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

FSC GROUP: INFORMATION TECHNOLOGY

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: GSAAAdvantage.gov.

Bart & Associates, Inc.
8300 Greensboro Drive, Suite 900
McLean, VA 22102
P: 703.821.0030; F: 703.821.2230
Business Size: Large
www.bna-inc.com

M ultipe Award Schedule
Contract Number: GS-35F-264GA
Contract Period: March 3, 2022 through March 2, 2027

Contract current through Modification #PS-0016, Effective September 26, 2022

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

For more information contact Bart & Associates Contract Department at 703.821.0030 or contracts@bna-inc.com
CONTRACT INFORMATION

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

| SIN 54151S: Information Technology Professional Services | Description found in Labor Category Descriptions awarded price found in GSA Pricelist |
| SIN 511210: Software Licenses | Description and awarded pricing found in GSA Pricelist |
| SIN 54151: Software Maintenance Services | Description and awarded pricing found in GSA Pricelist |

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

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

Titles, experience, functional responsibilities, education, and hourly rates can be found in the GSA Pricelist and Labor Category Descriptions.

2. Maximum order.
The maximum order value for the following Special Item Numbers (SINs) is $500,000:

- Special Item Number 54151S – Information Technology Professional Services
- Special Item Number 511210 – Software Licenses
- Special Item Number 54151 – Software Maintenance Services

3. Minimum order.
The minimum hours to be issued are 160 hours.

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

5. Point of production.
United States

6. Discount from list prices or statement of net price.
Prices shown are NET Prices; Basic Discounts have been deducted.
7. Quantity discounts.
None.

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

None.

10a. Time of delivery.
As negotiated between Contractor and Government Agency.

10b. Expedited delivery.
Contact Bart & Associates.

10c. Overnight and 2-day delivery.
Contact Bart & Associates.

10d. Delivery for Urgent Requirements.
Contact Bart & Associates.

11. F.O.B. point.
Destination

12a. Ordering address.
Bart & Associates, Inc.
Attn: Director of Contracts
8300 Greensboro Drive, Suite 900
McLean, VA 22102
Phone: 703.821.0030
E-mail: contracts@bna-inc.com

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.
Bart & Associates, Inc.
Attn: Controller/Director of Finance
8300 Greensboro Drive, Suite 900
McLean, VA 22102
Phone: 703.821.0030
E-mail: finance@bna-inc.com
14. Warranty provision.
a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
   (1) Time of delivery/installation quotations for individual orders;
   (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
   (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

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

   Not applicable

22a. Special attributes such as environmental attributes.
   Not applicable.

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services at the following:
   www.bna-inc.com
   The EIT standards can be found at: www.Section508.gov/.

23. Unique Entity Identifier (UEI) number.
   R3EEK8DBL5D7
24. Notification regarding registration in System for Award Management (SAM) database. Contractor is registered and active in SAM.gov. CAGE Code: 1GVT2.
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WHY CHOOSE BART & ASSOCIATES, INC.

Bart & Associates, Inc. (B&A) is a 30+ year systems integrator of information technology (IT) and security solutions. Our mission is to use our depth and breadth of technical knowledge and expertise to ensure that clients have optimum IT solutions to meet their goals, going beyond what is expected to achieve excellence. We are a company whose accomplishments exemplify the skills, motivation, dedication, and commitment of our most valuable asset: our people. B&A provides strategic, enterprise, application, and technical infrastructure services. Managed to Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) ® Level 3, IT Infrastructure Library (ITIL®), and International Organization for Standardization (ISO) 9001/20000/27000, B&A builds certified, secure, and dependable solutions, including custom, open source, and Commercial-Off-The-Shelf (COTS), for the Federal Government. Headquartered in McLean, VA. Through our experience, service offerings (PeopleSoft, SAP Oracle, Legacy System, Agile, and Certified Hosting) and partnerships, B&A will apply infrastructure modernization and system sustainment best practices, bridging innovation with cost-effective proven solutions delivery.
**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)**

****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.****

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 1-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/IAM 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
In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS --COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I

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/IAM 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)
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 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/IAM PROFESSIONAL SERVICES AND PRICING
   a) The Contractor shall provide a description of each type of IT/IAM Service offered under
      Special Item Numbers 54151S IT Professional Services should be presented in the same manner as the
      Contractor sells to its commercial and other ordering activity customers. If the Contractor is
      proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for
      those individuals who will perform the service should be provided.

   b) Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or
      fixed prices, minimum general experience and minimum education.
LABOR CATEGORY DESCRIPTIONS

Labor Category Levels

**Level I:** Work under direct supervision of a Project Manager, Project Lead, or Technical Lead. A Bachelor’s Degree and 0 years of experience is required.

**Level II:** Work under general supervision of a Project Manager, Technical Lead or Systems Engineer and is able to act on their behalf when authorized. Competent to consider most business implications of the application of technology to the current business environment. A Bachelor’s Degree and minimum of three (3) years of experience are required.

**Level III:** Requires only general direction from a Project Manager, Technical Lead or Systems Engineer. Provides expert guidance and services at the highest technical. A Bachelor’s Degree and a minimum of five (5) years of specialized experience are required.

**Level IV:** Works independently under minimal direction. Top level technical expert in one or more highly specialized. Devises or modifies procedures to solve complex problems. Provides technical leadership on complex projects. Responsible for directing and monitoring the work of team members. Acts as expert in business or functional area. Deals with top level in both client and company organizations. A Master’s Degree a minimum of four (4) years of work experience are required.

The following table details how work experience may be substituted to meet education level requirements.

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<th>Education Level Specified</th>
<th>College Years</th>
<th>Degree and Work Related Experience Substitution</th>
<th>Work Substitution for Degree (1 Year College = 1 Year Work)</th>
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<td>Master’s</td>
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<td>(1) Bachelor’s plus two years’ work related experience (2) Associate’s degree plus four years related work experience (3) High school diploma plus six years related work experience</td>
<td>6 Work Years</td>
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<td>Bachelor’s</td>
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<td>(2) Associate’s degree plus two years related work experience (3) High school diploma plus four years related work experience</td>
<td>4 Work Years</td>
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Position Title: Administrative Assistant I
Minimum/General Experience:
Experience: A total of one (1) year experience is required for this position.
   a. **Specialized Experience**. One (1) year experience in word processing, spreadsheets, database, and other office software.
   b. **General Experience**. One (1) year experience in general office practices.

Functional Responsibility
The Administrative Assistant is under the supervision of the Project Manager/Technical Manager.
Duties include, but are not limited to, the following:
   • Conducts a variety of clerical and other administrative tasks. Types correspondence and other documents and forms as directed.
   • Maintains project files both manually and electronically. Maintains the calendar for the office staff.
   • Plans and coordinates project meetings as directed. Makes travel arrangements for staff.
   • Attends project meetings, recording meeting minutes and action items.
   • Assists in the development of project reports and briefing, including writing initial drafts for review from notes and verbal direction and providing graphical representation of project status.
   • Prepares budget, cost, and other spreadsheets.
   • Provides word processing support as needed for data conversion, records or data management, and non-technical documentation.

Minimum Education
High school diploma or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Position Title: Administrative Assistant II
Minimum/General Experience:
Experience: A total of three (3) years experience is required for this position. A minimum of one (1) year must be specialized. The remainder may be specialized or general.
   a. **Specialized Experience**. One (1) year experience in word processing, spreadsheets, database, and other office software.
   b. **General Experience**. Three (3) years experience in general office practices.

Functional Responsibility
The Administrative Assistant is under the supervision of the Project Manager/Technical Manager.
Duties include, but are not limited to, the following:
   • Conducts a variety of clerical and other administrative tasks. Types correspondence and other documents and forms as directed.
   • Maintains project files both manually and electronically. Maintains the calendar for the office staff.
   • Plans and coordinates project meetings as directed. Makes travel arrangements for staff.
   • Attends project meetings, recording meeting minutes and action items.
   • Assists in the development of project reports and briefing, including writing initial drafts for review from notes and verbal direction and providing graphical representation of project status.
   • Prepares budget, cost, and other spreadsheets.
   • Provides word processing support as needed for data conversion, records or data management, and non-technical documentation.
Minimum Education
High school diploma or equivalent or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Position Title: Analyst/Programmer
Minimum/General Experience:
Experience: A total of seven (7) years experience is required for this position of which five (5) years must be specialized experience.
   a. Specialized Experience. Two (2) years of independent programming, including responsibility for software development projects. Three (3) years of programming team leadership or supervision over three (3) or more programmers on significant systems and/or software development projects.
   b. General Experience. Experience in work of a technical nature at progressively increasing levels of responsibility.

Functional Responsibility
The Analyst/Programmer works independently or only under general direction on complex application problems involving, all phases of software development and maintenance. The Analyst/Programmer analyzes system requirements and develops detailed design specifications, develops block diagrams and logic flowcharts, and translates detailed designs to computer programs. The Analyst/Programmer tests, debugs, and refines the computer program to produce the required product, and assists in the preparation of required documentation including both program- and user-level documentation. The Analyst/Programmer provides technical assistance to less experienced programmers. Duties include, but are not limited to, the following:
   - Performs analysis and designs system components. Analyzes the problem and the information to be processed and defines the problem along with developing system requirements and program specifications.
   - Confers with Government technical and functional personnel to determine application requirements and recommend alternative solutions.
   - Codes, tests, debug, and refine computer program(s) to produce the required product.
   - Prepares required documentation including both program- and user-level documentation.
   - Performs adaptive, corrective, and preventive maintenance of existing applications.
   - Provides production support as needed.
   - Provides direction to less experienced staff.
   - May have familiarity and experience with standardized project management and process improvement methodologies (e.g., SEI CMM, ISO, IEEE, PMI, etc.).

Minimum Education
Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Position Title: Business Systems Analyst III
Minimum/General Experience:
Experience: A total of eight (8) years experience is required for this position of which five (5) years must be specialized experience.
   a. Specialized Experience. Application-specific experience in performing analysis and design of applications on large-scale computers and personal computers, where appropriate.
   b. General Experience. Experience in work of a technical, application-specific nature at
progressively increasing levels of responsibility. Some programming experience is desirable.

**Functional Responsibility**
The Business Systems Analyst III works independently or only under general direction on all phases of systems development including the administrative management of contract staff, on moderately large/complex projects. The Business Systems Analyst III performs collection, analysis, prototyping, and documentation of user requirements. The Business Systems Analyst III performs business processes analysis, business area models (data, activity, and interaction models), user requirements documents, and functional requirements documents. The Business Systems Analyst III assists in performing detailed technical design specifications to transform functional specifications into applications which may include (1) deriving physical data models for target database management systems (DBMS); (2) modifying prototypes and developing pilots in accordance with development standards; and (3) addressing conversion requirements. Duties include, but are not limited to, the following:

- Performs analysis and designs major system components. Provides technical and administrative direction for software development tasks.
- Performs quality assurance testing on deliverable and work products for correctness and adherence to the design concept and to Government standards; and reviews progress in accordance with schedules.
- Coordinates with the Project Manager, COTR, and Government technical and functional personnel, to ensure problem solution and user satisfaction.
- Makes recommendations, if needed, for approval of major system installations.
- Prepares milestone status reports and delivers oral presentations on system concepts to colleagues, subordinates, and user representatives.
- Provides technical direction to other staff members.

**Minimum Education**
Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

**Position Title:** Business Warehouse / Reporting Consultant

**Minimum/General Experience:**
**Experience:** A total of five (5) years experience is required for this position.

a. **Specialized Experience.** One (1) year experience with Business Warehousing, Business Reporting, or Business Analytical software.

b. **General Experience.** Experience in work of a technical nature at progressively increasing levels of responsibility. Some programming experience is desirable.

**Functional Responsibility**
Business Warehouse / Reporting Consultant (BWRC) is responsible for the creation of technical design specs for universes and reports, develop universes and reports, perform testing, develop user guides and perform end user training. The resource will deploy Business Intelligence solutions and design/develop. BWRC will provide user support for data issues, resolve access to application and data issues for users and provide follow-on support for end users after training.

