GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

GSA MULTIPLE AWARD SCHEDULE
General Purpose Commercial Information Technology Equipment, Software, and Services

Special Item Numbers Awarded:
54151S - Information Technology Professional Services
  54151S ST / LOC
  54151S RC

DATAHOUSE CONSULTING INC.
1585 KAPIOLANI BLVD STE1800
HONOLULU, HI 96814-4500, USA
Phone: 808-942-8108
Internet Address: http://www.datahouse.com
Contract Administrator: Edward C Ontai
Email: edward_ontai@datahouse.com

CONTRACT NUMBER: GS-35F-160GA

PERIOD COVERED BY CONTRACT: December 30, 2016 through December 29, 2026

Pricelist current through Modification PS-0018 dated December 15, 2021

Mass Modification A826 awarded on November 24, 2020

DUNS Number: 079019282

Business Size: Small
SBA Certified Small Disadvantaged Business

General Services Administration
Management Services Center Acquisition Division

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. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service's Home Page via the Internet at http://www.gsa.gov/fas.
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1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
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<td>54151S, 54151S ST/LOC, 54151SRC</td>
<td>Information Technology Professional Services</td>
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1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:
Refer to page 9

1c. HOURLY RATES: Refer to page 9

2. MAXIMUM ORDER: $500,000 per Order for SIN 54151S, 54151S ST/LOC, 54151SRC

3. MINIMUM ORDER: $100 per Order


5. POINT(S) OF PRODUCTION: Not Applicable

6. DISCOUNT FROM LIST PRICES: GSA prices shown are net prices (discounts already deducted)

7. QUANTITY DISCOUNT(S): None

8. PROMPT PAYMENT TERMS: Net 30

9.a THE GOVERNMENT PURCHASE CARD IS ACCEPTED AT OR BELOW THE MICRO-PURCHASE THRESHOLD.

9.b THE GOVERNMENT PURCHASE CARD IS ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD.

10. FOREIGN ITEMS: Not Applicable

11a. TIME OF DELIVERY: As negotiated at the task order level

11b. EXPEDITED DELIVERY: As negotiated at the task order level

11c. OVERNIGHT AND 2-DAY DELIVERY: As negotiated at the task order level

11d. URGENT REQUIREMENTS: Customers are encouraged to contact the contractor for the special requirements

12. FOB POINT: Destination
13a. ORDERING ADDRESS:

1585 KAPIOLANI BLVD STE1800
HONOLULU, HI 96814-4500, USA

13b. ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in FAR 8.405-3

14. PAYMENT ADDRESS:

1585 KAPIOLANI BLVD STE1800
HONOLULU, HI 96814-4500, USA

15. WARRANTY PROVISION: Not Applicable

16. EXPORT PACKING CHARGES: Not Applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: None

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

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

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

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): Not Applicable

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

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

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): Not Applicable

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

24b. SECTION 508 COMPLIANCE FOR EIT: www.datahouse.com

25. DUNS NUMBER: 079019282

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:
Datahouse Consulting Inc. is registered with the System for Award Management.
CAGE Code: 1YR92
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.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)
   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) (DEVIATION 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) (DEVIATION 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 Contracting Officer 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. DESCRIPTIONS OF IT PROFESSIONAL SERVICES AND PRICING

See below.
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<th>UNIT OF ISSUE</th>
<th>GSA Price</th>
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DATAHOUSE CONSULTING INC.'S EDUCATIONAL / YEARS OF EXPERIENCE EQUIVALENCY POLICY:

EDUCATION:

If the stated minimum required education is a bachelor's degree, a master's degree will be considered the equivalent of four (4) years of experience.

If the stated minimum required education is a bachelor's degree, a Ph.D. will be considered the equivalent of eight (8) years of experience.

If the stated minimum required education is a bachelor's degree, each certification applicable to the role will be considered the equivalent of one (1) year of experience, except where certification requirements are explicitly stated.

YEARS OF EXPERIENCE:

If the stated minimum required education is a bachelor's degree, an individual with only a high school diploma must have a minimum of six (6) additional years of experience over the stated minimum.

If the stated minimum required education is a bachelor's degree, an individual with only an Associate degree must have a minimum of four (4) additional years of experience over the stated minimum.
SOFTWARE ENGINEER II

Minimum/General Experience: Minimum two (2) years of experience as a software engineer. Possesses ability to analyze all aspects of the assigned problem and user requirements in terms of the available hardware and software capabilities. Experienced in software design and development methodologies.

