GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service

Authorized Federal Supply Schedule FSS Price List

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: GSAAdvantage.gov.

Multiple Award Schedule

FSC Group: Information Technology
FSC Class(es)/ Product Code(s): D399/7030

Contract Number: GS-35F-421BA

Contract Period: July 3, 2019 – July 2, 2029

Through Modification Number: PO-0066, effective July 3, 2024

eTRANSERVICES Corp.
24 Onville Rd, Suite 101-11
Stafford, VA 22556-3831
Corporate Office: 571-405-5560
Fax: 888-503-3608
Website: GSA MAS - eTRANSERVICES Corp.

Contract Administrator: Chris Beckford
Email: GSAIT70@etranservices.com
Phone: 571-405-5560

Business Size: Small
Small Business Type: Small Disadvantaged, 8(a), SDVOSB

For more information on ordering on ordering go to the following website: https://www.gsa.gov/schedules.

Prices Shown Herein are Net (discount deducted)

INFORMATION FOR ORDERING ACTIVITIES

1a.　　AUTHORIZED SPECIAL ITEM NUMBERS (SINs):

SIN	DESCRIPTION
511210	Software Licenses
518210C	Cloud and Cloud-Related IT Professional Services
54151	Software Maintenance Services
54151HACS	Highly Adaptive Cybersecurity Services (HACS)
54151HEAL	Health IT Services
54151S	Information Technology Professional Services
541611	Administrative Management and General Management Consulting Services
541330ENG	Engineering Services
OLM	Order-Level Materials (OLMs)

1b.　　Lowest Priced Model Number and Price for each SIN:　See Price List

1c.　　SERVICES OFFERED:　See Price List

2.　　MAXIMUM ORDER PER SIN: 541611 and 541330ENG: $1,000,000
　　　　　　　　　　　511210, 518210C, 54151, 54151HACS, 54151HEAL and 54151S: $500,000
　　　　　　　　　　　OLM: $250,000

3.　　MINIMUM ORDER LIMITATION:　$100

4.　　GEOGRAPHIC COVERAGE (DELIVERY AREA): The geographic scope of this contract is domestic and overseas.

5.　　POINT OF PRODUCTION: United States

6.　　Discount from list prices or statement of net price. Government Net Prices (discounts already deducted.)

7.　　QUANTITY DISCOUNT: None

8.　　PROMPT PAYMENT TERMS**:** None, 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: As negotiated

10b.　　EXPEDITED DELIVERY: Contact Contractor

10c.　　OVERNIGHT AND 2-DAY DELIVERY: Contact Contractor

10d.　URGENT REQUIREMENTS: Contact Contractor

11.　　F.O.B. POINT : FOB Destination

12a.   ORDERING ADDRESS: Same as Contractor

12b.   ORDERING PROCEDURES: *See Federal Acquisition Regulation (FAR) 8.405-3.*

13   PAYMENT ADDRESS: Same as Contractor

14.   WARRANTY PROVISION: Standard Commercial Warranty

15.   EXPORT PACKING CHARGES: Not Applicable

16.   TERMS AND CONDITIONS OF RENTAL: 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.   SPECIAL ATTRIBUTES: Not Applicable

22b.   If applicable, indicate that Section 508 compliance information is available for the information and communications technology (ICT) products and services and show where full details can be found (e.g. contractor's website or other location.) ICT accessibility standards can be found at: https://www.Section508.gov/. www.etranservices.com

23.   UNIQUE ENTITY IDENTIFIER NUMBER: Y56GTH99ZG29

24.   CONTRACTOR HAS REGISTERED IN THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE. Cage Code: (6GGS5)

SIN	Mfr. Part No.	Product Name	Product Description	GSA Price
511210	RDL-FSA-Small 50K	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - Average Web Traffic per Month 1-50K (Small Agency)	$952.39
511210	RDL-FSA-Small-1 URL-50k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 1 additional Sub-Site (per URL)	$190.48
511210	RDL-FSA-Small-2-4 URL-50k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 2-4 additional Sub-Sites (per URL)	$142.86
511210	RDL-FSA-Small-5+ URL-50k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 5+ additional Sub-Sites (per URL)	$95.24
511210	RDL-FSA-Small-100k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - Average Web Traffic per Month 51 - 100K (Small Agency)	$1,943.07
511210	RDL-FSA-Small-1 URL-100k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 1 additional Sub-Site (per URL)	$388.61
511210	RDL-FSA-Small-2-4 URL-100k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 2-4 additional Sub-Sites (per URL)	$291.47
511210	RDL-FSA-Small-5+ URL-100k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 5+ additional Sub-Sites (per URL)	$194.31
511210	RDL-FSA-Medium-250k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - Average Web Traffic per Month 101 - 250K (Medium Agency)	$3,015.11
511210	RDL-FSA-Small-1 URL-250K	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 1 additional Sub-Site (per URL)	$603.02
511210	RDL-FSA-Small-2-4 URL-250k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 2-4 additional Sub-Sites (per URL)	$452.27
511210	RDL-FSA-Small-5+ URL-250k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 5+ additional Sub-Sites (per URL)	$301.51
511210	RDL-FSA-Medium-500k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - Average Web Traffic per Month 250 - 500K (Medium Agency)	$4,355.16
511210	RDL-FSA-Small-1 URL-500k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 1 additional Sub-Site (per URL)	$871.03

