Powersolv is strongly allied with various market leaders in the technology industry to deliver the best of breed solutions to its clients. It’s alliance partnerships include such companies as Astrea Systems for wireless reporting capabilities, Siebel Systems (CRM), Actuate (Web enabling corporate databases), BEA Systems (enterprise applications and web services), NTT Verio (web hosting) and Cognos for business intelligence solutions. Powersolv’s expertise lies in implementing and integrating CRM, Enterprise Reporting and Business Intelligence solutions across various platforms, such as, Siebel, Peoplesoft, SAP, Oracle and Actuate. As a Systems Integration firm, we are agnostic to technology. We specialize in presenting information/data from various application components of above-mentioned technologies by customizing and configuring the reporting functionality to achieve maximum ROI.

We are a minority owned firm, certified as a Participant in the U.S. Small Business Administration’s 8(a) BD program. Additionally, we are certified as a Small Disadvantaged Business (SDB) in the Federal Government’s SDB program. Specializing in systems integration, we offer consulting and end user training services in the Federal and Commercial market and are a complete solutions provider to those who are implementing the software of our alliance partners.

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

Schedule Title: General Purpose Commercial Information Technology Equipment, Software and Services

FSC Group: Class 70

- FPDS Code D302 IT Systems Development Services
- FPDS Code D306 IT Systems Analysis Services
- FPDS Code D308 Programming Services
- FPDS Code D311 IT Data Conversion Services
- FPDS Code D316 IT Network Management Services
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

Contract number: GS-35F-0938N

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

Contract period: September 30th, 2003 through September 29th, 2023

Current through Mass Mod A826, effective November 20, 2020
Customer Information:

1a. Table of awarded special item number with appropriate cross-reference to item descriptions and awarded prices.

| Special Item Number 54151S – Information Technology Services. See price list. |

Special Item Number 70 500 - Order-Level Materials (OLMs) – Order-Level Materials are supplies and/or services acquired in direct support of individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level.

OLMs are Purchased under the authority of the FSS Program, Unknown until an order is placed, Only authorized for use in direct support of another awarded SIN, Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN), OLMs are not open-market items, OLMs are not awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level).

The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN, Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA, Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).

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

Installation Technician Specialist I/ Cable Installer $47.47.

OLM – Determined at the Order Level.

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: See price list.

2. Maximum order: $500,000 for 54151S and 70 500 not to exceed $100,000 per order. For OLM’s, the cumulative value of OLMs in an individual task or delivery order cannot exceed 33.33% of the total value of the order.

3. Minimum order: $100.00

4. Geographic coverage (delivery area): The 48 contiguous states and the District of Columbia and all authorized ordering activities, authorized by statute, including Outside the Continental United States (OCONUS).

5. Point of production: Reston, VA Fairfax County.

6. Discount from list prices or statement of net price: Prices shown are Net prices.

7. Quantity discounts: None.

8. Prompt payment terms: 1% Net 20

9. Foreign items: Not applicable.

10a. Time of delivery: As mutually agreed.
10b. Expedited Delivery: As mutually agreed.
10c. Overnight and 2-day delivery: As mutually agreed.
10d. Urgent Requirements: As mutually agreed.
11. F.O.B. point: DEST
12a. Ordering address: 1801 Robert Fulton Drive, Suite 550 Reston, VA 20191.
12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.
13. Payment address: 1801 Robert Fulton Drive, Suite 550 Reston, VA 20191.
15. Export packing charges: Not applicable.
16. Terms and conditions of rental, maintenance, and repair: Not applicable.
17. Terms and conditions of installation: Not applicable.
18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not applicable.
18b. Terms and conditions for any other services: Not applicable.
19. List of service and distribution points: Not applicable.
20. List of participating dealers: Not applicable.
21. Preventive maintenance: Not applicable.
22a. Special attributes such as environmental attributes: Not applicable.
22b. If applicable, indicate that Section 508 compliance information:
The EIT standards can be found at: www.Section508.gov
23. Data Universal Number System (DUNS) number: 944795988.
24. Notification regarding registration in the System for Award Management (SAM) database: Yes.
1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

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

5. **STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**
   (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a
stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

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

6. **INSPECTION OF SERVICES**


7. **RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

9. **INDEPENDENT CONTRACTOR**

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

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIAION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

(1) The offeror;
(2) Subcontractors; and/or
(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.
13. RESUMES
Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

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

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

16. DESCRIPTION OF IT SERVICES AND PRICING

Job Title: Application Specialist Jr

Minimum/General Experience: Has 3 + years experience in design, development, testing, and debugging of computer software applications.