Proficient in an object-oriented development platform such as .NET and/or Java and Web application platforms such as AngularJS and Node.js. Knowledgeable in database technologies and query languages. Proficient in scripting languages such as Python and JavaScript. Should be familiar with application lifecycle management processes. The Software Engineer II must work on project teams on a variety of different projects to develop and implement large or complex information systems.

Functional Responsibility: Responsibilities include software design, coding, testing, debugging, and documentation. Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.

Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments, and clear code. Prepares and installs solutions by determining and designing system specifications, standards, and programming.

Updates job knowledge by studying state-of-the-art development tools, programming techniques, and computing equipment; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

Minimum Education: Bachelor's degree in a related field or equivalent experience or certifications.

If the individual has a Master's degree, they will receive credit for 4 years of experience. If the individual has a Ph.D., they will receive credit for 8 years of experience. If the individual only has a High School Diploma, they will be required to have a minimum of 6 additional years of experience over the stated minimum. If the individual only has an Associate degree, they will be required to have a minimum of 4 additional years of experience over the stated minimum.

SOFTWARE ENGINEER III

Minimum/General Experience: Minimum five (5) years of experience as a software engineer. Possesses the ability to analyze all aspects of the assigned problem and user requirements in terms of the capabilities of the available hardware and software. Expertise in software design and development methodologies.

Expertise in an object-oriented development platform such as .NET and/or Java and Web application platforms such as AngularJS and Node.js. Proficient in database technologies and query languages. Proficient in scripting languages such as Python and JavaScript. Knowledgeable with application lifecycle management processes. The Software Engineer must work on project teams on a variety of different projects to develop and implement large or complex information systems.

Functional Responsibility: Responsibilities include software design, coding, testing, debugging and documentation. Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and
work processes; investigating problem areas; following the software development lifecycle.

Determines operational feasibility of software solutions by evaluating analysis, problem definition, requirements, solution development, and proposed solutions. Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments, and clear code. Prepares and installs solutions by determining and designing system specifications, standards, and programming.

Updates job knowledge by studying state-of-the-art development tools, programming techniques, and computing equipment; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

Minimum Education: Bachelor's degree in a related field or equivalent experience or certifications.

If the individual has a Master's degree, they will receive credit for 4 years of experience. If the individual has a Ph.D., they will receive credit for 8 years of experience. If the individual only has a High School Diploma, they will be required to have a minimum of 6 additional years of experience over the stated minimum. If the individual only has an Associate degree, they will be required to have a minimum of 4 additional years of experience over the stated minimum.

SOFTWARE ENGINEER IV

Minimum/General Experience: Minimum five (5) years of experience as a software engineer. Possesses the ability to analyze all aspects of the assigned problem and user requirements in terms of the available hardware and software capabilities. Expertise in software design and development methodologies.

Proficient in multiple programming languages, including object-oriented platforms such as .NET and/or Java and Web application platforms such as AngularJS and Node.js. Knowledgeable in database technologies and query languages. Proficient in scripting languages such as Python and JavaScript. Experienced with application lifecycle management processes.

The Software Engineer must work on project teams on a variety of different projects to develop and implement large or complex information systems.

Functional Responsibility: Responsibilities include software design, coding, testing, debugging and documentation. Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.

Determines operational feasibility of software solutions by evaluating analysis, problem definition, requirements, solution development, and proposed solutions. Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments, and clear code. Prepares and installs solutions by determining and designing system specifications, standards, and programming. Involved in quality assurance test philosophy, goals and objectives.

Updates job knowledge by studying state-of-the-art development tools, programming techniques, and computing equipment; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

Prepares detailed development plans, which may span over multiple programs or complex projects. Advances new techniques or state of the art. Involved in quality assurance test philosophy, goals and objectives.

Minimum Education: Bachelor's degree in a related field or equivalent experience or certifications.
If the individual has a Master's degree, they will receive credit for 4 years of experience. If the individual has a Ph.D., they will receive credit for 8 years of experience. If the individual only has a High School Diploma, they will be required to have a minimum of 6 additional years of experience over the stated minimum. If the individual only has an Associate degree, they will be required to have a minimum of 4 additional years of experience over the stated minimum.

SOFTWARE ENGINEER V

**Minimum/General Experience:** Minimum eight (8) years of experience as a software engineer. Possesses the ability to analyze all aspects of the assigned problem and user requirements in terms of the available hardware and software capabilities. Expertise in software design and development methodologies.

Expertise in multiple programming languages, including object-oriented platforms such as .NET and/or Java and Web application platforms such as AngularJS and Node.js. Expertise in database technologies and query languages. Expertise in scripting languages such as Python and JavaScript. Leadership-level expertise in application lifecycle management processes.

The Software Engineer must work on project teams on a variety of different projects to develop and implement large or complex information systems.

