



GENERAL INFORMATION

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>

SCHEDULE TITLE: Multiple Award Schedule

CONTRACT NUMBER: GS-35F-381DA

CONTRACT PERIOD: June 23, 2016 – June 22, 2021

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at www.gsa.gov

CONTRACTOR: Chags Health Information Technology LLC dba C-HIT
10500 Little Patuxent Pkwy, Suite 400
Columbia, MD 21044

CONTRACTOR'S ADMINISTRATION SOURCE: Srivasavi K Chaganti
10500 Little Patuxent Pkwy, Suite 400
Columbia, MD 21044
Phone: 301-850-0634
Email: schaganti@c-hit.com

BUSINESS SIZE: 8(a) Program Participant, Economically Disadvantaged Women-Owned Small Business

Pricelist current as of Modification PS-0018 effective August 13, 2020.



CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

SIN	DESCRIPTION
54151S	Information Technology Professional Services
54151HEAL	Health Information Technology Services
518210C	Cloud and Cloud-Related IT Professional Services
OLM	Order Level Materials

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:
(Government net price based on a unit of one)

See pricelist on page 50.

1c. HOURLY RATES: See pages 4-59 for labor category descriptions and hourly rates.

2. MAXIMUM ORDER*: \$500,000

3. MINIMUM ORDER: \$100

4. GEOGRAPHIC COVERAGE: Domestic, 50 states, Washington, DC, Puerto Rico, US Territories

5. POINT(S) OF PRODUCTION: N/A

6. Discount from list prices or statement of net price: All Prices offered are net.

7. QUANTITY DISCOUNT(S): None

8. PROMPT PAYMENT TERMS: Net 30

9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.

9.b Government Purchase Cards are not accepted above the micro-purchase threshold.

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY: 30 Days

11b. EXPEDITED DELIVERY: Contact Contractor

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



- 11d. **URGENT REQUIREMENTS:** Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
12. **FOB POINT:** Destination
- 13a. **ORDERING ADDRESS:** 10500 Little Patuxent Parkway, Ste 400, Columbia, MD 21044
- 13b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in FAR 8.405-3
14. **PAYMENT ADDRESS:** 10500 Little Patuxent Parkway, Ste 400, Columbia, MD 21044
15. **WARRANTY PROVISION:** N/A
16. **EXPORT PACKING CHARGES:** N/A
17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** Not accepted above the micro-purchase level
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. **Section 508 Compliance for EIT:** as applicable
25. **DUNS NUMBER:** 079554211
26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Registration is valid



54151S LABOR CATEGORY DESCRIPTIONS

Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Business Analyst I	Associate Degree /Higher	2	In collaboration with other business analysts, defines business requirements, understands general business issues and basic data requirements of client's organization and industry. Reviews and edits requirements, specifications, business processes and recommendations related to proposed design solutions. With assistance develops functional and system design specifications. Interacts with client and project management in these activities. Responsible for complying with quality and documentation standards.
Business Analyst II	Min Bachelor Degree	5	Defines complex business requirements, understands business issues and data requirements of client's organization and industry. Develops functional and system design specifications. Interacts with client and project management in these activities. Responsible for complying with quality and documentation standards.
Business Analyst III	Bachelor Degree /Higher	7	Led complex business requirements, understands business issues and data requirements of client's organization and industry. Conduct the JAD Sessions. Develops functional and system design specifications. Interacts with client and project management in these activities. Responsible for complying with quality and documentation standards.
Configuration Specialist I	Associate Degree /Higher	2	In collaboration with other Configuration Specialists must be able to work with project managers and team leaders to assess and recommend configuration management solutions that effectively meet customer requirements. Follow the Plan and coordinate system configuration activities for timely completion. Maintain configuration management documentations for reference purposes. Contribute process improvements to enhance configuration efficiency. Contribute to the configuration requirements and develop system configuration procedures. Assist in developing tools to support daily configuration management activities. Follow and enforce configuration management policies and practices. Analyze and resolve configuration problems in a timely fashion. Communicate configuration discrepancies to Management for immediate resolutions. Ensure that system configuration is executed in accordance with customer needs. Assist in configuration audits and implement audit recommendations.
Configuration Specialist II	Min Bachelor Degree	5	Must be able to work with project managers and team leaders to assess and recommend configuration management solutions that effectively meet customer requirements. Plan and coordinate system configuration activities for timely completion. Maintain configuration management documentations for reference purposes. Develop process improvements to enhance configuration efficiency. Determine configuration requirements and develop system configuration procedures. Assist in developing tools to support daily configuration management activities. Follow and enforce configuration management policies and practices. Analyze and resolve configuration problems in a timely fashion. Communicate configuration discrepancies to Management for immediate resolutions. Ensure that system configuration is executed in accordance with customer needs. Assist in configuration audits and implement audit recommendations.
Contract Manager I	Bachelor Degree / Higher	3	Manage and Analyze contract requirements, special provisions, and terms and conditions to ensure compliance with appropriate laws, regulations, and corporate policies and procedures. Identify and mitigate contract risks; seek to discover unstated needs and expectations and communicate concerns and issues clearly. Monitor and track contract performance contract schedules, deliverables and assist with funding, invoicing and payments and proactively identify and address potential risk areas or other problems that could have an adverse impact on the Company. Ensure that contracts and other agreements are managed in accordance with company policies and procedures, applicable laws and regulations, and contract requirements. Participate in the resolution of contract disputes, audits and other contract matters.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Contract Manager II	Bachelor Degree / Higher	5	Manage and Analyze contract requirements, special provisions, and terms and conditions to ensure compliance with appropriate laws, regulations, and corporate policies and procedures. Identify and mitigate contract risks; seek to discover unstated needs and expectations and communicate concerns and issues clearly. Monitor and track contract performance contract schedules, deliverables and assist with funding, invoicing and payments and proactively identify and address potential risk areas or other problems that could have an adverse impact on the Company. Ensure that contracts and other agreements are managed in accordance with company policies and procedures, applicable laws and regulations, and contract requirements. Participate in the resolution of contract disputes, audits and other contract matters.
Data Analyst I	Associate Degree /Higher	2	In collaboration with other Data Analyst will perform complex analysis in development and operational contexts. Requires analytic skills, as well as business process documentation and interpersonal communication skills. Must be able to identify, assess and codify data patterns and synthesize these into information requirements that can be translated into system requirements and design constructs. Requires a comprehensive knowledge of specific target technology, including the positive and negative factors that pertain to using this technology.
Data Analyst II	Min Bachelor Degree	5	The Data Analyst will lead and perform complex analysis in development and operational contexts. Requires very strong analytic and technical design skills, as well as excellent business process documentation and interpersonal communication skills. Must be able to interact productively with many levels of client, user and Company technical staff. Must be able to identify, assess and codify data patterns and synthesize these into information requirements that can be translated into system requirements and design constructs. Ideally will be a subject matter expert in the relevant application areas. Requires a comprehensive knowledge of specific target technology, including the positive and negative factors that pertain to using this technology.
Database Administrator I	Associate Degree /Higher	2	In collaboration with other Data Administrators, participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure data. Resolves data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Provides activities related to the administration of computerized databases. Gather and contribute to requirements for database administration and design in conjunction with other managers in the information systems function. Advises users on access to various client/server databases. Applies knowledge and experience with database technologies, development methodologies, and front-end/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of data dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.
Database Administrator II	Min Bachelor Degree	5	Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure data. Resolves data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Advises users on access to various client/server databases. Applies knowledge and experience with database technologies, development methodologies, and front-end/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of data dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Performs database performance tuning and implements backup and recovery strategies. Defines, designs, and builds dimensional databases and data warehouses. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Developer I	Associate Degree / Higher	2	Under specific guidance researches, designs, implements and manages software programs. Writing and implementing efficient code to determine operational practicality. Works closely with other developers, UX designers, business and systems analysts.
Developer II	Bachelor Degree / Higher	3	Under general guidance researches, designs, implements and manages software programs. Writing and implementing efficient code to determine operational practicality. Assists with developing quality assurance procedures. Works closely with other developers, UX designers, business and systems analysts.
Developer III	Bachelor Degree / Higher	5	Researches, designs, implements and manages software programs. Writing and implementing efficient code to determine operational practicality. Assists with developing quality assurance procedures. Works independently to maintain and upgrade existing systems.
Developer IV	Bachelor Degree / Higher	7	Researches, designs, implements and manages software programs. Writing and implementing efficient code to determine operational practicality. Leads developing quality assurance procedures. Works independently to maintain and upgrade existing systems.
EVM Specialist I	Bachelor Degree / Higher	3	Proficient with management techniques that ensure all project work scope is budgeted and scheduled in time-phased "planned value" increments constituting a cost and schedule performance measurement baseline which is compliant with EIA-748 32 EVMS Guidelines. Collaborates with the Project Manager and Project Team to develop, update, and maintain Work Breakdown Structure (WBS), Performance Measurement Baseline (PMB), Organizational Breakdown Structure (OBS), Work Authorization Documents (WADs), Control Account Plan (CAP), Basis of Estimate (BOEs), and Earned Value Techniques (EVTs) for project work scope. Assists with assessments and evaluations of project performance through analysis and interpretation of objective evidence, and through direct discussion with project team members. Knowledge of integrated master schedules and Earned Value Management Systems (EVMS). Demonstrates good oral and written communication skills.
EVM Specialist II	Bachelor Degree / Higher	7	Advanced knowledge of management techniques that ensure all project work scope is budgeted and scheduled in time-phased "planned value" increments constituting a cost and schedule performance measurement baseline which is compliant with EIA-748 32 EVMS Guidelines. Collaborates with the Project Manager and Project Team to develop, update, and maintain Work Breakdown Structure (WBS), Performance Measurement Baseline (PMB), Organizational Breakdown Structure (OBS), Work Authorization Documents (WADs), Control Account Plan (CAP), Basis of Estimate (BOEs), and Earned Value Techniques (EVTs) for project work scope. Conducts assessments and evaluations of project performance through analysis and interpretation of objective evidence, and through direct discussion with project team members. Advanced knowledge of integrated master schedules and Earned Value Management Systems (EVMS). Demonstrates good oral and written communication skills.
Financial Analyst I	Bachelor Degree / Higher	2	Provide assistance and support in the area of budget tracking to allow real-time reporting of budget information at designated reporting levels. Prepare and submit budget status reports to provide fidelity on budgetary milestones. Prepare and communicate monthly project reports. Monitor and coordinate the preparation of financial reports and schedule including budget related reports. Analyzing program account issues, Assessing reserve requirements and risk exposures.
Financial Analyst II	Bachelor Degree / Higher	4	Provide assistance and support in the area of budget tracking to allow real-time reporting of budget information at designated reporting levels. Prepare and submit budget status reports to provide fidelity on budgetary milestones. Prepare and communicate monthly project reports. Monitor and coordinate the preparation of financial reports and schedule including budget related reports. Analyzing program account issues, Assessing reserve requirements and risk exposures.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Financial Analyst III	Bachelor Degree / Higher	7	Provide assistance and support in the area of budget tracking to allow real-time reporting of budget information at designated reporting levels. Prepare and submit budget status reports to provide fidelity on budgetary milestones. Prepare and communicate monthly project reports. Monitor and coordinate the preparation of financial reports and schedule including budget related reports. Analyzing program account issues, Assessing reserve requirements and risk exposures.
Help Desk Analyst I	Associate Degree /Higher	2	Under specific guidance responsibility for Technical Support/Help Desk management process, customer support process, and communication of upcoming changes to the user community. Participates in all Help Desk and technical support or customer service issues and activities.
Help Desk Analyst II	Associate Degree /Higher	3	Under general guidance responsibility for Technical Support/Help Desk management process, customer support process, and communication of upcoming changes to the user community. Provides backup to primary point of contact for all Help Desk and technical support or customer service issues and activities.
Help Desk Analyst III	Associate Degree /Higher	5	Under general guidance responsibility for Technical Support/Help Desk management process, customer support process, and communication of upcoming changes to the user community. Acts as a point of contact for all Help Desk and technical support or customer service issues and activities.
IDM Engineer I	Associate Degree /Higher	2	General understanding of IAM concepts and processes. Under specific guidance assists with the design, implementation, configuration, integration and deployment experience in the systems such as Oracle/Sun/WebLogic technologies. Understanding on how to implement workflow processes and design and implementation of connectors. cursory understanding of user, system, and security administration processes.
IDM Engineer II	Bachelor Degree / Higher	3	Proficient understanding of IAM concepts and processes. Under general guidance assists with the design, implementation, configuration, integration and deployment experience in the systems such as Oracle/Sun/WebLogic technologies. Understanding on how to implement workflow processes and design and implementation of connectors. General understanding of user, system, and security administration processes.
IDM Engineer III	Bachelor Degree / Higher	5	Understanding of IAM concepts and processes. Participates in design, implementation, configuration, integration and deployment experience in the systems such as Oracle/Sun/WebLogic technologies. Experience with various customizations, integrations and extensions of products with other vendor products and suites. Experience implementing workflow processes and designing and implementation custom connectors. Knowledge of user, system, and security administration processes. Understanding of federal guidelines (such as HSPD-12, PIVi, 800-63, OMB11-11, FICAM, NSTIC, NIST, etc.). Experience with identity management or credentialing programs (such as FIPS 201, HSPD-12, PIV, TWIC, Registered Traveler, REAL ID, US-VISIT, CAC, etc.).
IDM Engineer IV	Bachelor Degree / Higher	7	Understanding of IAM concepts and processes. Participates in design, implementation, configuration, integration and deployment experience in the systems such as Oracle/Sun/WebLogic technologies. Experience with various customizations, integrations and extensions of products with other vendor products and suites. Experience implementing workflow processes and designing and implementation custom connectors. Knowledge of user, system, and security administration processes. Understanding of federal guidelines (such as HSPD-12, PIVi, 800-63, OMB11-11, FICAM, NSTIC, NIST, etc.). Experience with identity management or credentialing programs (such as FIPS 201, HSPD-12, PIV, TWIC, Registered Traveler, REAL ID, US-VISIT, CAC, etc.).



