to-memory ratio. Ideal for testing and development, small to medium databases, and low to medium traffic web servers.</b>		
General Purpose (GovCloud)	GP-1 Windows (GC)	General Purpose Compute VM Bundle - 1 vCPU, 3.5GB-3.75GB RAM, 4GB-50GB Disk, Windows OS	Hour	\$0.19
General Purpose (GovCloud)	GP-2 Windows (GC)	General Purpose Compute VM Bundle - 2 vCPU, 7GB-7.5GB RAM, 32GB-100GB Disk, Windows OS	Hour	\$0.39
General Purpose (GovCloud)	GP-3 Windows (GC)	General Purpose Compute VM Bundle - 4 vCPU, 14GB-15GB RAM, 80GB-200GB Disk, Windows OS	Hour	\$0.77
General Purpose (GovCloud)	GP-4 Windows (GC)	General Purpose Compute VM Bundle - 8 vCPU, 28GB-30GB RAM, 160GB-400GB Disk, Windows OS	Hour	\$1.54
General Purpose (GovCloud)	GP-5 Windows (GC)	General Purpose Compute VM Bundle - 16 vCPU, 56GB-64GB RAM, 800GB Disk, Windows OS	Hour	\$2.94
General Purpose (GovCloud)	GP-1 RHEL (GC)	General Purpose Compute VM Bundle - 1 vCPU, 3.5GB-3.75GB RAM, 4GB-50GB Disk, RedHat OS	Hour	\$0.17
General Purpose (GovCloud)	GP-2 RHEL (GC)	General Purpose Compute VM Bundle - 2 vCPU, 7GB-7.5GB RAM, 32GB-100GB Disk, RedHat OS	Hour	\$0.27
General Purpose (GovCloud)	GP-3 RHEL (GC)	General Purpose Compute VM Bundle - 4 vCPU, 14GB-15GB RAM, 80GB-200GB Disk, RedHat OS	Hour	\$0.49

*Infrastructure as a Service (IaaS) Bundle Offerings - Compute*

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
General Purpose (GovCloud)	GP-4 RHEL (GC)	General Purpose Compute VM Bundle - 8 vCPU, 28GB-30GB RAM, 160GB-400GB Disk, RedHat OS	Hour	\$1.00
General Purpose (GovCloud)	GP-5 RHEL (GC)	General Purpose Compute VM Bundle - 16 vCPU, 56GB-64GB RAM, 800GB Disk, RedHat OS	Hour	\$1.71
<b>Compute Optimized (GovCloud)</b>		<b><u>Compute Optimized Virtual Machine - U.S. Government Community Cloud</u></b> <b>High CPU-to-memory ration. Good for medium traffic web servers, network appliances, batch processes, and application servers.</b>		
Compute Optimized (GovCloud)	CO-1 Windows (GC)	Compute Optimized Compute VM Bundle - 2 vCPU, 3.75GB-4GB RAM, 32GB Disk, Windows OS	Hour	\$0.25
Compute Optimized (GovCloud)	CO-2 Windows (GC)	Compute Optimized Compute VM Bundle - 4 vCPU, 7.5GB-8GB RAM, 64GB-80GB Disk, Windows OS	Hour	\$0.52
Compute Optimized (GovCloud)	CO-3 Windows (GC)	Compute Optimized Compute VM Bundle - 8 vCPU, 15GB-16GB RAM, 128GB-160GB Disk, Windows OS	Hour	\$1.08
Compute Optimized (GovCloud)	CO-4 Windows (GC)	Compute Optimized Compute VM Bundle - 16 vCPU, 30GB-32GB RAM, 256GB-320GB Disk, Windows OS	Hour	\$2.13
Compute Optimized (GovCloud)	CO-5 Windows (GC)	Compute Optimized Compute VM Bundle - 32 vCPU, 60GB RAM, 640GB Disk, Windows OS	Hour	\$4.20
Compute Optimized (GovCloud)	CO-1 RHEL (GC)	Compute Optimized Compute VM Bundle - 2 vCPU, 3.75GB-4GB RAM, 32GB Disk, RedHat OS	Hour	\$0.23
Compute Optimized (GovCloud)	CO-2 RHEL (GC)	Compute Optimized Compute VM Bundle - 4 vCPU, 7.5GB-8GB RAM, 64GB-80GB Disk, RedHat OS	Hour	\$0.39
Compute Optimized (GovCloud)	CO-3 RHEL (GC)	Compute Optimized Compute VM Bundle - 8 vCPU, 15GB-16GB RAM, 128GB-160GB Disk, RedHat OS	Hour	\$0.80
Compute Optimized (GovCloud)	CO-4 RHEL (GC)	Compute Optimized Compute VM Bundle - 16 vCPU, 30GB-32GB RAM, 256GB-320GB Disk, RedHat OS	Hour	\$1.43
Compute Optimized (GovCloud)	CO-5 RHEL (GC)	Compute Optimized Compute VM Bundle - 32 vCPU, 60GB RAM, 640GB Disk, RedHat OS	Hour	\$2.71