SIN	Mfr. Part No.	Product Name	Product Description	GSA Price
511210	RDL-FSA-Small-2-4 URL-500k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 2-4 additional Sub-Sites (per URL)	$653.28
511210	RDL-FSA-Small-5+ URL-500k	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 5+ additional Sub-Sites (per URL)	$435.52
511210	RDL-FSA-Large-1M	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - Average Web Traffic per Month 500 - 1M (Large Agency)	$7,839.29
511210	RDL-FSA-Small-1 URL-1M	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 1 additional Sub-Site (per URL)	$1,567.86
511210	RDL-FSA-Small-2-4 URL-1M	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 2-4 additional Sub-Sites (per URL)	$1,175.90
511210	RDL-FSA-Small-5+ URL-1M	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 5+ additional Sub-Sites (per URL)	$783.93
511210	RDL-FSA-Large-5M	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - Average Web Traffic per Month1-5M (Large Agency)	$12,395.47
511210	RDL-FSA-Small-1 URL-5M	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 1 additional Sub-Site (per URL)	$2,479.09
511210	RDL-FSA-Small-2-4 URL-5M	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - 2-4 additional Sub-Sites (per URL)	$1,859.32
511210	RDL-FSA-Small-5+ URL-5M	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 5+ additional Sub-Sites (per URL)	$1,239.55
511210	RDL-FSA-ExLarge-10M	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - Average Web Traffic per Month 5-10M (Extra Large Agency)	$19,430.73
511210	RDL-FSA-Small-1 URL-10M	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 1 additional Sub-Site (per URL)	$3,886.15
511210	RDL-FSA-Small-2-4 URL-10M	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 2-4 additional Sub-Sites (per URL)	$2,914.61
511210	RDL-FSA-Small-5+ URL-10M	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 5+ additional Sub-Sites (per URL)	$1,943.07
511210	RDL-FSA-ExLarge-10M+	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - Average Web Traffic per Month 10M+ (Extra Large Agency)	$32,496.22

SIN	Mfr. Part No.	Product Name	Product Description	GSA Price
511210	RDL-FSA-Small-1 URL-10M+	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 1 additional Sub-Site (per URL)	$6,499.24
511210	RDL-FSA-Small-2-4 URL-10M+	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 2-4 additional Sub-Sites (per URL)	$4,874.44
511210	RDL-FSA-Small-5+ URL-10M+	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only)	Texthelp, Ltd - ReachDeck Legacy (Toolbar Only) - Public Sector - 5+ additional Sub-Sites (per URL)	$3,249.62
511210	RD-FSA-Small 50K	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - Average Web Traffic per Month 1-50K (Small Agency)	$1,904.79
511210	RD-FSA-Small-1 URL-50k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 1 additional Sub-Site (per URL)	$380.96
511210	RD-FSA-Small-2-4 URL-50k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 2-4 additional Sub-Sites (per URL)	$285.72
511210	RD-FSA-Small-5+ URL-50k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 5+ additional Sub-Sites (per URL)	$190.48
511210	RD-FSA-Small-100k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - Average Web Traffic per Month 51 - 100K (Small Agency)	$3,886.15
511210	RD-FSA-Small-1 URL-100k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 1 additional Sub-Site (per URL)	$777.23
511210	RD-FSA-Small-2-4 URL-100k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 2-4 additional Sub-Sites (per URL)	$582.92
511210	RD-FSA-Small-5+ URL-100k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 5+ additional Sub-Sites (per URL)	$388.61
511210	RD-FSA-Medium-250k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - Average Web Traffic per Month 101 - 250K (Medium Agency)	$6,030.23
511210	RD-FSA-Small-1 URL-250K	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 1 additional Sub-Site (per URL)	$1,206.05
511210	RD-FSA-Small-2-4 URL-250k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 2-4 additional Sub-Sites (per URL)	$904.53
511210	RD-FSA-Small-5+ URL-250k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 5+ additional Sub-Sites (per URL)	$603.02
511210	RD-FSA-Medium-500k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - Average Web Traffic per Month 250 - 500K (Medium Agency)	$8,710.33
511210	RD-FSA-Small-1 URL-500k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 1 additional Sub-Site (per URL)	$1,742.07
511210	RD-FSA-Small-2-4 URL-500k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 2-4 additional Sub-Sites (per URL)	$1,306.55
511210	RD-FSA-Small-5+ URL-500k	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 5+ additional Sub-Sites (per URL)	$871.03