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Information Security Specialist I	Associate Degree /Higher	2	<p>Responsible for ensuring that the organization's networks, as well as information, is secure. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide technical knowledge and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong knowledge of best practices associated with as well as appropriate authoritative guidance for physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation. Responsible for ensuring that the organization's networks, as well as information, is secure. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide technical knowledge and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong knowledge of best practices associated with as well as appropriate authoritative guidance for physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation. In collaboration, responsible for ensuring that the organization's networks and application, as well as information, are secure. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide technical knowledge, identity management and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong knowledge of best practices associated with as well as appropriate authoritative guidance for application security, physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation.</p>
Information Security Specialist II	Min Bachelor Degree	3	<p>Responsible for ensuring that the organization's networks and application, as well as information, are secure. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide technical knowledge, identity management and</p>



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
			information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong knowledge of best practices associated with as well as appropriate authoritative guidance for application security, physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation.
Information Security Specialist III	Bachelor Degree /Higher	5	Lead and responsible for ensuring that the organization's networks and application, as well as information, are secure. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide and guide technical knowledge, identity management and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong knowledge of best practices associated with as well as appropriate authoritative guidance for application security, physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation.
Information Security Specialist IV	Bachelor Degree /Higher	7	Supervise, led and responsible for ensuring that the organization's networks and application, as well as information, are secure. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide and guide technical knowledge, identity management and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Guide and supervise the best practices associated with as well as appropriate authoritative guidance for application security, physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation.
Infrastructure Specialist I	Associate Degree /Higher	2	In collaboration, Conceptualizes, designs, constructs, tests, implements and optimizes basic infrastructure systems that enable and/or support business and/or engineering/manufacturing functions. Defines scope, plans and deliverables for assigned projects. Coordinates with others to ensure plans and identified solutions meet customer needs and expectations. Work products may include integrated networks, hardware and software solutions, distributed computing solutions, physical and logical communications networks, and/or monitoring of performance to enhance functionality, reliability or usability.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Infrastructure Specialist II	Min Bachelor Degree	5	With strong knowledge of Infrastructure, Conceptualizes, designs, constructs, tests, implements and optimizes basic infrastructure systems that enable and/or support business and/or engineering/manufacturing functions. Defines scope, plans and deliverables for assigned projects. Collects, identifies, defines and organizes detailed user requirements. Coordinates with others to ensure plans and identified solutions meet customer needs and expectations. Work products may include integrated networks, hardware and software solutions, distributed computing solutions, physical and logical communications networks, and/or monitoring of performance to enhance functionality, reliability or usability. Remains current on emerging tools, techniques, and technologies. Be well knowledgeable in Configuration management tools and technologies and be able to support CM, infrastructure and services policies.
Infrastructure Specialist III	Bachelor Degree /Higher	7	With strong knowledge of Infrastructure, Lead in Conceptualizes, designs, constructs, tests, implements and optimizes basic infrastructure systems that enable and/or support business and/or engineering/manufacturing functions. Defines scope, plans and deliverables for assigned projects. Guide the team in Collecting, identifying, defines and organizes detailed user requirements. Coordinates with others to ensure plans and identified solutions meet customer needs and expectations. Work products may include integrated networks, hardware and software solutions, distributed computing solutions, physical and logical communications networks, and/or monitoring of performance to enhance functionality, reliability or usability. Guide with strong knowledge on the current on emerging tools, techniques, and technologies. Able to lead and guide the team in Configuration management tools and technologies and be able to support CM, infrastructure and services policies.
Infrastructure Specialist IV	Bachelor Degree /Higher	10	With very strong knowledge of Infrastructure, Supervise and manage in Conceptualizes, designs, constructs, tests, implements and optimizes basic infrastructure systems that enable and/or support business and/or engineering/manufacturing functions. Manage the scope, plans and deliverables for assigned projects. Implement and design based on the Collects, identifies, defines and organizes detailed user requirements. Coordinates with others to ensure plans and identified solutions meet customer needs and expectations. Work products may include integrated networks, hardware and software solutions, distributed computing solutions, physical and logical communications networks, and/or monitoring of performance to enhance functionality, reliability or usability. Remains current on emerging tools, techniques, and technologies.
IT Support I	Associate Degree /Higher	2	Addresses problems and provides technical assistance, support, and advice to end users for hardware, software, and systems through phone, email, or chat. Resolves or escalates computer software and hardware problems of users, and acts as a contact for users having problems using computer software, hardware, and operating systems. Answers questions, applying knowledge of computer software, hardware, systems, and procedures.
IT Support II	Associate Degree /Higher	3	Analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems through phone, email, or chat. Resolves computer software and hardware problems of users, and acts as a contact for users having problems using computer software, hardware, and operating systems. Answers questions, applying knowledge of computer software, hardware, systems, and procedures.
IT Support III	Min Bachelor Degree	5	Analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems through phone, email, or chat. Resolves computer software and hardware problems of users, and acts as a contact for users having problems using computer software, hardware, and operating systems. Answers questions, applying knowledge of computer software, hardware, systems, and procedures.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Operational Specialist I	Associate Degree /Higher	2	Under supervision assists management personnel in preparation of reports, slides, coordinates special projects, works on proposals, responds to various inquires and assists in tracking of all office administrative functions. Utilizes word processing equipment/software, facsimile equipment, and financial/graphics/schedule application programs in support of customer, clients, and general office needs. Analyzes, defines, develop and monitor and requirements and issues. Knowledge of understanding with infrastructure and applications.
Operational Specialist II	Min Bachelor Degree	4	Under minimal supervision assists management personnel in preparation of reports, slides, coordinates special projects, works on proposals, responds to various inquires and assists in tracking of all office administrative functions. Utilizes word processing equipment/software, facsimile equipment, and financial/graphics/schedule application programs in support of customer, clients, and general office needs. Analyzes, defines, develop and monitor the requirements and issues. Knowledge of understanding with infrastructure and applications.
Operational Specialist III	Bachelor Degree /Higher	6	Contribute and led in assists management personnel in preparation of reports, slides, coordinates special projects, works on proposals, responds to various inquires and assists in tracking of all office administrative functions. Utilizes work processing equipment/software, facsimile equipment, and financial/graphics/schedule application programs in support of customer, clients, and general office needs. Analyzes, defines development and monitor the requirements and issues. Strong knowledge of understanding with infrastructure and applications.
Operational Specialist IV	Bachelor Degree /Higher	8	Contribute and supervise in assists management personnel in preparation of reports, slides, coordinates special projects, works on proposals, responds to various inquires and assists in tracking of all office administrative functions. Utilizes word processing equipment/software, facsimile equipment, and financial/graphics/schedule application programs in support of customer, clients, and general office needs. Analyzes, defines, develop and monitor the requirements and issues. Very Strong Knowledge of understanding with infrastructure and applications.
PMO Analyst I	Bachelor Degree /Higher	3	Experience working on full life cycle implementation teams, quality assurance processes (such as CMMI, ISO, Six Sigma), reviewing and auditing projects against defined processes using detailed checklists, with attention to detail. Proficient presentation and reporting skills; as this position may require attending client-facing meetings. May be responsible for documenting and creating the processes for projects based on corporate processes and client requirements.
PMO Analyst II	Bachelor Degree /Higher	5	Experience working on full life cycle implementation teams, quality assurance processes (such as CMMI, ISO, Six Sigma), reviewing and auditing projects against defined processes using detailed checklists, with attention to detail. Excellent presentation and reporting skills; as this position may require attending client-facing meetings. May be responsible for documenting and creating the processes for projects based on corporate processes and client requirements.
Program Manager I	Bachelor Degree /Higher	7	Manages the full project management life-cycle for teams supporting quickly moving programs. Experience with methodologies (such as SCRUM/Agile) with enterprise-level application development projects. Defines project scope and schedule while focusing on regular and timely delivery of value; organizes and leads project status and working meetings; prepare and distribute progress reports; manage risks and issues; correct deviations from plans; and perform delivery planning for assigned project. Collaborates with team leads to balance customer priorities and team capacity. Responsible for monitoring cost, deliverables, schedule, quality control. Accomplishes financial objectives by forecasting requirements; preparing rolling budgets and schedules according to project demands and capacity. Manages and reports variances with all team leads and customers on a continuing basis. Maintains quality service by establishing and enforcing team and organization standards for quality and timeliness



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Program Manager II	Bachelor Degree /Higher	9	Manages the full project management life-cycle for teams supporting quickly moving programs. Experience with methodologies (such as SCRUM/Agile) with enterprise-level application development projects. Defines project scope and schedule while focusing on regular and timely delivery of value; organizes and leads project status and working meetings; prepare and distribute progress reports; manage risks and issues; correct deviations from plans; and perform delivery planning for assigned project. Collaborates with team leads to balance customer priorities and team capacity. Responsible for monitoring cost, deliverables, schedule, quality control. Accomplishes financial objectives by forecasting requirements; preparing rolling budgets and schedules according to project demands and capacity. Manages and reports variances with all team leads and customers on a continuing basis. Maintains quality service by establishing and enforcing team and organization standards for quality and timeliness
Programmer Analyst I	Associate Degree /Higher	2	Programmer/analyst responsible for analysis, design, programming, testing and documentation of straightforward system requirements, and implementation of solutions of average complexity. Interacts with other development team members, business analysts, client and project managers.
Programmer Analyst II	Min Bachelor Degree	3	Middle level technical programmer/analyst, responsible for analysis, design, programming, testing, and documentation of system requirements and implementation solutions of average to mid-range complexity. Interacts with other development team members, business and systems analysts, client and project manage.
Project Manager I	Associate Degree /Higher	2	Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Project Manager II	Min Bachelor Degree	5	Typically oversee all aspects of the project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Project Manager III	Bachelor Degree /Higher	7	Supports a large, complex project (or a group of projects). Assists the Program Manager in working with the customer and customer contract personnel. Responsible for the overall management of specific projects and ensuring that the technical solutions and application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of project and ensures schedules in the project are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Leads team on large projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for
Project Scheduler I	Associate Degree /Higher	2	Under minimal supervision, provides support to the Project Manager and project team by developing and maintaining the project schedule and documentation. Reviews and monitors contractor schedules, produces look ahead schedules and related reports and reviews recovery schedules. Analyzes requests for extensions or time related claims.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Project Scheduler II	Min Bachelor Degree	5	Provides support to the Project Manager and project team by developing and maintaining the project schedule. Reviews and monitors contractor schedules, produces look ahead schedules and related reports and reviews recovery schedules. Analyzes requests for extensions or time related claims.
Quality Assurance Specialist I	Associate Degree /Higher	2	In collaboration with other Quality Assurance Specialists, provides technical and administrative direction for software development tasks, including the review of work products, and adherence to design concepts, user standards and contract requirements. Regulates the change process, evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.
Quality Assurance Specialist II	Min Bachelor Degree	5	Provides technical and administrative direction for software development tasks, including the review of work products, and adherence to design concepts, user standards and contract requirements. Regulates the change process, evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.
Quality Assurance Specialist III	Bachelor Degree /Higher	7	Led and provides the technical and administrative direction for software development tasks, including the review of work products, and adherence to design concepts, user standards and contract requirements. Regulates the change process, evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.
Quality Assurance Specialist IV	Bachelor Degree /Higher	8	Led and provides the technical and administrative direction for software development tasks, including the review of work products, and adherence to design concepts, user standards and contract requirements. Regulates the change process, evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.
Release Engineer I	Associate Degree /Higher	2	Under specific guidance assists with developing best practices for infrastructure as code and software builds tools. Participate in development and Infrastructure teams in developing building/packaging/deployment processes for new projects. Assist with maintenance of automation and tools. Assist with internal/external users in development, operations, QA, and documentation.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Release Engineer II	Bachelor Degree /Higher	3	Under general guidance assists with developing best practices for infrastructure as code and software builds tools. Participate in development and Infrastructure teams in developing building/packaging/deployment processes for new projects. Assist with maintenance of automation and tools. Assist with internal/external users in development, operations, QA, and documentation.
Release Engineer III	Bachelor Degree /Higher	5	Develops best practices for infrastructure as code and software builds tools. Work with development and infrastructure teams in developing building/packaging/deployment processes for new projects. Manage the maintenance and improvement of automation and tools. Partner with internal/external users in development, operations, QA, and documentation.
Reliability Engineer I	Associate Degree /Higher	2	Under specific guidance supports operations, and provides on call support as needed. Troubleshoots anomalies as part of system reliability. Understanding of how to integrate new data sources to enhance infrastructure monitoring tools. Assist in the development of new visual aids to improve early detection of infrastructure anomalies. Assists with the performance of existing and new monitoring tools. Assists the troubleshooting activities to zoom in the root cause analysis of infrastructure anomalies in a timely manner.
Reliability Engineer II	Bachelor Degree /Higher	3	Under general guidance supports operations, and provides on call support as needed. Troubleshoots anomalies as part of system reliability. Understanding of how to integrate new data sources to enhance infrastructure monitoring tools. Assist in the development of new visual aids to improve early detection of infrastructure anomalies. Assists with the performance of existing and new monitoring tools. Assists the troubleshooting activities to zoom in the root cause analysis of infrastructure anomalies in a timely manner.
Reliability Engineer IV	Bachelor Degree /Higher	7	Lead support operations, and provides on call support as needed. Troubleshoots anomalies as part of system reliability. Advanced knowledge of how to integrate new data sources to enhance infrastructure monitoring tools. Lead the development of new visual aids and enhance existing visual aids to improve early detection of infrastructure anomalies. Lead the performance of existing and new monitoring tools. Lead the troubleshooting activities to zoom in the root cause analysis of infrastructure anomalies in a timely manner.
Software Architect I	Associate Degree /Higher	5	Designs or participates in the design of architecture to include the software, hardware, and communications to support system or application requirements as well as provide for present and future cross-functional requirements, system, technical, data, database and interfaces. Verifies alignment and compliance with appropriate standards and reference models. In collaboration with systems and business analysts, evaluates problems of work flows, organization, and planning and develops appropriate corrective action.
Software Architect II	Min Bachelor Degree	5	Establishes and supervised the system information requirements in development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, Data, Database and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Covers the tasks ranging from Solution, Application, Technical, Database, Enterprise, Solution architect based on the scope of the work. Directs the design of databases to store, secure, select, and retrieve information in a logical, orderly manner.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Software Architect III	Bachelor Degree /Higher	7	<p>Establishes and supervised the system information requirements in development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, Data, Database and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Covers the tasks ranging from Solution, Application, Technical, Database, Enterprise, Solution architect based on the scope of the work. Directs the design of databases to store, secure, select, and retrieve information in a logical, orderly manner. Ensures that designed systems provide sufficient controlled avenues for access to and update of the database.</p>
Software Architect IV	Bachelor Degree /Higher	10	<p>Led and establish the system information requirements in development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, Data, Database and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Design and Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Covers the tasks ranging from Solution, Application, Technical, Database, Enterprise, Solution architect based on the scope of the work. Directs the design of databases to store, secure, select, and retrieve information in a logical, orderly manner. Ensures that designed systems provide sufficient controlled avenues for access to and update of the database. Ensures the integrity of the data. May oversee the design and maintenance of the data dictionary and retrieve transactions to ensure correct implementation and usage of the database. May provide daily supervision and direction to staff.</p>
Subject Matter Expert I	Associate Degree /Higher	2	<p>Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.</p>