- Designs, develops, codes, tests and debugs highly complex new universe and reports and makes significant enhancements to existing universe and reports.
- Translate user requirements into specific reporting solutions.
- Participate in the development, training and support for business users.
- In depth knowledge of Universe Design concepts and expertise in designing Universe(s).
- Experience in Business Objects administration, security, back-up and restore process.
- Should be capable of migrating content across environments using Upgrade Management tool.
• Sound knowledge of DB design, data warehousing / data marts.
• Need to work closely with business leaders and users to define and design the universe, BI Dashboards and reports for business intelligence applications.
• Thoroughly document applicable universe, reports and system documentation.
• Ability to learn new database concepts, processes, tools, and best practices.
• Has a good sense of how to best present data in order to support decision makers.
• Ability to adapt to different software tools or techniques.
• Ability to communicate technical requirements and functional requirements in a clear, easy to understand manner.
• Expertise in writing SQL scripts.

Minimum Education
Bachelor’s degree in Computer Science or related field of study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Position Title: Configuration Management Specialist II
Minimum/General Experience:
Experience: A total of eleven (11) years experience is required for this position. A minimum of five (5) years must be specialized. The remainder may be specialized or general.
   b. General Experience. Eleven (11) years of progressively more difficult software development and ADP experience using industry standard configuration management tools.

Functional Responsibility
The Configuration Management Specialist II coordinates with client and project personnel in the selection and use of configuration management tools. The Configuration Management Specialist provides support and administration of project configuration management tools. Duties include, but are not limited to, the following:
• Develops, administers, and implements CM plans and procedures; controls configuration baselines and interfaces through Engineering Change Proposal/Specification processing; conducts functional and physical configuration audits and formal qualifications reviews; establishes and maintains CM documentation control systems; creates and maintains the master records for the establishment and change of configuration baselines for model management in the case management software development tool, engineering release system, configuration item development record (including the configuration index and change status listing), and configuration status accounting.
• Provides support to the Configuration Control Board, as required.
• Supports quality assurance and/or configuration management throughout a project lifecycle and/or validates deliverables prior to release.
• Establishes, produces, manages, and maintains quality assurance and/or configuration management forms, records, files, reports, and automated information databases.
• Has familiarity and experience with standardized project management and process improvement methodologies (e.g., SEI CMM, ISO, IEEE, PMI, etc.).

Minimum Education
Bachelor's degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.
Position Title: Database Architect

Minimum/General Experience
Experience: A total of ten (10) years of information systems experience is required for this position. A minimum of five (5) years must be specialized. The remainder may be specialized or general.

a. Specialized Experience. Five (5) years of data architecture development and ADP experience using industry standard management tools.
b. General Experience. Ten (10) years

Functional Responsibility
The Data Base Architect coordinates with client and project personnel in the creation and use of data base architectures. Duties include, but are not limited to, the following:

- Owns logical and physical data models.
- Owns enterprise Data Dictionary.
- Owns and defines metadata.
- Sets ETL standards.
- Ensures consistency across implementations.
- Defines data archive/purge standards.
- Studies and understands business needs.
- Communicates architecture to client and project team.
- Prepares, oversees, and coordinates database and application designs.
- Inspects database solutions.
- Acts as Enterprise Consultant and Data/Database SME.
- Advises on project resources and estimates.
- Communicates architecture to development team.

Minimum Education
Bachelor's degree in Computer Science/Information Technology or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Position Title: Database Management Specialist

Minimum/General Experience
Experience: A total of four (4) years of experience is required for this position of which two (2) years must be specialized experience.

a. Specialized Experience. Two (2) years of application design experience utilizing hierarchical and/or relational database management systems, including DBMS internals.
b. General Experience. Four (4) years of progressive experience in DBMS systems and analysis/programming.

Functional Responsibility
Provides technical expertise in the use of relational database management software. Must have demonstrated experience in hierarchical and/or DBMS technology and SQL-based applications. Duties include, but are not limited to, the following:

- Evaluates and recommends available third-party tools that work with a specific DBMS after matching user requirements with the capabilities of available commercial software.
- Participates with Government and contractor technical staff to determine file organization, indexing methods, and security procedures for specific user applications.
- Assists project analysts with definition and design of required data structures.
• Participates in the creation and maintenance of data dictionaries.

**Minimum Education**
Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

**Position Title:** Enterprise Application Integration (EAI) Consultant

**Minimum/General Experience**

**Experience:** A total of thirteen (13) years experience is required for this position of which three (3) years must be specialized experience.

a. **Specialized Experience.** Experience in performing analysis (product evaluation, cost-benefit studies, and infrastructure assessments) of enterprise applications and providing solutions and guidance for the planning, analysis, design, and construction of information systems on an enterprise-wide basis or across major sector(s) of the enterprise.

b. **General Experience.** Experience in conducting strategic assessments, business process re-engineering, and gap and requirements analysis; preparing and executing roadmap and implementation plan; and modifying, configuring, and implementing enterprise applications (ERP, CRM, etc.).

**Functional Responsibility**

Works independently or provides guidance and direction on all phases of enterprise design, development, and implementation. The EAI Consultant performs evaluation and complex implementation tasks for enterprise-related software products using broad industry experience and broad vendor experience, including overall industry best practices and extensive product knowledge. The EAI Consultant identifies new and emerging technology to support enterprise IT initiatives required to meet business needs. Specifically, the EAI Consultant conducts product/technology assessments, evaluations, selections; site surveys, requirements analysis and definition; technology prototyping; and cost analysis related to information technology. The EAI Consultant designs and prepares technical reports and documentation to record results.

Duties include, but are not limited to, the following:

• May lead the overall project, lead the technical portion of the project, or create the overall technical solution.

• Provides knowledge of multiple functional areas or other areas of expertise with hands-on experience in multiple modules or vendors and has the ability to transfer knowledge and skill including vendor selection criteria development and application.

• Applies extensive industry best practice experience to develop recommendations for vendor selection, overall application strategy, and cost benefit decisions regarding development/modifications.

• Creates overall system architecture based on business requirements and delivers tested, integrated systems.

• Performs enterprise strategic systems planning, enterprise information planning, and business area analysis.

• Develops and applies organization-wide information models for use in designing and building integrated, shared enterprise application systems (ERP, CRM, etc.).

• Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission.

• As needed, designs, develops, configures, and implements enterprise applications (ERP, CRM, etc.)
Minimum Education
Master’s degree in Business, Engineering, Management Sciences, Computer Science, Information Systems, Social Science, Education, Human Resources Development, Psychology or other related analytical, scientific disciplines, or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Position Title: Enterprise Resource Planning (ERP) Consultant II
Minimum/General Experience
Experience: A total of five (5) years experience is required for this position of which one (1) year must be specialized experience.
  a. Specialized Experience. Experience in performing evaluation and implementation tasks for ERP and ERP-related software products.
  b. General Experience. Experience in work of a technical nature at progressively increasing levels of responsibility. Some programming experience is desirable.

Functional Responsibility
The ERP Consultant II works independently or only under general direction on all phases of systems development. The ERP Consultant II performs collection, analysis, prototyping, and documentation of user requirements. The ERP Consultant II performs business processes analysis, business area models (data, activity, and interaction models), user requirements documents, and functional requirements documents. The ERP Consultant II assists in performing detailed technical design specifications to transform functional specifications into applications which may include (1) deriving physical data models for target database management systems (DBMS); (2) modifying prototypes and developing pilots in accordance with development standards; and (3) addressing conversion requirements. Duties include, but are not limited to, the following:
  • Performs analysis and designs major system components. Provides technical and administrative direction for software development tasks.
  • Performs quality assurance testing on deliverable and work products for correctness and adherence to the design concept and to Government standards; and reviews progress in accordance with schedules.
  • Coordinates with the Project Manager, COTR, and Government technical and functional personnel, to ensure problem solution and user satisfaction.
  • Makes recommendations, if needed, for approval of major system installations.
  • Prepares milestone status reports and delivers oral presentations on system concepts to colleagues, subordinates, and user representatives.
  • Provides technical direction to other staff members.
  • Participates in the evolution of projects such as requirements analysis, applications, design, functional specification, programming, system testing, and implementation.
  • Works with clients to understand business requirements.
  • Provides knowledge of multiple functional areas or other areas of expertise with hands-on experience in multiple modules and has ability to transfer knowledge and skill including vendor selection criteria development and application.

Minimum Education
Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Position Title: Enterprise Resource Planning (ERP) Consultant I
Minimum/General Experience

Experience: One to three (1-3) years’ experience is required for this position of which six (6) months must be specialized experience.

a. Specialized Experience. Experience in performing evaluation and implementation tasks for ERP and ERP-related software products.

b. General Experience. Experience in work of a technical nature at progressively increasing levels of responsibility. Some programming experience is desirable.

Functional Responsibility

The ERP Consultant I works independently or only under general direction on all phases of systems development. The ERP Consultant I performs collection, analysis, prototyping, and documentation of user requirements. The ERP Consultant I performs business processes analysis, business area models (data, activity, and interaction models), user requirement documents, and functional requirement documents. The ERP Consultant I assists in performing detailed technical design specifications to transform functional specifications into applications which may include (1) deriving physical data models for target database management systems (DBMS); (2) modifying prototypes and developing pilots in accordance with development standards; and (3) addressing conversion requirements. Duties include, but are not limited to, the following:

- Performs analysis and designs major system components. Provides technical and administrative direction for software development tasks.
- Performs quality assurance testing on deliverable and work products for correctness and adherence to the design concept and to Government standards; and reviews progress in accordance with schedules.
- Makes recommendations, if needed, for approval of major system installations.
- Participates in the evolution of projects such as requirements analysis, applications, design, functional specification, programming, system testing, and implementation.

Minimum Education

Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Position Title: Information Systems Security Specialist

Minimum/General Experience

Experience: A total of eight (8) years experience is required for this position. A minimum of three (3) years must be specialized. Must have knowledge and understanding of network security and firewall design principles; network protocols (e.g., TCP/IP, Telnet, FTP); and information security principles.

a. Specialized Experience. Three (3) years experience in leading and participating in security support projects involving the security disciplines of Operations Security (OPSEC), Signal Security (SIGSEC), Communications Security (COMSEC), and Automated Information System (AIS) security.

b. General Experience. General experience in information security (e.g., including risk assessment, evaluation of security products, and operational implementation of MLS systems).

Functional Responsibility

Works independently or under general supervision. The Information Systems Security Specialist analyzes and defines security requirements for multi-level security systems. The Information Systems Security Specialist may lead and participate in the performance of security risk assessments, system threat assessments, vulnerability assessments, and penetration analyses of facilities, Automated Information Systems and networks; development and preparation of OPSEC Plans, Security Plans, Tempest Plans,
and/or Vulnerability Assessments; evaluation of AIS and network access control, data integrity, and system virus and worm countermeasures associated with data processing, LAN, and WAN systems; use of state-of-the-art security evaluation and assessment technology, techniques, and tools. Duties include, but are not limited to, the following:

- Researches, develops, coordinates, and maintains end user and technical security policies, standards, and procedures.
- Coordinates with members of the organization’s security and policy committee to ensure that developed security policies and standards are technically sound and aligned with business needs.
- Serves as the definitive authority for responding to policy issues and providing correct interpretation that maintains the security and integrity of the organization’s security environment; examines and reports on policy and standard compliance for computing platforms, operating systems, and networks.
- Specifies technical security requirements for new application developments; coordinates with systems developers and engineers to configure, tests, and deploy implemented system security solutions.
- Assists with network vulnerability “controlled penetration testing” assessments.
- Prepares action plan and monitors corrective measures to maintain adequate level of security to meet audit and regulatory requirements.
- Supports and maintains organization-wide information security training and awareness program.
- Designs and produces Information Security brochures, newsletters, and memos as needed to keep the security program current.
- Researches and coordinates with Incident Reporting agencies to be current with computer viruses, hoaxes, and system vulnerabilities affecting the firm. Downloads, tests, and deploys latest Antivirus definitions.

