GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service

Authorized Federal Supply Schedule Price List

Contract Number: GS-35F-372DA

Price List current through Contract Modification 9.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (http://www.gsaadvantage.gov).

SPECIAL ITEM NUMBERS

54151S INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
54151HEAL HEALTH INFORMATION TECHNOLOGY SERVICES
518210C CLOUD AND CLOUD-RELATED IT PROFESSIONAL SERVICES
OLM ORDER LEVEL MATERIALS

Softrams, LLC
161 Fort Evans Road NE, Suite 205,
Leesburg, VA 20175
Tel: 571-918-8977
Fax: 703-879-7589
admin@softrams.com

8(a) and HUBZone Small Business

Base Period: June 21, 2016 through June 20, 2021
Option Period 1: June 21, 2021 through June 20, 2026
Ultimate Contract End Date: June 20, 2036
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### INFORMATION FOR ORDERING ACTIVITIES
**APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

1a. **AUTHORIZED SPECIAL ITEM NUMBERS (SINs):**

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology (IT) Professional Services</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>Health Information Technology (IT) Professional Services</td>
</tr>
<tr>
<td>518210C</td>
<td>Cloud and Cloud-Related IT Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. **Lowest Priced Service and Price for each Service Rate:** See Price List

1c. **SERVICES OFFERED:** See Price List

2. **MAXIMUM ORDER PER SIN:**

<table>
<thead>
<tr>
<th>SIN</th>
<th>MAXIMUM ORDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>$500,000 per SIN/Order</td>
</tr>
<tr>
<td>54151HEAL</td>
<td>$500,000 per SIN/Order</td>
</tr>
<tr>
<td>518210C</td>
<td>$500,000 per SIN/Order</td>
</tr>
</tbody>
</table>

This maximum order threshold is a dollar amount at which it is suggested that the ordering agency request higher discounts from the contractor before issuing the order. The contractor may: (1) Offer a new lower price, (2) Offer the lowest price available under the contract, or (3) Decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order threshold.

3. **MINIMUM ORDER LIMITATION:** $100

4. **GEOGRAPHIC COVERAGE (DELIVERY AREA):** The geographic scope of this contract is the 48 contiguous United States and District of Columbia.

5. **POINT OF PRODUCTION:** United States

6. **BASIC DISCOUNT:** Prices listed are net, discounts have been deducted and the industrial funding fee has been added.
7. **QUANTITY DISCOUNT:**
Dollar Volume: Individual Orders of $250,000 to $500,000 receive an additional 1% discount.

8. **PROMPT PAYMENT TERMS:** Net 30 Days

9a. **GOVERNMENT PURCHASE CARDS ARE ACCEPTED UP TO THE MICRO-PURCHASE THRESHOLD.**

9b. **GOVERNMENT PURCHASE CARDS ARE ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD.**

10. **FOREIGN ITEMS:** None

11a. **TIME OF DELIVERY:** Not applicable to professional services.

11b. **EXPEDITED DELIVERY:** Contact Contractor

11c. **OVERNIGHT AND 2-DAY DELIVERY:** Contact Contractor

11d. **URGENT REQUIREMENTS:** Contact Contractor

12. **F.O.B. POINT:** Destination

13a. **ORDERING ADDRESS:**
ATTN: Order Processing
Softrams, LLC
161 Fort Evans Road NE, Suite 205
Leesburg, VA 20175
Tel: 571-918-8977
Fax: 703-879-7589
admin@softrams.com

13b. **ORDERING PROCEDURES:** For supplies and service the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA may be found at the GSA/FSS Schedule homepage (gss.gsa.gov/schedule).
14. PAYMENT ADDRESS:
   ATTN: Accounts Payable
   Softrams, LLC
   161 Fort Evans Road NE, Suite 205,
   Leesburg, VA 20175
   Tel: 571-918-8977
   Fax: 703-879-7589
   admin@softrams.com

15. WARRANTY PROVISION: Standard Commercial Warranty

16. EXPORT PACKING CHARGES: Not Applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:
   Will be accepted above the micro-purchase threshold

18. TERMS AND CONDITIONS OF RENTAL: Not Applicable

19. TERMS AND CONDITIONS OF INSTALLATION: Contact Contractor

20. TERMS AND CONDITIONS OF REPAIR PARTS: Contact Contractor

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Contact Contractor

21. LIST OF SERVICE AND DISTRIBUTION POINTS: Contact Contractor

22. LIST OF PARTICIPATING DEALERS: Not Applicable

23. PREVENTIVE MAINTENANCE: Contact Contractor

24a. SPECIAL ATTRIBUTES: Not Applicable

24b. SECTION 508 COMPLIANCE INFORMATION: Not Applicable
25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 006410953

26. CONTRACTOR IS CURRENTLY REGISTERED IN THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE.

*CONTRACTOR IS CURRENTLY REGISTERED IN THE SYSTEM FOR AWARD TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)*

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 prices, terms and conditions stated under Special Item Number 54151HEAL Health Information Technology Services apply exclusively to Health Information Technology Professional Services within the scope of this Information Technology Schedule.

c. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

**4. PERFORMANCE OF SERVICES**

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

**5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

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

1. Cancel the stop-work order; or

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

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

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

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

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

6. INSPECTION OF SERVICES


7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

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

12. PAYMENTS
For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (OCT 2008) (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.
DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

Softrams, LLC, is a Small Business Administration (SBA) approved 8(a) and HUBZone digital services provider specializing in emerging technologies for Human Centered Design (HCD), Artificial Intelligence (AI), Cloud, Security, and Robotic Process Automation (RPA). We continuously invest Agile development maturity with 100% of our employees trained in Scaled Agile (SAFe) framework and more than 150 SAFe certified practitioners. We align with industry Agile standards and have recently achieved SAFe Bronze certification. We hold Capability Maturity Model Integration (CMMI®) Development and Services Level 3 certifications and five (5) ISO certifications: ISO 9001:2015, ISO 14001, AS9100 Rev D, ISO 20000, and ISO 27001.

Softrams IT Labor Category Descriptions

1. Job Title: Senior Enterprise Architect Level 5

**Minimum/General Experience:** Bachelor of Technology with more than 15 years of experience in designing, developing and managing highly distributed scalable and transactional large Enterprise Portals and SOA applications as Technical Lead, Technical/Application Architect, Technical Project Manager and Program Manager is required. 5 or more years experience leading large CMS System's design & Development and Architecture experience is must. Technical certifications and PMP are preferred.

**Functional Responsibility:** Design, development and management of large highly distributed scalable and transactional Enterprise Portals and SOA applications. Act as a lead to technical teams on Systems design and development for federal systems (CMS). Provide design artifacts (Prototype, DevOps, Design Documents). Manage clients and stakeholders, and subcontractors to complete the projects design objectives and deliverables. Review work products is required.

**Minimum Education:** Technical Certification / PMP desired; Required BS in Technical Field

2. Job Title: Sr. Application Architect - Level 4

**Minimum/General Experience:** Bachelor of Technology with more than 10 years of experience in designing, developing and managing highly distributed large scalable and transactional Enterprise Portals and SOA applications as Technical Lead, Technical/Application Architect, Technical Project Manager and Program Manager is required. 3 or more years of experience in designing Systems for CMS/SSA and Federal Clients is required. Technical certifications are preferred.

**Functional Responsibility:** Design, development and management of large highly distributed scalable and transactional Enterprise Portals and SOA applications. Provide the Architecture design artifacts (Prototype, DevOps, Design Documents) required for federal systems (CMS/SSA) with a 3-Zone multi-tier architecture Utilize latest technologies (Big Data, Node.js, and Web.2.0 technologies) for design and development.