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Subject Matter Expert II	Min Bachelor Degree	5	Provide technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.
Subject Matter Expert III	Bachelor Degree /Higher	7	Provide high level technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.
Subject Matter Expert IV	Bachelor Degree /Higher	8	Led and provide technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.
Support Specialist I	Associate Degree /Higher	1	An individual with basic knowledge of Information Technology terminology and has strong knowledge of MS Office applications to include but not limited to MS Word, Excel, Power Point. Must have strong oral and written communication skills, and have the ability to prepare documents or spreadsheets by using MS Office software. Must be able to use email to receive and respond to customer inquiries, and document issues in Call and supportive Tracking Software accurately. Have customer service skills and excellent communication capabilities. Attend to customer calls and queries for information, respond to customer requests via phone, fax and email; Attend to customer calls and queries for information, respond to customer requests via phone, fax and email; Works as a senior member of a team. Coordinates various project activities and day to day tasks. Interacts with stakeholders on prescribed matters. Has knowledge of applications and networks. Will plan and process events, conferences, prepare conference materials, assist the team.
Support Specialist II	Associate Degree /Higher	2	An individual with strong knowledge of Information Technology terminology and has strong knowledge of MS Office applications to include but not limited to MS Word, Excel, Power Point. Must have strong oral and written communication skills, and have the ability to prepare documents or spreadsheets by using MS Office software. Must be able to use email to receive and respond to customer inquiries, and document issues in Call Tracking Software accurately. Have customer service skills and excellent communication capabilities. Attend to customer calls and queries for information, respond to customer requests via phone, fax and email; Works as a senior member of a team. Coordinates various project activities and day to day tasks. Able to work on the documents, process closeout and prepare contract forms. Interacts with stakeholders on prescribed matters. Has knowledge of applications and networks. Applies technical knowledge to solve problems requiring some independent thinking. Will plan and process events, conferences, prepare conference materials, assist the team.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Support Specialist III	Associate Degree /Higher	5	An individual with very strong knowledge of Information Technology terminology and has strong knowledge of MS Office applications to include but not limited to MS Word, Excel, Power Point. Must have strong oral and written communication skills, and have the ability to prepare documents or spreadsheets by using MS Office software. Must be able to use email to receive and respond to customer inquiries, and document issues in Call Tracking Software accurately. Have customer service skills and excellent communication capabilities. Attend to customer calls and queries for information, respond to customer requests via phone, fax and email; Works as a senior member of a team. Coordinates various project activities and day to day tasks. Able to work on the documents, process closeout and prepare contract forms. Interacts with stakeholders on prescribed matters. Has knowledge of applications and networks. Support activities and schedules. Applies technical knowledge to solve problems requiring some independent thinking. Will plan and process events, conferences, prepare conference materials, assist the team.
System Administration I	Associate Degree /Higher	2	Able to provide effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. Participate in technical research and development to enable continuing innovation within the project or Company infrastructure. Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, as well as client and government control and security requirements. Assist project teams with technical requirements and issues during all phases of the system life cycle. Able to communicate effectively verbally and in writing with project, Company and client team members.
System Administration II	Min Bachelor Degree	4	Able to provide effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. Participate in technical research and development to enable continuing innovation within the project or Company infrastructure. May need to be able to participate in analysis of systems architecture changes or evolution. May need to be able to plan enhancement and/or transition between systems or configurations. Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, as well as client and government control and security requirements. Assist project teams with technical requirements and issues during all phases of the system life cycle. Able to communicate effectively verbally and in writing with project, Company and client team members.
System Administration III	Min Bachelor Degree	6	Able to provide advanced provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. Lead technical research and development to enable continuing innovation within the project or company infrastructure. May need to be able to participate in analysis of systems architecture changes or evolution. May need to be able to plan enhancement and/or transition between systems or configurations. Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, as well as client and government control and security requirements. Lead project teams with technical requirements and issues during all phases of the system life cycle. Able to communicate effectively verbally and in writing with project, Company and client team members.
Task Manager I	Associate Degree /Higher	3	Oversee specific tasks, leads a team on a significant area of large and complex projects. Analyze new and complex task-related problems and assist with the creation of innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the task. Assist with analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Task Manager II	Bachelor Degree / Higher	5	Oversee specific tasks, leads a team on a significant area of large and complex projects. Analyze new and complex task-related problems and assist with the creation of innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the task. Assist with analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.
Technical Analyst I	Associate Degree /Higher	2	Analyze functional business applications and design specifications for functional activities. Translate detailed design into application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met. Perform troubleshoot, additions and changes to network hardware and operating systems, and attached devices; include investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software.
Technical Analyst II	Min Bachelor Degree	3	Analyze and study complex system requirements. Design software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improving current techniques. Supervise software configuration management. Coordinate, troubleshoot, and/or perform additions and changes to infrastructure and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide technical consultation, training and support to IT staff.
Technical Analyst III	Bachelor Degree /Higher	5	Led, Analyze and study complex system requirements. Design software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improving current techniques. Lead software configuration management. Coordinate, troubleshoot, and/or perform additions and changes to infrastructure and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide technical consultation, training and support to IT staff. Diagnose and resolve complex communication problems.
Technical Analyst IV	Bachelor Degree /Higher	7	Supervise, Analyze and study complex system requirements. Design software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improving current techniques. Supervise software configuration management. Coordinate, troubleshoot, and/or perform additions and changes to infrastructure and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide technical consultation, training and support to IT staff. Diagnose and resolve complex communication problems.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Technical Writer I	Associate Degree /Higher	2	In collaboration with team, prepares and edits system and other technical documentation that incorporate information provided by user, specialist, analyst, and programmer personnel. Writes, edits, and prepares reports, studies, and presentation material of technical information for both technical and non-technical audiences. Interprets technical documentation standards and prepares documentation according to the standards. May provide graphics support.
Technical Writer II	Min Bachelor Degree	5	Prepares and edits system and other technical documentation that incorporate information provided by user, specialist, analyst, and programmer personnel. Writes, edits, and prepares reports, studies, and presentation material of technical information for both technical and non-technical audiences. Interprets technical documentation standards and prepares documentation according to the standards. May provide graphics support.
Technical Writer III	Bachelor Degree /Higher	7	Prepares and edits system and other technical documentation that incorporate information provided by user, specialist, analyst, and programmer personnel. Writes, edits, and prepares reports, studies, and presentation material of technical information for both technical and non-technical audiences. Interprets technical documentation standards and prepares documentation according to the standards. May provide graphics support.
Training Specialist II	Bachelor Degree /Higher	5	Identify training needs by evaluating strengths and weaknesses. Build training programs and prepare teaching plans. Develop or oversee the production of handouts, instructional materials, aids, and manuals. Direct structured learning experiences and monitor their quality results. Deliver training courses and assess training effectiveness to ensure incorporation of taught skills and techniques. Periodically evaluate ongoing programs to ensure that they reflect any changes. Stay abreast of the new trends and tools in applicable fields.

Education and Experience: To add flexibility and to assist in aligning resources proposed for future requirements, education equivalences are provided in the Table below.

It is anticipated that all experience and education will be in a technical field directly related to the labor category being proposed and all diplomas, GED certificates, and degrees will be from accredited institutions.

Education & Experience Levels			Equivalent Education and Experience	
Education	and	Experience	Acquired Degree	Minimum Experience
Bachelor's Degree or higher	and	2 years	Associate	10 years
			Bachelor	6 years
			Doctorate	4 years
Bachelor's Degree or higher	and	5 years	Associate	7 years
			Master	3 years
			Doctorate	1 year
Bachelor's Degree or higher	and	7 years and more	Associate	9 years
			Master	5 years
			Doctorate	3 year
Master's Degree or higher	and	0 years	Associate	6 years
			Bachelor	2 years
			Doctorate	0 years



Education & Experience Levels			Equivalent Education and Experience	
Master's Degree or higher	and	2 years	Associate	8 years
			Bachelor	4 years
			Doctorate	2 years
Master's Degree or higher	and	5 years	Associate	10 years
			Bachelor	6 years
			Doctorate	4 years
Master's Degree or higher	and	7 years and more	Associate	12 years
			Bachelor	8 years
			Doctorate	6 years



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Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Health Business Analyst - I	Associate Degree /Higher	2	In collaboration with other business analysts, defines business requirements, understands general business issues and basic data requirements for healthcare client organizations and the health IT industry. Reviews and edits requirements, specifications, business processes and recommendations related to proposed design solutions. With assistance develops functional and system design specifications. Interacts with client and project management in these activities. Responsible for complying with healthcare quality and documentation standards.
Health Business Analyst – II	Min Bachelor Degree	5	Defines complex business requirements, understands business issues and data requirements for healthcare client organizations and the health IT industry. Develops functional and system design specifications. Interacts with client and project management in these activities. Responsible for complying with healthcare quality and documentation standards.
Health Business Analyst – III	Bachelor Degree /Higher	7	Led complex business requirements, understands business issues and data requirements for healthcare client organizations and the health IT industry. Conduct the JAD Sessions. Develops functional and system design specifications. Interacts with client and project management in these activities. Responsible for complying with healthcare quality and documentation standards.
Health Configuration Specialist - I	Associate Degree /Higher	2	In collaboration with other Configuration Specialists must be able to work with project managers and team leaders to assess and recommend configuration management solutions that effectively meet healthcare customer requirements. Follow the Plan and coordinate system configuration activities for timely completion. Maintain configuration management documentations for reference purposes. Contribute process improvements to enhance configuration efficiency. Contribute to the to the health IT configuration requirements and develop healthcare system configuration procedures. Assist in developing tools to support daily configuration management activities. Follow and enforce configuration management policies and practices. Analyze and resolve configuration problems in a timely fashion. Communicate configuration discrepancies to Management for immediate resolutions. Ensure that healthcare system configuration is executed in accordance with customer needs. Assist in configuration audits and implement audit recommendations.
Health Configuration Specialist – II	Min Bachelor Degree	5	Must be able to work with project managers and team leaders to assess and recommend configuration management solutions that effectively meet healthcare customer requirements. Plan and coordinate system configuration activities for timely completion. Maintain configuration management documentations for reference purposes. Develop process improvements to enhance configuration efficiency. Determine health IT configuration requirements and develop system configuration procedures. Assist in developing tools to support daily configuration management activities. Follow and enforce configuration management policies and practices. Analyze and resolve configuration problems in a timely fashion. Communicate configuration discrepancies to Management for immediate resolutions. Ensure that healthcare system configuration is executed in accordance with customer needs. Assist in configuration audits and implement audit recommendations.
Health Data Analyst – I	Associate Degree /Higher	2	In collaboration with other Data Analyst will perform complex analysis in development and operational contexts for healthcare environments. Requires analytic skills, as well as business process documentation and interpersonal communication skills. Must be able to identify, assess and codify data patterns and synthesize these into information requirements that can be translated into system requirements and design constructs. Requires a comprehensive knowledge of specific health IT targeted technology, including the positive and negative factors that pertain to using this technology.
Health Data Analyst – II	Min Bachelor Degree	5	The Data Analyst will lead and perform complex analysis in development and operational contexts for healthcare environments. Requires very strong analytic and technical design skills, as well as excellent business process documentation and



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
			<p>interpersonal communication skills. Must be able to interact productively with many levels of client, user and Company technical staff. Must be able to identify, assess and codify data patterns and synthesize these into information requirements that can be translated into system requirements and design constructs. Ideally will be a subject matter expert in the relevant application areas. Requires a comprehensive knowledge of specific health IT targeted technology, including the positive and negative factors that pertain to using this technology.</p>
Health Database Administrator -I	Associate Degree /Higher	2	<p>In collaboration with other Data Administrators, participates in the design, creation, and maintenance of computerized databases for healthcare environments. Responsible for quality control and auditing of databases to ensure data. Resolves data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Provides activities related to the administration of computerized databases. Gather and contribute to requirements for database administration and design in conjunction with other managers in the information systems function. Advises users on access to various client/server databases. Applies knowledge and experience with health IT database technologies, development methodologies, and front-end/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes healthcare maintenance of data dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.</p>
Health Database Administrator -II	Min Bachelor Degree	5	<p>Participates in the design, creation, and maintenance of computerized databases for healthcare environments. Responsible for quality control and auditing of databases to ensure data. Resolves data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Advises users on access to various client/server databases. Applies knowledge and experience with health IT database technologies, development methodologies, and front-end/back-end programming languages (e.g., SQL). Performs database programming and supports systems design. Includes maintenance of data dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Performs database performance tuning and implements backup and recovery strategies. Defines, designs, and builds dimensional databases and data warehouses. Develops data warehousing blueprints, evaluating hardware and software health IT platforms, and integrating systems.</p>
Health Information Security Specialist -I	Associate Degree /Higher	2	<p>Responsible for ensuring that the organization's networks, as well as information, is secure for healthcare environments. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs</p> <p>Of health IT targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide health IT technical knowledge and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong knowledge of best practices associated with as well as appropriate authoritative guidance for physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing healthcare systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation. Responsible for ensuring that the organization's networks, as well as information, is secure. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data</p>



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
			<p>encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide technical knowledge and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong healthcare knowledge of best practices associated with as well as appropriate authoritative guidance for physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation. In collaboration, responsible for ensuring that the organization's networks and application, as well as information, are secure. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide technical knowledge, identity management and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong knowledge of best practices associated with as well as appropriate authoritative guidance for healthcare application security, physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide health IT technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation.</p>
Health Information Security Specialist – II	Min Bachelor Degree	3	<p>Responsible for ensuring that the organization's networks and application, as well as information, are secure for healthcare environments. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide health IT technical knowledge, identity management and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong knowledge of best practices associated with as well as appropriate authoritative guidance for application security, physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide healthcare technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation.</p>
Health Information Security Specialist – III	Bachelor Degree /Higher	5	<p>Lead and responsible for ensuring that the organization's networks and application, as well as information, are secure for healthcare environments. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide</p>



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
			<p>and guide technical knowledge, identity management and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong healthcare knowledge of best practices associated with as well as appropriate authoritative guidance for application security, physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide health IT technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation.</p>
Health Information Security Specialist – IV	Bachelor Degree /Higher	7	<p>Supervise, led and responsible for ensuring that the organization's networks and application, as well as information, are secure for healthcare environments. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide and guide healthcare technical knowledge, identity management and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Guide and supervise the best practices associated with as well as appropriate authoritative guidance for application security, physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide health IT technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation.</p>
Health Support Specialist - I	Associate Degree /Higher	2	<p>An individual with basic knowledge of healthcare and Information Technology terminology and has strong knowledge of MS Office applications to include but not limited to MS Word, Excel, Power Point. Must have strong oral and written communication skills, and have the ability to prepare documents or spreadsheets by using MS Office software. Must be able to use email to receive and respond to customer inquiries, and document issues in Call and supportive Tracking Software accurately. Have customer service skills and excellent communication capabilities. Attend to customer calls and queries for information, respond to customer requests via phone, fax and email; Attend to customer calls and queries for information, respond to customer requests via phone, fax and email; Works as a senior member of a team. Coordinates various healthcare project activities and day to day tasks. Interacts with stakeholders on prescribed matters. Has knowledge of health IT applications and networks. Will plan and process events, conferences, prepare conference materials, assist the team.</p>
Health Support Specialist - II	Associate Degree /Higher	2	<p>An individual with strong healthcare knowledge of Information Technology terminology and has strong knowledge of MS Office applications to include but not limited to MS Word, Excel, Power Point. Must have strong oral and written communication skills, and have the ability to prepare documents or spreadsheets by using MS Office software. Must be able to use email to receive and respond to customer inquiries, and document issues in Call Tracking Software accurately. Have customer service skills and excellent communication capabilities. Attend to customer calls and queries for information, respond to customer requests via phone, fax and email; Works as a senior member of a team. Coordinates various project activities and day to day tasks. Able to work on the documents, process closeout and prepare contract forms. Interacts with stakeholders on prescribed matters. Has knowledge of health IT applications and networks. Applies technical knowledge to solve problems requiring some independent thinking. Will plan and process events, conferences,</p>