SIN	Mfr. Part No.	Product Name	Product Description	GSA Price
511210	RD-FSA-Large-1M	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - Average Web Traffic per Month 500 - 1M (Large Agency)	$15,678.59
511210	RD-FSA-Small-1 URL-1M	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 1 additional Sub-Site (per URL)	$3,135.72
511210	RD-FSA-Small-2-4 URL-1M	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 2-4 additional Sub-Sites (per URL)	$2,351.79
511210	RD-FSA-Small-5+ URL-1M	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 5+ additional Sub-Sites (per URL)	$1,567.86
511210	RD-FSA-Large-5M	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - Average Web Traffic per Month1-5M (Large Agency)	$24,790.93
511210	RD-FSA-Small-1 URL-5M	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 1 additional Sub-Site (per URL)	$4,958.19
511210	RD-FSA-Small-2-4 URL-5M	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 2-4 additional Sub-Sites (per URL)	$3,718.64
511210	RD-FSA-Small-5+ URL-5M	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 5+ additional Sub-Sites (per URL)	$2,479.09
511210	RD-FSA-ExLarge-10M	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - Average Web Traffic per Month 5-10M (Extra Large Agency)	$38,861.46
511210	RD-FSA-Small-1 URL-10M	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 1 additional Sub-Site (per URL)	$7,772.29
511210	RD-FSA-Small-2-4 URL-10M	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 2-4 additional Sub-Sites (per URL)	$5,829.22
511210	RD-FSA-Small-5+ URL-10M	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 5+ additional Sub-Sites (per URL)	$3,886.15
511210	RD-FSA-ExLarge-10M+	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - Average Web Traffic per Month 10M+ (Extra Large Agency)	$64,992.44
511210	RD-FSA-Small-1 URL-10M+	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck- Public Sector - 1 additional Sub-Site (per URL)	$12,998.49
511210	RD-FSA-Small-2-4 URL-10M+	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 2-4 additional Sub-Sites (per URL)	$9,748.87
511210	RD-FSA-Small-5+ URL-10M+	Texthelp, Ltd - ReachDeck	Texthelp, Ltd - ReachDeck - Public Sector - 5+ additional Sub-Sites (per URL)	$6,499.24
511210	UDPaaS_A001_Mo	Monthly Global Admin Subscription, price per Global Admin per month *	Monthly Global Admin Subscription, price per Global Admin per month, * Global Administrators are able to design and administer SaaS solutions within their environment.	$299.24
511210	UDPaaS_A002_Yr	Annual Global Admin Subscription, price per Global Admin per year *	Annual Global Admin Subscription, price per Global Admin per year, * Global Administrators are able to design and administer SaaS solutions within their environment.	$3,112.14

SIN	Mfr. Part No.	Product Name	Product Description	GSA Price
511210	UDPaaS_LU001_Mo	Low Volume, Internal User Subscription, 1-10 Users/<30 hrs, price per user per month **	Low Volume, Internal User Subscription, 1-10 Users/<30 hrs, price per user per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$142.64
511210	UDPaaS_LU002_Mo	Low Volume, Internal User Subscription, 11-25 Users/<30 hrs, price per user per month **	Low Volume, Internal User Subscription, 11-25 Users/<30 hrs, price per user per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$131.67
511210	UDPaaS_LU003_Mo	Low Volume, Internal User Subscription, 26-200 Users/<30 hrs, price per user per month **	Low Volume, Internal User Subscription, 26-200 Users/<30 hrs, price per user per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$120.70
511210	UDPaaS_LU004_Mo	Low Volume, Internal User Subscription, 201 - 500 Users/<30 hrs, price per user per month **	Low Volume, Internal User Subscription, 201 - 500 Users/<30 hrs, price per user per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$101.25

SIN	Mfr. Part No.	Product Name	Product Description	GSA Price
511210	UDPaaS_LU005_Mo	Low Volume, Internal User Subscription, 501-1000 Users/<30 hrs, price per user per month **	Low Volume, Internal User Subscription, 501-1000 Users/<30 hrs, price per user per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$94.76
511210	UDPaaS_LU006_Mo	Low Volume, Internal User Subscription, 1001+ Users/<30 hrs, price per user per month **	Low Volume, Internal User Subscription, 1001+ Users/<30 hrs, price per user per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$88.28
511210	UDPaaS_HU001_Mo	High Volume, Internal User Subscription, 1-10 Users/>30 hrs, price per user per month **	High Volume, Internal User Subscription, 1-10 Users/>30 hrs, price per user per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$241.39
511210	UDPaaS_HU002_Mo	High Volume, Internal User Subscription, 11-25 Users/>30 hrs, price per user per month **	High Volume, Internal User Subscription, 11-25 Users/>30 hrs, price per user per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$208.47

SIN	Mfr. Part No.	Product Name	Product Description	GSA Price
511210	UDPaaS_HU003_Mo	High Volume, Internal User Subscription, 26-200 Users/>30 hrs, price per user per month **	High Volume, Internal User Subscription, 26-200 Users/>30 hrs, price per user per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$192.02
511210	UDPaaS_HU004_Mo	High Volume, Internal User Subscription, 201 - 500 Users/>30 hrs, price per user per month **	High Volume, Internal User Subscription, 201 - 500 Users/>30 hrs, price per user per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$181.05
511210	UDPaaS_HU005_Mo	High Volume, Internal User Subscription, 501-1000 Users/>30 hrs, price per user per month **	High Volume, Internal User Subscription, 501-1000 Users/>30 hrs, price per user per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$167.58
511210	UDPaaS_HU006_Mo	High Volume, Internal User Subscription, 1001+ Users/>30 hrs, price per user per month **	High Volume, Internal User Subscription, 1001+ Users/>30 hrs, price per user per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$144.14