**Minimum Education:** BS Technology
3. **Job Title:** Middleware/Java Developer - Level 5

**Minimum/General Experience:** Bachelor of Technology with more than 6 years of experience in IT is required. 4 years or more experience in design, development and maintenance of enterprise Java applications. Knowledge of Medicare and Healthcare industry experience is preferred.

**Functional Responsibility:** Develop applications under Java based frameworks (MVC, Spring, Hibernate, Ibatis, JMS, MQ). Troubleshoot production issues and address any performance issues. Design, develop, and maintain enterprise Java applications.

**Minimum Education:** BS Technology

4. **Job Title:** Senior Quality Assurance Engineer/ CMS QA SME - Level 5

**Minimum/General Experience:** Bachelor of Technology with more than 5 years of experience, AA degree with 7 years of experience, or comparable level certification with more than 9 years of experience in IT Quality Assurance and Testing. 4 or more years experience in test case development (scripts, test plans, requirements traceability matrix) is required. Knowledge of Healthcare industry and working experience in Medicare/Medicaid Projects is preferred.

**Functional Responsibility:** Perform testing and quality assurance functions utilizing testing tools (APM, Quality Center, Selenium) and Process flow design tools (Visio, Process Modelers). Complete test case development (scripts, test plans, requirements traceability matrix) and artifacts required for project. Coordinate team testing and performing quality assurance for complex healthcare applications.

**Minimum Education:** BS Technology

5. **Job Title:** Senior Business Analyst/ CMS Functional SME - Level 5

**Minimum/General Experience:** Bachelor of Technology more than 5 years of experience, AA degree with 7 years of experience, or comparable level certification with more than 9 years of experience in IT Requirements development and documentation. 4 or more years experience in requirements analysis, process flow design, conducting JAD sessions and writing requirements is required. Knowledge of Healthcare industry and working experience in Medicare/Medicaid Projects is preferred.

**Functional Responsibility:** Assist in applying common best practices for the industry to the customer using a knowledge base to create conceptual business models and to identify relevant issues and considerations in selecting application software packages. Assess the operational and functional baseline of an organization and its organizational components, and help to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Develop requirements and documentation utilizing analysis tools (DOORS, REQ-PRO) and Process flow design tools (Visio, Process Modelers). Complete requirements analysis, process flow designs, conduct JAD session, and write requirements writing according to project standards.

**Minimum Education:** BS Technology
6. Job Title: Production Support Analyst - Level 3

**Minimum/General Experience**: Bachelor of Technology more than 6 years of experience, AA degree with 8 years of experience, or comparable level certification with more than 10 years of experience in IT Production Support and Performance Monitoring. Knowledge of Medicare and Healthcare industry experience is required.


**Minimum Education**: BS Technology

7. Job Title: Database Engineer - Level 4

**Minimum/General Experience**: Bachelor of Technology with more than 10 years of experience, AA degree with 12 years of experience, or comparable level certification with more than 14 years of experience in IT database design and development for large enterprise applications. More than 6 years in database design, development and maintenance of large enterprise Relational/Non-relational databases is required. 4 years of working experience in Medicare and Healthcare applications is required.

**Functional Responsibility**: Design, development and maintenance of large enterprise Relational/Non-relational databases. Database development and administration in DB2/Zos, Oracle/Z-Linux, MySQL, and Database. Troubleshoot production issues, address any performance issues and recommend fixes for performance issues. Complete mainframe data modeling utilizing tools like ERWIN. Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application.

**Minimum Education**: BS Technology

8. Job Title: Senior Data Analyst/Data Scientist - Level 4

**Minimum/General Experience**: MS Degree with more than 15 years of experience or comparable higher level degree with more than 17 years of experience in IT data analysis utilizing latest technologies. More than 6 years of experience in data analysis to address client's request and respond to production data inquiries required. 5 or more years of experience in Health Care data specifically Medicare/Medicaid is required.

**Functional Responsibility**: Address client's request and respond to production data inquiries as required. Analyze data to find anomalies, issues and quality concerns. Utilize SQL and DB2, SAS, Oracle, R and Big Data systems (Hadoop, Hive and Pig) to access, analyze and summarize data. Create custom dashboards, reports and analysis documents on data findings. Analyze data for reports, presentations and publications; assist in the review of study data for data quality; organize study files, including data and correspondence files using common word processing software; prepare slides for scientific presentations.
Minimum Education: MS Degree

9. Job Title: Junior BI Developer - Level 2

Minimum/General Experience: Bachelor of Technology with more than 8 years of experience, AA degree with 10 years of experience, or comparable level certification with more than 12 years of experience in IT Business Intelligence Development is required. 2 or more years experience working with healthcare data specifically Medicare and Medicaid is preferred.

Functional Responsibility: Design, develop and maintain enterprise Business Intelligence applications. Utilize latest BI technologies (MicroStrategy, Cognos, Tableau, Pentaho and Qlikview) as required. Work with String SQL and PL/SQL and databases like DB2, Oracle, My SQL, MS-SQL, Sybase, etc. Developme applications using Big Data technologies (Mongo DB, Hive, Pig, Cassandra, etc).

Minimum Education: BS Technology

10. Job Title: Senior Data Warehouse Developer - Level 5

Minimum/General Experience: Bachelor of Technology with more than 8 years of experience, AA degree with 10 years of experience in IT Data Warehouse development required. More than 5 years in design, development and maintenance of enterprise data warehouse functions and applications required. 2 or more years experience working with healthcare data warehouse applications specifically Medicare and Medicaid is preferred.

Functional Responsibility: Design, implement and support data warehouse functions and applications. Perform data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications. Work with String SQL and PL/SQL along with databases like DB2, Oracle, My SQL, MS-SQL, Sybase, etc. Work with Big Data technologies (Mongo DB, Hive, Pig, Cassandra, etc). Provide product support and maintenance of the data warehouse environment.

Minimum Education: BS Technology

11. Job Title: Senior QA Engineer - Level 2

Minimum/General Experience: Bachelor of Technology, comparable higher level degree, or comparable level certification with more than 4 years of experience, or a combination of associate degree and 4 years experience in IT Quality Assurance and Testing. Knowledge of Healthcare industry and working experience in Medicare/Medicaid Projects is preferred.

Functional Responsibility: Test case development (scripts, test plans, requirements traceability matrix). Utilize testing tools (APM, Quality Center, Selenium) and process flow design tools (Visio, Process Modelers) to complete required testing. Coordinate with the Project Manager and/or Quality Assurance Manager to ensure that problems are solved to the user’s satisfaction. Make recommendations, if needed, for approval of major systems installations. Prepare milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.
**Minimum Education**: BS Technology

12. Job Title: Senior Advisor

**Minimum/General Experience**: Master’s degree with at least 10 years of experience in either modern technologies used in front end web design, database design and architecture, big data, data visualization, data security, HIPAA compliance, data science, or health informatics; or 8 years of experience in a federal policy domain, including but not limited to, Medicare/Medicaid, physician value, physician quality reporting, disability, veterans’ affairs, education, food and nutrition, employment and training, retirement benefits, or children and families. Experience leading large system development and implementation, or large-scale data collection and analysis projects is a must.

**Functional Responsibility**: Provides technical advice and counsel to other teammates on the most complex tasks. Has advanced-level knowledge of the broad scope of the technology landscape and the ability to create and apply new and unique methods and procedures to address project needs.

**Minimum Education**: Master’s Degree

13. Job Title: Senior Systems Analyst

**Minimum/General Experience**: Master’s degree with at least 9 years of experience in systems analysis and programming, with project management or leadership responsibilities. Must have ability to exercise independent judgment in planning, organizing, and performing systems analyst tasks. Some independent judgment required in setting priorities of tasks among multiple assigned projects. Must have ability to communicate, motivate, and organize projects among a broad spectrum of personnel throughout the network, frequently under deadline pressure. Technical certifications and PMP are highly desired.