Minimum Education
Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Position Title: Information Systems Security Specialist I
Minimum/General Experience
Experience: A total of five (5) years experience is required for this position. A minimum of two (2) years must be specialized. Must have knowledge and understanding of network security and firewall design principles; network protocols (e.g., TCP/IP, Telnet, FTP); and information security principles.
   a. Specialized Experience. Two (2) years experience in leading and participating in security support projects involving the security disciplines of Operations Security (OPSEC), Signal Security (SIGSEC), Communications Security (COMSEC), and Automated Information System (AIS) security.
   b. General Experience. General experience in information security (e.g., including risk assessment, evaluation of security products, and operational implementation of MLS systems).

Functional Responsibility
Works independently or under general supervision. The Information Systems Security Specialist analyzes and defines security requirements for multi-level security systems. The Information Systems Security Specialist may lead and participate in the performance of security risk assessments, system threat assessments, vulnerability assessments, and penetration analyses of facilities, Automated Information Systems and networks; development and preparation of OPSEC Plans, Security Plans, Tempest Plans,
and/or Vulnerability Assessments; evaluation of AIS and network access control, data integrity, and system virus and worm countermeasures associated with data processing, LAN, and WAN systems; use of state-of-the-art security evaluation and assessment technology, techniques, and tools. Duties include, but are not limited to, the following:

- Researches, develops, coordinates, and maintains end user and technical security policies, standards, and procedures.
- Coordinates with members of the organization’s security and policy committee to ensure that developed security policies and standards are technically sound and aligned with business needs.
- Serves as the definitive authority for responding to policy issues and providing correct interpretation that maintains the security and integrity of the organization’s security environment; examines and reports on policy and standard compliance for computing platforms, operating systems, and networks.
- Specifies technical security requirements for new application developments; coordinates with systems developers and engineers to configure, tests, and deploy implemented system security solutions.
- Assists with network vulnerability “controlled penetration testing” assessments.
- Prepares action plan and monitors corrective measures to maintain adequate level of security to meet audit and regulatory requirements.
- Supports and maintains organization-wide information security training and awareness program.
- Designs and produces Information Security brochures, newsletters, and memos as needed to keep the security program current.
- Researches and coordinates with Incident Reporting agencies to be current with computer viruses, hoaxes, and system vulnerabilities affecting the firm. Downloads, tests, and deploys latest Antivirus definitions.

Minimum Education
Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Position Title: Information Systems Technology Specialist

Minimum/General Experience
Experience: A total of ten (10) years experience is required for this position. A minimum of five (5) years must be specialized. The remainder may be specialized or general.

a. Specialized Experience. Should have demonstrated working experience in each of the following areas (in descending order of importance): The supervision and management of large-scale software applications development and/or maintenance efforts, analyzing user requirements to develop work plans, and system and database design specifications; demonstrated expertise in written and verbal communications with all levels of management, including task planning and task assignment, providing status reports, and verbal or written presentations; extensive programming in an IBM or IBM-compatible mainframe and/or PC environment including relational database management systems; experience using CASE tools to develop and document application development processes and models; experience in testing newly developed software programs; experience with mainframe and/or PC software library management systems and interactive debugging software packages; and experience in the recruitment and employment processes of automated data processing technical support staff personnel.

b. General Experience. Extensive and progressively more difficult software development and programming experience in an IBM or IBM-compatible mainframe and/or PC environment. Must have demonstrated capability for written and verbal communications with all levels of
management, personnel, contractor, and client agency representatives.

**Functional Responsibility**
The Information Systems Technology Specialist serves as a working manager/technical project leader on large/complex projects, and interfaces with the Contractor’s management team to ensure problem resolution and customer satisfaction for all support categories within the scope of the contract. The Information Systems Technology Specialist serves as the contractor’s authorized point of contact with the Contracting officer (CO) and the Contracting Officer’s Technical Representative (COTR). Duties include, but are not limited to, the following:

- Develops detailed project work plans.
- Provides supervisory, technical, and administrative direction for technical personnel.
- Proposes quantities and labor categories for task performance, and proposes technical solutions to problems.
- Reviews work products for correctness and adherence to the design concept and user standards.
- Is responsible for and monitors task progress and completion in accordance with established schedules and guidelines.
- Performs various software development tasks and exhibits technical competence regarding the software products utilized.

**Minimum Education**
Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

**Position Title:** Multi-disciplinary Process Coordinator

**Minimum/General Experience**
**Experience:** A total of eight (8) years experience is required for this position. A minimum of three (3) years must be specialized. Must have knowledge and understanding of Software Engineering Institute/Capability Maturity Model (SEI/CMM) to include all Key Process Areas.

a. **Specialized Experience.** Three (3) years experience in software process improvement activities as identified in the Software Engineering Institute/Capability Maturity Model (SEI/CMM), as well as in leading CMM evaluation and assessment.

b. **General Experience.** General experience in software development.

**Functional Responsibility**
The M-D Process Coordinator works independently. The M-D Process Coordinator has knowledge of the Software Engineering Institute/Capability Maturity Model (SEI/CMM), the International Organization for Standards (ISO 9000) and other process improvement disciplines being used in the industry today, and further has had previous participation in CMM Improvement Processes (Ips) and/or assessments, as well as ISO assessments. The M-D Process Coordinator has experience working under government contracts and has strong verbal and writing skills. The M-D Process Coordinator has experience in software development and shepherding teams with diverse software methodologies. Duties include, but are not limited to, the following:

- Analyzes the requirements and business rules from varied sources, and recommends the best course of action to proceed, given the goals of the project.
- Researches and analyzes processes, user requirements, resources, and workflow to support requirements planning and design of new business processes and systems.
- Recommends business approaches and solutions based on customer requirements.
- Advises on methods to improve business processes and enhance process improvement strategies and plans.
- Establishes process improvement and reengineering methodologies and principles.
- Plans, coordinates, and tracks process and progress throughout the lifecycle of the project.
across multiple disciplines.

**Minimum Education**
Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

**Position Title:** Enterprise Resource Planning (ERP) Consultant IV

**Minimum/General Experience**

**Experience:** A total of ten (10) years experience is required for this position of which five (5) year must be specialized experience.

a. **Specialized Experience.** Experience in performing evaluation and implementation tasks for ERP and ERP-related software products.

b. **General Experience.** Experience in work of a technical nature at progressively increasing levels of responsibility. Some programming experience is desirable.

**Functional Responsibility**
The ERP Consultant IV works independently or only under general direction on all phases of systems development. The ERP Consultant IV shall perform collection, analysis, prototyping, and documentation of user requirements. The ERP Consultant IV shall perform business processes analysis, business area models (data, activity, and interaction models), user requirements documents, and functional requirements documents. The ERP Consultant IV shall assist in performing detailed technical design specifications to transform functional specifications into applications which may include (1) deriving physical data models for target database management systems (DBMS); (2) modifying prototypes and developing pilots in accordance with development standards; and (3) addressing conversion requirements. Duties include, but are not limited to, the following:

- Performs analysis and designs major system components. Provides technical and administrative direction for software development tasks.
- Performs quality assurance testing on deliverable and work products for correctness and adherence to the design concept and to Government standards; and reviews progress in accordance with schedules.
- Coordinates with the Project Manager, COTR, and Government technical and functional personnel, to ensure problem solution and user satisfaction.
- Makes recommendations, if needed, for approval of major system installations.
- Prepares milestone status reports and delivers oral presentations on system concepts to colleagues, subordinates, and user representatives.
- Provides technical direction to other staff members.
- Participates in the evolution of projects such as requirements analysis, applications, design, functional specification, programming, system testing, and implementation.
- Works with clients to understand business requirements.
- Provides knowledge of multiple functional areas or other areas of expertise with hands-on experience in multiple modules and has ability to transfer knowledge and skill including vendor selection criteria development and application.
- Creates overall system architecture based on business requirements and delivers tested, integrated systems
- May lead the overall project, lead the technical portion of the project, or create the overall technical solution.

**Minimum Education**
Bachelor’s degree in Computer Science or related study or an equivalent combination of
education and work experience from which comparable knowledge and skills may be acquired.

**Position Title**: Process Improvement Coordinator  
**Minimum/General Experience**  
**Experience**: A total of five (5) years experience is required for this position. A minimum of two (2) years must be specialized. Must have knowledge and understanding of Software Engineering Institute/Capability Maturity Model (SEI/CMM) to include all Key Process Areas.

a. **Specialized Experience**: Two (2) years experience in software process improvement activities as identified in the Software Engineering Institute/Capability Maturity Model (SEI/CMM), as well as in leading CMM evaluation and assessment.

b. **General Experience**: General experience in software development.

**Functional Responsibility**  
The Process Improvement Coordinator works independently. The Process Improvement Coordinator plans, coordinates, and tracks process improvements within the project. Additionally, the Process Improvement Coordinator has knowledge of Software Engineering Institute/Capability Maturity Model (SEI/CMM) to include all Key Process Areas of levels 2, 3, and/or 4 and further has had previous participation in CMM Improvement Processes (Ips) and or assessments, as well as experience in software development and leading teams with diverse memberships. The Process Improvement Coordinator also has experience working under government contracts and has strong verbal and writing skills. Duties include, but are not limited to, the following:

- Provides technical knowledge and analysis for setting policy and procedures for attaining a repeatable software development process, including compliance with enterprise architectures and CMM guidelines.
- Participates in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation of the software development process.
- Applies principles, methods, and knowledge of the functional area of expertise to specific project requirements, applying industry best practices and methods to exceptionally difficult and narrowly defined technical problems in existing software process.
- Designs and prepares technical reports and related documentation, and makes charts and graphs to record results. Prepares and delivers presentations and briefings as required for the project.
- Compiles, updates, and maintains process-related documentation, including Software Development Life Cycle standards, requirements, analysis, code, and quality assurance processes.

**Minimum Education**  
Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

**Position Title**: Project Lead III  
**Minimum/General Experience**  
**Experience**: A minimum of (5) years overall experience in functional or technical role in applicable areas of experience is required for this position.

a. **Specialized Experience**: Management or principal liaison experience in software development and maintenance projects involving two (2) or more employees.

b. **General Experience**: Five (5) years of progressive software development experience.

**Functional Responsibility**
Project Leads III directly serves the interests of both the client and Bart and Associates. They often fulfill the role of a Project Manager on small Time and Material or Labor Hour contract. They provide management assistance to Project Managers on large, complex contracts. They are responsible for coordinating all work. They may act as a central point of contact for specific portions of a project and will be responsible for coordinating the efforts of their team members and subcontractors. They may also be responsible for coordinating with other contractors when directed by the client. Project Lead IIIIs are capable of negotiating and making binding decisions for their company within defined limits

- Report to a B&A Project Manager and is accountable for assigned work.
- Fully grasp the “big picture” associated with the project and participates in project status meetings.
- Responsible and accountable for their work and are required to be knowledgeable of all aspect of the project.
- Coordinate team assignments and assures satisfactory performance.
- Demonstrate effective leadership and managerial skills.
- Ensure compliance with applicable guidelines and recommends tailoring as needed.
- Assist in the development of project plans, WBS/OBSs, integrated schedules, performance baselines, resolving staffing issues and participates in resolution of technical issues.
- Track deliveries to ensure project objectives are fulfilled.
- Provide for staffing and liaison with client managers to ensure fulfillment of performance expectations, when assigned to T&M or Labor Hour contracts
- Provide for integration management, scope management, cost and schedule management, project execution, monitoring and control, and closure, when assigned to a fixed price or cost reimbursable contract or task order,
- Assess earned value progress; determine root causes for variances and recommend corrective actions.
- Ensure that team members, including subcontractors, understand worksite requirements, contractual requirements, and are trained on client requirements and processes, such as documentation, security, and quality.
- Support B&A proposal efforts as requested.
- Support the client on development of Statements of Work (SOWs), assessments of earned value, and estimating (cost and schedule) when requested.
- Fulfill client requirements for life cycle control gates including artifacts and presentations.
- Participate in development of reports as required by B&A and as defined in task orders or other contractual documents.
- Maintain issue logs and assures prompt resolutions.

**Minimum Education**

Bachelor’s degree or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired. PMP certification is desired.