Functional Responsibility: Assist in development of computer applications.

Minimum Education: Bachelor’s degree.

Job Title: Application Specialist Sr

Minimum/General Experience: Has 5 + years experience as project/technical lead in performing Analysis, Design, development, testing, and debugging of software application and external product integration.


Minimum Education: Bachelor’s degree.

Job Title: Business Analyst Jr

Minimum/General Experience: Has 3 + years experience in the analysis of business processes, activities, and events. Analyzes internal and external factors affecting the business and technology environment and making documentation.

Functional Responsibility: Analyst is responsible for documenting existing business processes through joint application development sessions.

Minimum Education: Bachelor’s degree.

Job Title: Business Analyst Sr

Minimum/General Experience: Has 5 + years of strong experience in performing Business Analysis and documentation for a Software Application. Must have extensive user interaction experience and a good analytic mind.
**Functional Responsibility:** Perform Business Analysis for a computer application and provide assistance in the Design of the application. Responsible for working with users and customers to document and strategize for process improvements for current business processes.

**Minimum Education:** Bachelor’s degree.

**Job Title:** Database Specialist Jr

**Minimum/General Experience:** Must have RDBMS experience and 5 + years experience in analyzing system requirements to enable the design and development of large-scale database applications.

**Functional Responsibility:** Assist in Database design and maintenance. Perform general Database Administration.

**Minimum Education:** High school degree.

**Job Title:** Database Specialist Sr

**Minimum/General Experience:** Has 5 + years of strong experience in Database design, development, implementation and maintenance. Must be able to create and implement various Database Admin policies and procedures. Knowledge of multiple RDBMS required.

**Functional Responsibility:** Provides highly technical expertise in the use of DBMS. Evaluates and recommends available DBMS products to support validated user requirements. Manages the development of data base projects. Plans and budgets staff and data base resources.

**Minimum Education:** Bachelor’s degree.

**Job Title:** Jr Network Engineer

**Minimum/General Experience:** Has 3 + years of experience and knowledge of Networking including LAN, WAN, and exposure to Wireless Networking.

**Functional Responsibility:** Provides technical support for, and coordinates, the installation, operation, and maintenance of telecommunication networks and systems.

**Minimum Education:** High School degree.

**Job Title:** Network Engineer

**Minimum/General Experience:** Has 5 + years of strong experience in Analyzes design, engineering, and equipment requirements for Networking; is able evaluate hardware, software, and network capabilities. Has experience with Hardware and network sizing in LAN, WAN and Wireless networks.

**Functional Responsibility:** Performs design, and engineering of Networks for major systems to ensure high-quality, cost-effective operations. Coordinates installation, testing, and maintenance of network; and provides technical guidance to users. Provide mentoring support to Jr. Network engineers.

**Minimum Education:** Bachelor’s degree.
**Job Title:** Programmer

**Minimum/General Experience:** Has 3 + years of experience including: exposure to information systems design, understanding of applications programming, experience in various programming languages, and knowledge of major computer equipment and software packages. Is familiar with various Testing tools/methodologies.

**Functional Responsibility:** Serves as a key information technology resource on engagement team. Work includes designing software, coding in various languages, debugging, testing, integrating the final product, and documenting all programming-related activities.

**Minimum Education:** High school degree.

**Job Title:** Sr Programmer

Minimum/General Experience: 5 + years of experience including: exposure to information systems design; has an understanding of applications programming, experience in various programming languages, and knowledge of major computer equipment and software packages. Is familiar with various Testing tools/methodologies.

**Functional Responsibility:** Supervises software development projects, Develops logic flow charts and pseudo-code., Translates software specifications into software applications. Tests, debugs, and refines software to produce the required product.