SIN	Mfr. Part No.	Product Name	Product Description	GSA Price
511210	UDPaaS_EX001_Mo	External User Subscription, base package price per month for up to 300 Users **	External User Subscription, base package price per month for up to 300 Users ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$2,244.33
511210	UDPaaS_EX002_Mo	External User Subscription, 301-500 Users, per user per month over base **	External User Subscription, 301-500 Users, per user per month over base ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$10.33
511210	UDPaaS_EX003_Mo	External User Subscription, 501-750 Users, per user per month over base **	External User Subscription, 501-750 Users, per user per month over base ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$10.18
511210	UDPaaS_EX004_Mo	External User Subscription, 751-1000 Users, per user over base, price per month **	External User Subscription, 751-1000 Users, per user over base, price per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$10.03

SIN	Mfr. Part No.	Product Name	Product Description	GSA Price
511210	UDPaaS_EX005_Mo	External User Subscription, 1001st-2000 Users, per user over base, price per month **	External User Subscription, 1001st-2000 Users, per user over base, price per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$9.08
511210	UDPaaS_EX006_Mo	External User Subscription, 2001st-5000 Users, per user over base, price per month **	External User Subscription, 2001st-5000 Users, per user over base, price per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$8.33
511210	UDPaaS_EX007_Mo	External User Subscription, 5001st-10000 Users, per user over base, price per month **	External User Subscription, 5001st-10000 Users, per user over base, price per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$7.58
511210	UDPaaS_EX008_Mo	External User Subscription, 10001st + Users, per user over base, price per month **	External User Subscription, 10001st + Users, per user over base, price per month ** Discounts may be negotiated for Annual Subscriptions. Fees will start once the environment is provisioned or account is created without prorating. Subscriptions are inclusive of Network Operations Center and Security Operations Center services. Professional Services to assist with implementation or ongoing support is not included.	$6.73

SIN	Mfr. Part No.	Product Name	Product Description	GSA Price
511210	UDPaaS_OP001_Mo	Additional Environment (e.g. test, prod, bu) ***	Additional Environment (e.g. test, prod, bu) *** Subscription not included, and any Professional Services cost for implementation will be negotiated separately.	$819.44
511210	UDPaaS_OP002_Mo	Additional Testing Environment (per environment) ***	Additional Testing Environment (per environment) *** Subscription not included, and any Professional Services cost for implementation will be negotiated separately.	$1,156.08
511210	UDPaaS_OS001	Single Sign-On Integration of UDPaaS with FEDRAMP authorized Government security solution ***	Single Sign-On Integration of UDPaaS with FEDRAMP authorized Government security solution *** Subscription not included, and any Professional Services cost for implementation will be negotiated separately.	$14,962.22
511210	UDPaaS_OS002	SMTP Mail-Relay Integration of client-specific mail-relay ***	SMTP Mail-Relay Integration of client-specific mail-relay *** Subscription not included, and any Professional Services cost for implementation will be negotiated separately.	$3,989.92
511210	UDPaaS_OS003_Mo	UDPaaS API for connecting other JSON web services price per month ***	UDPaaS API for connecting other JSON web services price per month *** Subscription not included, and any Professional Services cost for implementation will be negotiated separately.	$1,496.22
511210	UDPaaS_OS004_Mo	Digital / eSignature license, price per month ***	Digital / eSignature license, price per month *** Subscription not included, and any Professional Services cost for implementation will be negotiated separately.	$598.49
511210	UDPaaS_XAAS1_Mo	Compute: t1.xlarge: 4 vCPU and 16GB RAM (per Month)	Compute: t1.xlarge: 4 vCPU and 16GB RAM (per Month)	$297.89
511210	UDPaaS_XAAS2_Mo	Compute: t1.medium: 2 vCPU and 4GB RAM (per Month)	Compute: t1.medium: 2 vCPU and 4GB RAM (per Month)	$141.02
511210	UDPaaS_XAAS3_Mo	High Performance Block Additional Storage, price per Gigabyte (GB) per month	High Performance Block Additional Storage, price per Gigabyte (GB) per month	$0.1496
511210	UDPaaS_XAAS4_Mo	Network: 100 Mb/s CIR (Per Month)	Network: 100 Mb/s CIR (Per Month)	$190.18
511210	UDPaaS_XAAS5_Mo	IP Addresses (Per Month)	IP Addresses (Per Month)	$13.20

INFORMATION TECHNOLOGY PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS & QUALIFICATIONS (54151S)

Management series
Description: Management covers program and project management functions. The Program Manager is the most senior of the series and has responsibility for more than one project or has responsibility for a very large project. The Technical Project Manager provides normal project management functions including technical leadership, quality assurance, and decision-oriented recommendations. The Administrative Project Manager covers contracts and situations that require no technical leadership and provides status and progress reporting while providing an administrative connection between onsite contractor staff and a contractor's home office. This mapping defines the educational requirements for the management series in each functional area.

Qualifications:
1. In the project management categories, the educational requirement is identical to the non-support series in the functional area that are designated as primary labor categories.

2. The Project Control Analyst experience must be relevant to project control. The experience must be similar or identical to the following: project schedule, project plan, critical path and dependency analysis, resource allocation, baseline management, status monitoring, and related project management activities.

3. For the Program Manager and Technical Project Manager categories, Project Management Professional (PMP) or equivalent project or program management certification is required.

