SPECIAL ITEM NUMBER 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Multiple Award Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.

Zavda Technologies, LLC
5520 Research Park Drive, Suite 100
Catonsville, MD 21228
(P) (240) 523-6253 (F) (240) 266-0597
http://www.zavda.com
Contact: Stacy Trammell, stacy.trammell@zavda.com

Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology

Contract Number: GS-35F-466GA
Period Covered by Contract: 05/30/2017 – 05/29/2022
Service Disabled Veteran Owned, Economically Disadvantaged Women Owned Small Business

Pricelist current through Modification #PO-0006, dated Sept 13, 2022.

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAAdvantage.gov

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

1. Awarded Special Item Number(s):

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<th>Description</th>
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<td>Professional Information Technology Services</td>
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<tr>
<td>OLM</td>
<td>Order Level Materials</td>
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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See pricing on page 8.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 9.

2. Maximum Order: For SIN 54151S - $500,000.00
   For SIN OLM - $250,000.00

3. Minimum Order: $100

4. Geographic Coverage: Domestic & Overseas

5. Point of Production: N/A

6. Prices Shown Herein are Net (discount deducted)

7. Quantity Discount: None

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

9. Foreign Items: None

10a. Time of Delivery: Zavda Technologies, LLC shall deliver or perform services in accordance with the terms negotiated in an agency’s order.

10b. Expedited Delivery: Consult with Contractor

10c. Overnight/2-Day Delivery: Consult with Contractor

110. Urgent Requirements: Consult with Contractor

11. FOB Point: Destination

12. Ordering Address: Zavda Technologies, LLC
    5520 Research Park Drive, Suite 100
    Catonsville, MD 21228
13. **Payment Address:** Zavda Technologies, LLC
    11400 Glen Dale Ridge Road
    Glenn Dale, MD 20769-9459

14. **Warranty Provisions:** Contractor’s Standard Warranty

15. **Export Packing charges:** Not applicable

16. **Terms and conditions of rental, maintenance, and repair:** Not applicable

17. **Terms and conditions of installation:** Not applicable

18a. **Terms and conditions of repair parts:** Not applicable

18b. **Terms and conditions for any other services:** Not applicable

19. **List of service and distribution points:** Not applicable

20. **List of participating dealers:** Not applicable

21. **Preventive maintenance:** Not applicable

22a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** Not applicable

22b. Contact Zavda Technologies, LLC for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov: N/A

23. **DUNS Number:** QNJSAEKHAGY4

24. Zavda Technologies, LLC is registered in the System for Award Management (SAM) database.
### SIN 54151S Hourly Rates

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Labor Category Descriptions

**Application Engineer Level 2**

**Functional Responsibility:** Develops and manages software tools in support of Enterprise Management. Formulates and defines specifications for software applications or modifies and maintains existing applications using engineering releases and utilities provided by the software distributor. Conducts program design, coding, testing, debugging and documentation. Performs user administration on Enterprise Management supporting technologies.

**Minimum Experience:** Three years

**Minimum Education:** Bachelor’s

**Application Engineer Level 3**

**Functional Responsibility:** Develops and manages software tools in support of Enterprise Management. Formulates and defines specifications for software applications or modifies and maintains existing applications using engineering releases and utilities provided by the software distributor. Conducts program design, coding, testing, debugging and documentation. Performs user administration on Enterprise Management supporting technologies.

**Minimum Experience:** Five years

**Minimum Education:** Bachelor’s

**Application Engineer Level 4**

**Functional Responsibility:** Develops and manages software tools in support of Enterprise Management. Formulates and defines specifications for software applications or modifies and maintains existing applications using engineering releases and utilities provided by the software distributor. Conducts program design, coding, testing, debugging and documentation. Performs user administration on Enterprise Management supporting technologies.

**Minimum Experience:** Eight years

**Minimum Education:** Bachelor’s

**Cyber Analyst Level 2**

**Functional Responsibility:** Provides cyber security analysis covering a broad range of the cyber mission area. Working knowledge of network operations, exploitation, attack, and all areas of computer and network defense.