**Functional Responsibility:** Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle. Responsibilities include software design, coding, testing, debugging and documentation.

Determines operational feasibility of software solutions by evaluating analysis, problem definition, requirements, solution development, and proposed solutions. Documents and demonstrates solutions by developing documentation, flowcharts, layouts, diagrams, charts, code comments, and clear code. Prepares and installs solutions by determining and designing system specifications, standards, and programming. Involved in quality assurance test philosophy, goals and objectives.

Updates job knowledge by studying state-of-the-art development tools, programming techniques, and computing equipment; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

Develops and/or provides technical leadership in software development involving the application of new technologies with significant technical risk. Prepares detailed development plans, which may span over multiple programs or complex projects. Advances new techniques or state of the art. Involved in quality assurance test philosophy, goals and objectives.

**Minimum Education:** Bachelor's degree in a related field or equivalent experience or certifications.

PRINCIPAL CONSULTANT

**Minimum/General Experience:** A minimum of ten (10) years of progressive experience in participating in IT projects. Possesses the ability to provide guidance and direction for specific sub-tasks of a project. Capable of supporting the completion of project-specific tasks within estimated time frames and budget constraints.

**Functional Responsibility:** Works directly with the client to develop strategic business plans or enterprise-wide
infrastructure plans. Provides independent services and leadership in specialized technology areas. Provides expert advice
and assistance in state-of-the-art software solutions involving multiple operating environments, database management
systems, specialized software, data communications facilities and protocols, and complex software tools or packages.

Provides specific and authoritative expertise on one or more core technology areas such as database design or network
design. Resolves disputes relating to best practice issues among the program team.

Exercises analytical techniques in gathering information from users, designing computer programs, defining work problems,
and developing procedures to resolve the issues.

**Minimum Education:** Bachelor's degree in a related field or equivalent experience or certifications.

If the individual has a Master's degree, they will receive credit for 4 years of experience. If the individual has a Ph.D., they
will receive credit for 8 years of experience. If the individual only has a High School Diploma, they will be required to have
a minimum of 6 additional years of experience over the stated minimum. If the individual only has an Associate degree, they
will be required to have a minimum of 4 additional years of experience over the stated minimum.

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**SYSTEMS ANALYST II**

**Minimum/General Experience:** Minimum of six (6) years of experience as a systems analyst. Must be able to apply
information technology skills as well as specialized functional and technical expertise to maintain complex projects. Elicits
and analyzes user, functional and system requirements. Identifies complex inter-/intra-departmental problems, evaluates
existing systems and technologies, cost and time constraints, and recommends most effective solution for system design.
Knowledgeable in all phases of system implementation and support, including requirements analysis and definition,
conceptual design and analysis, design reviews, installation, integration, testing and support.

**Functional Responsibility:** Under general direction, identifies, analyzes and researches solutions from simple to complex
inter-/intra-departmental problems; works with users to provide ongoing system support. Assists in the analysis and selection
of hardware and software; leads system integration testing, interface development, conversion activities and other system
implementation tasks as assigned; may prepare and present reports and presentations for system projects. Responsible for developing solutions by preparing and evaluating different workflow options. Develops proper
documentation of processes.

**Minimum Education:** Bachelor's degree in a related field or equivalent experience or certifications.

If the individual has a Master's degree, they will receive credit for 4 years of experience. If the individual has a Ph.D., they
will receive credit for 8 years of experience. If the individual only has a High School Diploma, they will be required to have
a minimum of 6 additional years of experience over the stated minimum. If the individual only has an Associate degree, they
will be required to have a minimum of 4 additional years of experience over the stated minimum.

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**SYSTEMS ANALYST III**

**Minimum/General Experience:** A minimum of ten (10) years of experience as a systems analyst. Applies information
technology skills to functional and technical areas to maintain complex projects. Must be able to identify complex inter-
intra-departmental problems, evaluate existing systems and technologies, cost and time constraints, and recommend the
most effective solution for systems design. Applies broad IT skills in analyzing internal and external customer needs to
determine the best solutions for the customer.

**Functional Responsibility:** The Systems Analyst III is responsible for reviewing and analyzing application systems
provided to the client. Analyzes the business, processes, workflow, issues, problems, data, and user requirements to automate
or improve existing systems. May analyze or recommend commercially available software. Performs process and data modeling to support planning and analysis efforts using both manual and automated tools. Applies reverse engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and knowledge transfer. Acts as liaison between business stakeholders, including management, customers or end users, and the software development or information technology team. Leads system integration testing, interface development, conversion activities, interaction between systems, and other system implementation tasks. Works with users and can handle all complex technical aspects of systems analysis. May supervise software developers on projects. Works with client executives to facilitate organizational change programs and realize business goals.