**Position Title:** Project Manager III

**Minimum/General Experience**

**Experience:** A total of ten (10) years experience is required for this position of which three (3) years must be specialized experience in overall liaison or management of similar team efforts.

a. **Specialized Experience.** Management or principal liaison experience in software development and maintenance projects involving five (5) or more employees.
b. General Experience. Ten (10) years of progressive software development experience.

Functional Responsibility
The Project Manager III’s principal duties involve the administrative management of contract staff on very large and/or complex projects, if the contract environment mandates that contractor and Government staffs work together in functional teams with technical direction provided by the Government. Duties include, but are not limited to, the following:

- Serves as the on-site representative of the contractor to ensure problem resolution and customer satisfaction for individual delivery orders.
- Serves as the principal point of contact between Government personnel, other on-site contractors, and personnel working under the contract.
- Performs in a supervisory role for contract personnel on site to include (1) resolving any work-related problems and (2) ensuring that status reporting is provided by each contractor on time.
- Has familiarity and experience with standardized project management and process improvement methodologies (e.g., SEI CMM, ISO, IEEE, PMI, etc.).
- Is responsible for recruiting and hiring, supervising and managing contractor personnel, and support within the scope of the contract.
- Consults with Government technical personnel, managers, and agency representatives.
- Prepares project workload projections and project plans.

Minimum Education
Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Position Title: Project Planning Specialist
Minimum/General Experience
Experience: A total of three (3) years experience is required for this position. A minimum of two (2) years must be specialized. The remainder may be specialized or general.

a. Specialized Experience. Experience in developing project plans, including budget requirements and staffing proposals on large-scale software development and maintenance projects. Excellent oral and written communications skills.

b. General Experience. Experience in developing project plans.

Functional Responsibility
The Project Planning Specialist works independently or only under general direction on all phases of project planning. The Project Planning Specialist works with the Project Manager and appropriate customer representatives to develop and monitor project plans, including budget requirements and staffing proposals for large-scale systems. The Project Planning Specialist assists in developing the project planning, tracking, and oversight processes for a large software development projects. The Project Planning Specialist uses automated tools for project planning (e.g., MS Project, Lotus Notes, Excel, and PowerPoint) to carry out the development of project plans. Duties include, but are not limited to, the following:

- Develops detailed project work plans, including budget requirements and staffing proposals.
- Monitors adherence to project work plans.
- Reviews work products for correctness and adherence to the design concept and user standards.
- Responsible for and monitors task progress and completion in accordance with established schedules and guidelines.
- Prepares milestone status reports and delivers oral presentations on project plans to
colleagues, subordinates, and user representatives.

- Prepares and presents status on resource and schedule tracking for large projects.
- Interacts with and attends meetings with all levels of project team members.
- Has familiarity and experience with standardized project management and process improvement methodologies (e.g., SEI CMM, ISO, IEEE, PMI, etc.).

**Minimum Education**
Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

**Position Title:** Enterprise Resource Planning (ERP) Consultant III

**Minimum/General Experience**
**Experience:** A total of eight (8) years experience is required for this position of which three (3) years must be specialized experience.

a. **Specialized Experience.** Experience in performing evaluation and implementation tasks for ERP and ERP-related software products.

b. **General Experience.** Experience in work of a technical nature at progressively increasing levels of responsibility. Some programming experience is desirable.

**Functional Responsibility**
The ERP Consultant III works independently or only under general direction on all phases of systems development. The ERP Consultant III performs collection, analysis, prototyping, and documentation of user requirements. The ERP Consultant III performs business processes analysis, business area models (data, activity, and interaction models), user requirements documents, and functional requirements documents. The ERP Consultant III assists in performing detailed technical design specifications to transform functional specifications into applications which may include (1) deriving physical data models for target database management systems (DBMS); (2) modifying prototypes and developing pilots in accordance with development standards; and (3) addressing conversion requirements. Duties include, but are not limited to, the following:

- Performs analysis and designs major system components. Provides technical and administrative direction for software development tasks.
- Performs quality assurance testing on deliverable and work products for correctness and adherence to the design concept and Government standards; and reviews progress in accordance with schedules.
- Coordinates with the Project Managers, COTR, and Government technical and functional personnel, to ensure problem solution and user satisfaction.
- Makes recommendations, if needed, for approval of major system installations.
- Preparing milestone status reports and delivers oral presentations on system concepts to colleagues, subordinates, and user representatives.
- Provides technical direction to other staff members.
- Participates in the evolution of projects such as requirements analysis, applications, design, functional specification, programming, system testing, and implementation.
- Works with clients to understand business requirements.
- Provides knowledge of multiple functional areas or other areas of expertise with hands-on experience in multiple modules and has ability to transfer knowledge and skill including vendor selection criteria development and application.

**Minimum Education**
Bachelor’s degree in Computer Science or related study or an equivalent combination of
education and work experience from which comparable knowledge and skills may be acquired.

**Position Title:** Senior Interface Developer  
**Minimum/General Experience**  
**Experience:** A minimum of (5) years overall experience in functional or technical role in applicable areas of experience is required for this position. A minimum of two (2) years must be specialized. The remainder may be specialized or general.  
  a. **Specialized experience:** Two (2) years experience in multi-dimensional issue resolution in complex environments.  
  b. **General Experience:** Five (5) years of progressively more complex roles.  

**Functional Responsibility**  
The Senior Interface Developer works independently or only under general direction on complex application interface problems involving all phases of software development and maintenance. Specific skills and duties include:  
  - Database, core applications and web technology knowledge  
  - Specific experience in implementing Oracle solutions and required 3rd party technology  
  - Has been involved in system integrations  
  - Serve in a project leader or subject/team leader capacity for significant portions of multiple projects  
  - Assignments are progressively more responsible in functional roles, typically may have completed course work towards functional certifications.  
  - In technical roles, may have completed technical certifications relevant to specialty (refer to PJRM or successor documents)  
  - Publications, presentations, white papers, a plus  

**Minimum Education**  
BS or BA in related fields or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired. Master’s degree preferred in technical area.

**Position Title:** Senior Programmer  
**Minimum/General Experience**  
**Experience:** A total of five (5) years experience is required for this position of which two (2) years must be specialized experience.  
  a. **Specialized Experience:** Two (2) years of independent programming, including responsibility for software development projects. One (1) year of programming team leadership or supervision over programmers on significant systems and/or software development projects.  
  b. **General Experience:** Experience in work of a technical nature at progressively increasing levels of responsibility.  

**Functional Responsibility**  
The Senior Programmer works independently or only under general direction on complex application problems involving all phases of software development and maintenance. The Senior Programmer analyzes system requirements and develops detailed design specifications, develops block diagrams and logic flowcharts, and translates detailed designs to computer programs. The Senior Programmer tests, debugs, and refines the computer program to produce the required product, and assists in the preparation of required documentation including both program- and user-level documentation. The Senior Programmer provides technical assistance to less experienced programmers. Duties include,
but are not limited to, the following:

- Analyzes the problem and the information to be processed and defines the problem along with developing system requirements and program specifications.
- Confers with Government technical and functional personnel to determine application requirements and recommend alternative solutions.
- Codes, tests, debug, and refine computer program(s) to produce the required product.
- Prepares required documentation including both program- and user-level documentation.
- Performs adaptive, corrective, and preventive maintenance of existing applications.
- Provides production support as needed.
- Provides direction to less experienced staff.
- May have familiarity and experience with standardized project management and process improvement methodologies (e.g., SEI CMM, ISO, IEEE, PMI, etc.).

**Minimum Education**

Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

**Position Title:** Training Specialist III  
**Minimum/General Experience**

**Experience:** A total of five (5) years experience is required for this position. A minimum of one year of experience in adult training or educational program development.

- **Specialized Experience:** One (1) year experience in adult training or educational program development.
- **General Experience:** One (1) year of experience.

**Functional Responsibility**

The Training Specialist III coordinates with client and project personnel in developing, implementing, and conducting training programs. Work is performed independently on routine and regular assignments. Duties include, but are not limited to, the following:

- Conducts and coordinates training activities.
- Researches, writes, and creates new training materials.
- Develops, analyzes, and evaluates training requirements.
- Consults with staff members and public and private representatives to keep training information current.
- Writes reports, memoranda, correspondence, newsletters, bulletins, and records.
- Develops training plans.
- Arranges classes, seminars, conferences, and workshops for project and client personnel.
- Evaluates and updates training programs to keep current with new techniques.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively to provide quality seamless customer service.
- Knowledge of the principles, training methods, and techniques used in adult education.
- Knowledge of group dynamics and human behavior.

**Minimum Education**

Bachelor's degree in education, sociology, psychology or a related field or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.
Position Title: Systems Admin / Desk Top Support

Minimum/General Experience

Experience: A total of two (2) years help desk experience is required for this position.
   a. Specialized Experience, Two (2) years of help desk and/or systems administration experience
   b. General Experience, Two (2) years of help desk and/or systems administration experience

Functional Responsibility

Maintain and monitor end-user workstations and productivity on local area network. Perform a variety of maintenance, software installation, end-user support and training tasks to ensure end-user workstations and network performance meet company and user requirements. Provide support to staff on all company-supported applications. Troubleshoot computer problems, determine source and advise on appropriate action. Complete application project- based work. Perform responsibilities in accordance with all company standards, policies and procedures.

• Investigates user problems and identifies their source; determines possible solutions; tests and implements solutions.
• Plans and implements network security, including maintaining firewalls, configuring VPN, managing host security, file permissions, file system integrity, and adding and deleting users.
• Troubleshoots networks, systems and applications to identify and correct malfunctions and other operational difficulties.
• Develops and conducts various training and instruction for system users on operating systems and other applications; assists users in maximizing use of networks and computing systems.
• Maintains confidentiality with regard to the information being processed, stored or accessed by the end-users on the network.
• Assists personnel of other departments as a computer resource.
• Provides computer orientation to new and existing company staff.

Minimum Education

Bachelor’s degree in Computer Science or related field of study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

Position Title: Technical Manager

Minimum/General Experience

Experience: A total of ten (10) years experience is required for this position of which three (3) years must be specialized experience in overall liaison or management of similar team efforts.
   a. Specialized Experience, Management or principal liaison experience in software development and maintenance projects involving five (5) or more employees.
   b. General Experience, Ten (10) years of progressive software development experience.

Functional Responsibility

The Technical Manager simultaneously serves as a Project Manager and Technical Lead. The Technical Manager performs collection, analysis, prototyping, and documentation of user requirements. The Technical Manager performs business processes analysis, business area models (data, activity, and interaction models), user requirements documents, and functional requirements documents. The Technical Manager assists in performing detailed technical design specifications to transform functional specifications into applications which may include (1) deriving physical data models for target database management systems (DBMS); (2) modifying prototypes and developing pilots in accordance with development standards; and (3) addressing conversion requirements. Duties include, but are not limited
to, the following:

- Performs analysis and designs major system components. Provides technical and administrative direction for software development tasks.
- Performs quality assurance testing on deliverable and work products for correctness, adherence to the design concept and to Government standards, and reviews progress in accordance with schedules.
- Coordinates with the Project Manager, COTR, and Government technical and functional personnel, to ensure problem solution and user satisfaction.
- Makes recommendations, if needed, for approval of major system installations.
- Prepares milestone status reports and delivers oral presentations on system concepts to colleagues, subordinates, and user representatives.
- Provides technical direction to other staff members.
- In addition, the Technical Manager is responsible for the administrative management of contract staff on small to medium size projects, if the contract environment mandates that contractor and Government staffs work together in functional teams with technical direction provided by the Government. As such, the relevant duties include, but are not limited to, the following:
  - Serves as the on-site representative of the contractor to ensure problem resolution and customer satisfaction for individual delivery orders.
  - Serves as the principal point of contact between Government personnel, other on-site contractors, and personnel working under the contract.
  - Performs in a supervisory role for contract personnel on site to include (1) resolving any work-related problems and (2) ensuring that status reporting is provided by each contractor on time.
  - Has familiarity and experience with standardized project management and process improvement methodologies (e.g., SEI CMM, ISO, IEEE, PMI, etc.).
  - Is responsible for recruiting and hiring, supervising and managing contractor personnel, and support within the scope of the contract.
  - Consults with recruiting and hiring, supervising and managing contractor personnel, and support within the scope of the contract.
  - Prepares project workload projections and project plans.