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
			prepare conference materials, assist the team.
Health Support Specialist - III	Associate Degree /Higher	5	An individual with very strong healthcare knowledge of Information Technology terminology and has strong knowledge of MS Office applications to include but not limited to MS Word, Excel, Power Point. Must have strong oral and written communication skills, and have the ability to prepare documents or spreadsheets by using MS Office software. Must be able to use email to receive and respond to customer inquiries, and document issues in Call Tracking Software accurately. Have customer service skills and excellent communication capabilities. Attend to customer calls and queries for information, respond to customer requests via phone, fax and email; Works as a senior member of a team. Coordinates various project activities and day to day tasks. Able to work on the documents, process closeout and prepare contract forms. Interacts with stakeholders on prescribed matters. Has knowledge of healthcare applications and networks. Support activities and schedules. Applies health IT technical knowledge to solve problems requiring some independent thinking. Will plan and process events, conferences, prepare conference materials, assist the team.
Health Technical Analyst - I	Associate Degree /Higher	2	Analyze functional business applications and design specifications for healthcare functional activities. Translate detailed design into health IT application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met. Perform troubleshoot, additions and changes to network hardware and operating systems, and attached devices; include investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software for healthcare environments.
Health Technical Analyst - II	Min Bachelor Degree	3	Analyze and study complex healthcare system requirements. Design health IT software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimate software development costs and schedule. Review existing healthcare programs and assist in making refinements, reducing operating time, and improving current techniques. Supervise software configuration management. Coordinate, troubleshoot, and/or perform additions and changes to infrastructure and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software for healthcare environments. Provide health IT consultation, training and support to IT staff.
Health Technical Analyst - III	Bachelor Degree /Higher	5	Led, Analyze and study complex healthcare system requirements. Design health IT software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improving current techniques. Lead health IT software configuration management. Coordinate, troubleshoot, and/or perform additions and changes to infrastructure and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software for healthcare environments. Provide technical consultation, training and support to IT staff. Diagnose and resolve complex communication problems.
Health Technical Analyst - IV	Bachelor Degree /Higher	7	Supervise, Analyze and study complex healthcare system requirements. Design health IT software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage health IT software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE)



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
			tools. Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improving current techniques. Supervise software configuration management. Coordinate, troubleshoot, and/or perform additions and changes to infrastructure and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software for healthcare environments. Provide technical consultation, training and support to IT staff. Diagnose and resolve complex communication problems.
Health Programmer Analyst - I	Associate Degree /Higher	2	Responsible for analysis, design, programming, testing and documentation of straightforward healthcare system requirements, and implementation of solutions of average complexity. Interacts with other health IT development team members, business analysts, client and project managers.
Health Programmer Analyst - II	Min Bachelor Degree	3	Responsible for analysis, design, programming, testing, and documentation of healthcare system requirements and implementation solutions of average to mid-range complexity. Interacts with other health IT development team members, business and systems analysts, client and project manage.
Health Project Manager I	Associate Degree /Higher	2	Typically oversee all aspects of the healthcare projects, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative health IT solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide healthcare applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Health Project Manager II	Min Bachelor Degree	5	Typically oversee all aspects of the healthcare projects, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative health IT solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide healthcare applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Health Project Manager III	Bachelor Degree /Higher	7	Supports a large, complex healthcare projects (or a group of healthcare projects). Assists the Program Manager in working with the customer and customer contract personnel. Responsible for the overall management of specific projects and ensuring that the technical solutions and application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of health IT project and ensures schedules in the project are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Leads team on large health IT projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides healthcare applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for the healthcare environment.
Health Quality Assurance Specialist - I	Associate Degree /Higher	2	In collaboration with other healthcare Quality Assurance Specialists, provides health IT technical and administrative direction for software development tasks, including the review of work products, and adherence to design concepts, healthcare user standards and contract requirements. Regulates the change process, evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure healthcare system requirements are met. Develops, maintains, and upgrades automated test



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
			scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Serves as healthcare subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.
Health Quality Assurance Specialist - II	Min Bachelor Degree	5	Provides technical and administrative direction for healthcare software development tasks, including the review of work products, and adherence to design concepts, healthcare user standards and contract requirements. Regulates the change process, evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure health IT system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for healthcare application products. Also writes, implements, and reports status for system test cases for testing. Serves as healthcare subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.
Health Quality Assurance Specialist - III	Bachelor Degree /Higher	7	Led and provides the technical and administrative direction for healthcare software development tasks, including the review of work products, and adherence to design concepts, healthcare user standards and contract requirements. Regulates the change process, evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure health IT system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Serves as healthcare subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.
Health Subject Matter Expert – I	Associate Degree /Higher	2	Provide technical knowledge and analysis of highly specialized healthcare applications and its operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the healthcare subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and healthcare methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for health IT system improvements, optimization, development, and/or maintenance efforts in the following specialties: information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in health IT and in new and related older technology that directly relates to the required healthcare area of expertise.
Health Subject Matter Expert –II	Min Bachelor Degree	5	Provide healthcare technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the healthcare subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: health IT, information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in health IT and in new and related older technology that directly relates to the required healthcare area of expertise.
Health Subject Matter Expert - III	Bachelor Degree /Higher	7	Provide high level healthcare technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex health IT systems in the healthcare subject matter



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
			area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: health IT, information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required healthcare area of expertise.
Health Subject Matter Expert - IV	Bachelor Degree /Higher	8	Led and provide healthcare technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex health IT systems in the healthcare subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: health IT, information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in health IT and in new and related older technology that directly relates to the required healthcare area of expertise.
Health System Administration I	Associate Degree /Higher	2	Able to provide effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related healthcare infrastructure. Participate in health IT technical research and development to enable continuing innovation within the project or Company infrastructure. Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, as well as client and government control and security requirements. Assist project teams with technical requirements and issues during all phases of the system life cycle. Able to communicate effectively verbally and in writing with healthcare project, Company and client team members.
Health System Administration II	Min Bachelor Degree	4	Able to provide effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related healthcare infrastructure. Participate in health IT technical research and development to enable continuing innovation within the project or Company infrastructure. May need to be able to participate in analysis of systems architecture changes or evolution. May need to be able to plan enhancement and/or transition between systems or configurations. Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, as well as client and government control and security requirements. Assist project teams with technical requirements and issues during all phases of the system life cycle. Able to communicate effectively verbally and in writing with healthcare project, Company and client team members.
Health Software Architect – I	Associate Degree /Higher	5	Designs or participates in the design of architecture to include the software, hardware, and communications to support healthcare system or application requirements as well as provide for present and future cross-functional requirements, system, technical, data, database and interfaces. Verifies alignment and compliance with appropriate health IT standards and reference models. In collaboration with systems and business analysts, evaluates problems of work flows, organization, and planning and develops appropriate corrective action for healthcare environments.
Health Software Architect – II	Min Bachelor Degree	5	Establishes and supervised the system information requirements in development of enterprise-wide or large-scale information systems for healthcare environments. Designs architecture to include the software, hardware, Data, Database and communications to support the total requirements as well as provide for present and future cross-functional health IT requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
			<p>(OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates healthcare analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Covers the tasks ranging from healthcare Solution, Application, Technical, Database, Enterprise, Solution architect based on the scope of the work. Directs the design of databases to store, secure, select, and retrieve information in a logical, orderly manner.</p>
Health Software Architect – III	Bachelor Degree /Higher	7	<p>Establishes and supervised the system information requirements in development of enterprise-wide or large-scale information systems for healthcare environments. Designs architecture to include the software, hardware, Data, Database and communications to support the total requirements as well as provide for present and future cross-functional health IT requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Covers the tasks ranging from healthcare Solution, Application, Technical, Database, Enterprise, Solution architect based on the scope of the work. Directs the design of databases to store, secure, select, and retrieve information in a logical, orderly manner. Ensures that designed systems provide sufficient controlled avenues for access to and update of the database.</p>
Health Software Architect - IV	Bachelor Degree /Higher	10	<p>Led and establish the system information requirements in development of enterprise-wide or large-scale information systems for healthcare environments. Designs architecture to include the software, hardware, Data, Database and communications to support the total requirements as well as provide for present and future cross-functional healthcare requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Design and Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Covers the tasks ranging from healthcare Solution, Application, Technical, Database, Enterprise, Solution architect based on the scope of the work. Directs the design of databases to store, secure, select, and retrieve information in a logical, orderly manner. Ensures that designed systems provide sufficient controlled avenues for access to and update of the database. Ensures the integrity of the data. May oversee the design and maintenance of the data dictionary and retrieve transactions to ensure correct implementation and usage of the database for healthcare environments. May provide daily supervision and direction to staff.</p>



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Health Technical Writer I	Associate Degree /Higher	2	In collaboration with team, prepares and edits system and other technical documentation that incorporate information provided by user, specialist, analyst, and programmer personnel for healthcare environments. Writes, edits, and prepares reports, studies, and presentation material of technical information for both technical and non-technical audiences. Interprets health IT technical documentation standards and prepares documentation according to the standards. May provide graphics support.
Health Technical Writer II	Min Bachelor Degree	5	Prepares and edits healthcare system and other technical documentation that incorporate information provided by user, specialist, analyst, and programmer personnel for healthcare environments. Writes, edits, and prepares reports, studies, and presentation material of technical information for both technical and non-technical audiences. Interprets health IT technical documentation standards and prepares documentation according to the standards. May provide graphics support.
Health Infrastructure Specialist - I	Associate Degree /Higher	2	In collaboration, Conceptualizes, designs, constructs, tests, implements and optimizes basic infrastructure systems that enable and/or support business and/or engineering/manufacturing functions for healthcare environment. Defines scope, plans and deliverables for assigned projects. Coordinates with others to ensure plans and identified health IT solutions meet customer needs and expectations. Work products may include integrated networks, hardware and software solutions, distributed computing solutions, physical and logical communications networks, and/or monitoring of performance to enhance functionality, reliability or usability for healthcare environments.
Health Infrastructure Specialist - II	Min Bachelor Degree	5	With strong knowledge of Infrastructure, Conceptualizes, designs, constructs, tests, implements and optimizes basic infrastructure systems that enable and/or support business and/or engineering/manufacturing functions for healthcare environments. Defines scope, plans and deliverables for assigned projects. Collects, identifies, defines and organizes detailed user requirements. Coordinates with others to ensure plans and identified health IT solutions meet customer needs and expectations. Work products may include integrated networks, hardware and software solutions, distributed computing solutions, physical and logical communications networks, and/or monitoring of performance to enhance functionality, reliability or usability for healthcare environments. Remains current on emerging tools, techniques, and technologies. Be well knowledgeable in Configuration management tools and technologies and be able to support CM, infrastructure and services policies.
Health Infrastructure Specialist - III	Bachelor Degree /Higher	7	With strong knowledge of healthcare Infrastructure, Lead in Conceptualizes, designs, constructs, tests, implements and optimizes basic infrastructure systems that enable and/or support business and/or engineering/manufacturing functions for healthcare environments. Defines scope, plans and deliverables for assigned projects. Guide the team in Collecting, identifying, defines and organizes detailed user requirements. Coordinates with others to ensure plans and identified health IT solutions meet customer needs and expectations. Work products may include integrated networks, hardware and software solutions, distributed computing solutions, physical and logical communications networks, and/or monitoring of performance to enhance functionality, reliability or usability for healthcare environments. Guide with strong healthcare knowledge on the current on emerging tools, techniques, and technologies. Able to lead and guide the team in Configuration management tools and technologies and be able to support CM, infrastructure and services policies.
Health Infrastructure Specialist - IV	Bachelor Degree /Higher	10	With very strong knowledge of healthcare Infrastructure, Supervise and manage in Conceptualizes, designs, constructs, tests, implements and optimizes basic infrastructure systems that enable and/or support business and/or engineering/manufacturing functions for healthcare environments. Manage the scope, plans and deliverables for assigned projects. Implement and design based on the Collects, identifies, defines and organizes detailed user requirements. Coordinates with others to ensure plans and identified health IT solutions meet customer needs and expectations. Work products may include integrated networks, hardware and software solutions, distributed computing solutions, physical and



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
			logical communications networks, and/or monitoring of performance to enhance functionality, reliability or usability for healthcare environments. Remains current on emerging tools, techniques, and technologies.
Health Operational Specialist - I	Associate Degree /Higher	2	Under supervision assists management personnel for healthcare environments in preparation of reports, slides, coordinates special projects, works on proposals, responds to various inquires and assists in tracking of all office administrative functions. Utilizes word processing equipment/software, facsimile equipment, and financial/graphics/schedule application programs in support of customer, clients, and general office needs. Analyzes, defines, develops and monitor the health IT requirements and issues. Knowledge of understanding with healthcare infrastructure and applications.
Health Operational Specialist -II	Min Bachelor Degree	4	Under minimal supervision assists management personnel for healthcare environments in preparation of reports, slides, coordinates special projects, works on proposals, responds to various inquires and assists in tracking of all office administrative functions. Utilizes word processing equipment/software, facsimile equipment, and financial/graphics/schedule application programs in support of customer, clients, and general office needs. Analyzes, defines, develop and monitor for the health IT requirements and issues. Knowledge of understanding with healthcare infrastructure and applications.
Health Operational Specialist - III	Bachelor Degree /Higher	6	Contribute and led in assists management personnel for healthcare environments preparation of reports, slides, coordinates special projects, works on proposals, responds to various inquires and assists in tracking of all office administrative functions. Utilizes work processing equipment/software, facsimile equipment, and financial/graphics/schedule application programs in support of customer, clients, and general office needs. Analyzes, defines development and monitor for the health IT requirements and issues. Strong knowledge of understanding with healthcare infrastructure and applications.
Health Operational Specialist - IV	Bachelor Degree /Higher	8	Contribute and supervise in assists management personnel for healthcare environments in preparation of reports, slides, coordinates special projects, works on proposals, responds to various inquires and assists in tracking of all office administrative functions. Utilizes word processing equipment/software, facsimile equipment, and financial/graphics/schedule application programs in support of customer, clients, and general office needs. Analyzes, defines, develop and monitor the health IT requirements and issues. Very Strong Knowledge of understanding with healthcare infrastructure and applications.
Health Project Scheduler - I	Associate Degree /Higher	2	Under minimal supervision, provides support to the Project Manager and project team for healthcare environments by developing and maintaining the project schedule and documentation. Reviews and monitors health IT contractor schedules, produces look ahead schedules and related reports and reviews recovery schedules. Analyzes requests for extensions or time related claims.
Health Project Scheduler – II	Min Bachelor Degree	5	Provides support to the Project Manager and project team for healthcare environments by developing and maintaining the project schedule. Reviews and monitors health IT contractor schedules, produces look ahead schedules and related reports and reviews recovery schedules. Analyzes requests for extensions or time related claims.

Education and Experience: To add flexibility and to assist in aligning resources proposed for future requirements, education equivalences are provided in the Table below.

It is anticipated that all experience and education will be in a technical field directly related to the labor category being proposed and all diplomas, GED certificates, and degrees will be from accredited institutions.