**Functional Responsibility**: Provide support, and develop architecture viewpoints for, Federal agency clients. Gather and solicit operational and technical architecture data from documentation and stakeholders to develop required architecture models. Build and maintain IT enterprise architecture models and views in accordance with Federal agency guidance and identify and coordinate architecture changes, including preparing baseline architecture, tracking changes, impacting assessments, and reviewing feedback and documentation. Assess and adapt operational, capability, and system architecture views to meet program objectives and perform system and technical analyses of planned and future technical environments to support clients. Develop work plans, manage cost and schedule, develop staff, complete tasks within projects, and ensure the quality of client deliverables. Act as key client interface and chief architect.

**Minimum Education**: Master’s degree.
14. Job Title: Senior Technical Expert

**Minimum/General Experience:** Master’s degree with at least 8 years of experience in a technology domain. Examples include, but are not limited to, front end web design, database design and architecture, big data, data visualization, data security, HIPAA compliance, data science, or health informatics. Experience with Federal system development and implementation, technical certifications and PMP are all a plus.

**Functional Responsibility:** Provides technical direction for the development, design, and systems integration across multiple client engagements from definition phase through implementation. Applies significant knowledge of industry trends and developments to improve service to our clients. Easily recognizes system deficiencies and implements effective solutions. Suggests alternative technical solutions to meet client requirements more efficiently, and/or with greater reusability, and/or longer life. Creates and executes development plans across multiple projects and revises as appropriate to meet changing needs and requirements. Can serve as liaison between development staff and project manager and/or client across multiple projects.

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

15. Job Title: Subject Matter Expert

**Minimum/General Experience:** Bachelor’s degree with at least 12 years of experience in an applicable IT specialty field.

**Functional Responsibility:** Provides highly technical and specialized recommendations concerning automated solutions to complex information processing problems. Participates in medium to large, complex information and system security projects, and major phases of very large projects. Provides highly technical, specialized recommendations, and security solutions to complex IT problems. Manages the fact-finding, analysis, development of hypothesis/conclusions, and production of final reports and delivery of presentations. Delivers projects in accordance with the Government’s requirements. Assists the Government with the development of requirements, from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple-to complex systems). Assists other project members with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: Information and Systems Security Architecture, Networking, Telecommunications, Automation, Communications Protocols, Risk Management/Electronic Analysis, Software, Life Cycle Management, Software Development Methodologies, Modeling and Simulation

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

16. Job Title: System Architect
Minimum/General Experience: Master’s degree with at least five years of experience in federal IT systems.

Functional Responsibility: Assumes responsibility for the overall architecture of the systems required for Federal projects and ensures the quality implementation of the systems, using current technologies and software. Has experience with a diverse set of languages and software applications. Assumes increasing levels of responsibility for larger work groups on projects of greater complexity. Utilizes structured system development life cycle processes for planning, managing and documenting project activities. May serve as program or project manager.

Minimum Education: Master’s degree.

17. Job Title: Senior Developer

Minimum/General Experience: Bachelor’s degree with at least 8 years of experience developing systems and applications for Federal clients.

Functional Responsibility: Experience with enterprise level, high-availability application development required. Use object-oriented design (OOD) patterns for separation of concerns, code reusability, security and performance. JavaScript frameworks such as React, Angular and Node.js. Experience in developing clean, well architected code. Cloud computing (Cloud Foundry, Azure or AWS). Continuous integration and deployment such as Jenkins. Source Control Management (preferably Git/GitHub). Strong database skills preferable experience using Oracle or SQL Server. Data (SQL or similar query language) and data constructs (XML, JSON). Experience developing/consuming Web Services (REST, SOAP, JSON), ETL jobs and APIs (Service-oriented architectures). Strong understanding of testing methodologies such as functional, SOA and performance testing.

Minimum Education: Bachelor’s degree.

18. Job Title: Program Manager

Minimum/General Experience: Master’s degree with at least 8 years or Bachelor degree with 10 years Bof experience in Federal IT program or project management.

Functional Responsibility: Plans, conducts, and manages Federal IT projects using a full range of business and information technology skills. Requires advanced knowledge of applicable Federal policies, project management and software development methodologies, and the ability to apply new and unique methods and procedures to meet client's mission oriented needs.

Minimum Education: Master’s degree; or Bachelor degree with PgMP and/or PMP highly desired
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**** NOTE: This SIN is limited to professional Health IT Services only. Any non-professional labor categories shall be offered under SIN 132 100 only. All non-professional labor categories must be incidental to, and used solely to support Health IT services, and cannot be purchased separately. Software and hardware products are out of scope.

****NOTE: Labor categories under the Special Item Number 54151S Information Technology Professional Services may remain under SIN 54151S unless the labor categories are specific to the Health IT SIN.

Vendor suitability for offering services through the new Health IT SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Critical Information Specific to Schedule # 70– Information Technology, Software & Services Solicitation FCIS-JB-980001B (Refresh # 52)
- National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management Act (FISMA) of 2002

1. SCOPE
   a. The labor categories, prices, terms and conditions stated under Special Item Number 54151HEAL Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.
   b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8).
   c. This SIN provides ordering activities with access to Health IT services.
   d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.
   e. 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. ORDER
   a. Agencies may use written orders, Electronic Data Interchange (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.
3. PERFORMANCE OF SERVICES  
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.
   
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 Health IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor’s travel.

4. INSPECTION OF SERVICES


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.

5. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

6. INDEPENDENT CONTRACTOR

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

7. 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.

8. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for Health 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.

9. RESUMES

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

10. INCIDENTAL SUPPORT COSTS

Incidental support costs are not considered part of 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.

11. 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.

12. DESCRIPTION OF HEALTH IT SERVICES AND PRICING

a. The Contractor shall provide a description of each type of Health IT Service offered under Special Item Numbers 54151HEAL Health IT Services and it 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 Health IT 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.

Softrams, LLC is a Virginia-based small business information technology, consulting and solutions company specializing in emerging health information technologies including Big Data, value driven analytics, responsive user interface (UI)-based portals, container-based microservices architecture, development security operations (DevSecOps) services, and cloud-based applications. Softrams has invested significantly in continuous improvement activities through our Center of Excellence (CoE), AppFoundry, and commitment to Capability Maturity Model Integration (CMMI®), Agile and quality improvement practices. Softrams’ is appraised at CMMI® Dev Version 1.3 at Level 3 and ISO 9001:2015.
Softrams helps our health industry customers do business better by leveraging our industry-wide experience, deep health technology expertise, comprehensive portfolio of services and vertically aligned business model. Our ‘Centers of Excellence’ focusing on 15+ emerging technologies enables us to harness the latest technology for delivering business capability to our clients.

Softrams is well recognized for its innovative and practical approach towards delivering business value and its commitment to sustainability. We champion optimized utilization of resources, capital and talent and meet business objectives in terms of cost, quality and schedule.

**Softrams Health IT Labor Category Descriptions**

**1. Job Title:** HIT Jr. Tester

**Minimum/General Experience:** This is an entry-level position. Exposure to testing and automation concepts, framework & best practices from industry in automating web applications is helpful. Some knowledge in designing & implement customized test automation frameworks as needed and working with and supporting the development of an overall test plan and tailored test plans for each release. Should have a familiarity with writing database scripts for backend validation. Strong written & verbal communication.

**Functional Responsibility:** Executes test scripts during internal system testing. Documents test issues and works with development team to validate/recreate. Performs retesting and regression testing. Documents test results for incorporation into the Requirements Traceability and Verification Matrix. Provides support to Client testers during acceptance testing, including test script walkthroughs, document testing issues and test results, and answering questions on system functionality.