**Minimum Education**

Bachelor’s degree in Computer Science or related study or an equivalent combination of education and work experience from which comparable knowledge and skills may be acquired.

**Title:** Analyst  
**Category Levels:** III  
**Job summary**

Analyst is a generic position associated with the analysis and development of software that comprises a wide range of capabilities, including numerous engineering, business and records management functions. An Analyst may work independently or as a member of a project team. Analyst is a general term that may be narrowed to more specific expertise such as Systems Analyst, Privacy Analyst, Applications Analyst, and Database Analyst.

**Functional Responsibilities**

- Analyzes functional, quality, and user requirements and makes recommendations for changes.
- Evaluates work flow, functional organization capabilities and performs planning.
- Utilizes analytical skills to critically evaluate the information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level
Title: Applications Architect  
Category Levels: I, II, III, IV  
Job summary  
The Applications Architect will lead efforts to define enterprise and system level goals, principals, and guidelines; and be responsible for the development and maintenance of the architecture and design principles for applications, build, and integration. This person will apply Enterprise Architecture goals and principles to execute project architecture governance, which includes review, approval, and ability to influence project alignment to Enterprise Architecture goals; define interactions between systems; and establish current state system architecture, future state models, and transition steps.  
Functional Responsibilities  
- Identify potential application reuse opportunities.  
- Collaborate with other architects to define enterprise solution patterns and define optimal environment solutions for development, test, and production.  
- Ensure compliance with all application architecture directions and standards through cross organization consulting and direct involvement in development efforts.  
- Work with technical architects to determine the most appropriate application partitioning to achieve optimal performance, scalability, etc.  
- Design of high quality application architectures that meet clients’ requirements and are consistent with enterprise architectural standards.  
- Collaborate with business and information architects to ensure application-level software components are derived from and consistent with the business object model.  
- Ensure functional requirements are successfully implemented in the business domain/object model; identify the techniques and technologies that should be applied at the application level; define the system and operational requirements that the technical infrastructure must support.  
- Participate in application/project design and review sessions and in collaboration with other architects to validate and ensure the application design is in conformance with the enterprise technical, information and business architecture.  
- Resolve the potential implications and conflicts between the application architecture, with any constraints imposed by the application (logical/physical) design to the architecture; provide viable alternative approaches and recommendations.  
- Abstract and describe logical enterprise systems architecture to a variety of audiences.  

Title: Business Analyst  
Category Levels: I, IV  
Job summary  
The Business Analyst is a crucial role in creating and maintaining the strategic partnership between business needs and technology delivery in a project development environment. The Business Analyst has the ability to work under minimal guidance as part of a project team, using knowledge of client specific information to a more general understanding, distinguish presented user requests from the underlying true needs, and distinguish solution ideas from requirements.  
- Participates in scope management by analyzing design fulfillment of objectives and specifications.  
- May participate in formal change control and configuration management activities.  
- May develop life cycle plans from project or process inception to conclusion.  
- Assesses user interfaces, hardware usage, downtime, performance, and maintenance.  
- Assesses proposed system modifications, upgrades, and forecasts for future needs.
industry, customers, organization, and business objectives in a problem solving capacity. The Business Analyst will work closely with the client and Subject Matter Expert(s) in the definition, testing, training, implementation, and support of functional requirements. The Business Analyst will identify requirements via industry standard analysis techniques such as data flow modeling, workflow analysis, and functional decomposition analysis. The Business Analyst will solicit requirements through interviews, workshops, and/or existing systems documentation or procedures.

**Functional Responsibilities**

- Anticipate client needs before they arise and presents solutions to project management that encompass issues at hand.
- Understand expectations that were set with client and recognize when issues/events may affect delivery.
- Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements.
- Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
- Serves as the conduit between the customer community (internal and external customers) and the software development team through which requirements flow.
- Work in partnership with architecture teams to identify feasible solutions to the business problem/request.
- Document Use Cases in support of system requirements to identify positive and negative scenarios.
- Collaborate with application development and test teams to review system requirements and gather levels of effort.
- Review and certify system design specifications to ensure the solution will satisfy the requirements.
- Document System User Guides and Release Notes that outline how the systems work.
- Analyze metrics to verify code effectiveness.
- Analyze trends and trouble shoot issues to maximize the efficiency of systems to support the enterprise.
- Partner with business units in the development of end to end business flows that define requirements.
- Create business cases to measure ROI of proposed changes/enhancements to systems.
- Maintain current knowledge of business metrics, goals and strategies.
- Manage multiple projects and drive to a successful outcome with minimal supervision.
- Make informed decisions and choices based upon priority, business necessity and bottom line impacts.

**Title:** Business Systems Analyst  
**Category Levels:** II, IV  
**Job summary**  
The Business Systems Analyst analyzes business processes, functions, and procedures to determine the most effective business systems software to meet the needs of the organization. The Business Systems Analyst establishes systems specifications and objectives, based on business requirements and cost effectiveness, and provides recommendations to management personnel. The Business Systems Analyst coordinates implementation of the system software, including conversion of data to the new system, and works with application support personnel to resolve system problems.
Functional Responsibilities

- Document system specifications and note any changes in procedures.
- Act as a liaison between systems software development staff, management, and system end-users to determine requirements and obtain sign-off.
- Perform analysis and design system components.
- Analyze the problem and the information to be processed and define the problem along with developing system requirements and program specifications.
- Participate in systems development and design, including software programming and table, report, and panel design.
- Assist in designing and ensuring overall integrity of the testing strategy.
- Work with appropriate business partners and technology leads to determine the acceptable range for test results and performance.
- Help design, develop and implement test plans, test scripts, and testing tools using the detailed business requirements document provided by the business analysts.

Title: Data Architect
Category Levels: 1
Job summary
Provides supports for the overall design of the enterprise wide data/information architecture, which maps to the enterprise architecture and balances the need for access against security and performance requirements. Focuses on enterprise wide data modeling and database design. Facilitates consistent business analysis, data acquisition and access analysis and design, Database Management Systems optimization, archiving and recovery strategy, load strategy design and implementation, and security and change management at the enterprise level. Translates strategic requirements into a usable enterprise information architecture, which may include an enterprise data model, associated metamodel, common business vocabulary, ontologies and taxonomies to be used to guide enterprise solution development and achieve consistency of information assets across the application portfolio. Develops a meta data management and repository strategy to manage all enterprise information architecture project artifacts. Ensures existing data/information assets are identified, stewarded and leveraged across the enterprise.

Functional Responsibilities
The Data Architect coordinates with client and project personnel in the creation and use of data architectures. Duties include, but are not limited to, the following:
- Owns logical and physical data models.
- Owns enterprise Data Dictionary.
- Owns and defines metadata.
- Sets ETL standards.
- Ensures consistency across implementations.
- Defines data archive/purge standards.
- Studies and understands business needs.
- Communicates architecture to client and project team.
- Prepares, oversees, and coordinates database and application designs.
- Inspects database solutions.
- Acts as Enterprise Consultant and Data/Database SME.
- Advises on project resources and estimates.
- Communicates architecture to development team.
Title: Database Administrator - Oracle
Category Levels: II, III, IV
Job summary
This position provides technical expertise in the design, architecture, implementation, and maintenance of relational database management systems (RDBMS). They will create logical data models and map them effectively and efficiently into physical data models that utilize the characteristics of the specific database management system being used. Additionally, this position is responsible for the database technology and operating systems needed to support multiple databases (i.e., Oracle, MS SQL) running enterprise-wide business applications on host based and client server technologies.

Functional Responsibilities
- Assist in the design, implementation, maintenance, and administration of databases with respect to performance, accessibility, availability, security, and configuration.
- Perform basic database tasks to support project activities and assist in supporting and maintaining enterprise applications linked to production databases.
- Establish, instruct, and manage policies and procedures related to database maintenance and administration.
- Work closely with design teams, technical infrastructure teams, and testing teams.
- Provide solutions to a variety of information system technical requirements of moderate scope and complexity.
- Provide technical support for company's database management systems and related applications.
- Follow standard policies, procedures, and best practices in maintaining and supporting the databases.
- Support all database environments including development, test, and production.
- Interface with test teams to support test strategies and plans.

Title: Database Administrator
Category Levels: II, III, IV
Job summary
The Database Administrator provides technical expertise in the use of relational database management software. The Database administrator’s responsibilities include designing, implementing, and maintaining the database system. The Database Administrator is expected to stay abreast of emerging database technologies and new design approaches.

Functional Responsibilities
- Evaluate and recommend available third-party tools that work with a specific DBMS after matching user requirements with the capabilities of available commercial software.
- Provide database architectural support for new and existing database structures.
- Participate with the client and B&A technical, applications, and operational staff to determine file organization, indexing methods, and security procedures for specific user applications.
- Assist project analysts with definition and design of required data structures.
- Participate in the creation and maintenance of database documentation, including data standards, procedures and definitions for the data dictionary (‘metadata’).
- Perform database testing and document findings/results of proposed architectural designs changes.
- Perform database and application performance monitoring, analysis, and tuning; database space monitoring, analysis, and tuning; database application user and account administration; and capacity planning.
• Maintain database and application security.
• Enhance database query performance, SQL Tuning.
• Test and implement database backup and recovery.
• Designs, implements, and tests various periodic and ad-hoc database reports.
• Troubleshoot and resolve database errors caused by applications.
• Document DBA processes; automate day-to-day DBA tasks; and installs and upgrades database software.
• Perform routinely database object configuration/modification and migration to different environment as new application releases arises.
• Address database related questions/concerns regarding the well-being of an application.
• Provide data migration support during production implementation.

Title: Developer – Analyst
Category Levels: II, III, IV

Job summary
The Developer/Analyst works on complex application IT problems involving all phases of software development, production and maintenance. This includes analysis of system requirements and development of detailed design specifications, block diagrams and logic flowcharts, and translation of detailed designs to computer programs. The Developer/Analyst tests, debugs, and refines computer programs to meet design requirements. Included is the preparation of documentation at both the program and user-level. The Developer/Analyst provides technical assistance to less experienced developers.

Functional Responsibilities
• Develop and analyze the design of IT systems and their components.
• Analyze problems and information to be processed and develop solutions including system requirements and program specifications.
• Confer with technical and functional personnel to determine application requirements and recommend alternative solutions.
• Code, test, debug, and refine computer program(s) to produce the required product.
• Prepare documentation at both the program and user-level.
• Develop adaptive, corrective, and preventive maintenance measures for existing applications.
• Provide production support as needed and provide guidance and direction to less experienced staff.

Title: Developer – Business Objects
Category Levels: IV

Job summary
The Developer – Business Objects works in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Provides direction and guidance to less experienced team members. Reviews data loaded into the data warehouse for accuracy. Responsible for the development, maintenance, and support of an enterprise data warehouse system and corresponding data marts. Troubleshoots and tunes existing data warehouse applications. Conducts research into new data warehouse applications and determines viability for adoption. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporates existing subject areas into an enterprise model. Creates new or enhanced components of the data warehouse.

Functional Responsibilities
• Analyze customer requirements, design and implement Business Objects universes and reports.
• Perform data analysis and report validation.
• Create and maintain report documentation.
• Interface with project teams to perform rapid development using agile methodologies.
• Experience with Oracle databases and strong SQL background.
• Excellent written, verbal and interpersonal communication skills.
• Must be capable of a high level of accuracy and attention to detail.
• Ability to quickly adapt to new situations.
• Strong commitment to a team environment.
• Resolve and clarify requests/requirements.
• Establish, maintain and follow documented processes and procedures.

Title: Developer - Database
Category Levels: II, III, IV

Job summary
The Developer - Database designs, implements, and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design. Competent to work at the highest level of all phases of database management.