**Minimum Experience:** Four years

**Minimum Education:** Bachelor’s
**Cyber Analyst Level 3**

**Functional Responsibility:** Provides cyber security analysis covering a broad range of the cyber mission area. Working knowledge of network operations, exploitation, attack, and all areas of computer and network defense.

**Minimum Experience:** Six years

**Minimum Education:** Bachelor’s

**Database Administrator Level 3**

**Functional Responsibility:** Responsible for the performance, integrity and security of database. Involved in the planning and development of the database, as well as troubleshooting any issues on behalf of the users.

**Minimum Experience:** Six years

**Minimum Education:** Bachelor’s

**Event Technician Level 2**

**Functional Responsibility:** Utilizes network monitoring and management tools to recognize real or potential service quality issues on managed, proprietary networks. Utilizes systems and application monitoring and management tools to recognize real or potential service quality issues within the managed environment. Interacts effectively and directly with both IT users and other IT support resources to efficiently and effectively resolve technical issues. Employs predetermined resolution techniques to restore any IT resource after incidents.

**Minimum Experience:** Two years

**Minimum Education:** Associate’s

**Help Desk Manager Level 2**

**Functional Responsibility:** Develops leads, motivates, and directs contractor IT service desk professionals to deliver excellent technical/non-technical customer support. Applies advanced knowledge to troubleshoot/resolve IT incidents. Reads, writes, implements standard operating procedures and technical documentation.

**Minimum Experience:** Two years

**Minimum Education:** Associate’s
Help Desk Technician Level 1

**Functional Responsibility:** Serves as the initial point of contact, globally, for access to the Enterprise IT environment. Interacts with IT users to resolve technical issues. Responds to queries and completes service requests that originate by phone, web-based portals, email or other methods. Reads, writes and implements standard operating procedures and technical documentation.

**Minimum Experience:** Two years

**Minimum Education:** Associate’s

Help Desk Technician Level 2

**Functional Responsibility:** Serves as the initial point of contact, globally, for access to the Enterprise IT environment. Interacts with IT users to resolve technical issues. Responds to queries and completes service requests that originate by phone, web-based portals, email or other methods. Reads, writes, and implements standard operating procedures and technical documentation.

**Minimum Experience:** Two years

**Minimum Education:** Bachelor’s

Help Desk Technician Level 4

**Functional Responsibility:** Serves as the Tier 2 point of contact, globally, for access to the Enterprise IT environment. Interacts with IT users to resolve complex Tier 2 technical issues. Responds to queries and completes service requests that originate by phone, web-based portals, email or other methods. Reads, writes and implements standard operating procedures and technical documentation.

**Minimum Experience:** Three years

**Minimum Education:** Bachelor’s

Information Systems Security Engineer Level 4

**Functional Responsibility:** Identifies overall security requirements for the proper handling of data, and assists architects and system developers in the identification and implementation of appropriate information security; enforces the design and implementation of trusted relationships among external systems and architectures; Contributes to the security planning, assessment, risk analysis, risk management, certification, and awareness activities for systems and networking operations.

**Minimum Experience:** Eight years

**Minimum Education:** Bachelor’s
**Internet Protocol Address Management Level 2**

**Functional Responsibility:** Provides IP Address Management and distribution in accordance with network design and established procedures. Performs asset discovery, verifies requirements, ascertains security posture and provides support to ensure the security and healthy of IT systems on the Enterprise network. Manages and performs the daily allocation and recovery of IP addresses at the network and sub-network layer. Provides Certification and Accreditation (C&A) support to new security procedures requiring Authority to Operate (ATO) on the infrastructure. Conducts ad-hoc and periodic assessment on hardware deployed in CONUS or OCONUS for post C&A. Performs the operations/calculations required to add, delete, modify and interpret limited information. Utilizes fundamental networking commands to support IT system security and discovery. Possesses the ability to interpret network drawings and schematics.