**Minimum Education:** Bachelor’s Degree

**2. Job Title:** HIT Jr. Developer

**Minimum/General Experience:** This is an entry-level position. Exposure to object-oriented design (OOD) and JavaScript frameworks is helpful. Should have a familiarity with Web services, APIs, and SOA. Strong written & verbal communication.

**Functional Responsibility:** Uses object-oriented design (OOD) patterns for separation of concerns, code reusability, security and performance. JavaScript frameworks such as React.Js, Angular and Node.js. Works to gain experience in developing clean, well architected code. Some database skills preferable experience using Oracle or SQL Server. Data (SQL or similar query language) and data constructs (XML, JSON). Experience developing/consuming Web Services (REST, SOAP, JSON), ETL jobs and APIs (Service-oriented architectures). Basic understanding of testing methodologies such as functional, SOA and performance testing.

**Minimum Education:** Bachelor’s Degree
3. Job Title: HIT Data Warehouse Developer

**Minimum/General Experience:** This is an entry-level position. Some experience in design, development and maintenance of enterprise data warehouse functions and applications helpful. Knowledge of Medicare and/or Medicaid systems, and Healthcare industry experience.

**Functional Responsibility:** Design, implement and support health data warehouse functions and applications. Perform health data warehouse design and construction. Prepare/implement data verification and testing methods for the data warehouse. Implement business rules via stored procedures, middleware, or other technologies. Define user interfaces and functional specifications. Work with String SQL and PL/SQL along with databases like DB2, Oracle, My SQL, MS-SQL, Sybase, etc. Work with Big Data technologies (Mongo DB, Hive, Pig, Cassandra, etc). Provide product support and maintenance of the data warehouse environment.

**Minimum Education:** Bachelor’s Degree

4. Job Title: HIT Production Support Analyst

**Minimum/General Experience:** This is an entry level position for IT Production Support and Performance Monitoring in a healthcare domain. Knowledge of Medicare and/or Medicaid systems, and Healthcare industry experience is helpful.


**Minimum Education:** Bachelor’s Degree

5. Job Title: HIT Product Analyst

**Minimum/General Experience:** Three years of experience in product development and quality assurance of healthcare IT products. Knowledge of testing tools and test case development required.

**Functional Responsibility:** Perform testing and quality assurance functions on healthcare system development efforts utilizing testing tools (APM, Quality Center, Selenium) and Process flow design tools (Visio, Process Modelers). Complete test case development (scripts, test plans, requirements traceability matrix) and artifacts required for project. Coordinate team testing and performing quality assurance for complex healthcare applications.

**Minimum Education:** Bachelor’s Degree
6. Job Title: HIT UX Researcher

**Minimum/General Experience:** Two years of experience in user experience (UX) research, preferably in a healthcare IT setting.

**Functional Responsibility:** Assist in applying common best practices for the healthcare industry to the customer using a knowledge base to create conceptual user interfaces and to identify relevant issues and considerations in selecting application software features as they pertain to the user experience (UX). Assess the operational and functional baseline of a health IT application and its components, and help to define the direction and strategy for an engagement while ensuring the users needs are being addressed. Develop user requirements and documentation utilizing analysis tools (DOORS, REQ-PRO) and Process flow design tools (Visio, Process Modelers). Complete UX analysis, process flow designs, conduct JAD session, and write requirements according to project standards.

**Minimum Education:** Bachelor’s Degree

7. Job Title: HIT Scrum Master

**Minimum/General Experience:** Three years of experience in leading teams in an agile development lifecycle, preferably in a healthcare IT setting. Professional Scrum Master or Certified Scrum Master certifications preferred. Knowledge of various agile development types is helpful, e.g. Scrum, Kanban, SAFe. Experience with Medicare or Medicaid systems highly desirable.

**Functional Responsibility:** Experienced Agile professional that plans and leads daily scrum activities and other scrum ceremonies as part of a multi-faceted HIT system development team. Works with product owner to groom user stories for backlog and sprint planning.

**Minimum Education:** Bachelor’s Degree

8. Job Title: HIT Developer

**Minimum/General Experience:** Five years of experience with enterprise level, high-availability healthcare application development required, preferably in a healthcare IT setting. Angular developer with hands-on experience building modern web front end and single page applications; excellent hands-on experience with modular and component based Angular 4 applications; a solid understanding of front-end design, prototyping and converting wireframes to responsive web interfaces; hands-on experience using REST based APIs from Angular components and services; well conversant with various automated testing tools to validate the application and build tools.

**Functional Responsibility:** Experience with enterprise level, high-availability healthcare application development required. Use object-oriented design (OOD) patterns for separation of concerns, code reusability, security and performance. JavaScript frameworks such as React.js, Angular and Node.js. Experience in developing clean, well architected code. Cloud computing (Cloud Foundry, Azure or AWS). Continuous integration and deployment such as Jenkins. Source Control Management (preferably Git/GitHub). Strong database skills preferable experience using Oracle or SQL Server. Data (SQL or similar query language) and data constructs (XML, JSON). Experience developing/consuming Web Services (REST, SOAP, JSON), ETL jobs and APIs (Service-oriented architectures). Strong understanding of testing methodologies such as functional, SOA and performance testing.
Minimum Education: Bachelor’s Degree

9. Job Title: HIT Database Engineer

Minimum/General Experience: Five years of experience in IT database design and development for large healthcare enterprise applications, including database design, development and maintenance of large enterprise Relational/Non-relational databases is required. Knowledge of Medicare and/or Medicaid systems, and Healthcare industry experience is required.

Functional Responsibility: Design, development and maintenance of large enterprise Relational/Non-relational databases. Database development and administration in DB2/Zos, Oracle/Z-Linux, My SQL, and Database. Troubleshoot production issues, address any performance issues and recommend fixes for performance issues. Complete mainframe data modeling utilizing tools like ERWIN. Evaluate and recommend available DBMS products to meet user requirements. Determine file organization, indexing methods, and security procedures for specific user application.

Minimum Education: Bachelor’s Degree

10. Job Title: HIT Product Manager

Minimum/General Experience: Five years of experience in Federal HIT program, project or product management. Project Management and/or Product Management certification highly desired.

Functional Responsibility: Plans, conducts, and manages Federal HIT product development efforts using a full range of business and information technology skills. Requires advanced knowledge of applicable Federal policies, project management and software development methodologies, and the ability to apply new and unique methods and procedures to meet client's mission-oriented needs.

Minimum Education: Bachelor’s Degree

11. Job Title: HIT Full-Stack Developer

Minimum/General Experience: Five years of experience as an Angular 4 developer with hands-on experience building modern end to end web applications with MEAN stack; excellent hands-on experience with Angular 4, and isomorphic JS applications with React.JS, Flux or Redux; a solid understanding of front-end design, prototyping and converting wireframes to responsive web interfaces with Bootstrap; hands-on experience building high-performance server-side applications with Node eco-system; well conversant with various automated testing tools to validate the application and build tools.

Functional Responsibility: Angular 4 developer that builds modern end to end web applications with MEAN stack, including isomorphic JS applications with React.JS, Flux or Redux. Leads front-end design, prototyping and converting wireframes to responsive web interfaces with Bootstrap. Can build high-performance server-side applications with Node eco-system. Uses various automated testing tools to validate the application and build tools.

Minimum Education: Bachelor’s Degree
12. Job Title: HIT Integration Architect

**Minimum/General Experience:** Eight years of experience in Federal HIT systems. Knowledge of Medicare and/or Medicaid systems, and Healthcare industry experience is required.