Functional Responsibilities
• IT enterprise services, complex program management and system engineering, process and performance management, information security, and data analysis.
• Responsible for both development and production environments as well as database backups.
• This area requires 24x7 support and candidate must be able to work periodically during non-business hours as well as participating in rotating on-call support.
• Installing/upgrading Database software.
• Designing/configuring databases.
• Monitoring, analyzing and improving database performance.
• Detecting and troubleshooting problems.
• Maintaining documentation and scripts.

Title: Developer – Java
Category Levels: I, II, III, IV

Job summary
The Java Developer works on complex application problems involving all phases of software development and maintenance. The Java Developer analyzes requirements and develops detailed design specifications, develops block diagrams and logic flowcharts, and translates detailed designs to computer programs. The Java Developer codes, tests, debugs, and refines new software or makes enhancements to existing programs to produce the required product. The Developer must be able to participate in code reviews and provide constructive feedback to other developers.

Functional Responsibilities
• Design and develop software codes within established specifications using object oriented applications, languages and third party tools.
• Design, revise and maintain flow charts setting out code functions and classes as assigned.
• Test software for bugs and clean the code.
Write testing scripts to operate and test all elements of programs. Review results and make necessary changes. Attempt to replicate problems, determine causes and fix codes to eliminate recurrence of problems.

Integrate codes with portions of software package developed by other team members.

Ensure that all development efforts are integrated so that code is readily readable and maintainable by other team members.

Research new methods, libraries and tool versions. Maintain current awareness.

Ability to install own software.

Assist in the mentorship of new developers and able to provide guidance on project standards.

Title: Developer – Mainframe
Category Levels: I, II, IV
Job summary
The Mainframe Developer works on complex application problems involving all phases of software development and maintenance. The Mainframe Developer analyzes requirements and develops detailed design specifications, develops block diagrams and logic flowcharts, and translates detailed designs to computer programs. The Mainframe Developer codes, tests, debugs, and refines new software or makes enhancements to existing programs to produce the required product. Must be able to participate in code reviews and provide constructive feedback to other developers.

Functional Responsibilities
- Design and develop software code within established specifications using COBOL, CICS, MQ and JCL.
- Test software for bugs and clean the code.
- Write testing procedures to operate and test all elements of programs. Review results and make necessary changes. Attempt to replicate problems, determine causes and fix codes to eliminate recurrence of problems.
- Integrate code with portions of software code developed by other team members.
- Ensure that all development efforts are integrated so that code is readily readable and maintainable by other team members.
- Ability to design, develop and implement own software.
- Assist in the mentorship of new developers and able to provide guidance on project standards.

Fundamental skills make up foundational knowledge that all developers must build on. Without this, the developer cannot function. Proficiency in the following is required:

- COBOL Programming knowledge
- DATACOM DB or relational DB
- CICS
- JCL

Title: Developer - PeopleSoft
Category Levels: I, II, III, IV
Job summary
Works primarily in ERP/ORCL-PS client/server enterprise application. Builds and develops application tables, panels, and reports. Codes individual modules and complex functions. Responsible for software integration, external interface development and technical documentation. Designs and develops most aspects of data conversion. Troubleshoots and resolves testing issues. Competent to work at the highest technical level of all phases of ERP/ORCL-PS client/server enterprise application activities.
Functional Responsibilities

- Supports all aspects of PeopleSoft technical activities including: software architecture, technical design, design reviews, prototype development and demonstration, programming, unit testing, and system testing for all new application development initiatives and production support requirements.
- Participates in design sessions, prototypes, demonstrations, with technical team and client community to establish requirements and technical design.
- Validates technical capabilities and requirements prior to final release phase, manages all application fix and release processes.
- Interfaces with both functional and technical team members.

Title: Developer - SAP
Category Levels: IV

Job summary
Works primarily in ERP/SAP client/server enterprise application. Responsible for software integration, external interface development and technical documentation. Designs and develops all aspects of data conversion. May code individual modules and complex functions. Develops and builds application tables, panels, and reports for projects. Troubleshoots and resolves testing issues. Competent to work at the highest technical level of all phases of ERP/SAP client/server enterprise application activities

Functional Responsibilities

- Must have programming and technical configuration skills in SAP. This includes (based on the area of responsibility) ABAP, Java, BW and Portal Development skills.
- Supports all aspects of SAP technical activities including: software architecture, technical design, design reviews, prototype development and demonstration, programming, unit testing, and system testing for all new application development initiatives and production support requirements.
- Participates in design sessions, prototypes, demonstrations, with technical team and client community to establish requirements and technical design.
- Validates technical capabilities and requirements prior to final release phase, manages all application fix and release processes.

Title: Enterprise Architect
Category Levels: I, II, III, IV

Job summary
Enterprise Architects are essential for evolving information systems and developing new systems that optimize their value. This is accomplished in logical or business terms (e.g., mission, business functions, information flows, and systems environments) and technical terms (e.g., software, hardware, communications), and includes a sequencing plan for transitioning from the baseline environment to the target environment. Enterprise Architects establish information requirements for the development of enterprise-wide or large scale systems. They design the architecture for software, hardware and communications to support overall requirements as well as providing for present and future cross-functional requirements and interfaces. Enterprise Architects are able to maintain a high level view that comprehends how applications, data formats and hardware platforms interact.

Functional Responsibilities

- Evaluates enterprise architectural problems and develops corrective actions.
- Ensures systems are compatible and comply with standards for open system architectures, applicable reference models, and profiles of standards that apply.
- Defines architecture prioritization, development methodologies, standards and procedures.
Supports requirements for life cycle control gates (artifacts and presentations).
Provides consensus-based solutions that are scalable, adaptable and in synchronization with changing enterprise needs.
Manages risks associated with information and IT assets through appropriate standards and security policies.
Stays current on enterprise architectural frameworks and industry trends.

Title: Help Desk Technician
Category Levels: I, II, IV

Job summary
Maintain and monitor end-user workstations and productivity on local area network. Perform a variety of maintenance, software installation, end-user support and training tasks to ensure end-user workstations and network performance meet company and user requirements. Provide support to staff on all company-supported applications. Troubleshoot computer problems, determine source and advise on appropriate action. Complete application project-based work. Perform responsibilities in accordance with all company standards, policies and procedures. In addition, may provide application layer tier I and tier II support.

Functional Responsibilities
- Investigates user problems and identifies their source; determines possible solutions; tests and implements solutions.
- Plans and implements network security, including maintaining firewalls, configuring VPN, managing host security, file permissions, file system integrity, and adding and deleting users.
- Troubleshoots networks, systems and applications to identify and correct malfunctions and other operational difficulties.
- Develops and conducts various training and instruction for system users on operating systems and other applications; assists users in maximizing use of networks and computing systems.
- Maintains confidentiality with regard to the information being processed, stored or accessed by the end-users on the network.
- Assists personnel of other departments as a computer resource.
- Provides computer orientation to new and existing company staff.

Title: Information Systems Technology Specialist
Category Levels: II

Job summary
The IS Technology Specialist serves as a working manager/technical project leader on large/complex projects

Functional Responsibilities
- Develop detailed project work plans.
- Provide supervisory, technical, and administrative direction for technical personnel.
- Propose technical solutions to problems.
- Review work products for correctness and adherence to the design concept and user standards.
- Perform various software development tasks and exhibits technical competence regarding the software products utilized.
- Provide consultation and advice on implementations.
- Provide technical leadership on integration.
Title: Information Technology Security Analyst
Category Levels: III, IV
Job summary
The IT Security Analyst analyzes and defines security requirements for multi-level security systems. May lead and participate in the performance of security risk assessments, system threat assessments, vulnerability assessments, and penetration analyses of facilities, Automated Information Systems and networks. The IT Security Analyst serves as security representative within a project team to; ensure that all security requirements are fulfilled, review the architecture, and assist the team with the creation of Security Package, MOUs, ISAs, etc.

Functional Responsibilities
- Performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction.
- Researches, develops, coordinates, and maintains end user and technical security policies, standards, and procedures.
- Interfaces with user community to understand their security needs and implements procedures to accommodate them.
- Specifies technical security requirements for new application developments; coordinates with systems developers and engineers to configure, test, and deploy implemented system security solutions.
- Ensures that the user community understands and adheres to necessary procedures to maintain security.
- Examines and reports on policy and standard compliance for computing platforms, operating systems, and networks.
- Conducts accurate evaluation of the level of security required.

Title: Network Engineer
Category Levels: II
Job summary
Manages the purchase, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors. Plans large scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications.

Functional Responsibilities
- Perform installs, operates, and maintains IT system devices, circuits, cables, components, software, and end user components, software, and connectivity.
- Performs remote and on-site diagnostics to identify network performance and resolve problems with hardware, software, LANs, networks, servers, and other data systems.
- Supports network operations and maintains network availability by monitoring and controlling network resources.
- Conduct network configuration and management.
- Conduct the evaluation, testing and recommendation of hardware, software, and network configurations.
- Ensure adequate backup for all recovery scenarios.
- Evaluates operational support technologies and assists with development of operational strategies.
- Interfaces with users and vendors to coordinate upgrades and installs.
- Performs evaluation and installation of security patches.
Title: Program Manager  
Category Levels: II, IV  
Job summary  
Program Managers are responsible for the management of multiple inter-dependent projects. They oversee all aspects of assigned programs throughout project lifecycles to ensure completion within the defined scope, quality, time, and cost constraints. They serve as the central point of contact for a program and are ultimately responsible for coordinating the efforts of project teams and subcontractors. They may also be responsible for coordinating their program activities with other contractors. Program Managers are capable of negotiating and making binding decisions within defined limits.  
Functional Responsibilities  
- Accountable for the success of assigned projects and work.  
- Demonstrate an understanding of the “big picture” associated with the program and lead status meetings.  
- Supervise project managers and demonstrates effective leadership and managerial skills. Resolve personnel performance and conflicts that are escalated to the program level.  
- Ensure the timely development of project plans, integrated schedules, and performance baselines.  
- Ensure accurate allocations of resources throughout the program.  
- Lead multi-disciplinary teams, composed of various levels of personnel, vendors, and clients to create and deploy successful programs.  
- When managing T&M or Labor Hour contracts, provides staffing and liaison with the client to ensure fulfillment of performance expectations.  

Ensure earned value management is practiced among projects according to the B&A EVMS and contract requirement and utilizes EV data in making program decisions.  

Title: Project Assistant  
Category Levels: I  
Job summary  
Project Assistants support Project Managers and project teams on administrative matters and expedite activities as assigned.  
Functional Responsibilities  
- Report to Project Manager, Project Lead, or in some cases, a Technical Lead and is accountable for assigned work.  
- Understand the “big picture” associated with the project.  
- Participate in project and program meetings, special meetings and in some cases, meetings supporting the client. May be required to document such meetings.  
- Document project team assignments and requests for assistance on the project.  
- Provide information to team members on client site rules and requirements including documentation, security, quality and safety.  
- Train and mentor new and junior project support team members.
Title: Project Lead
Category Levels: I, II, IV
Job summary
Project Leads often fulfill the role of a Project Manager on small Time and Material or Labor Hour contract. They provide management assistance to Project Managers on large, complex contracts. They are responsible for coordinating all work. They may act as a central point of contact for specific portions of a project and will be responsible for coordinating the efforts of their team members and subcontractors. They may also be responsible for coordinating with other contractors. Project Leads are capable of negotiating and making binding decisions for their company within defined limits.

Functional Responsibilities
- Report to a B&A Project Manager and is accountable for assigned work.
- Fully grasp the “big picture” associated with the project and participates in project status meetings.
- Responsible and accountable for their work and are required to be knowledgeable of all aspect of the project.
- Coordinate team assignments and assures satisfactory performance.
- Demonstrate effective leadership and managerial skills.
- Ensure compliance with applicable guidelines and recommends tailoring as needed.
- Assist in the development of project plans, WBS/OBSs, integrated schedules, performance baselines, resolving staffing issues and participates in resolution of technical issues.
- Track deliveries to ensure project objectives are fulfilled.
- Provide for staffing and liaison with client managers to ensure fulfillment of performance expectations, when assigned to T&M or Labor Hour contracts
- Provide for integration management, scope management, cost and schedule management, project execution, monitoring and control, and closure.
- Assess earned value progress; determine root causes for variances and recommend corrective actions.
- Ensure that team members, including subcontractors, understand worksite requirements, contractual requirements, and are trained on client requirements and processes, such as documentation, security, and quality.
- Fulfill client requirements for life cycle control gates including artifacts and presentations.
- Participate in development of reports.
- Maintain issue logs and assure prompt resolutions.