**Minimum Education:** Bachelor’s degree.

**Job Title:** Programmer Analyst Jr

**Minimum/General Experience:** Has 3 + years of experience in Analyzing computer programs, creating documentation and design specification from the logical system design.

**Functional Responsibility:** Develop computer programs using the design specifications.

**Minimum Education:** Bachelor’s degree.

**Job Title:** Programmer Analyst Sr

**Minimum/General Experience:** Has 5 + years experience in analysis and design of a computer systems. Is able to develop the required system based on the design specification.

**Functional Responsibility:** Assist in detailed analysis of the system. Convert symbolic statements of work processes to detailed design, and documentation into Configuration manual.

**Minimum Education:** Bachelor’s degree.
Job Title: Programmer Specialist Jr

Minimum/General Experience: Has 3 + years experience in developing a variety of computer programs, associated documentation, and design specifications, including logical system design diagrams.

Functional Responsibility: Works as team member for activities ranging from operating system architecture, through integration and software design and development, to selection of computer systems, languages, and equipment.

Minimum Education: Bachelor’s degree.

Job Title: Programmer Specialist Sr

Minimum/General Experience: Has 5 + years experience of development work on various operating systems and applications. Test and system integration (unit and/or software integration) of programs and consequent debugging of errors.

Functional Responsibility: Responsible for delivery of all activities ranging from operating system architecture, through integration and software design and development, to selection of computer systems, languages, and equipment.

Minimum Education: Bachelor’s degree.

Job Title: Systems Analyst

Minimum/General Experience: Has 3 + years of experience in the analysis, design, and integration of information systems and commercial-off-the-shelf (COTS) software. Is well versed in structured analysis and design methodologies for the translation of systems requirements from business needs.

Functional Responsibility: Analyzes system environment and business logic in terms of workflows, information requirements and sources, decision processes, and relationship of functional areas. Participates in Joint Application Development sessions with users and determine information processing requirements for information systems.

Minimum Education: Bachelor’s degree.

Job Title: Systems Analyst Sr

Minimum/General Experience: Has 5 + years of experience in the analysis, design, and integration of information systems and commercial-off-the-shelf (COTS) software. Is well versed in structured analysis and design methodologies for the translation of systems requirements from business needs.

Functional Responsibility: Analyzes system environment and business logic in terms of workflows, information requirements and sources, decision processes, and relationship of functional areas. Participates in Joint Application Development sessions with users and determine information processing requirements for information systems.

Minimum Education: Bachelor’s degree.
Job Title: Web Developer, Jr

Minimum/General Experience: Has 3 + years of experience in programming, graphic and website design with specific expertise in commercial design products.

Functional Responsibility: Works as a member of team responsible for the designing and implementing specialized web site engineering needs.

Minimum Education: High school degree.

Job Title: Web Developer Sr

Minimum/General Experience: Has 5 + years of experience in programming, graphic and website design with specific expertise in commercial design products.

Functional Responsibility: Is responsible for the design and implementation of specialized web site engineering needs. Also, develops complex web based information systems describing the flow of information among users and interfaces between programs.

Minimum Education: Bachelor’s degree.

Job Title: Tech Writer

Minimum/General Experience: Has 3 + years of experience including knowledge of core work-products and documentation required for large system integration or ERP engagements. Has proficiency in utilizing tools to expedite time required for research and production of technical documentation.

Functional Responsibility: Responsible for development of user manuals, training materials, learning aids, reference guides, on-line help text, and project documentation standards and for production of project documentation.

Minimum Education: Bachelor’s degree.

Job Title: Training Specialist

Minimum/General Experience: 5 + years of experience includes conducting training needs assessments, designing and implementing custom training programs, designing communication plans, performing end-user training and documentation, and implementing "train the trainer" programs for specialized applications.

Functional Responsibility: Responsible for development, delivery, and evaluation of an effective training program for specialized applications, which will include development of a comprehensive training plan and curriculum tailored to specific users. Responsibilities will also include establishing training site requirements, preparing sites, designing and developing training curriculum and the training plan, creating a training schedule, and helping to ensure delivery.