**Functional Responsibility:** Assumes responsibility for the integration of the systems required for Federal healthcare projects, and ensures the quality implementation of the systems using current technologies and software. Has experience with a diverse set of languages and software applications. Assumes increasing levels of responsibility for larger work groups on projects of greater complexity. Utilizes structured system development life cycle processes for planning, managing and documenting project activities. May serve as program or project manager.

**Minimum Education:** Bachelor’s Degree

13. Job Title: HIT Application Architect

**Minimum/General Experience:** Eight years of experience in designing, developing and managing highly distributed large scalable and transactional health industry Enterprise Portals and SOA applications as Technical Lead, Technical/Application Architect, Technical Project Manager and Program Manager is required. Three or more years of experience in designing systems for federal agencies with health-related missions is required. Technical certifications are preferred.

**Functional Responsibility:** Design, development and management of large highly distributed scalable and transactional Enterprise Portals and SOA applications. Provide the Architecture design artifacts (Prototype, DevOps, Design Documents) required for federal systems (e.g. CMS/SSA) with a 3-Zone multi-tier architecture Utilize latest technologies (Big Data, Node.js, and Web.2.0 technologies) for design and development.

**Minimum Education:** Bachelor’s Degree

14. Job Title: HIT Product Architect

**Minimum/General Experience:** Eight years of experience in an Agile environment, leading agile sprint teams and using agile collaboration tools (Jira, confluence, etc.); demonstrated ability to diagnose business problems, and support to come up with product roadmaps and timelines for product implementation; demonstrated ability to analyze complex data and business for business operations; demonstrated ability to understand user needs for system and interfaces and come up with requirement documentation; able to perform end-to-end business process analysis to identify gaps and come up with improvements; verifiable experience with architecting application, systems or products using agile & iterative practices; able to exercise critical and rational thinking to identify alternate solution, strengths & weakness of each options, documenting and discussing them with stakeholders to inform decisions; must have demonstrated experience in documenting complex technical and business problems in a simple & intuitive manner that others can understand; must have experience in architecting and hands-on implementation experience with modern technologies stack. Node.js, Angular, React, Go, Python, MySQL, AWS, PostgreSQL; must show appetite for active learning, embracing change and mentoring others in organization.
**Functional Responsibility:** Works with Solution Architect, Product Managers, Stakeholders to come up with Product Architecture, road maps and implementation plans. Collaborates with Product teams to review code, designing proof of concepts, frameworks and ensuring best practices. Represents teams in Sprint demos to Clients. Understands working with complex data and business processes to modernize legacy systems to improve the user experience. Adheres to and driving agile & iterative development practices.

**Minimum Education:** Bachelor’s Degree

15. Job Title: Senior HIT Subject Matter Expert

**Minimum/General Experience:** Five years of experience in an applicable HIT specialty field. Knowledge of Medicare and/or Medicaid systems, and Healthcare industry experience is required.

**Functional Responsibility:** Provides highly technical and specialized recommendations concerning automated solutions to complex information processing problems in a healthcare setting. Participates in medium to large, complex information and system security projects, and major phases of very large projects. Provides highly technical, specialized recommendations, and security solutions to complex HIT problems. Manages the fact-finding, analysis, development of hypothesis/conclusions, and production of final reports and delivery of presentations. Delivers projects in accordance with the Government’s requirements. Assists the Government with the development of requirements, from a project's inception to its conclusion for a particular IT subject matter area (i.e., simple-to complex systems). Assists other project members with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: Information and Systems Security Architecture, Networking, Telecommunications, Automation, Communications Protocols. Risk Management/Electronic Analysis, Software, Life Cycle Management, Software Development Methodologies, Modeling and Simulation.

**Minimum Education:** Bachelor’s Degree

16. Job Title: Senior HIT Developer

**Minimum/General Experience:** Five years of experience developing systems and applications for Federal clients with health-related missions. Knowledge of Medicare and/or Medicaid systems, and Healthcare industry experience is required.

**Functional Responsibility:** Experience with enterprise level, high-availability healthcare application development required. Use object-oriented design (OOD) patterns for separation of concerns, code reusability, security and performance. JavaScript frameworks such as React.Js, Angular and Node.js. Experience in developing clean, well architected code. Cloud computing (Cloud Foundry, Azure or AWS). Continuous integration and deployment such as Jenkins. Source Control Management (preferably Git/GitHub). Strong database skills preferable experience using Oracle or SQL Server. Data (SQL or similar query language) and data constructs (XML, JSON). Experience developing/consuming Web Services (REST, SOAP, JSON), ETL jobs and APIs (Service-oriented architectures). Strong understanding of testing methodologies such as functional, SOA and performance testing.

**Minimum Education:** Bachelor’s degree
17. **Job Title:** Senior HIT System Architect

**Minimum/General Experience:** Eight of experience in designing, developing and managing highly distributed scalable and transactional large Enterprise Portals and SOA applications as Technical Lead, Technical/Application Architect, Technical Project Manager and Program Manager is required. 5 or more years of experience leading large systems design, development and architecture efforts in a health or healthcare related effort experience is must. Technical certifications and PMP are preferred.

**Functional Responsibility:** Design, development and management of large highly distributed scalable and transactional Enterprise Portals and SOA applications. Act as a lead to technical teams on Systems design and development for federal agencies with a health-related mission such as the Centers for Medicare & Medicaid Services (CMS) and the Social Security Administration (SSA). Provide design artifacts (Prototype, DevOps, Design Documents). Manage clients and stakeholders, and subcontractors to complete the projects design objectives and deliverables. Review work products as required.

**Minimum Education:** Bachelor’s Degree

18. **Job Title:** HIT Program Manager

**Minimum/General Experience:** Eight years of experience in Federal HIT program or project management. Program, project, and/or technical certifications highly desired.

**Functional Responsibility:** Plans, conducts, and manages Federal HIT projects using a full range of business and information technology skills. Requires advanced knowledge of applicable Federal policies, project management and software development methodologies, and the ability to apply new and unique methods and procedures to meet client's mission oriented needs.

**Minimum Education:** Bachelor’s Degree

19. **Job Title:** Senior Healthcare Technical Expert

**Minimum/General Experience:** Ten years of experience in a HIT domain. Examples include, but are not limited to, front end web design, database design and architecture, big data, data visualization, data security, HIPAA compliance, data science, or health informatics. Experience with Federal health system development and implementation, technical certifications and PMP are all a plus. Knowledge of Medicare and/or Medicaid systems, and Healthcare industry experience is required.

**Functional Responsibility:** Provides technical direction for the development, design, and systems integration across multiple healthcare client engagements from definition phase through implementation. Applies significant knowledge of healthcare industry trends and developments to improve service to our clients. Easily recognizes system deficiencies and implements effective solutions. Suggests alternative technical solutions to meet client requirements more efficiently, and/or with greater reusability, and/or longer life. Creates and executes development plans across multiple projects and revises as appropriate to meet changing needs and requirements. Can serve as liaison between development staff and project manager and/or client across multiple projects.

**Minimum Education:** Bachelor’s Degree
20. **Job Title:** Senior Healthcare Advisor

**Minimum/General Experience:** Ten years of experience in either modern technologies used in front end web design, database design and architecture, big data, data visualization, data security, HIPAA compliance, data science, or health informatics; experience in a federal healthcare policy domain, including but not limited to, Medicare/Medicaid, physician value, physician quality reporting, Accountable Care Organizations, Alternative Payment Models, disability, veterans’ affairs, or children and families. Experience leading large system development and implementation, or large-scale health data collection and analysis projects is a must.

**Functional Responsibility:** Provides technical advice and counsel to teammates on the most complex tasks. Has advanced-level knowledge of the broad scope of the technology landscape as it pertains to healthcare, and the ability to create and apply new and unique methods and procedures to address project needs.