Title: Project Manager
Category Levels: I, II, IV
Job summary
Project Managers are responsible for coordinating all work performed. They act as the central point of contact for a project and are ultimately responsible for coordinating the efforts of team members and subcontractors. They may also be responsible for coordinating with other contractors. Project Managers are capable of negotiating and making binding decisions for their company within defined limits.

**Functional Responsibilities**

- Report to a B&A Program Manager and be accountable for assigned work.
- Demonstrate an understanding of the “big picture” associated with the project.
- Participate in program and project status meetings.
- Responsible for the performance of the project team and demonstrate effective leadership and managerial skills.
- Responsible for optimizing the utilization of staff towards getting the project done.
- Ensure that all CM processes are carried out and team resources are effectively applied towards the successful completion of the project.
- Demonstrates a clear understanding of the requirements of the project and the capabilities of the team.
- Resolve personnel performance and team conflict issues.
- Maintain issue logs and assures prompt resolutions.
- Responsible for the development of project plans, Work Breakdown Structures/Organizational Breakdown Structures, integrated schedules, performance baselines, resolving staffing issues and assuring resolution of technical issues.
- Provide for staffing and liaison with client managers to ensure fulfillment of performance expectations.
- Provide for integration management, scope management, cost and schedule management, project execution, monitoring and control and closure.
- Provide earned value management according to the B&A EVMS and contract requirements.
- Provide for scaling of EVM techniques as appropriate.
- Ensure B&A team members and subcontractors understand worksite requirements, contractual requirements, and are trained on client requirements and processes, such as documentation, security, and quality.
- Fulfill client requirements for life cycle control gates (artifacts and presentations)
- Develop reports as required.

**Title:** Project Technical Lead  
**Category Levels:** II, III

**Job summary**

Project Technical Leads often fulfill the role of a Project Manager or Project Lead on small Time and Material or Labor Hour contracts. They provide technical management assistance to Project Managers on large, complex contracts. They are responsible for coordinating all technical work. They may act as a central point of contact for specific portions of a project and will be responsible for coordinating the efforts of their team members and subcontractors. They may also be responsible for coordinating with other contractors when directed by the client. Project Technical Leads are capable of negotiating and making binding decisions for their company within defined limits.

**Functional Responsibilities**

- Report to a B&A Project Manager or Project Lead and is accountable for assigned work.
- Demonstrates an understanding of the “big picture” associated with the project and participates in project status meetings.
Title: Quality Assurance Specialist
Category Levels: I, II, III, IV

Job summary
A Quality Assurance (QA) Specialist works independently or under general direction of a Project Manager or Senior QA Specialist/Manager on all phases of a project. QA Specialists are involved with quality planning, quality assurance and quality control on projects and develops inputs to project plans for these activities. They analyze large amounts of performance data in order to identify conformance to QA planning, discern variances, and compute trends. The QA Specialist researches quality data and performance with stakeholders and makes recommendations for preventative actions and corrective actions.

Functional Responsibilities
- Maintain familiarity with standardized project management guidelines and process improvement methodologies (e.g., SEI, CMMI, ISO, IEEE, PMI, etc.).
- Develop QA plans including quality requirements, QA audit schedules, quality control activities and quality documentation including lessons learned.
- Perform quality control testing on deliverable and work products to assess correctness and adherence to the design concept and applicable standards.
- Perform research on questionable data with stakeholders.
- Develop corrective action and preventative action specifications to address data discrepancies and validates compliance.
• Coordinate with key stakeholders to ensure problem resolution and user satisfaction.
• Establish quality metrics and checklists to satisfy project requirements as needed.
• May validate satisfaction of delivered products and services.
• May participate in project closure activities including audits of deliverables.

Title: Requirements Analyst  
Category Levels: I, II, III, IV

Job summary
The Requirements Analyst (RA) acts as a liaison between the business analyst (BA) and software development team. To ensure quality, consistency, and thoroughness, the RA is the primary documenter and reviewer of software requirements during the gathering phase. The RA works with clients and business partners to understand their business needs, vision, and strategy. The RA defines the foundation for product development by capturing detailed descriptions of user needs, program functions, and steps required to develop or modify a software product. Requirements Analyst’s responsibilities include working with business analysts to collect, track, manage, and oversee functional and non-functional requirements. The Requirements Analyst is also responsible for the analysis, traceability, and prioritization of the requirements.

Functional Responsibilities
• Lead a project team to gather current client business practices and needs to develop in depth functional and non-functional requirements.
• Elicit requirements via interviews, documents, and business analysis.
• Pursue and document detail for high-level business and user needs.
• Write detailed descriptions of user needs, program functions and steps required to develop or modify computer programs.
• Write and/or supervise product release note content.
• Works closely with Quality Assurance Analysts to ensure all requirements have corresponding test scripts.
• Manage client relationships and expectations during the requirements gathering phase.
• Ensure the project team, including: engineers, architects, quality assurance analysts, documentation specialists, and business analysts have clear, consistent, and testable requirements.
• Translate business problems into product and technology visions. Ensure that translated visions are in precise detail to support business requirements.
• Provide guidance on devising effective and efficient approaches to achieve the project objectives.
• Define quality attributes, external interfaces, constraints and other non-functional requirements.

Title: Security Architect  
Category Levels: III, IV

Job summary
Manages the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards; facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures.
Functional Responsibilities

- Perform risk assessments for new projects and the associated infrastructure and applications; periodically perform risk assessments of the existing infrastructure and applications. Assess effectiveness of internal controls (both information security and IT in general).
- Participate in the SDLC, both in a risk assessment and in an advisory role (for best practices such as secure coding, application security architecture, integration with control frameworks such as IDM, logging, etc.).
- Provide information security consulting services to include engineering, architecture, vulnerability assessment, threat analysis, and more.
- Help define operational processes to ensure predictable operational outcomes; refine Information Security processes and procedures.
- Participate in the development, review, and update of information systems policies and standards.
- Help define and/or refine project security requirements.
- Interact and influence both highly technical staff as well as senior management; must be able to earn the trust and respect of both groups.
- Maintain knowledge of security and privacy law/directives/regulations, industry best practices, and changes in technology, and advise on the potential impact.
- Architecture design, process design, scalability testing, monitoring and quality assurance.
- Serve as a Security technical liaison to project and functional teams.
- Work collaboratively with systems engineering, development groups, and functional areas to build organization roadmaps supporting business requirements and migration strategies.
- Project planning, leadership and management.

Title: Software Engineer
Category Levels: IV
Job summary
The Software Engineer supports all aspects of software development tasks. The Software Engineer works with clients and user groups to develop requirements. The Software Engineer analyzes and develops computer software programs for complex, large-scale business operations; designs and implements software architecture with modular design to improve interoperability, maintainability, and flexibility for future enhancements.

Functional Responsibilities

- Develop standards and defines metrics for software development.
- Establishes process improvement and reengineering methodologies and principles.
- Perform software development in accordance with Software Capability Maturity Model (SW-CMM®) processes and using formal specifications, CASE tools, or other accepted design techniques.
- Ensure systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) reference models, and profiles of standards such as the institute of Electrical and Electronic Engineers (IEEE), Open Systems Environment (OSE) reference model as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application interface (API), and the external environment/software application.
- Prepare system flow charts, logic diagrams, interface specifications, use cases, and other models and reports to describe existing and proposed operations.
• Interpret software requirements and design specifications to code, and integrates and tests software components.
• Develop programs and subsystems utilizing appropriate programming languages to meet requirements.
• Maintain currency, debugs and configures related software products.
• Provide operating systems planning and evaluation for performance analysis, capacity planning, and hardware upgrades.
• Prepare required documentation, including project, user, and configuration management documentation.

Title: Subject Matter Expert
Category Levels: I, II, III, IV
Job summary
SMEs may have, but are not limited to, the following specialties: information systems architecture; data management; automation; communications protocols; risk management/electronic analysis; software; life-cycle management; enterprise application integration; and software development methodologies.

Functional Responsibilities
• Prepares presentations for staff members on a continuing basis to better educate the staff on area of expertise.
• Address technical issues including configuration control when required.
• Provide technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area.
• Provide advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems which require intimate working knowledge of the subject matter for effective implementation.
• Participate as needed in all phases of project development with emphasis on the planning, analysis, testing, integration, documentation, training and presentation phases.
• Apply principals, methods, and knowledge of specific functional areas of expertise to specific task order requirements.
• Provide advice on esoteric problems which require extensive knowledge of the subject matter.
• Design and prepare technical reports, studies, and related documentation, makes charts and graphs to record results, prepares and delivers presentations, training, and briefings as required by the task order or upon client, project manager, or project lead request.
• Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts.

Title: Systems Administrator
Category Levels: IV
Job summary
Responsible for designing, organizing, modifying, and supporting a company's computer systems. Designs and installs LANs, WANs, Internet and intranet systems, and network segments. Plan and implement system solutions to meet customer requirements. Experience with web servers, databases, networks, cabling, new installations and migrations, and security scanning tools is required.

Summary of functional requirements
• Support LANs, WANs, network segments, Internet, and intranet systems.
• Maintain system efficiency.
• Ensure design of system allows all components to work properly together.
• Troubleshoot problems reported by users.
• Make recommendations for future upgrades.
• Maintain network and system security.
• Analyze and isolate issues.
• Monitor networks to ensure security and availability to specific users.
• Evaluate and modify system's performance.
• Identify user needs.
• Maintain integrity of the network, server deployment, and security.
• Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.
• Design and deploy networks.
• Perform network address assignment.
• Assign routing protocols and routing table configuration.
• Assign configuration of authentication and authorization of directory services.
• Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.
• Maintain network servers such as file servers, VPN gateways, intrusion detection systems.
• Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.

Title: Systems Analyst
Category Levels: III, IV

Job summary
The Systems Analyst performs collection, analysis, prototyping, and documentation of user requirements. The Systems Analyst performs business processes analysis, business area models (data, activity and interaction models), user requirements documents, and functional requirements documents. The Systems Analyst assists in performing detailed technical design specifications to transform functional specifications into applications which may include (1) deriving physical data models for target database management systems (DBMS); (2) modifying prototypes and developing pilots in accordance with development standards; and (3) addressing conversion requirements.

Summary of functional responsibilities
• Perform analysis and designs major system components.
• Perform quality assurance testing on deliverable and work products for correctness and adherence to the design concept and standards; and reviews progress in accordance with schedules.
• Make recommendations, if needed, for approval of major system installations.
• Provide technical direction to other staff members.
• Provide technical and engineering expertise required to install, test, document, and/or integrate complex IT systems or processes.
• Analyze user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, and analyze proposed system modifications and upgrades.

Title: Systems Engineer
Category Levels: III, IV
Job summary
The Systems Engineer assesses existing technology and evaluates alternative hardware or software architectures. The Systems Engineer assists in migrating existing applications from a mainframe environment to Internet, or to an Internet, client/server or GUI environment; redesigns or modifies existing applications; evaluates commercial off-the-shelf (COTS) software; or develops new software in anticipation of future requirements. The Systems Engineer designs, develops, and maintains applications.

Summary of functional responsibilities
- Design and implement data processing systems which meet customer business needs.
- Lead and participate in system design teams.
- Assist others on technical or industry-related issues.
- Interface with customers and assists in defining requirements.
- Anticipate customer problems and recommends solutions.
- Develop and code programs to integrate multiple subsystems.
- Plan, schedule, and coordinate project implementations and ensure that customer requirements are met.
- Perform run time improvement planning and implementation.
- Establish and maintain security, integrity, and business continuity controls and documentation.
- Develop plans for backup and disaster recovery.
- Identify and recommend system enhancements to improve or expand customer services.
- Evaluate hardware or software product alternatives and makes recommendations.
- Participate in marketing studies and demonstrations, system conversions, or proposal development.
- May customize purchased applications and assist in maintaining program libraries and technical manuals.