Education & Experience Levels			Equivalent Education and Experience	
Education	and	Experience	Acquired Degree	Minimum Experience
Bachelor's Degree or higher	and	2 years	Associate	10 years
			Bachelor	6 years
			Doctorate	4 years
Bachelor's Degree or higher	and	5 years	Associate	7 years
			Master	3 years
			Doctorate	1 year
Bachelor's Degree or higher	and	7 years and more	Associate	9 years
			Master	5 years
			Doctorate	3 year
Master's Degree or higher	and	0 years	Associate	6 years
			Bachelor	2 years
			Doctorate	0 years
Master's Degree or higher	and	2 years	Associate	8 years
			Bachelor	4 years
			Doctorate	2 years
Master's Degree or higher	and	5 years	Associate	10 years
			Bachelor	6 years
			Doctorate	4 years
Master's Degree or higher	and	7 years and more	Associate	12 years
			Bachelor	8 years
			Doctorate	6 years



518210C LABOR CATEGORY DESCRIPTIONS

Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Cloud IT Business Analyst I	Associate Degree /Higher	2	In collaboration with other business analysts, defines business requirements, understands general business issues and basic data requirements of client's Cloud IT organization and industry. Reviews and edits requirements, specifications, business processes and recommendations related to proposed design solutions. With assistance develops functional and system design specifications. Interacts with client and project management in these activities. Responsible for complying with quality and documentation standards.
Cloud IT Business Analyst II	Min Bachelor Degree	5	Defines complex business requirements, understands business issues and data requirements of client's Cloud IT organization and industry. Develops functional and system design specifications. Interacts with client and project management in these activities. Responsible for complying with quality and documentation standards.
Cloud IT Business Analyst III	Bachelor Degree /Higher	7	Led complex business requirements, understands business issues and data requirements of client's Cloud IT organization and industry. Conduct the JAD Sessions. Develops functional and system design specifications. Interacts with client and project management in these activities. Responsible for complying with quality and documentation standards.
Cloud IT Configuration Specialist I	Associate Degree /Higher	2	In collaboration with other Configuration Specialists must be able to work with project managers and team leaders to assess and recommend Cloud IT configuration management solutions that effectively meet customer requirements. Follow the Plan and coordinate system configuration activities for timely completion. Maintain configuration management documentations for reference purposes. Contribute process improvements to enhance configuration efficiency. Contribute to the configuration requirements and develop system configuration procedures. Assist in developing tools to support daily configuration management activities. Follow and enforce configuration management policies and practices. Analyze and resolve configuration problems in a timely fashion. Communicate configuration discrepancies to Management for immediate resolutions. Ensure that system configuration is executed in accordance with customer needs. Assist in configuration audits and implement audit recommendations.
Cloud IT Configuration Specialist II	Min Bachelor Degree	5	Must be able to work with project managers and team leaders to assess and recommend Cloud IT configuration management solutions that effectively meet customer requirements. Plan and coordinate system configuration activities for timely completion. Maintain configuration management documentations for reference purposes. Develop process improvements to enhance configuration efficiency. Determine configuration requirements and develop system configuration procedures. Assist in developing tools to support daily configuration management activities. Follow and enforce configuration management policies and practices. Analyze and resolve configuration problems in a timely fashion. Communicate configuration discrepancies to Management for immediate resolutions. Ensure that system configuration is executed in accordance with customer needs. Assist in configuration audits and implement audit recommendations.
Cloud Contract Manager I	Bachelor Degree / Higher	3	Manage and Analyze contract requirements, special provisions, and terms and conditions to ensure compliance with appropriate laws, regulations, and corporate policies and procedures. Identify and mitigate contract risks; seek to discover unstated needs and expectations and communicate concerns and issues clearly. Monitor and track contract performance contract schedules, deliverables and assist with funding, invoicing and payments and proactively identify and address potential risk areas or other problems that could have an adverse impact on the Company. Ensure that contracts and other agreements are managed in accordance with company policies and procedures, applicable laws and regulations, and contract requirements. Participate in the resolution of contract disputes, audits and other contract matters.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Cloud Contract Manager II	Bachelor Degree / Higher	5	Manage and Analyze contract requirements, special provisions, and terms and conditions to ensure compliance with appropriate laws, regulations, and corporate policies and procedures. Identify and mitigate contract risks; seek to discover unstated needs and expectations and communicate concerns and issues clearly. Monitor and track contract performance contract schedules, deliverables and assist with funding, invoicing and payments and proactively identify and address potential risk areas or other problems that could have an adverse impact on the Company. Ensure that contracts and other agreements are managed in accordance with company policies and procedures, applicable laws and regulations, and contract requirements. Participate in the resolution of contract disputes, audits and other contract matters.
Cloud IT Data Analyst I	Associate Degree /Higher	2	In collaboration with other Data Analyst will perform complex analysis in Cloud IT development and operational contexts. Requires analytic skills, as well as business process documentation and interpersonal communication skills. Must be able to identify, assess and codify data patterns and synthesize these into information requirements that can be translated into system requirements and design constructs. Requires a comprehensive knowledge of specific target technology, including the positive and negative factors that pertain to using this technology.
Cloud IT Data Analyst II	Min Bachelor Degree	5	The Data Analyst will lead and perform complex Cloud IT analysis in development and operational contexts. Requires very strong analytic and technical design skills, as well as excellent business process documentation and interpersonal communication skills. Must be able to interact productively with many levels of client, user and Company technical staff. Must be able to identify, assess and codify data patterns and synthesize these into information requirements that can be translated into system requirements and design constructs. Ideally will be a subject matter expert in the relevant application areas. Requires a comprehensive knowledge of specific target technology, including the positive and negative factors that pertain to using this technology.
Cloud IT Database Administrator I	Associate Degree /Higher	2	In collaboration with other Data Administrators, participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure data. Resolves data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Provides activities related to the administration of computerized databases. Gather and contribute to requirements for database administration and design in conjunction with other managers in the information systems function. Advises users on access to various Cloud IT client/server databases. Applies knowledge and experience with database technologies, development methodologies, and front-end/back-end programming languages. Performs database programming and supports systems design. Includes maintenance of data dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design.
Cloud IT Database Administrator II	Min Bachelor Degree	5	Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure data. Resolves data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. Advises users on access to various Cloud IT client/server databases. Applies knowledge and experience with database technologies, development methodologies, and front- end/back-end programming languages . Performs database programming and supports systems design. Includes maintenance of data dictionaries, overall monitoring of standards and procedures, file design and storage, and integration of systems through database design. Performs database performance tuning and implements backup and recovery strategies. Defines, designs, and builds dimensional databases and data warehouses. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Cloud IT Developer I	Associate Degree /Higher	2	Under specific guidance researches, designs, implements and manages Cloud IT software programs. Writing and implementing efficient code to determine operational practicality. Works closely with other developers, UX designers, business and systems analysts.
Cloud IT Developer II	Bachelor Degree / Higher	3	Under general guidance researches, designs, implements and manages Cloud IT software programs. Writing and implementing efficient code to determine operational practicality. Assists with developing quality assurance procedures. Works closely with other developers, UX designers, business and systems analysts.
Cloud IT Developer III	Bachelor Degree / Higher	5	Researches, designs, implements and manages Cloud IT software programs. Writing and implementing efficient code to determine operational practicality. Assists with developing quality assurance procedures. Works independently to maintain and upgrade existing systems.
Cloud IT Developer IV	Bachelor Degree / Higher	7	Researches, designs, implements and manages Cloud IT software programs. Writing and implementing efficient code to determine operational practicality. Leads developing quality assurance procedures. Works independently to maintain and upgrade existing systems.
Cloud EVM Specialist I	Bachelor Degree / Higher	3	Proficient with management techniques that ensure all project work scope is budgeted and scheduled in time-phased "planned value" increments constituting a cost and schedule performance measurement baseline which is compliant with EIA-748 32 EVMS Guidelines. Collaborates with the Project Manager and Project Team to develop, update, and maintain Work Breakdown Structure (WBS), Performance Measurement Baseline (PMB), Organizational Breakdown Structure (OBS), Work Authorization Documents (WADs), Control Account Plan (CAP), Basis of Estimate (BOEs), and Earned Value Techniques (EVTs) for project work scope. Assists with assessments and evaluations of project performance through analysis and interpretation of objective evidence, and through direct discussion with project team members. Knowledge of integrated master schedules and Earned Value Management Systems (EVMS). Demonstrates good oral and written communication skills.
Cloud EVM Specialist II	Bachelor Degree / Higher	7	Advanced knowledge of management techniques that ensure all project work scope is budgeted and scheduled in time-phased "planned value" increments constituting a cost and schedule performance measurement baseline which is compliant with EIA-748 32 EVMS Guidelines. Collaborates with the Project Manager and Project Team to develop, update, and maintain Work Breakdown Structure (WBS), Performance Measurement Baseline (PMB), Organizational Breakdown Structure (OBS), Work Authorization Documents (WADs), Control Account Plan (CAP), Basis of Estimate (BOEs), and Earned Value Techniques (EVTs) for project work scope. Conducts assessments and evaluations of project performance through analysis and interpretation of objective evidence, and through direct discussion with project team members. Advanced knowledge of integrated master schedules and Earned Value Management Systems (EVMS). Demonstrates good oral and written communication skills.
Cloud Financial Analyst I	Bachelor Degree / Higher	2	Provide assistance and support in the area of budget tracking to allow real-time reporting of budget information at designated reporting levels. Prepare and submit budget status reports to provide fidelity on budgetary milestones. Prepare and communicate monthly project reports. Monitor and coordinate the preparation of financial reports and schedule including budget related reports. Analyzing program account issues, Assessing reserve requirements and risk exposures.
Cloud Financial Analyst II	Bachelor Degree / Higher	4	Provide assistance and support in the area of budget tracking to allow real-time reporting of budget information at designated reporting levels. Prepare and submit budget status reports to provide fidelity on budgetary milestones. Prepare and communicate monthly project reports. Monitor and coordinate the preparation of financial reports and schedule including budget related reports. Analyzing program account issues, Assessing reserve requirements and risk exposures.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Cloud Financial Analyst III	Bachelor Degree / Higher	7	Provide assistance and support in the area of budget tracking to allow real-time reporting of budget information at designated reporting levels. Prepare and submit budget status reports to provide fidelity on budgetary milestones. Prepare and communicate monthly project reports. Monitor and coordinate the preparation of financial reports and schedule including budget related reports. Analyzing program account issues, Assessing reserve requirements and risk exposures.
Cloud IT Help Desk Analyst I	Associate Degree /Higher	2	Under specific guidance responsibility for Technical Support/Help Desk management process, customer support process, and communication of upcoming changes to the user community. Participates in all Help Desk and technical support or customer service issues and activities.
Cloud IT Help Desk Analyst II	Associate Degree /Higher	3	Under general guidance responsibility for Technical Support/Help Desk management process, customer support process, and communication of upcoming changes to the user community. Provides backup to primary point of contact for all Help Desk and technical support or customer service issues and activities.
Cloud IT Help Desk Analyst III	Associate Degree /Higher	5	Under general guidance responsibility for Technical Support/Help Desk management process, customer support process, and communication of upcoming changes to the user community. Acts as a point of contact for all Help Desk and technical support or customer service issues and activities.
Cloud IT IDM Engineer I	Associate Degree /Higher	2	General understanding of Cloud IT IAM concepts and processes. Under specific guidance assists with the design, implementation, configuration, integration and deployment experience in the systems. Understanding on how to implement workflow processes and design and implementation of connectors. cursory understanding of user, system, and security administration processes.
Cloud IT IDM Engineer II	Bachelor Degree / Higher	3	Proficient understanding of Cloud IT IAM concepts and processes. Under general guidance assists with the design, implementation, configuration, integration and deployment experience in the systems. Understanding on how to implement workflow processes and design and implementation of connectors. General understanding of user, system, and security administration processes.
Cloud IT IDM Engineer III	Bachelor Degree / Higher	5	Understanding of Cloud IT IAM concepts and processes. Participates in design, implementation, configuration, integration and deployment experience in the systems. Experience with various customizations, integrations and extensions of products with other vendor products and suites. Experience implementing workflow processes and designing and implementation custom connectors. Knowledge of user, system, and security administration processes. Understanding of federal guidelines (such as HSPD-12, PIVi, 800-63, OMB11-11, FICAM, NSTIC, NIST, etc.). Experience with identity management or credentialing programs (such as FIPS 201, HSPD-12, PIV, TWIC, Registered Traveler, REAL ID, US- VISIT, CAC, etc.).
Cloud IT IDM Engineer IV	Bachelor Degree / Higher	7	Understanding of Cloud IT IAM concepts and processes. Participates in design, implementation, configuration, integration and deployment experience in the systems. Experience with various customizations, integrations and extensions of products with other vendor products and suites. Experience implementing workflow processes and designing and implementation custom connectors. Knowledge of user, system, and security administration processes. Understanding of federal guidelines (such as HSPD-12, PIVi, 800-63, OMB11-11, FICAM, NSTIC, NIST, etc.). Experience with identity management or credentialing programs (such as FIPS 201, HSPD-12, PIV, TWIC, Registered Traveler, REAL ID, US- VISIT, CAC, etc.).
Cloud IT Information	Associate Degree	2	Responsible for ensuring that the organization's Cloud IT networks, as well as information, is secure. Employ continuous monitoring of intrusion detection/prevention



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Security Specialist I	/Higher		<p>and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide technical knowledge and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong knowledge of best practices associated with as well as appropriate authoritative guidance for physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation. Responsible for ensuring that the organization's networks, as well as information, is secure. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide technical knowledge and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong knowledge of best practices associated with as well as appropriate authoritative guidance for physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation. In collaboration, responsible for ensuring that the organization's networks and application, as well as information, are secure. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide technical knowledge, identity management and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong knowledge of best practices associated with as well as appropriate authoritative guidance for application security, physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation.</p>
Cloud IT Information Security Specialist II	Min Bachelor Degree	3	<p>Responsible for ensuring that the organization's Cloud IT networks and application, as well as information, are secure. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide technical knowledge, identity management and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing</p>



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
			interfaces, intranet and other interconnections. Strong knowledge of best practices associated with as well as appropriate authoritative guidance for application security, physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation.
Cloud IT Information Security Specialist III	Bachelor Degree /Higher	5	Lead and responsible for ensuring that the organization's Cloud IT networks and application, as well as information, are secure. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide and guide technical knowledge, identity management and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Strong knowledge of best practices associated with as well as appropriate authoritative guidance for application security, physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation.
Cloud IT Information Security Specialist IV	Bachelor Degree /Higher	7	Supervise, led and responsible for ensuring that the organization's Cloud IT networks and application, as well as information, are secure. Employ continuous monitoring of intrusion detection/prevention and other perimeter defense devices. Ensure appropriate data encryption (in transit and at rest) levels based on protection needs of targeted data. Maintain awareness of system/network security posture to include vulnerability scanning to facilitate application of quick and effective corrective measures, while ensuring configuration management requirements are met. Provide and guide technical knowledge, identity management and information assurance analysis support, to include security assessment of applications; operating systems; internet-facing interfaces, intranet and other interconnections. Guide and supervise the best practices associated with as well as appropriate authoritative guidance for application security, physical security; network security; security risk assessments; critical infrastructure protection; continuity and contingency planning; emergency preparedness; security awareness and training. Provide analysis of existing systems vulnerabilities including possible intrusion/entry points, resource manipulation, denial of service, and/or destruction of resources. Provide technical support and analysis to document organizational information protection framework, and support policy and procedures preparation and implementation.
Cloud IT Infrastructure Specialist I	Associate Degree /Higher	2	In collaboration, Conceptualizes, designs, constructs, tests, implements and optimizes basic Cloud IT infrastructure systems that enable and/or support business and/or engineering/manufacturing functions. Defines scope, plans and deliverables for assigned projects. Coordinates with others to ensure plans and identified solutions meet customer needs and expectations. Work products may include integrated networks, hardware and software solutions, distributed computing solutions, logical communications networks, and/or monitoring of performance to enhance functionality, reliability or usability.
Cloud IT Infrastructure	Min Bachelor	5	With strong knowledge of Infrastructure, Conceptualizes, designs, constructs, tests, implements and optimizes basic Cloud IT infrastructure systems that enable and/or