Program Manager (Bachelor's degree + 15 relevant years)
Technical Project Manager (Bachelor's degree + 10 relevant years)
Administrative Project Manager (Bachelor's degree + 10 relevant years)
Task Leader (Bachelor's degree + 5 relevant years)
Project Control Analyst (Bachelor's degree + 2 relevant years)

Scientist/Engineer/Systems Analyst series
Description: This series covers engineers, professional licensed engineers, scientists, and other systems analysts. The series is intended to provide services in support of systems engineering projects rather than business-oriented IT systems support. There are support systems that are administrative in nature that have an active interface to Shared Services environments that may require some of these skills to maintain and engineer the interface. The series is also intended to provide engineering service in support of acquisition activities for operational locations including facility maintenance, modification, and remediation as well as various levels of equipment repair. Research & Development support service resources may be specified from this labor category series.

Qualifications: Engineering, math, and science degrees are required.

When supporting tasks that are Engineering, Technical, System, or Training projects, for the Senior and Senior with Special Certification Levels, any combination of degree, certification and relevant experience

will be considered if the relevant experience requirement is satisfied.

Senior Ph.D. (Bachelor's degree + 10 relevant years) Senior II (Bachelor's degree + 15 relevant years)
Senior Special Certification (Bachelor's degree + certification + 10 relevant years)
Senior (Bachelor's degree + 8 relevant years)
Intermediate II (Bachelor's degree + 5 relevant years)
Intermediate I (Bachelor's degree + 3 relevant years)
Associate (Bachelor's degree + 1 relevant year)

Computer Scientist/Systems Analyst series
Description: This series provides computer engineering and computer systems analysis to support engineering services, computer science, software engineering, Computer/Information Systems Development and Computer Systems Support projects. The major difference within the competencies is typically the real time and safety critical experiences required to support engineering services projects. Analytical experienced professionals may be used to support the administrative systems required for Computer/Information Systems Development and Computer Systems Support projects. These competencies are related within federal agencies and do overlap. For clarity, a computer scientist working on Engineering Services projects primarily focus on physical multiple sensor and communications systems, real time and mission critical systems while the software engineer working in support of Computer Systems Support would focus on database, shared services, systems integration or related workflow for administrative system.

Qualifications: Engineering, math, and science degrees are required.

When supporting tasks that are Information Technology Systems Architecture, Enterprise Architecture, or Network Analysis/Design/Test, for the Senior and Senior with Special Certification Levels, any combination of degree, certification and relevant experience will be considered if the relevant experience requirement is satisfied.

Senior Ph.D. (Bachelor's degree + 10 relevant years)
Senior II (Bachelor's degree + 15 relevant years)
Senior Special Certification (Bachelor's degree + certification + 10 relevant years)
Senior (Bachelor's degree + 8 relevant years)
Intermediate II (Bachelor's degree + 5 relevant years)
Intermediate I (Bachelor's degree + 3 relevant years)
Associate (Bachelor's degree + 1 relevant year)

Information Technology Analyst series
Description: This series provides information technology services in facilities planning, operations and support; storage systems analysis, design/test, and administration; server system analysis, design/test and administration; database analysis, design/test, administration; website analysis, design/test, and administration; web application analysis, design/test and administration; LAN analysis, design/test and administration; user support planning, operations and administration; and related IT systems functions.

Qualifications: Information systems, business systems, management information systems, IT Management, other IT degrees are required. Engineering, math, and science degrees are acceptable substitute degrees.

Senior Ph.D. (Bachelor's degree + 10 relevant years)
Senior II (Bachelor's degree + 15 relevant years)
Senior Special Certification (Bachelor's degree + certification + 10 relevant years)
Senior (Bachelor's degree + 8 relevant years)
Intermediate II (Bachelor's degree + 5 relevant years)
Intermediate (Bachelor's degree + 3 relevant years)
Associate (Bachelor's degree + 1 relevant year)

System Security/Information Assurance Analyst series
Description: The security series provides systems security engineering for Engineering Services and IT systems security in compliance with the NIST standards. This labor category covers all security related specialty engineering functions for engineering services and all information assurance and cyber security functions in support computer systems development and computer systems support projects.

Qualifications: Educational requirement is identical to the non-support series in the functional area. When supporting tasks that are within the scope of Engineering Services projects, the degree and experience requirement is identical to the Scientist/Engineer/Analyst or the Computer Scientist/Systems Analyst. When supporting tasks that are within the scope of Computer/Information Systems Development and Computer Systems Support projects, the degree and experience requirement is identical to the Computer Scientist/Systems Analyst.

In the System Security/Information Assurance Analyst labor categories for the Senior and Senior with Special Certification Levels, any combination of degree, certification and relevant experience will be considered if the relevant experience requirement is satisfied. This labor category must comply with the DoD 8570 for Defense Department projects.

Senior Ph.D. (Bachelor's degree + 10 relevant years)
Senior II (Bachelor's degree + 15 relevant years)
Senior Special Certification (Bachelor's degree + certification + 10 relevant years)
Senior (Bachelor's degree + 8 relevant years)
Intermediate II (Bachelor's degree + 5 relevant years)
Intermediate I (Bachelor's degree + 3 relevant years)
Associate (Bachelor's degree + 1 relevant year)

Technical Writer
Description: This series provides support to read and analyze highly technical materials and to create documents and presentations of that information. This may be specifications, drawings, user manuals, presentations, reports, or training documents. The series is intended to support Engineering Services and IT systems related projects.