**Minimum Education:** Bachelor’s Degree
### HIT Jr. Tester
- **Contr Site:** $82.15
- **Gov Site:** $78.89

### HIT Jr. Developer
- **Contr Site:** $101.53
- **Gov Site:** $97.51

### HIT Datawarehouse Developer
- **Contr Site:** $107.82
- **Gov Site:** $103.55

### HIT Production Support Analyst
- **Contr Site:** $114.08
- **Gov Site:** $109.56

### HIT Product Analyst
- **Contr Site:** $114.65
- **Gov Site:** $110.10

### HIT UX Researcher
- **Contr Site:** $119.86
- **Gov Site:** $115.10

### HIT Developer
- **Contr Site:** $124.46
- **Gov Site:** $119.53

### HIT Database Engineer
- **Contr Site:** $126.59
- **Gov Site:** $121.57

### HIT Product Manager
- **Contr Site:** $135.92
- **Gov Site:** $130.53

### HIT Full-Stack Developer
- **Contr Site:** $137.27
- **Gov Site:** $131.82

### HIT Integration Architect
- **Contr Site:** $139.50
- **Gov Site:** $133.97

### HIT Application Architect
- **Contr Site:** $146.64
- **Gov Site:** $140.82

### HIT Product Architect
- **Contr Site:** $162.69
- **Gov Site:** $156.23

### Sr. HIT SME
- **Contr Site:** $181.21
- **Gov Site:** $174.03

### Sr. HIT Developer
- **Contr Site:** $187.46
- **Gov Site:** $180.03

### Sr. HIT System Architect
- **Contr Site:** $208.30
- **Gov Site:** $200.03

### HIT Program Manager
- **Contr Site:** $215.25
- **Gov Site:** $206.73

### Sr. Healthcare Technical Expert
- **Contr Site:** $251.33
- **Gov Site:** $241.37

### Sr. Healthcare Advisor
- **Contr Site:** $267.89
- **Gov Site:** $257.27
Softrams Cloud and Cloud-Related IT Professional Services Labor Category Descriptions

1. Job Title: Cloud Program Manager 3

Position Responsibilities: Manages contract support operations for complex, mission-critical, and strategic cloud programs which may involve multiple projects and groups of personnel at multiple locations. Utilizes proven leadership skills to organize, direct, and deploy resources with broad technical, business, and industry expertise. Oversees cloud program budget, schedules, and all aspect of financial management of the program. Effectively manages funds, personnel, production standards, and resources (equipment and facilities) and ensures quality and timely delivery of all contractual items. Serves as focal point of contract with client regarding all program activities. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor's degree and 15 years of experience

2. Job Title: Cloud Program Manager 2

Position Responsibilities: Manages contract support operations for complex, mission-critical, and strategic cloud programs which may involve multiple projects and groups of personnel at multiple locations. Utilizes proven leadership skills to organize, direct, and deploy resources with broad technical, business, and industry expertise. Oversees cloud program budget, schedules, and all aspect of financial management of the program. Effectively manages funds, personnel, production standards, and resources (equipment and facilities) and ensures quality and timely delivery of all contractual items. Serves as focal point of contract with client regarding all program activities. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s Degree and 10 years of experience

3. Job Title: Cloud Program Manager 1

Position Responsibilities: Manages contract support operations for complex, mission-critical, and strategic cloud programs which may involve multiple projects and groups of personnel at multiple locations. Utilizes proven leadership skills to organize, direct, and deploy resources with broad technical, business, and industry expertise. Oversees cloud program budget, schedules, and all aspect of financial management of the program. Effectively manages funds, personnel, production standards, and resources (equipment and facilities) and ensures quality and timely delivery of all contractual items. Serves as focal point of contract with client regarding all program activities. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s Degree and 8 years of experience

4. Job Title: Cloud Project / Task Manager 3

Position Responsibilities: Performs day-to-day management of cloud delivery order projects, from original concept through final implementation. Utilizes proven skills in those technical areas addressed by the delivery order to analyze new and complex cloud project related problems and create innovative solutions involving financial management, scheduling, technology, methodology, tools, and solution components. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Defines cloud project scope and objectives including developing detailed work plans, schedules, project estimates, resource plans, status reports, and project and financial tracking and analysis. Conducts project meetings and ensures quality standards. Provides technical and strategic guidance to cloud project team and reviews project deliverables. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s Degree and 9 years of experience
5. Job Title: Cloud Project / Task Manager 2

Position Responsibilities: Performs day-to-day management of cloud delivery order projects, from original concept through final implementation. Utilizes proven skills in those technical areas addressed by the delivery order to analyze new and complex cloud project related problems and create innovative solutions involving financial management, scheduling, technology, methodology, tools, and solution components. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Defines cloud project scope and objectives including developing detailed work plans, schedules, project estimates, resource plans, status reports, and project and financial tracking and analysis. Conducts project meetings and ensures quality standards. Provides technical and strategic guidance to cloud project team and reviews project deliverables. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s Degree and 7 years of experience

6. Job Title: Cloud Project / Task Manager 1

Position Responsibilities: Performs day-to-day management of cloud delivery order projects, from original concept through final implementation. Utilizes proven skills in those technical areas addressed by the delivery order to analyze new and complex cloud project related problems and create innovative solutions involving financial management, scheduling, technology, methodology, tools, and solution components. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Defines cloud project scope and objectives including developing detailed work plans, schedules, project estimates, resource plans, status reports, and project and financial tracking and analysis. Conducts project meetings and ensures quality standards. Provides technical and strategic guidance to cloud project team and reviews project deliverables. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s Degree and 4 years of experience

7. Job Title: Cloud Subject Matter Expert 3

Position Responsibilities: Utilizes subject matter area expertise gained through direct industry experience to provide technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex cloud environments. Guides the determination of IT, engineering, and business process inadequacies and deficiencies that affect the functional area’s ability to support/meet organizational goals. Participates in strategy sessions, strategic assessments, and design reviews to validate enterprise approach and associated work products. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity, coordinates resolution of highly complex problems and tasks. Makes recommendations and advises on organization-wide system improvements, optimization, or maintenance efforts. Recognized for strong expertise in industry issues and trends. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s degree and 10 years of experience

8. Job Title: Cloud Subject Matter Expert 2

Position Responsibilities: Utilizes subject matter area expertise gained through direct industry experience to provide technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex cloud environments. Guides the determination of IT, engineering, and business process
inadequacies and deficiencies that affect the functional area’s ability to support/meet organizational goals. Participates in strategy sessions, strategic assessments, and design reviews to validate enterprise approach and associated work products. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity, coordinates resolution of highly complex problems and tasks. Makes recommendations and advises on organization-wide system improvements, optimization, or maintenance efforts. Recognized for strong expertise in industry issues and trends. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s degree and 7 years of experience

9. Job Title: Cloud Subject Matter Expert 1

Position Responsibilities: Utilizes subject matter area expertise gained through direct industry experience to provide technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex cloud environments. Guides the determination of IT, engineering, and business process inadequacies and deficiencies that affect the functional area’s ability to support/meet organizational goals. Participates in strategy sessions, strategic assessments, and design reviews to validate enterprise approach and associated work products. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity, coordinates resolution of highly complex problems and tasks. Makes recommendations and advises on organization-wide system improvements, optimization, or maintenance efforts. Recognized for strong expertise in industry issues and trends. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s degree and 4 years of experience

10. Job Title: Cloud Analyst 8

Position Responsibilities: Services performed include, but are not limited to, applying management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine cloud solutions based on client requirements. Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of cloud-based systems and projects. Creates project plans to achieve performance-based objectives, enhancing cloud implementation, systems, and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s degree and 10 years of experience