**Minimum Experience:** Five years

**Minimum Education:** Bachelor’s

**IT Consultant Level 3**

**Functional Responsibility:** Performs as a consultant in highly specialized, leading edge information technologies and methodologies. Provides highly technical and specialized guidance concerning automated solutions to complex information processing and IT problems. Performs elaborate analyses and studies; prepare reports and give presentations. Leads medium to large complex projects and major phases of very large projects. Manages the fact-finding, analysis, and development of hypotheses/conclusions, production of final reports, and delivery of presentations. Ensures that the project delivers to government expectations on time and to budget; manages the project work as defined by the government.

**Minimum Experience:** Eight years

**Minimum Education:** Bachelor’s

**IT Consultant Level 5**

**Functional Responsibility:** Performs as a consultant in highly specialized, leading edge information technologies and methodologies. Provides highly technical and specialized guidance concerning automated solutions to complex information processing and IT problems. Performs elaborate analyses and studies; prepare reports and give presentations. Leads medium to large complex projects and major phases of very large projects. Manages the fact-finding, analysis, and development of hypothesis/conclusions, production of final reports and delivery of presentations. Ensures that the project delivers to government expectations on time and to budget; manages the project work as defined by the government.

**Minimum Experience:** 12 years

**Minimum Education:** Bachelor’s
IT Security Specialist Level 3

**Functional Responsibility:** Provides asset discovery and assessment support on the security and healthy of IT systems to identify and mitigate potential security threats. Provides C&A support to new operations needing ATO on the infrastructure. Conducts ad-hoc and periodic assessments of hardware and software deployed CONUS or OCONUS for post C&A. Manages and performs the daily IT System Security discovery and assessment activity. Configures, troubleshoots, and maintains discovery activities that support the collecting of critical system assets attached to the IT infrastructure. Provides documentation and technical support. Provides support to management and internal customers by effectively communicating and escalating solutions. Possesses a clear understanding of TCP/IP address schemes, LAN/WAN topology, and a basic understanding of PC and server interaction, and scanning experience.

**Minimum Experience:** Five years

**Minimum Education:** Bachelor’s

IT Subject Matter Expert Level 2

**Functional Responsibility:** Expertise in Information Technology, SIGINT, or Information Assurance technical or managerial field. Provides highly technical and specialized guidance concerning automated solutions to complex information processing and IT problems.

**Minimum Experience:** 5 years

**Minimum Education:** Bachelor’s

Network Administrator Level 2

**Functional Responsibility:** Provides Network Administration support for day-to-day operations; network and system monitoring; ability to install, configure, operate and troubleshoot routed and switched networks; implements and verifies connections to remote sites in a WAN; configuring and managing various Type I Inline Network Encryptors; and configuration management of firewalls and switches.

**Minimum Experience:** Three years

**Minimum Education:** Bachelor’s

Network Administrator Level 3

**Functional Responsibility:** Provides Network Administration support for day-to-day operations; network and system monitoring; ability to install, configure, operate and troubleshoot routed and switched networks; implements and verifies connections to remote sites in a WAN; configuring and managing various Type I Inline Network Encryptors; and configuration management of firewalls and switches.

**Minimum Experience:** Five years

**Minimum Education:** Bachelor’s
**Network Administrator Level 4**

**Functional Responsibility:** Resolves incidents on the IT Enterprise that are outside of normal scripted responses. Applies available tools and techniques to restore network services remotely. Implements and/or articulates corrective measures and documents that information into knowledge articles.

**Minimum Experience:** Seven years

**Minimum Education:** Bachelor’s

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**Network Engineer Level 3**

**Functional Responsibility:** Establishes and maintains network performance by building network configurations and connections; troubleshoots network problems. Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards. Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; and collaborating with network architects on network optimization. Secures network system by establishing and enforcing policies; defining and monitoring access.

**Minimum Experience:** Five years

**Minimum Education:** Bachelor’s

---

**Network Engineer Level 4**

**Functional Responsibility:** Establishes and maintains network performance by building network configurations and connections; troubleshoots network problems. Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards. Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; and collaborating with network architects on network optimization. Secures network system by establishing and enforcing policies; defining and monitoring access.