**Minimum Education:** Bachelor's degree in a related field or equivalent experience or certifications. If the individual has a Master's degree, they will receive credit for 4 years of experience. If the individual has a Ph.D., they will receive credit for 8 years of experience. If the individual only has a High School Diploma, they will be required to have a minimum of 6 additional years of experience over the stated minimum. If the individual only has an Associate degree, they will be required to have a minimum of 4 additional years of experience over the stated minimum.

**BUSINESS ANALYST**

**Functional Responsibility:** The Business Analyst functions as a liaison among stakeholders to elicit, analyze, communicate, and validate requirements of business processes, policies, and information systems. Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives and creates system specifications that drive system development and implementation. Possesses functional expertise in the knowledge areas of Enterprise Analysis, Requirements Planning and Management, Requirements Elicitation, Requirements Analysis and Documentation, Requirements Communication, and Solution Assessment and Validation.

**Minimum Education and Years of Experience:**
- Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
- Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
- Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
- Level IV – Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.
- Level V – Bachelor's degree (or equivalent experience or certifications) and a minimum of 10 years of experience.

**BUSINESS PROCESS CONSULTANT**

**Functional Responsibility:** The Business Process Consultant is responsible for leading and coordinating the evaluation and reengineering of current business processes. Focuses on identifying and examining opportunities to reduce costs and cycle times while increasing service or product quality. Recommends and designs cost-effective strategies to increase the effectiveness and efficiency of an organization's business processes through changes in policies, procedures, organization structure, and the application of enabling technology.

**Minimum Education and Years of Experience:**
Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.

**CLOUD INFRASTRUCTURE ENGINEER**

**Functional Responsibility:** The Cloud Infrastructure Engineer assists in the design and management of an organization's cloud systems, applications, policies, and strategy. Develops and modifies scalable architecture to support applications and infrastructure on IaaS and PaaS platforms. Evaluates and identifies the best cloud solutions for the organization. Incorporates security management and privacy requirements into cloud hardware, software, and applications. Designs controls and processes that utilize available audit tools. Maintains up-to-date and extensive knowledge of cloud products and technology.
**Minimum Education and Years of Experience:**
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
Level IV – Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.

**CYBER SECURITY ARCHITECT**

**Functional Responsibility:** The Cyber Security Architect plans and designs security solutions and capabilities that enable the organization to identify, protect, detect, respond, and recover from cyber threats and vulnerabilities. Defines and develops security requirements using risk assessments, threat modeling, testing, and analysis of existing systems. Develops security integration plans to protect existing infrastructure and to incorporate future solutions. Designs action plans for policy creation and governance, system hardening, monitoring, incident response, disaster recovery, and emerging cybersecurity threats. Utilizes a variety of security information and event management (SEIM), data loss prevention (DLP), intrusion prevention systems (IPS), and other tools in designs. Partners with stakeholders to encourage the adoption of security-compatible software designs and best practices. Keeps abreast of the latest intelligence from law enforcement and other sources of cyber threat information.

**Minimum Education and Years of Experience:**
Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.

**DATA ANALYST**

**Functional Responsibility:** The Data Analyst determines best practices and develops actionable insights and recommendations for the current business operations or issues related to IT systems. Performs advanced business analysis using various techniques, e.g., statistical analysis, explanatory and predictive modeling, data mining. May handle special analytical projects as needed. Works closely with stakeholders to identify analytical requirements. May also assist in implementing or developing systems to capture business operation information.

**Minimum Education and Years of Experience:**
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.

**DATA ARCHITECT**

**Functional Responsibility:** The Data Architect designs and builds relational databases for data storage or processing. Develops strategies for warehouse implementation, data acquisition and access, and data archiving and recovery. Builds data models and defines the structure, attributes, and nomenclature of data elements. May evaluate new data sources for adherence to the organization's quality standards and ease of integration. Works on advanced, complex technical projects or business issues requiring state-of-the-art technical or industry knowledge.

**Minimum Education and Years of Experience:**
Bachelor's degree (or equivalent experience or certifications) and a minimum of 8 years of experience.

**DATA SCIENTIST**

**Functional Responsibility:** The Data Scientist identifies business trends and problems through complex big data analysis. Interprets results from multiple sources using various techniques, ranging from simple data aggregation via statistical
analysis to complex data mining independently. Designs, develops and implements the most valuable business solutions for
the organization. Prepares big data, implements data models and develops databases to support business solutions. Works
on advanced, complex technical projects or business issues requiring state-of-the-art technical or industry knowledge.