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Specialist II	Degree		support business and/or engineering/manufacturing functions. Defines scope, plans and deliverables for assigned projects. Collects, identifies, defines and organizes detailed user requirements. Coordinates with others to ensure plans and identified solutions meet customer needs and expectations. Work products may include integrated networks, software solutions, distributed computing solutions, logical communications networks, and/or monitoring of performance to enhance functionality, reliability or usability. Remains current on emerging tools, techniques, and technologies. Be well knowledgeable in Configuration management tools and technologies and be able to support CM, infrastructure and services policies.
Cloud IT Infrastructure Specialist III	Bachelor Degree /Higher	7	With strong knowledge of Infrastructure, Lead in Conceptualizes, designs, constructs, tests, implements and optimizes basic Cloud IT infrastructure systems that enable and/or support business and/or engineering/manufacturing functions. Defines scope, plans and deliverables for assigned projects. Guide the team in Collecting, identifying, defines and organizes detailed user requirements. Coordinates with others to ensure plans and identified solutions meet customer needs and expectations. Work products may include integrated networks, software solutions, distributed computing solutions, logical communications networks, and/or monitoring of performance to enhance functionality, reliability or usability. Guide with strong knowledge on the current on emerging tools, techniques, and technologies. Able to lead and guide the team in Configuration management tools and technologies and be able to support CM, infrastructure and services policies.
Cloud IT Infrastructure Specialist IV	Bachelor Degree /Higher	10	With very strong knowledge of Infrastructure, Supervise and manage in Conceptualizes, designs, constructs, tests, implements and optimizes basic Cloud IT infrastructure systems that enable and/or support business and/or engineering/manufacturing functions. Manage the scope, plans and deliverables for assigned projects. Implement and design based on the Collects, identifies, defines and organizes detailed user requirements. Coordinates with others to ensure plans and identified solutions meet customer needs and expectations. Work products may include integrated networks, software solutions, distributed computing solutions, logical communications networks, and/or monitoring of performance to enhance functionality, reliability or usability. Remains current on emerging tools, techniques, and technologies.
Cloud IT Support I	Associate Degree /Higher	2	Addresses problems and provides technical assistance, support, and advice to end users for hardware, software, and systems through phone, email, or chat. Resolves or escalates computer software and hardware problems of users, and acts as a contact for users having problems using computer software, hardware, and operating systems. Answers questions, applying knowledge of computer software, hardware, systems, and procedures.
Cloud IT Support II	Associate Degree /Higher	3	Analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems through phone, email, or chat. Resolves computer software and hardware problems of users, and acts as a contact for users having problems using computer software, hardware, and operating systems. Answers questions, applying knowledge of computer software, hardware, systems, and procedures.
Cloud IT Support III	Min Bachelor Degree	5	Analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems through phone, email, or chat. Resolves computer software and hardware problems of users, and acts as a contact for users having problems using computer software, hardware, and operating systems. Answers questions, applying knowledge of computer software, hardware, systems, and procedures.
Cloud IT Operational Specialist I	Associate Degree	2	Under supervision assists management personnel in preparation of reports, slides, coordinates special projects, works on proposals, responds to various inquires and



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
	/Higher		assists in tracking of all office administrative functions. Utilizes word processing equipment/software, facsimile equipment, and financial/graphics/schedule application programs in support of customer, clients, and general office needs. Analyzes, defines, develop and monitor and requirements and issues. Knowledge of understanding with infrastructure and applications.
Cloud IT Operational Specialist II	Min Bachelor Degree	4	Under minimal supervision assists management personnel in preparation of reports, slides, coordinates special projects, works on proposals, responds to various inquires and assists in tracking of all office administrative functions. Utilizes word processing equipment/software, facsimile equipment, and financial/graphics/schedule application programs in support of customer, clients, and general office needs. Analyzes, defines, develop and monitor the requirements and issues. Knowledge of understanding with infrastructure and applications.
Cloud IT Operational Specialist III	Bachelor Degree /Higher	6	Contribute and led in assists management personnel in preparation of reports, slides, coordinates special projects, works on proposals, responds to various inquires and assists in tracking of all office administrative functions. Utilizes work processing equipment/software, facsimile equipment, and financial/graphics/schedule application programs in support of customer, clients, and general office needs. Analyzes, defines development and monitor the requirements and issues. Strong knowledge of understanding with infrastructure and applications.
Cloud IT Operational Specialist IV	Bachelor Degree /Higher	8	Contribute and supervise in assists management personnel in preparation of reports, slides, coordinates special projects, works on proposals, responds to various inquires and assists in tracking of all office administrative functions. Utilizes word processing equipment/software, facsimile equipment, and financial/graphics/schedule application programs in support of customer, clients, and general office needs. Analyzes, defines, develop and monitor the requirements and issues. Very Strong Knowledge of understanding with infrastructure and applications.
Cloud PMO Analyst I	Bachelor Degree /Higher	3	Experience working on full life cycle implementation teams, quality assurance processes (such as CMMI, ISO, Six Sigma), reviewing and auditing projects against defined processes using detailed checklists, with attention to detail. Proficient presentation and reporting skills; as this position may require attending client-facing meetings. May be responsible for documenting and creating the processes for projects based on corporate processes and client requirements.
Cloud PMO Analyst II	Bachelor Degree /Higher	5	Experience working on full life cycle implementation teams, quality assurance processes (such as CMMI, ISO, Six Sigma), reviewing and auditing projects against defined processes using detailed checklists, with attention to detail. Excellent presentation and reporting skills; as this position may require attending client-facing meetings. May be responsible for documenting and creating the processes for projects based on corporate processes and client requirements.
Cloud IT Program Manager I	Bachelor Degree /Higher	7	Manages the full project management life-cycle for teams supporting quickly moving Cloud IT programs. Experience with methodologies (such as SCRUM/Agile) with enterprise-level application development projects. Defines project scope and schedule while focusing on regular and timely delivery of value; organizes and leads project status and working meetings; prepare and distribute progress reports; manage risks and issues; correct deviations from plans; and perform delivery planning for assigned project. Collaborates with team leads to balance customer priorities and team capacity. Responsible for monitoring cost, deliverables, schedule, quality control. Accomplishes financial objectives by forecasting requirements; preparing rolling budgets and schedules according to project demands and capacity. Manages and reports variances with all team leads and customers on a continuing basis. Maintains quality service by establishing and enforcing team and organization standards for quality and timeliness
Cloud IT Program Manager II	Bachelor Degree	9	Manages the full project management life-cycle for teams supporting quickly moving Cloud IT programs. Experience with methodologies (such as SCRUM/Agile) with



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
	/Higher		enterprise-level application development projects. Defines project scope and schedule while focusing on regular and timely delivery of value; organizes and leads project status and working meetings; prepare and distribute progress reports; manage risks and issues; correct deviations from plans; and perform delivery planning for assigned project. Collaborates with team leads to balance customer priorities and team capacity. Responsible for monitoring cost, deliverables, schedule, quality control. Accomplishes financial objectives by forecasting requirements; preparing rolling budgets and schedules according to project demands and capacity. Manages and reports variances with all team leads and customers on a continuing basis. Maintains quality service by establishing and enforcing team and organization standards for quality and timeliness
Cloud IT Programmer Analyst I	Associate Degree /Higher	2	Programmer/analyst responsible for Cloud IT analysis, design, programming, testing and documentation of straightforward system requirements, and implementation of solutions of average complexity. Interacts with other development team members, business analysts, client and project managers.
Cloud IT Programmer Analyst II	Min Bachelor Degree	3	Middle level technical programmer/analyst, responsible for Cloud IT analysis, design, programming, testing, and documentation of system requirements and implementation solutions of average to mid-range complexity. Interacts with other development team members, business and systems analysts, client and project manage.
Cloud IT Project Manager I	Associate Degree /Higher	2	Typically oversee all aspects of the Cloud IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Cloud IT Project Manager II	Min Bachelor Degree	5	Typically oversee all aspects of the Cloud IT project, leading a team on large projects or a significant segment of large and complex projects. Analyze new and complex project-related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project. Provide applications systems analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources. Commensurate experience and education for the specific level.
Cloud IT Project Manager III	Bachelor Degree /Higher	7	Supports a large, complex Cloud IT project (or a group of projects). Assists the Program Manager in working with the customer and customer contract personnel. Responsible for the overall management of specific projects and ensuring that the technical solutions and application selection, systems development, systems maintenance, and production activities and for necessary support resources. Oversees all aspects of project and ensures schedules in the project are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Leads team on large projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for
Cloud IT Project Scheduler I	Associate Degree /Higher	2	Under minimal supervision, provides support to the Project Manager and project team by developing and maintaining the project schedule and documentation. Reviews and monitors contractor schedules, produces look ahead schedules and related reports and reviews recovery schedules. Analyzes requests for extensions or time related claims.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Cloud IT Project Scheduler II	Min Bachelor Degree	5	Provides support to the Project Manager and project team by developing and maintaining the project schedule. Reviews and monitors contractor schedules, produces look ahead schedules and related reports and reviews recovery schedules. Analyzes requests for extensions or time related claims.
Cloud IT Quality Assurance Specialist I	Associate Degree /Higher	2	In collaboration with other Quality Assurance Specialists, provides technical and administrative direction for Cloud IT software development tasks, including the review of work products, and adherence to design concepts, user standards and contract requirements. Regulates the change process, evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.
Cloud IT Quality Assurance Specialist II	Min Bachelor Degree	5	Provides technical and administrative direction for Cloud IT software development tasks, including the review of work products, and adherence to design concepts, user standards and contract requirements. Regulates the change process, evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.
Cloud IT Quality Assurance Specialist III	Bachelor Degree /Higher	7	Lead and provides the technical and administrative direction for Cloud IT software development tasks, including the review of work products, and adherence to design concepts, user standards and contract requirements. Regulates the change process, evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.
Cloud IT Quality Assurance Specialist IV	Bachelor Degree /Higher	8	Lead and provides the technical and administrative direction for Cloud IT software development tasks, including the review of work products, and adherence to design concepts, user standards and contract requirements. Regulates the change process, evaluates, recommends, and implements automated test tools and strategies. Designs, implements, and conducts test and evaluation procedures to ensure system requirements are met. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Serves as subject matter specialist providing testing know-how for the support of user requirements of complex to highly complex software/hardware applications. Conducts audits and reviews/analyzes data and documentation.
Cloud IT Release Engineer I	Associate Degree /Higher	2	Under specific guidance assists with developing best practices for infrastructure as code and software builds tools. Participate in Cloud IT development and Infrastructure teams in developing building/packaging/deployment processes for new projects. Assist with maintenance of automation and tools. Assist with internal/external users in development, operations, QA, and documentation.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Cloud IT Release Engineer II	Bachelor Degree /Higher	3	Under general guidance assists with developing best practices for infrastructure as code and software builds tools. Participate in Cloud IT development and Infrastructure teams in developing building/packaging/deployment processes for new projects. Assist with maintenance of automation and tools. Assist with internal/external users in development, operations, QA, and documentation.
Cloud IT Release Engineer III	Bachelor Degree /Higher	5	Develops best practices for infrastructure as code and software builds tools. Work with Cloud IT development and infrastructure teams in developing building/packaging/deployment processes for new projects. Manage the maintenance and improvement of automation and tools. Partner with internal/external users in development, operations, QA, and documentation.
Cloud IT Reliability Engineer I	Associate Degree /Higher	2	Under specific guidance supports operations, and provides on call support as needed. Troubleshoots anomalies as part of Cloud IT system reliability. Understanding of how to integrate new data sources to enhance infrastructure monitoring tools. Assist in the development of new visual aids to improve early detection of infrastructure anomalies. Assists with the performance of existing and new monitoring tools. Assists the troubleshooting activities to zoom in the root cause analysis of infrastructure anomalies in a timely manner.
Cloud IT Reliability Engineer II	Bachelor Degree /Higher	3	Under general guidance supports operations, and provides on call support as needed. Troubleshoots anomalies as part of Cloud IT system reliability. Understanding of how to integrate new data sources to enhance infrastructure monitoring tools. Assist in the development of new visual aids to improve early detection of infrastructure anomalies. Assists with the performance of existing and new monitoring tools. Assists the troubleshooting activities to zoom in the root cause analysis of infrastructure anomalies in a timely manner.
Cloud IT Reliability Engineer IV	Bachelor Degree /Higher	7	Lead support operations, and provides on call support as needed. Troubleshoots anomalies as part of Cloud IT system reliability. Advanced knowledge of how to integrate new data sources to enhance infrastructure monitoring tools. Lead the development of new visual aids and enhance existing visual aids to improve early detection of infrastructure anomalies. Lead the performance of existing and new monitoring tools. Lead the troubleshooting activities to zoom in the root cause analysis of infrastructure anomalies in a timely manner.
Cloud IT Software Architect I	Associate Degree /Higher	5	Designs or participates in the Cloud IT design of architecture to include the software, hardware, and communications to support system or application requirements as well as provide for present and future cross-functional requirements, system, technical, data, database, and interfaces. Verifies alignment and compliance with appropriate standards and reference models. In collaboration with systems and business analysts, evaluates problems of work flows, organization, and planning and develops appropriate corrective action.
Cloud IT Software Architect II	Min Bachelor Degree	5	Establishes and supervises the system information requirements in development of Cloud IT enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, Data, Database and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Covers the tasks ranging from Solution, Application, Technical, Database, Enterprise, Solution architect based on the scope of the work. Directs the design of databases to store, secure, select, and retrieve information in a logical, orderly manner.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Cloud IT Software Architect III	Bachelor Degree /Higher	7	<p>Establishes and supervised the system information requirements in Cloud IT development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, Data, Database and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Covers the tasks ranging from Solution, Application, Technical, Database, Enterprise, Solution architect based on the scope of the work. Directs the design of databases to store, secure, select, and retrieve information in a logical, orderly manner. Ensures that designed systems provide sufficient controlled avenues for access to and update of the database.</p>
Cloud IT Software Architect IV	Bachelor Degree /Higher	10	<p>Lead and establish the system information requirements in development of Cloud IT enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, Data, Database and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Design and Evaluates analytically and systematically problems of work flows, organization, and planning and develops appropriate corrective action. Covers the tasks ranging from Solution, Application, Technical, Database, Enterprise, Solution architect based on the scope of the work. Directs the design of databases to store, secure, select, and retrieve information in a logical, orderly manner. Ensures that designed systems provide sufficient controlled avenues for access to and update of the database. Ensures the integrity of the data. May oversee the design and maintenance of the data dictionary and retrieve transactions to ensure correct implementation and usage of the database. May provide daily supervision and direction to staff.</p>
Cloud IT Subject Matter Expert I	Associate Degree /Higher	2	<p>Provide technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Apply principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions. Assist other senior consultants with analysis and evaluation and with the preparation of recommendations for system improvements, optimization, development, and/or maintenance efforts in the following specialties: Cloud IT, information systems architecture, networking; telecommunications, automation; communications protocols, risk management/electronic analysis, software; lifecycle management, software development methodologies, and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.</p>