11. Job Title: Cloud Analyst 7

Position Responsibilities: Services performed include, but are not limited to, applying management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine cloud solutions based on client requirements. Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of cloud-based systems and projects. Creates project plans to achieve performance-based objectives, enhancing cloud implementation, systems, and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation,
documentation, and implementation of system applications. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

**Minimum Education and Experience:** Bachelor’s degree and 8 years of experience

12. **Job Title:** Cloud Analyst 6

**Position Responsibilities:** Services performed include, but are not limited to, applying management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine cloud solutions based on client requirements. Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of cloud-based systems and projects. Creates project plans to achieve performance-based objectives, enhancing cloud implementation, systems, and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

**Minimum Education and Experience:** Bachelor’s degree and 6 years of experience

13. **Job Title:** Cloud Analyst 5

**Position Responsibilities:** Services performed include, but are not limited to, applying management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine cloud solutions based on client requirements. Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of cloud-based systems and projects. Creates project plans to achieve performance-based objectives, enhancing cloud implementation, systems, and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

**Minimum Education and Experience:** Bachelor’s degree and 4 years of experience

14. **Job Title:** Cloud Analyst 4

**Position Responsibilities:** Services performed include, but are not limited to, applying management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine cloud solutions based on client requirements. Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of cloud-based systems and projects. Creates project plans to achieve performance-based objectives, enhancing cloud implementation, systems, and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

**Minimum Education and Experience:** Bachelor’s degree and 3 years of experience

*Softrams, LLC*  
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15. Job Title: Cloud Analyst 3

Position Responsibilities: Services performed include, but are not limited to, applying management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine cloud solutions based on client requirements. Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of cloud-based systems and projects. Creates project plans to achieve performance-based objectives, enhancing cloud implementation, systems, and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s degree and 1 year of experience

16. Job Title: Cloud Analyst 2

Position Responsibilities: Services performed include, but are not limited to, applying management analysis processes, statistical methods, and advanced technical and analytical research techniques to determine cloud solutions based on client requirements. Analyzes operational activities to obtain a quantitative, rational basis for decision making and resource allocation. Employs process improvements and reengineering methodologies and principles for modernization of cloud-based systems and projects. Creates project plans to achieve performance-based objectives, enhancing cloud implementation, systems, and service. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: High School Diploma and 1 year of experience

17. Job Title: Cloud Systems Design & Development Engineer 8

Position Responsibilities: Services performed include, but are not limited to, contributing to overall strategic vision and integrates a broad range of solutions in support of client requirements for cloud projects. Formulates and defines system scope and objectives, develops, or modifies processes to solve complex problems for cloud systems and business and electronic interfaces to achieve desired results through the use of innovative technologies. Develops and applies advanced engineering and design methods, theories, and research techniques in the investigation and solution of complex and advanced cloud requirements, hardware/software interfaces and applications, and solutions. Responsible for design, development, engineering, integration, and architecture. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s degree and 10 years of experience

18. Job Title: Cloud Systems Design & Development Engineer 7
Position Responsibilities: Services performed include, but are not limited to, contributing to overall strategic vision and integrates a broad range of solutions in support of client requirements for cloud projects. Formulates and defines system scope and objectives, develops, or modifies processes to solve complex problems for cloud systems and business and electronic interfaces to achieve desired results through the use of innovative technologies. Develops and applies advanced engineering and design methods, theories, and research techniques in the investigation and solution of complex and advanced cloud requirements, hardware/software interfaces and applications, and solutions. Responsible for design, development, engineering, integration, and architecture. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s degree and 8 years of experience

19. Job Title: Cloud Systems Design & Development Engineer 6

Minimum Education and Experience: Bachelor’s degree and 6 years of experience

20. Job Title: Cloud Systems Design & Development Engineer 5

Minimum Education and Experience: Bachelor’s Degree and 4 years of experience

21. Job Title: Cloud Systems Design & Development Engineer 4
develops, or modifies processes to solve complex problems for cloud systems and business and electronic interfaces to achieve desired results through the use of innovative technologies. Develops and applies advanced engineering and design methods, theories, and research techniques in the investigation and solution of complex and advanced cloud requirements, hardware/software interfaces and applications, and solutions. Responsible for design, development, engineering, integration, and architecture. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

**Minimum Education and Experience:** Bachelor’s Degree and 3 years of experience

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22. **Job Title:** Cloud Systems Design & Development Engineer 3

**Position Responsibilities:** Services performed include, but are not limited to, contributing to overall strategic vision and integrates a broad range of solutions in support of client requirements for cloud projects. Formulates and defines system scope and objectives, develops, or modifies processes to solve complex problems for cloud systems and business and electronic interfaces to achieve desired results through the use of innovative technologies. Develops and applies advanced engineering and design methods, theories, and research techniques in the investigation and solution of complex and advanced cloud requirements, hardware/software interfaces and applications, and solutions. Responsible for design, development, engineering, integration, and architecture. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

**Minimum Education and Experience:** Bachelor’s degree and 1 year of experience

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23. **Job Title:** Cloud Systems Design & Development Engineer 2

**Position Responsibilities:** Services performed include, but are not limited to, contributing to overall strategic vision and integrates a broad range of solutions in support of client requirements for cloud projects. Formulates and defines system scope and objectives, develops, or modifies processes to solve complex problems for cloud systems and business and electronic interfaces to achieve desired results through the use of innovative technologies. Develops and applies advanced engineering and design methods, theories, and research techniques in the investigation and solution of complex and advanced cloud requirements, hardware/software interfaces and applications, and solutions. Responsible for design, development, engineering, integration, and architecture. Senior staff manages, plans, and conducts major phases of significant projects. In general, work complexity and responsibility will be greater at higher levels.

**Minimum Education and Experience:** High School Diploma and 1 year of experience

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24. **Job Title:** Cloud Functional Specialist / Functional Expert 3

**Position Responsibilities:** Provides task-unique functional expertise and in-depth knowledge necessary to interpret requirements, ensure responsiveness and achieve successful performance in a business, operational, engineering, mathematics, or scientific area. Participates in all phases of the cloud project lifecycle, as needed, and advises IT consultants with the extensive knowledge needed from the specialist for effective implementation. This labor category is designed for other than Information Technology functional expertise, but the expertise is required to support a cloud task. This labor category is offered only in conjunction with cloud
professional labor categories. In general, work complexity and responsibility will be greater at higher levels.

**Minimum Education and Experience:** Bachelor’s degree and 10 years of experience

25. **Job Title:** Cloud Functional Specialist / Functional Expert 2

**Position Responsibilities:** Provides task-unique functional expertise and in-depth knowledge necessary to interpret requirements, ensure responsiveness and achieve successful performance in a business, operational, engineering, mathematics, or scientific area. Participates in all phases of the cloud project lifecycle, as needed, and advises IT consultants with the extensive knowledge needed from the specialist for effective implementation. This labor category is designed for other than Information Technology functional expertise, but the expertise is required to support a cloud task. This labor category is offered only in conjunction with cloud professional labor categories. In general, work complexity and responsibility will be greater at higher levels.

**Minimum Education and Experience:** Bachelor’s degree and 7 years of experience

26. **Job Title:** Cloud Functional Specialist / Functional Expert 1

**Position Responsibilities:** Provides task-unique functional expertise and in-depth knowledge necessary to interpret requirements, ensure responsiveness and achieve successful performance in a business, operational, engineering, mathematics, or scientific area. Participates in all phases of the cloud project lifecycle, as needed, and advises IT consultants with the extensive knowledge needed from the specialist for effective implementation. This labor category is designed for other than Information Technology functional expertise, but the expertise is required to support a cloud task. This labor category is offered only in conjunction with cloud professional labor categories. In general, work complexity and responsibility will be greater at higher levels.