**Infrastructure as a Service (IaaS) Bundle Offerings - Compute**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
<b>Graphics Processing Unit (GovCloud)</b>		<b><u>Graphics Processing Unit Virtual Machine - U.S. Government Community Cloud</u></b> <b>Specialized virtual machines targeted for heavy graphic rendering and video editing available with single or multiple GPUs.</b>		
Graphics Processing Unit (GovCloud)	GPU-1 Windows (GC)	Graphics Processing Unit Compute VM Bundle - 4 vCPU, 61GB RAM, 25GB Disk, Windows OS	Hour	\$1.62
Graphics Processing Unit (GovCloud)	GPU-2 Windows (GC)	Graphics Processing Unit Compute VM Bundle - 32 vCPU, 488GB RAM, 50GB Disk, Windows OS	Hour	\$12.96
Graphics Processing Unit (GovCloud)	GPU-3 Windows (GC)	Graphics Processing Unit Compute VM Bundle - 64 vCPU, 732GB RAM, 100GB Disk, Windows OS	Hour	\$25.89
Graphics Processing Unit (GovCloud)	GPU-1 RHEL (GC)	Graphics Processing Unit Compute VM Bundle - 4 vCPU, 61GB RAM, 25GB Disk, RedHat OS	Hour	\$1.46
Graphics Processing Unit (GovCloud)	GPU-2 RHEL (GC)	Graphics Processing Unit Compute VM Bundle - 32 vCPU, 488GB RAM, 50GB Disk, RedHat OS	Hour	\$11.24
Graphics Processing Unit (GovCloud)	GPU-3 RHEL (GC)	Graphics Processing Unit Compute VM Bundle - 64 vCPU, 732GB RAM, 100GB Disk, RedHat OS	Hour	\$22.29
<b>Memory Optimized (GovCloud)</b>		<b><u>Memory Optimized Virtual Machine - U.S. Government Community Cloud</u></b> <b>High memory-to-core ratio. Great for relational database servers, medium to large caches, and in-memory analytics.</b>		
Memory Optimized (GovCloud)	MO-1 Windows (GC)	Memory Optimized Compute VM Bundle - 2 vCPU, 14GB-15GB RAM, 32GB-100GB Disk, Windows OS	Hour	\$0.45
Memory Optimized (GovCloud)	MO-2 Windows (GC)	Memory Optimized Compute VM Bundle - 4 vCPU, 28GB-30.5GB RAM, 80GB-200GB Disk, Windows OS	Hour	\$0.92
Memory Optimized (GovCloud)	MO-3 Windows (GC)	Memory Optimized Compute VM Bundle - 8 vCPU, 56GB-61GB RAM, 160GB-400GB Disk, Windows OS	Hour	\$1.64
Memory Optimized (GovCloud)	MO-4 Windows (GC)	Memory Optimized Compute VM Bundle - 16 vCPU, 112GB-122GB RAM, 320GB-800GB Disk, Windows OS	Hour	\$3.05