**Minimum Education and Years of Experience:**
Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.

**DATABASE ADMINISTRATOR**

**Functional Responsibility:** The Database Administrator provides technical expertise and support in planning, acquiring,
implementing, and operating database management systems. Evaluates and recommends available DBMS products to
support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user
applications. Develops, implements, and maintains database backup and recovery procedures for the processing
environments and ensures that data integrity, security, and recoverability are built into the DBMS applications. Monitors
database performance and evaluates areas to improve efficiency.

**Minimum Education and Years of Experience:**
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.

**DEVOPS ENGINEER**

**Functional Responsibility:** The DevOps Engineer deploys and configures services using an Infrastructure as a Service
(IaaS) provider (e.g., Amazon Web Services, Microsoft Azure, Google Compute Engine, Rackspace/OpenStack).
Configures and manages Linux-based servers. Debugs cluster-based computing architectures. Uses scripting or basic
programming skills to solve problems. Installs and manages open-source monitoring tools. Provides architecture for
continuous integration, deployment, and monitoring.

**Minimum Education and Years of Experience:**
Level II - Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III - Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
Level IV - Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.

**HELP DESK MANAGER**

**Functional Responsibility:** The Help Desk Manager manages support personnel who troubleshoot and resolve IT issues.
Ensures that the help desk staff uses the required tools and software to identify, document, track and resolve reported
problems. Plans, prioritizes, and schedules help desk activities to ensure maximum issue resolution in minimum time.
Develops and trains help desk staff. Analyzes help desk activities and develops tools and process improvements to optimize
service and staff performance. May maintain help desk software and make recommendations for new systems. Ensures that
project/department milestones/goals are met and adheres to approved budgets. Has full authority for personnel actions. Has
extensive knowledge of department processes.

**Minimum Education and Years of Experience:**
Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
HELP DESK SPECIALIST

Functional Responsibility: The Help Desk Specialist supports end users for basic computer, application, system, device, access, and hardware issues. Identifies, researches, and resolves routine technical problems of low complexity. Responds to telephone, email, and online requests for technical support. Documents, tracks, and monitors the problem using applicable systems and tools. May coordinate with other teams or departments to resolve user problems. May perform password resets for users.

Minimum Education and Years of Experience:
Level I – Associate degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level II – Associate degree (or equivalent experience or certifications) and a minimum of 3 years of experience.

INFORMATION SECURITY OFFICER

Functional Responsibility: The Information Security Officer designs and enforces policies and procedures that protect an organization's computing infrastructure from all forms of security breaches. Responsible for identifying vulnerabilities and works with the IT department to resolve them, ensuring that the network and data remain secure. Monitors network usage to ensure compliance with security policies. Keeps up to date with developments in IT security standards and threats. Educates colleagues about security software and best practices for information security.

Minimum Education and Years of Experience:
Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.

INTEGRATION ENGINEER

Functional Responsibility: The Integration Engineer develops test plan specifications, testing, and debugging processes according to plan. Works with clients to define integration requirements through analysis and design. Gives technical direction and assists clients regarding their integration needs. Plans, designs, implements, and documents integration processes varying in levels of complexity. Provides oversight and direction to staff on significant projects.

Minimum Education and Years of Experience:
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 year of experience.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.

NETWORK ENGINEER


Minimum Education and Years of Experience:
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
ORGANIZATIONAL CHANGE MANAGER

**Functional Responsibility:** The Organizational Change Manager focuses on changes to business processes, systems, and technologies to minimize project risk, emphasizing onsite and technology-related programs to support those implementing the change and the recipients of change. Creates and delivers strategies and plans to help organizations maximize the adoption of new programs, including stakeholder assessment, communications, leadership alignment, organization transition, change readiness, capability transfer, and end-user training. Leads a team of Organizational Change Specialists and Trainers in Organizational Change initiatives.

**Minimum Education and Years of Experience:**
Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.

ORGANIZATIONAL CHANGE SPECIALIST

**Functional Responsibility:** The Organizational Change Specialist facilitates organizational change by employing methods to re-direct resources and business processes to reshape an organization affected by technological changes. Uses organizational change management principles to assess how teams are affected by organizational change and recommends change control processes and strategic communications to reach key internal and external stakeholders. Provides advice and guidance to executives on communications strategies to support IT-related changes, develops mechanisms for effective two-way communications, and supports implementing and evaluating change controls and internal communications strategy using multiple communications platforms.