**Minimum Education and Experience:** Bachelor’s Degree and 4 years of experience

27. **Job Title:** Cloud Cyber Security Specialist 7

**Position Responsibilities:** Services performed include, but are not limited to, designing, developing, engineering, and implementing integrated cloud security solutions that will ensure proprietary/confidential data and systems are protected. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure cloud systems; tests security products and systems to detect security weakness. Conducts regular audits to ensure that systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans. Duties include architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software. Performs duties on tasks that require expertise in firewall, cyber, cloud computing, implementation/configuration, physical security analysis of facilities, security assessment/risk analysis, security design of local area networks and wide area networks, security analysis of network operating systems and applications, continuity of operations, planning, policy development and disaster recovery. In general, work complexity and responsibility will be greater at higher levels.
Minimum Education and Experience: Bachelor’s Degree and 10 years of experience

28. Job Title: Cloud Cyber Security Specialist 6

Position Responsibilities: Services performed include, but are not limited to, designing, developing, engineering, and implementing integrated cloud security solutions that will ensure proprietary/confidential data and systems are protected. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure cloud systems; tests security products and systems to detect security weakness. Conducts regular audits to ensure that systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans. Duties include architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software. Performs duties on tasks that require expertise in firewall, cyber, cloud computing, implementation/configuration, physical security analysis of facilities, security assessment/risk analysis, security design of local area networks and wide area networks, security analysis of network operating systems and applications, continuity of operations, planning, policy development and disaster recovery. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s Degree and 8 years of experience

29. Job Title: Cloud Cyber Security Specialist 3

Position Responsibilities: Services performed include, but are not limited to, designing, developing, engineering, and implementing integrated cloud security solutions that will ensure proprietary/confidential data and systems are protected. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure cloud systems; tests security products and systems to detect security weakness. Conducts regular audits to ensure that systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans. Duties include architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software. Performs duties on tasks that require expertise in firewall, cyber, cloud computing, implementation/configuration, physical security analysis of facilities, security assessment/risk analysis, security design of local area networks and wide area networks, security analysis of network operating systems and applications, continuity of operations, planning, policy development and disaster recovery. In general, work complexity and responsibility will be greater at higher levels.

Minimum Education and Experience: Bachelor’s Degree and 2 years of experience

30. Job Title: Cloud Cyber Security Specialist 2

Position Responsibilities: Services performed include, but are not limited to, designing, developing, engineering, and implementing integrated cloud security solutions that will ensure proprietary/confidential data and systems are protected. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure cloud systems; tests security products and systems to detect security weakness. Conducts regular audits to ensure that systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans. Duties include architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software. Performs duties on tasks that require expertise in firewall, cyber, cloud computing, implementation/configuration, physical security analysis of facilities, security assessment/risk analysis, security design of local area networks and wide area networks, security analysis of network operating systems and applications, continuity of operations, planning, policy development and disaster recovery. In general, work complexity and responsibility will be greater at higher levels.
networks and wide area networks, security analysis of network operating systems and applications, continuity of operations, planning, policy development and disaster recovery. In general, work complexity and responsibility will be greater at higher levels.

**Minimum Education and Experience:** Bachelor’s Degree and 1 year of experience

31. **Job Title:** Cloud Cyber Security Specialist 1

**Position Responsibilities:** Services performed include, but are not limited to, designing, developing, engineering, and implementing integrated cloud security solutions that will ensure proprietary/confidential data and systems are protected. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security in the strategic design process to translate security and business requirements into technical designs. Configures and validates secure cloud systems; tests security products and systems to detect security weakness. Conducts regular audits to ensure that systems are being operated securely, and computer security policies and procedures are being implemented as defined in security plans. Duties include architecture design, system/network analysis, vulnerability and risk assessments, and security assessment of hardware and software. Performs duties on tasks that require expertise in firewall, cyber, cloud computing, implementation/configuration, physical security analysis of facilities, security assessment/risk analysis, security design of local area networks and wide area networks, security analysis of network operating systems and applications, continuity of operations, planning, policy development and disaster recovery. In general, work complexity and responsibility will be greater at higher levels.

**Minimum Education and Experience:** High School Diploma and 0 years of experience

32. **Job Title:** Cloud Database Specialist 7

**Position Responsibilities:** Serves as a team lead providing all activities related to the administration of cloud-hosted and/or cloud-native (Platform as a Service (PaaS)) databases. Able to communicate with management, technicians, and end users to evaluate need prior to development of an automated solution. Prepares detailed reports, which might include system requirements such as concurrent usage factors, data storage requirements, and response rates; and discuss procedures for processing data through the use of database management systems (DBMSs), including relational databases. Projects long range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Evaluates database design tradeoffs, impacts on user expectations, performance levels, and space allocation requirements.

**Minimum Education and Experience:** Bachelor’s degree and 10 years of experience
33. **Job Title:** Cloud Database Specialist 6

**Position Responsibilities:** Serves as a team lead providing all activities related to the administration of cloud-hosted and/or cloud-native (Platform as a Service (PaaS)) databases. Able to communicate with management, technicians, and end users to evaluate need prior to development of an automated solution. Prepares detailed reports, which might include system requirements such as concurrent usage factors, data storage requirements, and response rates; and discuss procedures for processing data through the use of database management systems (DBMSs), including relational databases. Projects long range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Evaluates database design tradeoffs, impacts on user expectations, performance levels, and space allocation requirements.

**Minimum Education and Experience:** Bachelor’s degree and 8 years of experience

34. **Job Title:** Cloud Database Specialist 3

**Position Responsibilities:** Serves as a team lead providing all activities related to the administration of cloud-hosted and/or cloud-native (Platform as a Service (PaaS)) databases. Able to communicate with management, technicians, and end users to evaluate need prior to development of an automated solution. Prepares detailed reports, which might include system requirements such as concurrent usage factors, data storage requirements, and response rates; and discuss procedures for processing data through the use of database management systems (DBMSs), including relational databases. Projects long range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Evaluates database design tradeoffs, impacts on user expectations, performance levels, and space allocation requirements.

**Minimum Education and Experience:** Bachelor’s Degree and 2 years of experience
35. Job Title: Cloud Database Specialist 2

Position Responsibilities: Serves as a team lead providing all activities related to the administration of cloud-hosted and/or cloud-native (Platform as a Service (PaaS)) databases. Able to communicate with management, technicians, and end users to evaluate need prior to development of an automated solution. Prepares detailed reports, which might include system requirements such as concurrent usage factors, data storage requirements, and response rates; and discuss procedures for processing data through the use of database management systems (DBMSs), including relational databases. Projects long range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Evaluates database design tradeoffs, impacts on user expectations, performance levels, and space allocation requirements.

Minimum Education and Experience: Bachelor’s Degree and 1 year of experience

36. Job Title: Cloud Database Specialist 1

Position Responsibilities: Serves as a team lead providing all activities related to the administration of cloud-hosted and/or cloud-native (Platform as a Service (PaaS)) databases. Able to communicate with management, technicians, and end users to evaluate need prior to development of an automated solution. Prepares detailed reports, which might include system requirements such as concurrent usage factors, data storage requirements, and response rates; and discuss procedures for processing data through the use of database management systems (DBMSs), including relational databases. Projects long range requirements for database administration and design in conjunction with other managers in the information systems function. Designs, creates, and maintains databases in a client/server environment. Conducts quality control and auditing of databases in a client/server environment to ensure accurate and appropriate use of data. Advises users on access to various client/server databases. Designs, implements, and maintains complex databases with respect to access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Applies knowledge and experience with database technologies, development methodologies, and back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Evaluates database design tradeoffs, impacts on user expectations, performance levels, and space allocation requirements.

Minimum Education and Experience: High School Diploma and 0 years of experience
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