Qualifications: The educational requirement is identical to the non-support series in the functional area. When supporting tasks that fall within the scope of Engineering Services, the degree and experience requirement is identical to the Scientist/Engineer/Analyst or the Computer Scientist/Systems Analyst. When supporting tasks that fall within the scope of Computer/Information Systems Development, the degree and experience requirement is identical to the Computer Scientist/Systems Analyst.

In the Technical Writer categories for the Senior and Senior with Special Certification Levels, any combination of degree, certification and relevant experience will be considered if the relevant experience requirement is satisfied.

Senior Ph.D. (Bachelor's degree + 10 relevant years)
Senior II (Bachelor's degree + 15 relevant years)
Senior Special Certification (Bachelor's degree + certification + 10 relevant years)
Senior (Bachelor's degree + 8 relevant years)
Intermediate II (Bachelor's degree + 5 relevant years)
Intermediate I (Bachelor's degree + 3 relevant years)
Associate (Bachelor's degree + 1 relevant year)

Writer/Editor
Description: This series is to provide non-technical writing support. The writer may prepare documents as part of Business operations projects, or as part of Documentation & Training projects. The editor is focused on the same areas as the writer and can be applied in each area. This category includes the creation of content for web pages.

Qualifications: Education, English, journalism, history, political science or equivalent degrees are required.

In the Writer/Editor categories for the Senior and Senior with Special Certification Levels, any combination of degree, certification and relevant experience will be considered if the relevant experience requirement is satisfied.

Senior Ph.D. (Bachelor's degree + 10 relevant years)
Senior II (Bachelor's degree + 15 relevant years)
Senior Special Certification (Bachelor's degree + certification + 10 relevant years)
Senior (Bachelor's degree + 8 relevant years)
Intermediate II (Bachelor's degree + 5 relevant years)
Intermediate I (Bachelor's degree + 3 relevant years)
Associate (Bachelor's degree + 1 relevant year)

Acquisition/Procurement/Contract/Analyst series
Description: This series provides expertise ranging from senior level certified acquisition experts advising the implementation and management of major acquisitions, to more administrative processing of routine contractual actions. This series is unique in that it supports Business Administration & Management projects but requires insight and knowledge of all other functional areas.

Qualifications: A 4-year course of study leading to a Bachelor's degree with a major in any field that included or was supplemented by; at least 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management is required.

Senior Ph.D. (Bachelor's degree + 10 relevant years)
Senior II (Bachelor's degree + 15 relevant years)
Senior Special Certification (Bachelor's degree + certification + 10 relevant years)
Senior (Bachelor's degree + 8 relevant years)
Intermediate II (Bachelor's degree + 5 relevant years)
Intermediate I (Bachelor's degree + 3 relevant years)
Associate (Bachelor's degree + 1 relevant year)

Business/Financial/Management/Analyst series
Description: The business/financial/management/analyst series is focused on the coordination, accounting, planning and administration functions. The management analyst provides business management functions such as budgeting, financial analysis and planning and control of funding and allocation of funding. These functions include business process analysis to describe and create defined business and operations controls and processes.

Qualifications: A 4-year course of study leading to a Bachelor's degree with a major in any field that included or was supplemented by; at least 24 semester hours in any combination of the following fields: accounting, business, finance, law, contracts, purchasing, economics, industrial management, marketing, quantitative methods, or organization and management is required.

Senior Ph.D. (Bachelor's degree + 10 relevant years)
Senior II (Bachelor's degree + 15 relevant years)
Senior Special Certification (Bachelor's degree + certification + 10 relevant years)
Senior (Bachelor's degree + 8 relevant years)
Intermediate II (Bachelor's degree + 5 relevant years)
Intermediate I (Bachelor's degree + 3 relevant years)
Associate (Bachelor's degree + 1 relevant year)

Training/Training Material Specialist series
Description: The training and documentation series are labor categories that support business administration & management; research & development; engineering services; computer/information systems development; computer systems support; documentation & training and maintenance & support related projects. These are specialist in creating and delivering training documentation. These are specialist in education, in teaching, and in creating structured lesson plans and formal training programs. These are not the technical experts who generate the more technical portion of the documents.

Qualifications: Training Material Specialist labor categories, education, English, journalism, history, or political science degrees are required.

In the Trainer/Training Material Specialist labor categories for the Senior and Senior with Special Certification Levels, any combination of degree, certification and relevant experience will be considered if the relevant experience requirement is satisfied.

Senior Ph.D. (Bachelor's degree + 10 relevant years)
Senior II (Bachelor's degree + 15 relevant years)
Senior Special Certification (Bachelor's degree + certification + 10 relevant years)
Senior (Bachelor's degree + 8 relevant years)
Intermediate II (Bachelor's degree + 5 relevant years)
Intermediate I (Bachelor's degree + 3 relevant years)
Associate (Bachelor's degree + 1 relevant year)

Technical Support series
Description: Technical support varies widely. It includes everything from modification of facilities, to testing sites, remediation of sites, and similar technician activity. In support of Business Administration & Management projects, technical support includes graphical artist specialists. In support of Computer/Information Systems Development, technical support includes graphical design and architectures. For engineering services projects, technical support means technicians to support the engineering efforts. These may be test technicians, installation technicians, support technicians, independent verification and validation technicians, etc. In support of Computer/Information Systems Development, technical support is help desk, computer installation, copier support, telephone support, etc. In equipment maintenance environments, the technical support is an equipment repair technician and includes depot through field repairs.