**Minimum Education and Years of Experience:**
Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.

PROGRAM MANAGER

**Functional Responsibility:** The Program Manager works under broad supervision in providing management and technical direction to program personnel in all areas of program management, including but not limited to enterprise-level IT systems planning and business case and return on investment preparation and analysis. Responsible for planning and governance and for overseeing the successful delivery of a program's output/product. Will regularly exercise independent judgment and high-level analytical skills in solving complex technical, administrative, and managerial problems. Will be familiar with traditional/waterfall and Agile project methodologies. Will: (1) Be responsible for all aspects of program performance (i.e., technical, contractual, administrative, financial); (2) Manage all aspects of program activity; (3) Provide technical and financial reports to show progress to corporate management and customers; (4) Maintain customer contacts to ensure conformity to all contractual obligations; (5) Assume the initiative and provide support to corporate management in identifying future requirements; (6) Develop, maintain, and implement a Program Management Plan that guides the performance of all functional activities performed on the program.

**Minimum Education and Years of Experience:**
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 10 years of experience.

PROJECT COORDINATOR

**Functional Responsibility:** The Project Coordinator coordinates IT-related projects and ensures company resources are
utilized appropriately. Compiles project status reports, coordinates project schedules, manages project meetings, and identifies and resolves technical problems. Identifies and analyzes systems requirements and defines project scope, requirements, and deliverables. Coordinates project activities and ensures all project phases are documented appropriately. Typically reports to a supervisor or manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative.

**Minimum Education and Years of Experience:**
Level I - Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level II - Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III - Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.

**PROJECT MANAGER**

**Functional Responsibility:** The Project Manager (PM) brings leadership, technical project management, and strategic and business management skill sets along with experience with traditional/waterfall and Agile project methodologies to lead the team that is responsible for achieving project objectives, the development of technology and/or the application of products. Responsible for managing, planning, scheduling, communicating, facilitating, monitoring, controlling, and reporting project-related tasks to ensure timely implementation of releases. These responsibilities include managing cross-functional teams and delivering approved projects on time, within budget, and with quality results.

**Minimum Education and Years of Experience:**
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
Level IV – Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.
Level V – Bachelor's degree (or equivalent experience or certifications) and a minimum of 10 years of experience.

**QUALITY ASSURANCE ANALYST**

**Functional Responsibility:** The Quality Assurance Analyst ensures that the organization's software works properly. Is responsible for all aspects of quality assurance and compliance with applicable regulatory requirements related to information technology systems; conducts audits and reviews/analyzes data and documentation of software solutions. Creates end-to-end test plans, executes the plans, and manages all activities to ensure that all objectives are met, and the system works as expected. Identifies test requirements from specifications, maps test case requirements, and designs a test coverage plan. Develops, documents, and maintains functional test cases and other test artifacts like the test data, data validation, harness scripts, and automated scripts. Executes and evaluates manual or automated test cases and report test results. Facilitates test plan/case reviews with cross-functional team members. Identifies any potential quality issues per defined process and escalates potential quality issues immediately to management. Ensures that validated deliverables meet functional and design specifications and requirements. Isolates, replicates, and reports defects and verifies defect fixes.

**Minimum Education and Years of Experience:**
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
Level IV – Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.
Level V – Bachelor's degree (or equivalent experience or certifications) and a minimum of 10 years of experience.
QUALITY ASSURANCE MANAGER

Functional Responsibility: The Quality Assurance Manager manages the group of quality assurance analysts who evaluate, test, and validate software and IT services. Develops and implements quality assurance problem reporting processes and systems. Is responsible for implementing policies and procedures to ensure adherence to a software solution's production quality standards. Monitors and audits the IT system's process, material, and product testing against established standards and continuously analyzes quality defects and deviations. Identifies deficiencies or gaps in testing activities and develops solutions to ensure adequate and robust quality processes. Optimizes processes to comply with existing and new regulatory requirements. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of the function and department processes.

Minimum Education and Years of Experience:
Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.

SALESFORCE ADMINISTRATOR

Functional Responsibility: The Salesforce Administrator works with stakeholders to define requirements, customize the platform, automate complex business processes, create reports and dashboards, and enable users on the Salesforce Platform. Utilizes advanced Salesforce features and functionality to solve a variety of business problems. Designs, builds, and implements custom applications using the declarative customization capabilities of the Salesforce Platform.

Minimum Education and Years of Experience:
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience. Appropriate Salesforce certification preferred.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience. Appropriate Salesforce certification is required.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience. Appropriate Salesforce certification is required.