**Infrastructure as a Service (IaaS) Bundle Offerings - Compute**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
Memory Optimized (GovCloud)	MO-5 Windows (GC)	Memory Optimized Compute VM Bundle - 32 vCPU, 244GB RAM, 640GB Disk, Windows OS	Hour	\$5.10
Memory Optimized (GovCloud)	MO-6 Windows (GC)	Memory Optimized Compute VM Bundle - 32 vCPU, 448GB RAM, 6144GB Disk, Windows OS	Hour	\$13.81
Memory Optimized (GovCloud)	MO-7 Windows (GC)	Memory Optimized Compute VM Bundle - 64 vCPU, 488GB RAM, 7000GB Disk, Windows OS	Hour	\$11.76
Memory Optimized (GovCloud)	MO-1 RHEL (GC)	Memory Optimized Compute VM Bundle - 2 vCPU, 14GB-15GB RAM, 32GB-100GB Disk, RedHat OS	Hour	\$0.32
Memory Optimized (GovCloud)	MO-2 RHEL (GC)	Memory Optimized Compute VM Bundle - 4 vCPU, 28GB-30.5GB RAM, 80GB-200GB Disk, RedHat OS	Hour	\$0.58
Memory Optimized (GovCloud)	MO-3 RHEL (GC)	Memory Optimized Compute VM Bundle - 8 vCPU, 56GB-61GB RAM, 160GB-400GB Disk, RedHat OS	Hour	\$1.17
Memory Optimized (GovCloud)	MO-4 RHEL (GC)	Memory Optimized Compute VM Bundle - 16 vCPU, 112GB-122GB RAM, 320GB-800GB Disk, RedHat OS	Hour	\$2.17
Memory Optimized (GovCloud)	MO-5 RHEL (GC)	Memory Optimized Compute VM Bundle - 32 vCPU, 244GB RAM, 640GB Disk, RedHat OS	Hour	\$4.18
Memory Optimized (GovCloud)	MO-6 RHEL (GC)	Memory Optimized Compute VM Bundle - 32 vCPU, 448GB RAM, 6144GB Disk, RedHat OS	Hour	\$12.47
Memory Optimized (GovCloud)	MO-7 RHEL (GC)	Memory Optimized Compute VM Bundle - 64 vCPU, 488GB RAM, 7000GB Disk, RedHat OS	Hour	\$8.17
<b>Storage Optimized (GovCloud)</b>		<b><u>Storage Optimized Virtual Machine - U.S. Government Community Cloud</u></b> <b>High disk throughput and IO. Ideal for Big Data, SQL, and NoSQL databases.</b>		
Storage Optimized (GovCloud)	SO-1 Windows (GC)	Storage Optimized Compute VM Bundle - 2 vCPU, 15.25GB RAM, 475GB Disk, Windows OS	Hour	\$0.35
Storage Optimized (GovCloud)	SO-2 Windows (GC)	Storage Optimized Compute VM Bundle - 4 vCPU, 30.5GB-32GB RAM, 678GB-950GB Disk, Windows OS	Hour	\$0.71

**Infrastructure as a Service (IaaS) Bundle Offerings - Compute**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
Storage Optimized (GovCloud)	SO-3 Windows (GC)	Storage Optimized Compute VM Bundle - 8 vCPU, 61GB-64GB RAM, 1388GB-1900GB Disk, Windows OS	Hour	\$1.41
Storage Optimized (GovCloud)	SO-4 Windows (GC)	Storage Optimized Compute VM Bundle - 16 vCPU, 122GB-128GB RAM, 2807GB-3800GB Disk, Windows OS	Hour	\$2.82
Storage Optimized (GovCloud)	SO-5 Windows (GC)	Storage Optimized Compute VM Bundle - 32 vCPU, 244GB-256GB RAM, 5630GB-7600GB Disk, Windows OS	Hour	\$5.63
Storage Optimized (GovCloud)	SO-6 Windows (GC)	Storage Optimized Compute VM Bundle - 64 vCPU, 488GB RAM, 15200GB Disk, Windows OS	Hour	\$11.27
Storage Optimized (GovCloud)	SO-1 RHEL (GC)	Storage Optimized Compute VM Bundle - 2 vCPU, 15.25GB RAM, 475GB Disk, RedHat OS	Hour	\$0.31
Storage Optimized (GovCloud)	SO-2 RHEL (GC)	Storage Optimized Compute VM Bundle - 4 vCPU, 30.5GB-32GB RAM, 678GB-950GB Disk, RedHat OS	Hour	\$0.55
Storage Optimized (GovCloud)	SO-3 RHEL (GC)	Storage Optimized Compute VM Bundle - 8 vCPU, 61GB-64GB RAM, 1388GB-1900GB Disk, RedHat OS	Hour	\$1.12
Storage Optimized (GovCloud)	SO-4 RHEL (GC)	Storage Optimized Compute VM Bundle - 16 vCPU, 122GB-128GB RAM, 2807GB-3800GB Disk, RedHat OS	Hour	\$2.06
Storage Optimized (GovCloud)	SO-5 RHEL (GC)	Storage Optimized Compute VM Bundle - 32 vCPU, 244GB-256GB RAM, 5630GB-7600GB Disk, RedHat OS	Hour	\$3.96
Storage Optimized (GovCloud)	SO-6 RHEL (GC)	Storage Optimized Compute VM Bundle - 64 vCPU, 488GB RAM, 15200GB Disk, RedHat OS	Hour	\$7.74