Qualifications:
Level IV (HS + 10 relevant years)
Level III (HS + 6 relevant years)
Level II (HS + 3 relevant years)
Level I (HS + 0 relevant year)

Administrative Support series
Description: This series is office oriented, clerical, coordinating, in an administrative role.
Typical functions include: telephone answering, desk staffing, copying, data entry, regular cyclical
report generation, distribution, pre-defined task execution. These administrative support services
may be used to support engineering and IT projects.

Qualifications:
Level IV (HS + 10 relevant years)
Level III (HS + 6 relevant years)
Level II (HS + 3 relevant years)
Level I (HS + 0 relevant year)

CLOUD AND CLOUD RELATED IT SERVICES LABOR CATEGORIES (518210C)

Commercial Job Title: Platform/SaaS/Portal Analyst Project Manager III

Minimum/General Experience: Must have at least five (5) years of experience as a demonstrated expert in providing and managing cloud services / Information Systems life cycle support services in support of IT systems.

Functional Responsibility: Oversees the successful planning and implementation of major IT systems or upgrades to existing systems. Responsible for planning activities, requirements development, systems development, testing and implementation of major IT systems. Conducts outreach activities to ensure buy-in of targeted systems sponsors, stakeholders and users during the development of strategic and tactical IT solutions. Manages cost, schedule and performance of projects. Organizes and directs personnel, contracts and materials for the performance of assigned professional services. Provides primary interface and leadership for the successful implementation of contracted projects to achieve customer and business objectives.

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

Commercial Job Title: Platform/SaaS/Portal Analyst Project Manager II

Minimum/General Experience: Must have at least three (3) years of experience as a demonstrated expert in providing and managing cloud services / Information Systems life cycle support services in support of IT systems.

Functional Responsibility: Oversees the successful planning and implementation of major IT systems or upgrades to existing systems. Responsible for planning activities, requirements development, systems development, testing and implementation of major IT systems. Conducts outreach activities to ensure buy-in of targeted systems sponsors, stakeholders and users during the development of strategic and tactical IT solutions. Manages cost, schedule and performance of projects. Organizes and directs personnel, contracts and materials for the performance of assigned professional services. Provides primary interface and leadership for the successful implementation of contracted projects to achieve customer and business objectives.

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

Commercial Job Title: Platform/SaaS/Portal Analyst Project Manager I

Minimum/General Experience: Must have at least two (2) years of experience as a demonstrated expert in providing and managing cloud services / Information Systems life cycle support services in support of IT systems.

Functional Responsibility: Responsible for planning activities, requirements development, systems development, testing and implementation of major IT systems. Conducts outreach activities to ensure buy-in of targeted systems sponsors, stakeholders and users during the development of strategic and tactical IT solutions. Manages cost, schedule and performance of projects. Organizes and directs personnel, contracts and materials for the performance of assigned professional services. Provides primary interface and leadership for the successful implementation of contracted projects to achieve customer and business objectives.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Business Operations Analyst III

Minimum/General Experience: Must have three eight (8) years of experience using mathematical, statistical, econometric or other scientific methods and techniques in analyzing problems of a business, logistics, finance, health IT, management or technical nature.

Functional Responsibility: Monitors the status of ongoing operations. Alerts key personnel of operational problems and suggest potential solutions. May perform analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget and HR systems. The Analyst has in-depth knowledge of portal solution architecting, designing, business intelligence, developing, performance tuning, capacity planning and problem solving. Converts requirements into functional specifications and technical design. Has an extensive understanding of application delivery.

Uses industry-recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle. Experienced in all stages of the Systems Development Life Cycle. Provides appropriate solutions to business problems. Assesses all issues surrounding people, process and technology. Conducts studies, analyzes and develops appropriate solutions, creates or maintains databases, develops and implements plans, reviews reports/work papers for accuracy and completeness, develops and presents alternative plans, defends analysis, assists project manager with changes to the scope of the project, and assists in managing client expectations. Oversees successful planning and implementation of business processes by researching, defining and driving strategic, operational the and organizational improvements across the organization and programs. Collects data and artifacts, draws insight from analysis and develops compelling recommendations aligned with project requirements. Converts requirements into functional specifications and technical design.

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

Commercial Job Title: Business Operations Analyst II

Minimum/General Experience: Must have five (5) years of experience using mathematical, statistical, econometric or other scientific methods and techniques in analyzing problems of a business, logistics, finance, health IT, management or technical nature.

Functional Responsibility: Monitors the status of ongoing operations. Alerts key personnel of operational problems and suggest potential solutions. May perform analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget and HR systems. The Analyst has in-depth knowledge of portal solution architecting, designing, business intelligence, developing, performance tuning, capacity planning and problem solving. Converts requirements into functional specifications and technical design. Has an understanding of application delivery.

Oversees successful planning and implementation of business processes by researching, defining and driving strategic, operational the and organizational improvements across the organization and programs. Collects data and artifacts, draws insight from analysis and develops compelling recommendations aligned with project requirements. Converts requirements into functional specifications and technical design.