SALESFORCE ARCHITECT

Functional Responsibility: The Salesforce Architect solves complex, large-scale customer challenges to produce secure, scalable, and high-performance solutions, and demonstrates the ability to design domain-specific, multi-cloud solutions on the Salesforce Platform. Focuses on off-platform systems, integration, securing access between systems, and managing governance and testing capabilities for deployment and ongoing Salesforce modification requirements. Serves as an executive-level strategic advisor who focuses on business transformation with domain expertise in the functional, platform, and integration architecture and communicates technical solutions and design tradeoffs to business stakeholders to provide a delivery framework designed for quality and business success.

Minimum Education and Years of Experience:
Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience. Appropriate Salesforce certification is required.

SALESFORCE DEVELOPER

Functional Responsibility: Develops and deploys custom business logic, custom interfaces, and integrated solutions within the Salesforce platform to meet stakeholder requirements for existing and new functionality. Works with project managers, business analysts, and other developers to design, develop, test and deploy solutions, including dashboards, interfaces, and

**Minimum Education and Years of Experience:**
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience. Appropriate Salesforce certification preferred.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience. Appropriate Salesforce certification is required.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience. Appropriate Salesforce certification is required.

**SCRM MASTER**

**Functional Responsibility:** The Scrum Master ensures that the team implements and executes the Agile methodology for IT-related projects. Organizes and facilitates project chartering, planning meetings, daily stand-ups, retrospectives, iteration and release planning, demos, and other scrum-related sessions. Maintains relevant metrics that guide the development team to become more efficient in their processes and work. Communicates team velocity and iteration/release progress. Communicates with management, architects, developers, testers, product managers, infrastructure, and production support on product deliverables and issues. Ensures the development team(s) practice the core Agile principles of collaboration, prioritization, team accountability, and transparency/visibility. Collaborates with the technical manager to forecast resource needs. Provides timely project status updates to management.

**Minimum Education and Years of Experience:**
Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.

**SECURITY ANALYST**

**Functional Responsibility:** The Security Analyst reviews, analyzes, and evaluates systems and processes to determine compliance with security requirements. Documents security requirements, defines scope and objectives and creates specifications and process flows to support security practice development, implementation, and ongoing management. Can function as a liaison between technical and business users. Understands security aspects such as intrusion detection and notification, security auditing, alerting and response, virus detection and removal, password complexity enforcement, and media protection. Develops and updates Standard Operating Procedures for the implemented security controls, prepares and conducts staff security awareness training, and develops budget and schedule plans for security-related activities.

**Minimum Education and Years of Experience:**
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
Level IV – Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.

**SECURITY ENGINEER**

**Functional Responsibility:** The Security Engineer designs and implements solutions for intrusion detection and notification, security auditing, alerting and response, virus detection and removal, password complexity enforcement, and media protection. Maintains status of system security patch deployments. Develops and updates Standard Operating Procedures for the implemented security controls, prepares and conducts staff security awareness training, and supports planning for
security-related activities.

Minimum Education and Years of Experience:
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
Level IV – Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.

SOFTWARE ENGINEER

Functional Responsibility: The Software Engineer formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, compute accounting and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other software engineers in utilizing the system's specialized software effectively.

Minimum Education and Years of Experience:
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.

SOLUTION ARCHITECT

Functional Responsibility: The Solution Architect assesses business requirements to identify potential software, hardware, and system architectures that can be employed to meet business objectives. Develops possible technical solutions to meet business objectives. Develops potential solutions to meet business needs and supports analysis of alternatives for best fit. Evaluates technological trends and provides recommendations for technology and architecture to meet business objectives. Performs research on emerging technologies to support proof-of-concept (POC) capabilities and identify future solutions for the organization.

Minimum Education and Years of Experience:
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 10 years of experience.

STRATEGIC PLANNING CONSULTANT

Functional Responsibility: The Strategic Planning Consultant assists in developing mission and vision statements, defining goals and objectives supporting the vision, prioritizing initiatives, building operational plans, and specifying measurable outcomes in a strategic planning process as related to information technology infrastructure and initiatives. Analyzes the operating environment, studies major company competitors, develops potential future scenarios, and creates detailed reports.

Minimum Education and Years of Experience:
Bachelor's degree (or equivalent experience or certifications) and a minimum of 10 years of experience.

SUBJECT MATTER EXPERT

Functional Responsibility: The Subject Matter Expert (SME) provides expert guidance and insight into specific technology applications or technical areas where a particular subject matter expertise is necessary. Provides technical knowledge and analysis of specialized applications and operational environments, high-level functional systems analysis, design, integration,
or implementation advice requiring extensive knowledge of the subject matter. Applies principles, methods, and understanding of the functional area of expertise to the specific task order requirements. Develops and recommends creative and innovative solutions to customers' problems.

**Minimum Education and Years of Experience:**
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level II - Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III - Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
Level IV – Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.
Level V – Bachelor's degree (or equivalent experience or certifications) and a minimum of 10 years of experience.