**\*Note:** Prices shown herein are inclusive of the 0.75% IFF Fee.

**Infrastructure as a Service (IaaS) Bundle Offerings - Storage**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
<b>Blob Storage (GovCloud)</b>		<b><u>Blob Storage - U.S. Government Community Cloud</u></b> Blob storage easily and cost-effectively stores from hundreds to billions of objects, in hot or cool tiers, depending on how often data access is needed. Store any type of unstructured data—images, videos, audio, documents, and more.		
Blob Storage (GovCloud)	BS-1 (GC)	IaaS Storage Bundle - Per GB of standard general purpose blob storage for 1,000GB - 50,000GB capacity	Hour	\$0.09
Blob Storage (GovCloud)	BS-2 (GC)	IaaS Storage Bundle - Per GB of standard general purpose blob storage for 51,000GB - 500,000GB capacity	Hour	\$0.09
Blob Storage (GovCloud)	BS-3 (GC)	IaaS Storage Bundle - Per GB of standard general purpose blob storage for over 500,000GB capacity	Hour	\$0.09

**\*Note:** Prices shown herein are inclusive of the 0.75% IFF Fee.

**Infrastructure as a Service (IaaS) Bundle Offerings - Network**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
<b>Direct Connect (GovCloud)</b>		<b><u>Network Bandwidth</u></b> Dedicated network connection between your network and one of the CSP locations. Using industry standard 802.1q VLANs, this dedicated connection can be partitioned into multiple virtual interfaces.		
Direct Connect (GovCloud)	DC-1 (GC)	Network Bundle - 50 Mbps Bandwidth	Month	\$88.05
Direct Connect (GovCloud)	DC-2 (GC)	Network Bundle - 100 Mbps Bandwidth	Month	\$176.07
Direct Connect (GovCloud)	DC-3 (GC)	Network Bundle - 200 Mbps Bandwidth	Month	\$226.39
Direct Connect (GovCloud)	DC-4 (GC)	Network Bundle - 500 Mbps Bandwidth	Month	\$459.08
Direct Connect (GovCloud)	DC-5 (GC)	Network Bundle - 1 Gbps Bandwidth	Month	\$685.46

**Infrastructure as a Service (IaaS) Bundle Offerings - Network**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
Direct Connect (GovCloud)	DC-6 (GC)	Network Bundle - 10 Gbps Bandwidth	Month	\$7,860.88

**\*Note:** Prices shown herein are inclusive of the 0.75% IFF Fee.

**Infrastructure as a Service (IaaS) Bundle Offerings - Database**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
<b>Relational Database Service (GovCloud)</b>		<b>Relational Database Service (RDS)</b> <b>RDS allows you to deploy multiple editions of Oracle Database in minutes with cost-efficient and re-sizable hardware capacity. You can bring existing Oracle licenses or pay for license usage by the hour. RDS frees you up to focus on application development by managing complex database administration tasks including provisioning, backups, patching, monitoring, and hardware scaling.</b>		
Relational Database Service (GovCloud)	RDB-1 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 2 vCPU, 8GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$0.41
Relational Database Service (GovCloud)	RDB-2 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 2 vCPU, 8GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$0.54
Relational Database Service (GovCloud)	RDB-3 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 2 vCPU, 8GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$0.83
Relational Database Service (GovCloud)	RDB-4 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 2 vCPU, 8GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$1.08
Relational Database Service (GovCloud)	RDB-5 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 4 vCPU, 16GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$0.71
Relational Database Service (GovCloud)	RDB-6 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 4 vCPU, 16GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$0.83
Relational Database Service (GovCloud)	RDB-7 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 4 vCPU, 16GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$1.42