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Cloud IT Subject Matter Expert II	Min Bachelor Degree	5	Provide technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: Cloud IT information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.
Cloud IT Subject Matter Expert III	Bachelor Degree /Higher	7	Provide high level technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: Cloud IT, information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.
Cloud IT Subject Matter Expert IV	Bachelor Degree /Higher	8	Led and provide technical, managerial, and administrative direction for problem definition, analysis, requirements development, and implementation for complex to extremely complex systems in the subject matter area. Make recommendations and advise on organization-wide system improvements, optimization or maintenance efforts in the following specialties: Cloud IT, information systems architecture; networking; telecommunications; automation; communications protocols; risk management/electronic analysis; software; lifecycle management; software development methodologies; and modeling and simulation. Commensurate experience in IT and in new and related older technology that directly relates to the required area of expertise.
Cloud IT Support Specialist I	Associate Degree /Higher	1	An individual with basic knowledge of Cloud Information Technology terminology and has strong knowledge of MS Office applications to include but not limited to MS Word, Excel, Power Point. Must have strong oral and written communication skills, and have the ability to prepare documents or spreadsheets by using MS Office software. Must be able to use email to receive and respond to customer inquiries, and document issues in Call and supportive Tracking Software accurately. Have customer service skills and excellent communication capabilities. Attend to customer calls and queries for information, respond to customer requests via phone, fax and email; Attend to customer calls and queries for information, respond to customer requests via phone, fax and email; Works as a senior member of a team. Coordinates various project activities and day to day tasks. Interacts with stakeholders on prescribed matters. Has knowledge of applications and networks. Will plan and process events, conferences, prepare conference materials, assist the team.
Cloud IT Support Specialist II	Associate Degree /Higher	2	An individual with strong knowledge of Cloud Information Technology terminology and has strong knowledge of MS Office applications to include but not limited to MS Word, Excel, Power Point. Must have strong oral and written communication skills, and have the ability to prepare documents or spreadsheets by using MS Office software. Must be able to use email to receive and respond to customer inquiries, and document issues in Call Tracking Software accurately. Have customer service skills and excellent communication capabilities. Attend to customer calls and queries for information, respond to customer requests via phone, fax and email; Works as a senior member of a team. Coordinates various project activities and day to day tasks. Able to work on the documents, process closeout and prepare contract forms. Interacts with stakeholders on prescribed matters. Has knowledge of applications and networks. Applies technical knowledge to solve problems requiring some independent thinking. Will plan and process events, conferences, prepare conference materials, assist the team.



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
Cloud IT Support Specialist III	Associate Degree /Higher	5	An individual with very strong knowledge of Cloud Information Technology terminology and has strong knowledge of MS Office applications to include but not limited to MS Word, Excel, Power Point. Must have strong oral and written communication skills, and have the ability to prepare documents or spreadsheets by using MS Office software. Must be able to use email to receive and respond to customer inquiries, and document issues in Call Tracking Software accurately. Have customer service skills and excellent communication capabilities. Attend to customer calls and queries for information, respond to customer requests via phone, fax and email; Works as a senior member of a team. Coordinates various project activities and day to day tasks. Able to work on the documents, process closeout and prepare contract forms. Interacts with stakeholders on prescribed matters. Has knowledge of applications and networks. Support activities and schedules. Applies technical knowledge to solve problems requiring some independent thinking. Will plan and process events, conferences, prepare conference materials, assist the team.
Cloud IT System Administration I	Associate Degree /Higher	2	Able to provide effective provisioning, installation/configuration, operation, and maintenance of cloud systems hardware and software and related infrastructure. Participate in technical research and development to enable continuing innovation within the project or Company infrastructure. Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, as well as client and government control and security requirements. Assist project teams with technical requirements and issues during all phases of the system life cycle. Able to communicate effectively verbally and in writing with project, Company and client team members.
Cloud IT System Administration II	Min Bachelor Degree	4	Able to provide effective provisioning, installation/configuration, operation, and maintenance of cloud systems hardware and software and related infrastructure. Participate in technical research and development to enable continuing innovation within the project or Company infrastructure. May need to be able to participate in analysis of systems architecture changes or evolution. May need to be able to plan enhancement and/or transition between systems or configurations. Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, as well as client and government control and security requirements. Assist project teams with technical requirements and issues during all phases of the system life cycle. Able to communicate effectively verbally and in writing with project, Company and client team members.
Cloud IT System Administration III	Min Bachelor Degree	6	Able to provide advanced provisioning, installation/configuration, operation, and maintenance of cloud systems hardware and software and related infrastructure. Lead technical research and development to enable continuing innovation within the project or company infrastructure. May need to be able to participate in analysis of systems architecture changes or evolution. May need to be able to plan enhancement and/or transition between systems or configurations. Ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational values, as well as client and government control and security requirements. Lead project teams with technical requirements and issues during all phases of the system life cycle. Able to communicate effectively verbally and in writing with project, Company and client team members.
Cloud IT Task Manager I	Associate Degree /Higher	3	Oversee specific tasks, leads a team on a significant area of large and complex CCloud IT projects. Analyze new and complex task-related problems and assist with the creation of innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the task. Assist with analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
			resources.
Cloud IT Task Manager II	Bachelor Degree / Higher	5	Oversee specific tasks, leads a team on a significant area of large and complex Cloud IT projects. Analyze new and complex task-related problems and assist with the creation of innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the task. Assist with analysis and long and short-range plans for application selection, systems development, systems maintenance, and production activities for necessary support resources.
Cloud IT Technical Analyst I	Associate Degree /Higher	2	Analyze functional Cloud IT business applications and design specifications for functional activities. Translate detailed design into application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program-level and user-level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met. Perform troubleshoot, additions and changes to network hardware and operating systems, and attached devices; include investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software.
Cloud IT Technical Analyst II	Min Bachelor Degree	3	Analyze and study complex Cloud IT system requirements. Design software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improving current techniques. Supervise software configuration management. Coordinate, troubleshoot, and/or perform additions and changes to infrastructure and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide technical consultation, training and support to IT staff.
Cloud IT Technical Analyst III	Bachelor Degree /Higher	5	Lead, Analyze and study complex Cloud IT system requirements. Design software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improving current techniques. Lead software configuration management. Coordinate, troubleshoot, and/or perform additions and changes to infrastructure and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network hardware and software. Provide technical consultation, training and support to IT staff. Diagnose and resolve complex communication problems.
Cloud IT Technical Analyst IV	Bachelor Degree /Higher	7	Supervise, Analyze and study complex Cloud IT system requirements. Design software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manage software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Estimate software development costs and schedule. Review existing programs and assist in making refinements, reducing operating time, and improving current techniques. Supervise software configuration management. Coordinate, troubleshoot, and/or perform additions and changes to infrastructure and operating systems, and attached devices; includes investigation, analysis, recommendation, configuration, installation, and testing of new network



Labor Category	Education	Min Yrs Exp	Functional Responsibilities
			hardware and software. Provide technical consultation, training and support to IT staff. Diagnose and resolve complex communication problems.
Cloud Technical Writer I	Associate Degree /Higher	2	In collaboration with team, prepares and edits system and other technical documentation that incorporate information provided by user, specialist, analyst, and programmer personnel. Writes, edits, and prepares reports, studies, and presentation material of technical information for both technical and non-technical audiences. Interprets technical documentation standards and prepares documentation according to the standards. May provide graphics support.
Cloud Technical Writer II	Min Bachelor Degree	5	Prepares and edits system and other technical documentation that incorporate information provided by user, specialist, analyst, and programmer personnel. Writes, edits, and prepares reports, studies, and presentation material of technical information for both technical and non-technical audiences. Interprets technical documentation standards and prepares documentation according to the standards. May provide graphics support.
Cloud Technical Writer III	Bachelor Degree /Higher	7	Prepares and edits system and other technical documentation that incorporate information provided by user, specialist, analyst, and programmer personnel. Writes, edits, and prepares reports, studies, and presentation material of technical information for both technical and non-technical audiences. Interprets technical documentation standards and prepares documentation according to the standards. May provide graphics support.
Cloud Training Specialist II	Bachelor Degree /Higher	5	Identify training needs by evaluating strengths and weaknesses. Build training programs and prepare teaching plans. Develop or oversee the production of handouts, instructional materials, aids, and manuals. Direct structured learning experiences and monitor their quality results. Deliver training courses and assess training effectiveness to ensure incorporation of taught skills and techniques. Periodically evaluate ongoing programs to ensure that they reflect any changes. Stay abreast of the new trends and tools in applicable fields.

Education and Experience: To add flexibility and to assist in aligning resources proposed for future requirements, education equivalences are provided in the Table below.

It is anticipated that all experience and education will be in a technical field directly related to the labor category being proposed and all diplomas, GED certificates, and degrees will be from accredited institutions.

Education & Experience Levels			Equivalent Education and Experience	
Education	and	Experience	Acquired Degree	Minimum Experience
Bachelor's Degree or higher	and	2 years	Associate	10 years
			Bachelor	6 years
			Doctorate	4 years
Bachelor's Degree or higher	and	5 years	Associate	7 years
			Master	3 years
			Doctorate	1 year
Bachelor's Degree or higher	and	7 years and more	Associate	9 years
			Master	5 years
			Doctorate	3 year
Master's Degree or higher	and	0 years	Associate	6 years



Education & Experience Levels			Equivalent Education and Experience	
			Bachelor	2 years
			Doctorate	0 years
Master's Degree or higher	and	2 years	Associate	8 years
			Bachelor	4 years
			Doctorate	2 years
Master's Degree or higher	and	5 years	Associate	10 years
			Bachelor	6 years
			Doctorate	4 years
Master's Degree or higher	and	7 years and more	Associate	12 years
			Bachelor	8 years
			Doctorate	6 years



54151S GSA PRICE LIST

SIN(s) PROPOSED	SERVICE PROPOSED (e.g. Job Title/Task)	YEAR 1 PRICE OFFERED TO GSA (including IFF)	YEAR 2 PRICE OFFERED TO GSA (including IFF)	YEAR 3 PRICE OFFERED TO GSA (including IFF)	YEAR 4 PRICE OFFERED TO GSA (including IFF)	YEAR 5 PRICE OFFERED TO GSA (including IFF)
54151S	Business Analyst I	\$84.02	\$85.70	\$87.41	\$89.16	\$90.94
54151S	Business Analyst II	\$98.74	\$100.72	\$102.73	\$104.78	\$106.88
54151S	Business Analyst III	\$137.30	\$140.04	\$142.85	\$145.70	\$148.62
54151S	Configuration Specialist I	\$79.73	\$81.33	\$82.95	\$84.61	\$86.31
54151S	Configuration Specialist II	\$130.34	\$132.94	\$135.60	\$138.32	\$141.08
54151S	Contract Manager I			\$104.04	\$106.12	\$108.24
54151S	Contract Manager II			\$171.01	\$174.43	\$177.92
54151S	Data Analyst I	\$86.45	\$88.18	\$89.94	\$91.74	\$93.57
54151S	Data Analyst II	\$118.49	\$120.86	\$123.28	\$125.74	\$128.26
54151S	Database Administrator I	\$75.04	\$76.54	\$78.07	\$79.64	\$81.23
54151S	Database Administrator II	\$138.24	\$141.00	\$143.82	\$146.70	\$149.63
54151S	Developer I			\$92.46	\$94.31	\$96.20
54151S	Developer II			\$118.18	\$120.54	\$122.95
54151S	Developer III			\$153.93	\$157.00	\$160.14
54151S	Developer IV			\$190.10	\$193.90	\$197.78
54151S	EVM Specialist I			\$104.83	\$106.93	\$109.07
54151S	EVM Specialist II			\$109.94	\$112.13	\$114.38
54151S	Financial Analyst I			\$63.11	\$64.38	\$65.66
54151S	Financial Analyst II			\$95.33	\$97.23	\$99.18
54151S	Financial Analyst III			\$137.67	\$140.43	\$143.23
54151S	Help Desk Analyst I			\$52.47	\$53.52	\$54.59
54151S	Help Desk Analyst II			\$61.61	\$62.84	\$64.10
54151S	Help Desk Analyst III			\$65.22	\$66.53	\$67.86
54151S	IDM Engineer I			\$71.31	\$72.73	\$74.19
54151S	IDM Engineer II			\$134.64	\$137.33	\$140.08
54151S	IDM Engineer III			\$74.06	\$75.54	\$77.05
54151S	IDM Engineer IV			\$123.16	\$125.62	\$128.13
54151S	Information Security Specialist I	\$89.85	\$91.65	\$93.48	\$95.35	\$97.26
54151S	Information Security Specialist II	\$115.53	\$117.84	\$120.19	\$122.60	\$125.05
54151S	Information Security Specialist III	\$148.11	\$151.07	\$154.09	\$157.18	\$160.32
54151S	Information Security Specialist IV	\$177.73	\$181.29	\$184.91	\$188.61	\$192.38
54151S	Infrastructure Specialist I	\$88.87	\$90.64	\$92.46	\$94.31	\$96.19



General Services Administration (GSA)
 Authorized Federal Supply Schedule Catalog/Price List
GSA Price List

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54151S	Infrastructure Specialist II	\$115.53	\$117.84	\$120.19	\$122.60	\$125.05
54151S	Infrastructure Specialist III	\$152.55	\$155.61	\$158.72	\$161.89	\$165.13
54151S	Infrastructure Specialist IV	\$197.48	\$201.43	\$205.46	\$209.57	\$213.76
54151S	IT Support I			\$80.91	\$82.52	\$84.18
54151S	IT Support II			\$86.54	\$88.27	\$90.04
54151S	IT Support III			\$89.74	\$91.53	\$93.36
54151S	Operational Specialist I	\$75.09	\$76.59	\$78.13	\$79.69	\$81.28
54151S	Operational Specialist II	\$98.74	\$100.72	\$102.73	\$104.78	\$106.88
54151S	Operational Specialist III	\$116.51	\$118.84	\$121.22	\$123.65	\$126.12
54151S	Operational Specialist IV	\$144.16	\$147.04	\$149.99	\$152.99	\$156.04
54151S	PMO Analyst I			\$90.28	\$92.08	\$93.92
54151S	PMO Analyst II			\$108.00	\$110.16	\$112.36
54151S	Program Manager I			\$194.85	\$198.75	\$202.72
54151S	Program Manager II			\$271.00	\$276.42	\$281.95
54151S	Programmer Analyst I	\$69.12	\$70.50	\$71.91	\$73.35	\$74.82
54151S	Programmer Analyst II	\$85.90	\$87.62	\$89.37	\$91.16	\$92.99
54151S	Project Manager I	\$115.53	\$117.84	\$120.19	\$122.60	\$125.05
54151S	Project Manager II	\$133.30	\$135.97	\$138.69	\$141.46	\$144.29
54151S	Project Manager III	\$162.92	\$166.18	\$169.50	\$172.89	\$176.35
54151S	Project Scheduler I	\$78.99	\$80.57	\$82.18	\$83.83	\$85.50
54151S	Project Scheduler II	\$106.44	\$108.57	\$110.74	\$112.96	\$115.22
54151S	Quality Assurance Specialist I	\$74.06	\$75.54	\$77.05	\$78.59	\$80.16
54151S	Quality Assurance Specialist II	\$91.53	\$93.36	\$95.23	\$97.14	\$99.08
54151S	Quality Assurance Specialist III	\$106.79	\$108.92	\$111.10	\$113.32	\$115.59
54151S	Quality Assurance Specialist IV			\$174.01	\$177.49	\$181.03
54151S	Release Engineer I			\$79.10	\$80.69	\$82.30
54151S	Release Engineer II			\$100.79	\$102.80	\$104.86
54151S	Release Engineer III			\$120.47	\$122.87	\$125.33
54151S	Reliability Engineer I			\$105.35	\$107.46	\$109.61
54151S	Reliability Engineer II			\$118.49	\$120.86	\$123.28
54151S	Reliability Engineer IV			\$222.17	\$226.61	\$231.14
54151S	Software Architect I	\$88.87	\$90.64	\$92.46	\$94.31	\$96.19
54151S	Software Architect II	\$128.36	\$130.93	\$133.55	\$136.22	\$138.94
54151S	Software Architect III	\$162.92	\$166.18	\$169.50	\$172.89	\$176.35