**SYSTEMS ADMINISTRATOR**

**Functional Responsibility:** The Systems Administrator maintains and supports the integrity of the operating system environment and various computer systems. Administers, installs and troubleshoots a variety of operating systems. Performs systems maintenance tasks, such as system backup, recovery, and file maintenance. Schedules, installs, and tests system software upgrades. Configures software and resolves technical problems. Monitors and maintains software licensing and maintenance agreements.

**Minimum Education and Years of Experience:**
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
Level IV – Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.
Level V – Bachelor's degree (or equivalent experience or certifications) and a minimum of 10 years of experience.

**SYSTEMS ANALYST**

**Functional Responsibility:** The Systems Analyst researches, analyzes, designs, and documents information systems to meet the needs of an organization and ensure that they will integrate with existing and future systems. Consults with users to identify current operating procedures, problems, and requirements. Designs models and utilizes analysis and solution development methods, including process maps, flow charts, and diagrams. Scopes project costs and timelines. Documents installation, maintenance, and operating procedures. May create coding and logic specifications for developers.

**Minimum Education and Years of Experience:**
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level IV – Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.
Level V – Bachelor's degree (or equivalent experience or certifications) and a minimum of 10 years of experience.

**TECHNICAL LEAD**

**Functional Responsibility:** The Technical Lead directs the technical development of a website application, mobile app, or advertising initiative, including platforms, databases, and other components and integration necessary for developing a system. Assures strong integration between front-end and back-end development efforts.

**Minimum Education and Years of Experience:**
Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
TECHNICAL SUPPORT SPECIALIST

Functional Responsibility: The Technical Support Specialist responds to and resolves customer technical inquiries and issues via email, phone, or chat. Assists customers with installation and issue resolution. Utilizes a database of technical product information to inform decisions and recommendations. Recommends maintenance and configuration best practices that improve product usability, performance, and customer satisfaction. Records client interactions, including inquiries, complaints, comments, and actions taken. Escalates more complex queries to a higher-level team.

Minimum Education and Years of Experience:
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.
Level IV – Bachelor's degree (or equivalent experience or certifications) and a minimum of 7 years of experience.

TECHNICAL WRITER

Functional Responsibility: The Technical Writer writes a variety of information technology documentation for various uses, including system architecture, detailed software design, and user interface design documentation. Has knowledge of commonly used information technology concepts, practices, and procedures within a particular field. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards.

Minimum Education and Years of Experience:
Level I - Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level II - Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III - Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.

TRAINER

Functional Responsibility: The Trainer develops, directs, plans, delivers, and evaluates training programs of IT facilitator activities. Provides direct instruction and training to customers on services, procedures, processes, techniques, tactics, products, or skill development.

Minimum Education and Years of Experience:
Level I - Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level II – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level III - Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.

UI/UX DESIGNER

Functional Responsibility: The UI/UX Designer leads the development, design, and migration of several large-scale websites and mobile apps. Delivers standards-compliant, optimized, accessible, responsive, and adaptive cross-platform software and websites. Upgrades underlying web technology. Develops product knowledge and serves as a knowledge resource leader in those areas. Translates new project concepts into a coherent and engaging design that meets user and business needs. Communicates interface design elements through the organization. Ensures that the product is delivered on time and with a consistent, user-driven design. Creates and revises information architecture and interaction design documents. Facilitates usability research for new and existing projects and accommodates findings into designs. Completes documentation of expected performance and validations that must be implemented. Plans user research activities, such as participant recruitment and scheduling, and other logistics. Translates research findings into design recommendations to improve product designs. Reviews documentation and provides comments and proposes improvements to processes and
Minimum Education and Years of Experience:
Level I – Bachelor's degree (or equivalent experience or certifications) and a minimum of 1 year of experience.
Level III – Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.
Level V – Bachelor's degree (or equivalent experience or certifications) and a minimum of 5 years of experience.

UI/UX LEAD

Functional Responsibility: The UI/UX Lead manages a team of designers that apply user-centered design principles to improve the workflow, expand the functionality, and enhance the visual appeal of websites and mobile apps. Oversees the gathering of requirements from users and stakeholders and guides the development of the overall information architecture. Leads the creation of new features based on the results from user research and usability testing. Requires knowledge of HTML, JavaScript, lineTo() method, and FLASH. Ensures that project/department milestones/goals are met and adheres to approved budgets. Has full authority for personnel actions. Has extensive knowledge of the function and department processes.

Minimum Education and Years of Experience:
Bachelor's degree (or equivalent experience or certifications) and a minimum of 3 years of experience.