Title: Technical Writer
Category Levels: I, II, III, IV

Job summary
The Technical Writer works independently but normally under the supervision of the Project Manager/Technical Manager. The Technical Writer develops, writes, and edits materials for information technology (IT) related reports, manuals, briefs, proposals, instructional materials, catalogs, technical publications, and software and hardware documentation.

Functional Responsibilities
- Prepare documentation in accordance with standards and specifications.
- Review documentation prepared by others to ensure that such documentation is complete, coherent, and concise; conforms to applicable standards, style, and terminology; and can be readily understood by the intended audience.
- Draft, write, and edit material used to present technical information to technical and non-technical personnel for grammar, organization and clarity.
- Interface with users, specialists, analysts, programmers, or operations personnel to obtain information on IT-related technologies, methods, and standards.
- May maintain records and files of technical documents; and may arrange for typing, duplications, and distribution of material.
- Maintain quality records for all documentation.
- Interpret technical documentation standards and prepare documentation accordingly.
- Coordinate and organize material gathered from other members of the technical staff and make the necessary changes, as appropriate.
Write, edit and/or prepare graphics presentation materials of technical information for both technical and non-technical personnel.

Title: Tester  
Category Levels: II, III, IV  
Job summary  
The Tester evaluates and tests new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to established guidelines. The tester writes, revises, and verifies quality standards and test procedures for program design and product evaluation to attain quality of software efficiently. The tester reviews new or modified programs, including documentation, diagrams, and flow charts to determine if the program will perform according to user requirements and conform to guidelines. The tester recommends program improvements or corrections to programmers.  
Functional Responsibilities  
- Develops and executes software test plans, including component testing, integration testing, systems testing, regression testing, performance testing, and stress testing.  
- Maintains documentation of test results.  
- Analyzes test results to ensure existing functionality and recommends corrective action.  
- Provides training in creation of test cases for manual and automated testing.  
- Participates in bug reviews to see that quality criteria are upheld.  
- Works with Project Managers and IV&V to create test schedules.  
- Monitors schedules and test resources to keep commitments, identifies risks and opportunities, and tracks effort estimates and actuals.  
- Participates in the design of the software to advise on common errors and high-risk areas, suggests designs that facilitate testing, and looks for opportunities to automate.  
- Apply knowledge of one or more systems and platforms, provide status, and escalate issues to the QA manager, as needed.  
- Maintain and expand existing test documentation, including test plans, test cases and scripts, including manual and automated and defect reports for products and solutions.  
- Assist with ongoing process improvement efforts to ensure test planning, execution, and reporting methods are effective, efficient, standardized, coordinated, and integrated.

Title: Training Specialist  
Category Levels: II, IV  
Job summary  
The Training Specialist is responsible for all activities associated with education programs for personnel within the information systems function or for user personnel. The training specialist may oversee contract training objectives and service levels of an outsourced training function and/or design and develop in-house programs. The training specialist is responsible for maintaining records of training activities, employee progress, and program effectiveness.  
Functional Responsibilities  
- Determine training needs.  
- Develop training plans.  
- Develop course content that is 508 compliant.  
- Develop content for specific training topics.  
- Collect training requirements and stakeholder expectations and develop metrics to measure the impact of training on trainees’ job performance.
• Administer training programs including planning, budgeting, execution, assessment, certifications and other documentation.
• Conduct training at various sites and arrange for facilities, audio-visual equipment, and other support for an effective training environment.
• Maintain expertise on advanced training tools and techniques and applies these appropriately.
• Validate course designs.

Title: Web Developer
Category Levels: III, IV

Job summary
The Web Developer is responsible for the design, layout and coding of a website. They are involved with the technical and graphical aspects of a website including how the site looks and works and may be involved with the maintenance of existing sites. The web developer should have a firm understanding of the complete project and any future development plans relating to the project. The web developer may work on a variety of projects including web-based applications, website enhancements, desktop applications, database-backed websites, and web layout enhancements.

Functional Responsibilities
• Performs complete testing of Web applications—unit and system, engaging users as necessary.
• Conducts all user acceptances testing, and reports results.
• Designs and implements user-driven templates, databases and interfaces for ease of use.
• Develops database-driven Web interfaces for rapid, real-time information sharing.
• Maintains and enhances existing Web applications and ensures that all internal systems are integrated.
• Develops external Web portals allowing users to input and retrieve accurate information.
• Designs, codes, and tests technical solutions.
• Identifies system deficiencies and recommends solutions.
• Shares acquired skills with team members through formal and informal channels.
• Creates prototypes for client engagements
### Pricing

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<td>IdeaScale</td>
<td><strong>FedRAMP Starter</strong> Annual IdeaScale Software Subscription. FedRAMP Authorized Environment. Ten Administrators. Ten Member Groups. Provides customers with access to IdeaScale software. Includes one account identified by a single unique hostname (a &quot;Community&quot;), ten Administrator seats for a customer’s management and configuration of its Community, and ten Member Groups (a Member Group is a collection of end users selected by an Administrator with specified use permissions and access rights). Customer Administrators collect ideas, comments, and votes within the IdeaScale software from selected end users via web browsers from the end users’ own devices. Includes tech support to assist end users with their use of the software, and all the IdeaScale software features and tools necessary to enable customers to run idea collection campaigns and to evaluate the ideas collected with customizable decision workflows. Also, includes all IdeaScale software updates, API and SSO integration. Price provided is for an annual software subscription.</td>
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<tr>
<td>511210</td>
<td>IdeaScale</td>
<td>IS-22</td>
<td>IdeaScale</td>
<td><strong>FedRAMP Unlimited</strong> Annual IdeaScale Software Subscription. FedRAMP Authorized Environment. Unlimited Administrators. Unlimited Member Groups. Innovation Strategy Support. Provides customers with access to IdeaScale software. Includes one account identified by a single unique hostname (a &quot;Community&quot;), unlimited Administrator seats for a customer’s management and configuration of its Community, and unlimited Member Groups (a Member Group is a collection of end users selected by an Administrator with specified use permissions and access rights). Customer Administrators collect ideas, comments, and votes within the IdeaScale software from selected end users via web browsers from the end users’ own devices. Includes tech support to assist end users with their use of the software. Includes the software features and tools necessary to enable customers to run multiple idea collection campaigns simultaneously and to evaluate the ideas collected with customizable decision workflows. Also, includes all IdeaScale software updates, API and SSO integration. Price provided is for an annual software subscription.</td>
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<tr>
<td>54151</td>
<td>IdeaScale</td>
<td>IS-26</td>
<td>Data Migration</td>
<td>Data migration service to support the import of pre-existing and de-normalized comment and member data into an IdeaScale software account. Price is for one month and is in addition to the subscription cost of an IdeaScale account. Capped at 160 hours.</td>
<td>MO</td>
<td>$40,969.20</td>
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<td>Manufacturer Name</td>
<td>Part Number</td>
<td>Product Name</td>
<td>Product Description</td>
<td>UOI</td>
<td>GSA Price</td>
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<td>511210</td>
<td>IdeaScale</td>
<td>IS-29</td>
<td>IdeaScale - Additional Administrative Seats</td>
<td>IdeaScale - Additional Administrative Seats - Price includes five (5) seats</td>
<td>YR</td>
<td>$10,501.41</td>
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<td>54151</td>
<td>IdeaScale</td>
<td>IS-31</td>
<td>IdeaScale Community &amp; Campaign Design</td>
<td>IdeaScale Community &amp; Campaign Design - includes Branding &amp; Launch Configuration Services (up to 30 hours)</td>
<td>MO</td>
<td>$10,501.41</td>
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<td>54151</td>
<td>IdeaScale</td>
<td>IS-32</td>
<td>IdeaScale Campaign Design</td>
<td>IdeaScale Campaign Design - includes Branding &amp; Configuration Services for one campaign (up to 15 hours)</td>
<td>MO</td>
<td>$5,614.76</td>
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<td>54151</td>
<td>IdeaScale</td>
<td>IS-33</td>
<td>IdeaScale Strategic Innovation Blueprint</td>
<td>IdeaScale Strategic Innovation Blueprint - Align your leaders around a shared blueprint to the future. Includes design,</td>
<td>MO</td>
<td>$14,659.95</td>
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<td>development, delivery and reporting of the facilitated strategy session (up to 14 hours)</td>
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<td>54151</td>
<td>IdeaScale</td>
<td>IS-35</td>
<td>IdeaScale Innovation Maturity Surveys</td>
<td>IdeaScale Innovation Maturity Surveys - strategic assessments to determine if your innovation program or your organization is ready and capable of innovating at the highest levels. Includes reporting and one feedback session (up to 14 hours)</td>
<td>MO</td>
<td>$14,659.95</td>
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<td>511210</td>
<td>IdeaScale</td>
<td>IS-37</td>
<td>IdeaScale Inspiring Innovation Online Course</td>
<td>IdeaScale Inspiring Innovation Online Course - includes unlimited use of the course to the client’s platform community for the duration of the subscription (software module)</td>
<td>YR</td>
<td>$9,773.30</td>
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<td>54151</td>
<td>IdeaScale</td>
<td>IS-38</td>
<td>IdeaScale Premium Onboarding &amp; Training</td>
<td>IdeaScale Premium Onboarding &amp; Training - Includes one best practices kickoff bootcamp (up to four hours), followed by sixteen (16) weekly or bi-weekly one-hour long personalized coaching sessions.</td>
<td>MO</td>
<td>$19,546.60</td>
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<td>54151</td>
<td>IdeaScale</td>
<td>IS-39</td>
<td>Scale Your Innovation Program</td>
<td>Scale Your Innovation Program - An Innovation Strategist will co-develop your innovation center’s materials that may include a campaign wishlist, new custom campaign pages, a campaign administrator guide, campaign ready-to-go innovation workflows and other materials. Deliverables include: 1) Campaign Administration Guide that includes customized images and guidance. 2) Campaign Reporting Guide to aid administrators with analyzing and creating reports 3) Campaign Administrator and Moderator short instructional guides for new campaign teams. 4) Three Customized Innovation Workflows (Exp: Customer Experience, Process Improvement, New Product Development) 5) Quarterly Check-In Calls focused on adapting the program as you learn and grow. Up to 55 hours</td>
<td>MO</td>
<td>$14,659.95</td>
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<td>SIN</td>
<td>Manufacturer Name</td>
<td>Part Number</td>
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<td>54151</td>
<td>IdeaScale</td>
<td>IS-40</td>
<td>IdeaScale PowerBI</td>
<td>IdeaScale PowerBI Configuration - Includes configuration of data visualizations into a PowerBI dashboard to help you to better assess your innovation community’s performance (up to 20 hours)</td>
<td>MO</td>
<td>$6,841.31</td>
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<td>511210</td>
<td>IdeaScale</td>
<td>IS-02</td>
<td>IdeaScale FedRAMP</td>
<td>FedRAMP Authorized - FedRAMP instance on AWS GovCloud - to be used with existing IdeaScale products only  **</td>
<td>YR</td>
<td>$186,254.66</td>
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<tr>
<td>511210</td>
<td>IdeaScale</td>
<td>IS-04</td>
<td>IdeaScale Sandbox</td>
<td>Sandbox Instance- Extra IdeaScale instance for testing and training. Price is for 12 months.</td>
<td>YR</td>
<td>$4,097.60</td>
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<tr>
<td>54151</td>
<td>IdeaScale</td>
<td>IS-48</td>
<td>IdeaScale Product Specialist</td>
<td>A product specialist will help you provision the IdeaScale community and recommend a series of modules and features based on your intended outcomes. Must purchase minimum for 4 hours; available from 8am-8pm ET by phone, email or live chat. Hourly *For IdeaScale products only</td>
<td>MO</td>
<td>$204.89</td>
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</tbody>
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