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54151S	Software Architect IV	\$190.57	\$194.38	\$198.27	\$202.23	\$206.28
54151S	Subject Matter Expert I	\$96.62	\$98.55	\$100.52	\$102.53	\$104.58
54151S	Subject Matter Expert II	\$122.44	\$124.89	\$127.38	\$129.93	\$132.53
54151S	Subject Matter Expert III	\$161.93	\$165.17	\$168.48	\$171.85	\$175.28
54151S	Subject Matter Expert IV	\$222.17	\$226.61	\$231.14	\$235.76	\$240.48
54151S	Support Specialist I	\$39.50	\$40.29	\$41.09	\$41.91	\$42.75
54151S	Support Specialist II	\$49.37	\$50.36	\$51.36	\$52.39	\$53.44
54151S	Support Specialist III	\$74.06	\$75.54	\$77.05	\$78.59	\$80.16
54151S	System Administration I	\$74.06	\$75.54	\$77.05	\$78.59	\$80.16
54151S	System Administration II	\$128.36	\$130.93	\$133.55	\$136.22	\$138.94
54151S	System Administration III			\$169.63	\$173.01	\$176.47
54151S	Task Manager I			\$71.31	\$72.73	\$74.19
54151S	Task Manager II			\$134.64	\$137.33	\$140.08
54151S	Technical Analyst I	\$74.06	\$75.54	\$77.05	\$78.59	\$80.16
54151S	Technical Analyst II	\$88.87	\$90.64	\$92.46	\$94.31	\$96.19
54151S	Technical Analyst III	\$126.39	\$128.92	\$131.49	\$134.12	\$136.81
54151S	Technical Analyst IV	\$146.14	\$149.06	\$152.04	\$155.08	\$158.18
54151S	Technical Writer I	\$60.23	\$61.44	\$62.67	\$63.92	\$65.20
54151S	Technical Writer II	\$77.02	\$78.56	\$80.13	\$81.73	\$83.37
54151S	Technical Writer III			\$126.53	\$129.06	\$131.64
54151S	Training Specialist II			\$133.30	\$135.97	\$138.69



54151HEAL GSA PRICE LIST

SIN(s) PROPOSED	SERVICE PROPOSED (e.g. Job Title/Task)	YEAR 1 PRICE OFFERED TO GSA (including IFF)	YEAR 2 PRICE OFFERED TO GSA (including IFF)	YEAR 3 PRICE OFFERED TO GSA (including IFF)	YEAR 4 PRICE OFFERED TO GSA (including IFF)	YEAR 5 PRICE OFFERED TO GSA (including IFF)
54151HEAL	Health Business Analyst 1	\$84.02	\$85.70	\$87.41	\$89.16	\$90.94
54151HEAL	Health Business Analyst 2	\$98.74	\$100.72	\$102.73	\$104.78	\$106.88
54151HEAL	Health Business Analyst 3	\$137.30	\$140.04	\$142.85	\$145.70	\$148.62
54151HEAL	Health Configuration Specialist 1	\$79.73	\$81.33	\$82.95	\$84.61	\$86.31
54151HEAL	Health Configuration Specialist 2	\$130.34	\$132.94	\$135.60	\$138.32	\$141.08
54151HEAL	Health Data Analyst 1	\$86.45	\$88.18	\$89.94	\$91.74	\$93.57
54151HEAL	Health Data Analyst 2	\$118.49	\$120.86	\$123.28	\$125.74	\$128.26
54151HEAL	Health Database Administrator 1	\$75.04	\$76.54	\$78.07	\$79.64	\$81.23
54151HEAL	Health Database Administrator 2	\$138.24	\$141.00	\$143.82	\$146.70	\$149.63
54151HEAL	Health Information Security Specialist 1	\$89.85	\$91.65	\$93.48	\$95.35	\$97.26
54151HEAL	Health Information Security Specialist 2	\$115.53	\$117.84	\$120.19	\$122.60	\$125.05
54151HEAL	Health Information Security Specialist 3	\$148.11	\$151.07	\$154.09	\$157.18	\$160.32
54151HEAL	Health Information Security Specialist 4	\$177.73	\$181.29	\$184.91	\$188.61	\$192.38
54151HEAL	Health Support Specialist 1	\$39.50	\$40.29	\$41.09	\$41.91	\$42.75
54151HEAL	Health Support Specialist 2	\$49.37	\$50.36	\$51.36	\$52.39	\$53.44
54151HEAL	Health Support Specialist 3	\$74.06	\$75.54	\$77.05	\$78.59	\$80.16
54151HEAL	Health Technical Analyst 1	\$74.06	\$75.54	\$77.05	\$78.59	\$80.16
54151HEAL	Health Technical Analyst 2	\$88.87	\$90.64	\$92.46	\$94.31	\$96.19
54151HEAL	Health Technical Analyst 3	\$126.39	\$128.92	\$131.49	\$134.12	\$136.81
54151HEAL	Health Technical Analyst 4	\$146.14	\$149.06	\$152.04	\$155.08	\$158.18
54151HEAL	Health Programmer Analyst 1	\$69.12	\$70.50	\$71.91	\$73.35	\$74.82
54151HEAL	Health Programmer Analyst 2	\$85.90	\$87.62	\$89.37	\$91.16	\$92.99
54151HEAL	Health Project	\$115.53	\$117.84	\$120.19	\$122.60	\$125.05



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	Manager 1					
54151HEAL	Health Project Manager 2	\$133.30	\$135.97	\$138.69	\$141.46	\$144.29
54151HEAL	Health Project Manager 3	\$162.92	\$166.18	\$169.50	\$172.89	\$176.35
54151HEAL	Health Quality Assurance Specialist 1	\$74.06	\$75.54	\$77.05	\$78.59	\$80.16
54151HEAL	Health Quality Assurance Specialist 2	\$91.53	\$93.36	\$95.23	\$97.14	\$99.08
54151HEAL	Health Quality Assurance Specialist 3	\$106.79	\$108.92	\$111.10	\$113.32	\$115.59
54151HEAL	Health Subject Matter Expert 1	\$96.62	\$98.55	\$100.52	\$102.53	\$104.58
54151HEAL	Health Subject Matter Expert 2	\$122.44	\$124.89	\$127.38	\$129.93	\$132.53
54151HEAL	Health Subject Matter Expert 3	\$161.93	\$165.17	\$168.48	\$171.85	\$175.28
54151HEAL	Health Subject Matter Expert 4	\$222.17	\$226.61	\$231.14	\$235.76	\$240.48
54151HEAL	Health System Administration 1	\$74.06	\$75.54	\$77.05	\$78.59	\$80.16
54151HEAL	Health System Administration 2	\$128.36	\$130.93	\$133.55	\$136.22	\$138.94
54151HEAL	Health Software Architect 1	\$88.87	\$90.64	\$92.46	\$94.31	\$96.19
54151HEAL	Health Software Architect 2	\$128.36	\$130.93	\$133.55	\$136.22	\$138.94
54151HEAL	Health Software Architect 3	\$162.92	\$166.18	\$169.50	\$172.89	\$176.35
54151HEAL	Health Software Architect 4	\$190.57	\$194.38	\$198.27	\$202.23	\$206.28
54151HEAL	Health Technical Writer 1	\$60.23	\$61.44	\$62.67	\$63.92	\$65.20
54151HEAL	Health Technical Writer 2	\$77.02	\$78.56	\$80.13	\$81.73	\$83.37
54151HEAL	Health Infrastructure Specialist 1	\$88.87	\$90.64	\$92.46	\$94.31	\$96.19
54151HEAL	Health Infrastructure Specialist 2	\$115.53	\$117.84	\$120.19	\$122.60	\$125.05
54151HEAL	Health Infrastructure Specialist 3	\$152.55	\$155.61	\$158.72	\$161.89	\$165.13
54151HEAL	Health Infrastructure Specialist 4	\$197.48	\$201.43	\$205.46	\$209.57	\$213.76
54151HEAL	Health Operational Specialist 1	\$75.09	\$76.59	\$78.13	\$79.69	\$81.28



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54151HEAL	Health Operational Specialist 2	\$98.74	\$100.72	\$102.73	\$104.78	\$106.88
54151HEAL	Health Operational Specialist 3	\$116.51	\$118.84	\$121.22	\$123.65	\$126.12
54151HEAL	Health Operational Specialist 4	\$144.16	\$147.04	\$149.99	\$152.99	\$156.04
54151HEAL	Health Project Scheduler 1	\$78.99	\$80.57	\$82.18	\$83.83	\$85.50
54151HEAL	Health Project Scheduler 2	\$106.44	\$108.57	\$110.74	\$112.96	\$115.22



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518210C	Cloud IT Business Analyst I					\$90.94
518210C	Cloud IT Business Analyst II					\$106.88
518210C	Cloud IT Business Analyst III					\$148.62
518210C	Cloud IT Configuration Specialist I					\$86.31
518210C	Cloud IT Configuration Specialist II					\$141.08
518210C	Cloud Contract Manager I					\$108.24
518210C	Cloud Contract Manager II					\$177.92
518210C	Cloud IT Data Analyst I					\$93.57
518210C	Cloud IT Data Analyst II					\$128.26
518210C	Cloud IT Database Administrator I					\$81.23
518210C	Cloud IT Database Administrator II					\$149.63
518210C	Cloud IT Developer I					\$96.20
518210C	Cloud IT Developer II					\$122.95
518210C	Cloud IT Developer III					\$160.14
518210C	Cloud IT Developer IV					\$197.78
518210C	Cloud EVM Specialist I					\$109.07
518210C	Cloud EVM Specialist II					\$114.38
518210C	Cloud Financial Analyst I					\$65.66
518210C	Cloud Financial Analyst II					\$99.18
518210C	Cloud Financial Analyst III					\$143.23
518210C	Cloud IT Help Desk Analyst I					\$54.59
518210C	Cloud IT Help Desk Analyst II					\$64.10
518210C	Cloud IT Help Desk Analyst III					\$67.86
518210C	Cloud IT IDM Engineer I					\$74.19
518210C	Cloud IT IDM Engineer II					\$140.08
518210C	Cloud IT IDM Engineer III					\$77.05
518210C	Cloud IT IDM Engineer IV					\$128.13
518210C	Cloud IT Information Security Specialist I					\$97.26
518210C	Cloud IT Information Security Specialist II					\$125.05



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518210C	Cloud IT Information Security Specialist III					\$160.32
518210C	Cloud IT Information Security Specialist IV					\$192.38
518210C	Cloud IT Infrastructure Specialist I					\$96.19
518210C	Cloud IT Infrastructure Specialist II					\$125.05
518210C	Cloud IT Infrastructure Specialist III					\$165.13
518210C	Cloud IT Infrastructure Specialist IV					\$213.76
518210C	Cloud IT Support I					\$84.18
518210C	Cloud IT Support II					\$90.04
518210C	Cloud IT Support III					\$93.36
518210C	Cloud IT Operational Specialist I					\$81.28
518210C	Cloud IT Operational Specialist II					\$106.88
518210C	Cloud IT Operational Specialist III					\$126.12
518210C	Cloud IT Operational Specialist IV					\$156.04
518210C	Cloud PMO Analyst I					\$93.92
518210C	Cloud PMO Analyst II					\$112.36
518210C	Cloud IT Program Manager I					\$202.72
518210C	Cloud IT Program Manager II					\$281.95
518210C	Cloud IT Programmer Analyst I					\$74.82
518210C	Cloud IT Programmer Analyst II					\$92.99
518210C	Cloud IT Project Manager I					\$125.05
518210C	Cloud IT Project Manager II					\$144.29
518210C	Cloud IT Project Manager III					\$176.35
518210C	Cloud IT Project Scheduler I					\$85.50
518210C	Cloud IT Project Scheduler II					\$115.22
518210C	Cloud IT Quality Assurance Specialist I					\$80.16
518210C	Cloud IT Quality Assurance Specialist II					\$99.08
518210C	Cloud IT Quality Assurance					\$115.59



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	Specialist III					
518210C	Cloud IT Quality Assurance Specialist IV					\$181.03
518210C	Cloud IT Release Engineer I					\$82.30
518210C	Cloud IT Release Engineer II					\$104.86
518210C	Cloud IT Release Engineer III					\$125.33
518210C	Cloud IT Reliability Engineer I					\$109.61
518210C	Cloud IT Reliability Engineer II					\$123.28
518210C	Cloud IT Reliability Engineer IV					\$231.14
518210C	Cloud IT Software Architect I					\$96.19
518210C	Cloud IT Software Architect II					\$138.94
518210C	Cloud IT Software Architect III					\$176.35
518210C	Cloud IT Software Architect IV					\$206.28
518210C	Cloud IT Subject Matter Expert I					\$104.58
518210C	Cloud IT Subject Matter Expert II					\$132.53
518210C	Cloud IT Subject Matter Expert III					\$175.28
518210C	Cloud IT Subject Matter Expert IV					\$240.48
518210C	Cloud IT Support Specialist I					\$42.75
518210C	Cloud IT Support Specialist II					\$53.44
518210C	Cloud IT Support Specialist III					\$80.16
518210C	Cloud IT System Administration I					\$80.16
518210C	Cloud IT System Administration II					\$138.94
518210C	Cloud IT System Administration III					\$176.47
518210C	Cloud IT Task Manager I					\$74.19
518210C	Cloud IT Task Manager II					\$140.08
518210C	Cloud IT Technical Analyst I					\$80.16
518210C	Cloud IT Technical Analyst II					\$96.19



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518210C	Cloud IT Technical Analyst III					\$136.81
518210C	Cloud IT Technical Analyst IV					\$158.18
518210C	Cloud Technical Writer I					\$65.20
518210C	Cloud Technical Writer II					\$83.37
518210C	Cloud Technical Writer III					\$131.64
518210C	Cloud Training Specialist II					\$138.69