**Infrastructure as a Service (IaaS) Bundle Offerings - Database**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
Relational Database Service (GovCloud)	RDB-8 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 4 vCPU, 16GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$1.65
Relational Database Service (GovCloud)	RDB-9 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 8 vCPU, 32GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$1.46
Relational Database Service (GovCloud)	RDB-10 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 8 vCPU, 32GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$1.57
Relational Database Service (GovCloud)	RDB-11 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 8 vCPU, 32GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$2.92
Relational Database Service (GovCloud)	RDB-12 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 8 vCPU, 32GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$3.17
Relational Database Service (GovCloud)	RDB-13 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 16 vCPU, 64GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$2.79
Relational Database Service (GovCloud)	RDB-14 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 16 vCPU, 64GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$2.92
Relational Database Service (GovCloud)	RDB-15 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 16 vCPU, 64GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$5.58
Relational Database Service (GovCloud)	RDB-16 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 16 vCPU, 64GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$5.81
Relational Database Service (GovCloud)	RDB-17 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 2 vCPU, 15GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$0.77
Relational Database Service (GovCloud)	RDB-18 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 2 vCPU, 15GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$0.90
Relational Database Service (GovCloud)	RDB-19 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 2 vCPU, 15GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$1.54
Relational Database Service (GovCloud)	RDB-20 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 2 vCPU, 15GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$1.79
Relational Database Service (GovCloud)	RDB-21 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 4 vCPU, 30.5GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$1.38

**Infrastructure as a Service (IaaS) Bundle Offerings - Database**

Bundle Offering	SKU	Description	Unit	3/6/2018 – 3/5/2023
Relational Database Service (GovCloud)	RDB-22 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 4 vCPU, 30.5GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$1.49
Relational Database Service (GovCloud)	RDB-23 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 4 vCPU, 30.5GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$2.76
Relational Database Service (GovCloud)	RDB-24 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 4 vCPU, 30.5GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$2.99
Relational Database Service (GovCloud)	RDB-25 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 8 vCPU, 61GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$2.73
Relational Database Service (GovCloud)	RDB-26 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 8 vCPU, 61GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$2.85
Relational Database Service (GovCloud)	RDB-27 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 8 vCPU, 61GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$5.44
Relational Database Service (GovCloud)	RDB-28 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 8 vCPU, 61GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$5.67
Relational Database Service (GovCloud)	RDB-29 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 16 vCPU, 122GB RAM, 500GB Disk, Oracle DB, Single Availability Zone	Hour	\$5.11
Relational Database Service (GovCloud)	RDB-30 Oracle Single AZ (GC)	Relational Database Service VM Bundle - 16 vCPU, 122GB RAM, 1000GB Disk, Oracle DB, Single Availability Zone	Hour	\$5.25
Relational Database Service (GovCloud)	RDB-31 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 16 vCPU, 122GB RAM, 500GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$10.25
Relational Database Service (GovCloud)	RDB-32 Oracle Multi AZ (GC)	Relational Database Service VM Bundle - 16 vCPU, 122GB RAM, 1000GB Disk, Oracle DB, Multiple Availability Zone	Hour	\$10.49

**\*Note:** Prices shown herein are inclusive of the 0.75% IFF Fee.

**NOTE: When managed services requirements like those listed below are required the level of effort can vary, therefore those service(s) are provided via a Statement of Work (SOW) or Statement of Objectives (SOO) using SIN 54151S (legacy SIN 132-51) for IT Professional Services.**

Transformation Services	Managed Operating System Services	Managed Database Services	Managed Application Services	Managed Security Service
Cloud Strategy	Operating System Management	Non RDS Database Provisioning	Application Stack Provisioning	Multi-factor Authentication (MFA)
Cloud Portfolio Readiness Assessments	Operating System Patching	Non RDS Database Management	Application Stack Management	Identity Access Management (IAM)
Assessment and Authorization (A&A)	Operating System Event Monitoring	Non RDS Database Patching	Application Stack Patching	System Intrusion Detection Systems (SIDS)
Cloud Transition	Operating System Performance Monitoring	Non RDS Database Event Monitoring	Application Stack Event Monitoring	Network Intrusion Detection Systems (NIDS)
Application Modernization	Operating System Reporting	Non RDS Database Performance Monitoring	Application Stack Performance Monitoring	Host-based Intrusion Detection Systems (HIDS)
Cloud Migration	Operating System Hardening	Non RDS Database Reporting	Application Stack Reporting	
Application Lifecycle Management for Hybrid	Backup and Restore	Non RDS Database Log Management	Application Stack Log Management	
DevOps	Disaster Recovery (DR)	Non RDS Database Hardening	Application Hardening	

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