Minimum Education: Bachelor’s degree.
Job Title: Systems Administrator Jr

Minimum/General Experience: Has 3 + years of operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibility: Manages the daily activities of configuration and operation of business systems. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

Minimum Education: Bachelor’s degree.

Job Title: Systems Administrator Sr

Minimum/General Experience: Has 5 + years of operations experience on a large-scale computer system or a multi-server local area network.

Functional Responsibility: Manages the daily activities of configuration and operation of business systems. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

Minimum Education: Bachelor’s degree.

Job Title: Infrastructure Specialist

Minimum/General Experience: Has 5 + years of experience in the design and deployment of hardware, software, OS and storage infrastructures.

Functional Responsibility: Manages procurement and deployment of hardware, software, OS and storage infrastructures.

Minimum Education: Bachelor’s degree.

Job Title: Program Manager

Minimum/General Experience: 8 years of IT experience.

Functional Responsibility: Manages substantial contract support operations involving multiple projects. Organizes, directs, and coordinates planning and production of all contract support activities. Demonstrated communications skills at all levels of management. Responsible for overall contract performance. Under stringent time frames, assembles and recruits as necessary to perform assigned tasks.

Minimum Education: Bachelor’s degree.
Job Title: **Task Lead**

**Minimum/General Experience:** 5 years of experience.

**Functional Responsibility:** Serves as a Task Leader for individual task. Organizes and directs hardware installations on site surveys. Assesses and documents current site network configuration and user requirements. Designs and optimizes network topologies. Analyzes and develops new hardware requirements and prepares specifications for hardware acquisitions. Directs and leads preparation of engineering plans and site installation Technical Design Packages. Develops hardware installation schedules. Mobilizes installation team. Directs and leads preparation of drawings documenting configuration changes at each site.

**Minimum Education:** Bachelor’s degree.

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Job Title: **Installation Technician Specialist II/ Sr. Cable Technician**

**Minimum/General Experience:** 4 years of experience.

**Functional Responsibility:** Provides high level support to users. Applies expertise and knowledge of state-of-the-art hardware, network infrastructure, and/or information technology to install, configure, maintain, and troubleshoot highly complex user/system problems. May provide guidance to lower level Technical Specialists.

**Minimum Education:** High school diploma.

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Job Title: **Installation Technician Specialist I/ Cable Installer**

**Minimum/General Experience:** 2 years of experience.

**Functional Responsibility:** Provides support to users. Applies expertise and knowledge of state-of-the-art hardware, network infrastructure, and/or information technology to troubleshoot complex user/system problems.

**Minimum Education:** High school diploma.

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Job Title: **Draftsman/ CAD Operator**

**Minimum/General Experience:** 4 years of experience.

**Functional Responsibility:** Working from verbal information, sketches and rough drafts, ensures that anticipated problems in assembly, installation, and operation are resolved by the drawing provided. Exercises independent judgment in selecting and interpreting data based on knowledge of the design intent. Must independently provide guidance in drawing composition, layout and format to ensure conformity to the requirements. Knowledge of technical writing and document arrangement to provide complete and comprehensive documentation packages. Must have experience in use of specialized drafting equipment, Computer Assisted Design (CAD) and related illustration/drawing and reproduction systems to prepare floor plans, rack face elevations, electrical and electronics diagrams and detailed equipment drawings.

**Minimum Education:** High school diploma.
Job Title: Engineer

Minimum/General Experience: 4 years of experience.

Functional Responsibility: Perform on-site installations perform complex problem diagnosis and then implement solution, modify, and calibrate customer-owned higher level computer systems, networks peripheral devices and operating systems. Documents, analyzes, troubleshoots and resolves hardware and software issues.

Minimum Education: High school diploma.

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<td>Installation Technician Specialist I/ Cable Installer</td>
<td>$47.47</td>
<td>$48.56</td>
<td>$49.68</td>
</tr>
<tr>
<td>Draftsman/ CAD Operator</td>
<td>$52.23</td>
<td>$53.44</td>
<td>$54.66</td>
</tr>
<tr>
<td>Engineer</td>
<td>$95.51</td>
<td>$97.70</td>
<td>$99.95</td>
</tr>
</tbody>
</table>

* These are non-professional labor categories and must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.