**Minimum Experience:** Seven years

**Minimum Education:** Bachelor’s

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**Network Tools Support Level 3**

**Functional Responsibility:** Maintains all Enterprise Management supporting technologies used by the customer. Provides technical direction and engineering knowledge in support of planning, designing, developing, testing, installing and maintaining systems monitoring and management services. Develops, refines, and documents systems management policies, processes, procedures and drives their implementation and use by the customer. Performs user administration on Enterprise Management supporting technologies.

**Minimum Experience:** Five years

**Minimum Education:** Bachelor’s
**Quality Assurance Manager Level 3**

**Functional Responsibility:** Defines and implements IT quality assurance practices and procedures. Manages a group of quality assurance analysts who test, evaluate, and validate IT initiatives and identify issues in software or services. Analyzes discrepancies in service or performance and makes recommendations for product or service updates.

**Minimum Experience:** Five years

**Minimum Education:** Bachelor’s

**Service Specialist Level 3**

**Functional Responsibility:** Accountable to the Service Desk Lead to be an expertise-based, mission-service-focused point of contact, across the globe, for the IT “hands-on-the keyboard” user into the IT environment. Interacts effectively, courteously, and directly with both the First Line Service Analyst and the IT user in order to resolve technical issues, and answer queries and requests for service that originate by telephone, web-based portals, e-mail or other methods.

**Minimum Experience:** Five years

**Minimum Education:** Bachelor’s

**Service Technician Level 2**

**Functional Responsibility:** Serves as the first point of contact, across the globe, for the IT “hands on keyboard” user into the IT environment. Interacts effectively, across the globe, and directly with the user to resolve technical issues, and responds to queries and service requests that originate by telephone, web-based portals, email, or other methods. Highly knowledgeable of IT operations, platforms, functions and terminology. Demonstrated mastery of desktop systems and/or various software applications and concepts; possesses a solid understanding of IT hardware; proficient in networking services, to include Active Directory and software installation; ability to read, write and implement standard operating procedures and technical documentation. Ability to touch-type and enter detailed information in the trouble ticketing system while interacting with customers telephonically.

**Minimum Experience:** Two years

**Minimum Education:** Associate’s

**Systems Administrator Level 2**

**Functional Responsibility:** Provides day-to-day operations, monitoring and problem resolution for all client problems, and provide support for the escalation and communication of status to agency management and internal customers. Support implementation, troubleshooting and maintenance of IT systems.

**Minimum Experience:** Five years

**Minimum Education:** Bachelor’s
**Systems Management Technologist Level 3**

**Functional Responsibility:** Resolves incidents on the Enterprise IT that are outside normal scripted responses. Restores data services remotely using available tools. Authors, reviews, provides feedback, or revises knowledge articles for incidents. Implements and/or articulates corrective measures and document that information in knowledge articles.

**Minimum Experience:** Five years.

**Minimum Education:** Bachelor’s

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**Technical Writer Level 3**

**Functional Responsibility:** Experience in gathering, analyzing, translating, and composing technical information into clear, readable documents to be used by technical and non-technical personnel. Experience composing technical documents including user’s manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables and documents. Experience conducting research and ensuring the use of proper technical terminology.

**Minimum Experience:** Five years

**Minimum Education:** Bachelor’s

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**Tools Support Technician Level 3**

**Functional Responsibility:** Maintains all Enterprise Management supporting technologies used by the customer. Provides technical direction and engineering knowledge in support of planning, designing, developing, testing, installing and maintaining systems monitoring and management services. Develops, refines, and documents systems management policies, processes, procedures and drives their implementation and use by the customer. Performs user administration on Enterprise Management supporting technologies.

**Minimum Experience:** Five years

**Minimum Education:** Bachelor’s

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**Tools Support Technician Level 4**

**Functional Responsibility:** Provides technical direction and engineering knowledge in support of planning, designing, developing, testing, installing and maintaining systems monitoring and management services. Develops, refines, and documents systems management policies, processes, procedures and drives their implementation and use. Performs user administration on Enterprise Management supporting technologies.

**Minimum Experience:** Eight years

**Minimum Education:** Bachelor’s
**Experience & Degree Substitution Equivalencies**
Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

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