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

Commercial Job Title: Business Operations Analyst I

Minimum/General Experience: Must have three (3) years of experience using mathematical, statistical, econometric or other scientific methods and techniques in analyzing problems of a business, logistics, finance, health IT, management or technical nature.

Functional Responsibility: Monitors the status of ongoing operations. Alerts key personnel of operational problems and suggest potential solutions. May perform analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget and HR systems. The Analyst has in-depth knowledge of portal solution architecting, designing, business intelligence, developing, performance tuning, capacity planning and problem solving. Converts requirements into functional specifications and technical design. Has basic understanding of application delivery.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Technical Expert Platform/SaaS/Portal III

Minimum/General Experience: Must have at least five (5) years of experience as a demonstrated expert in providing and managing cloud services / Information Systems life cycle support services.

Functional Responsibility: Oversees the successful planning and implementation of major IT systems/cloud environments or upgrades to existing systems. Responsible for capital planning activities, requirements development, systems development, testing and implementation of major IT systems. Provides design and implementation for online applications and decision support systems using specific design tools and common development languages. Conducts outreach activities to ensure buy-in of targeted systems sponsors, stakeholders and users during the development of strategic and tactical IT solutions. The analyst must have in-depth knowledge of platform / portal solution architecting, designing, business intelligence, developing, performance tuning, capacity planning and problem-solving. Converts requirements into functional specifications and technical design. Has an extensive understanding of application delivery to lead team.

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

Commercial Job Title: Platform/SaaS/Portal Architect III

Minimum/General Experience: Must have at least five (5) years of experience using mathematical, statistical, econometric or other scientific methods and techniques in analyzing complex or complicated problems of a business, logistics, finance, health IT, management or technical nature.

Functional Responsibility: Performs analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget, health IT and HR systems. Collects and evaluates data and information to support recommended courses of action or proposed solutions. The Configuration Analyst creates solutions based on requirements, specifications, develops and tests application modules, evaluates client operating processes and recommends efficiency improvement options. Performs or coordinates updates and discusses problems with technical staff and management.

Supports COTS systems analysis, testing, and training. Uses industry recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle. Assists with analysis of business needs and processes for configuration or programming within COTS applications, gathers and organizes data to configure COTS standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans. Develops training strategies, training plans, training manuals/guides, and performs training for end-users of COTS applications. Minimum

Education: Bachelor's degree in a related field or equivalent years of experience.

Commercial Job Title: Platform/SaaS/Portal Architect II

Minimum/General Experience: Must have at least three (3) years of experience using mathematical, statistical, econometric or other scientific methods and techniques in analyzing complex or complicated problems of a business, logistics, finance, health IT, management or technical nature.

Functional Responsibility: Performs analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget, health IT and HR systems. Collects and evaluates data and information to support recommended courses of action or proposed solutions. The Analyst creates solutions based on requirements, specifications, develops and tests application modules, evaluates client operating processes and recommends efficiency improvement options. Performs or coordinates updates and discusses problems with technical staff and management.

Supports COTS systems analysis, testing, and training. Uses industry-recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle. Assists with analysis of business needs and processes for configuration or programming within COTS applications, gathers and organizes data to configure COTS standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans. Develops training plans, training manuals/guides, and performs training for end-users of COTS applications.

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

Commercial Job Title: Platform/SaaS/Portal Architect I

Minimum/General Experience: Must have at least two (2) years of experience using mathematical, statistical, econometric or other scientific methods and techniques in analyzing complex or complicated problems of a business, logistics, finance, health IT, management or technical nature.

Functional Responsibility: The Analyst creates solutions based on requirements, specifications, develops and tests application modules, evaluates client operating processes and recommends efficiency improvement options. Performs or coordinates updates and discusses problems with technical staff and management.

Supports COTS systems analysis, testing, and training. Uses industry-recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle. Assists with analysis of business needs and processes for configuration or programming within COTS applications, gathers and organizes data to configure COTS standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Platform/SaaS/Portal Designer III

Minimum/General Experience: Must have at least five (5) years of work experience in a specialized discipline such as cloud portal SaaS development, portal design, application design, systems architecture or systems design.

Functional Responsibility: Performs extensive analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget, health IT and HR systems. Collects and evaluates data and information to support recommended courses of action or proposed solutions. The Configuration Analyst creates solutions based on requirements, specifications, develops and tests application modules, evaluates client operating processes and recommends efficiency improvement options. Performs or coordinates updates and discusses problems with technical staff and management.

Collects data and artifacts, performs data analysis, designs, develops and implements PaaS and SaaS solutions. This analyst creates technical designs based on specifications, develops and tests application modules, evaluates corporate operating processes and recommends efficiency improvement options. Performs or coordinates PaaS, SaaS, or Portal updates and in support of client requirements. Assists with analysis of business needs and processes for configuration or programming within COTS applications, gathers and organizes data to configure COTS standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans.

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

Commercial Job Title: Platform/SaaS/Portal Designer II

Minimum/General Experience: Must have at least three (3) years of work experience in a specialized discipline such as cloud portal SaaS development, portal design, application design, systems architecture or systems design.

Functional Responsibility: Performs moderate analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget, health IT and HR systems. Collects and evaluates data and information to support recommended courses of action or proposed solutions. The Configuration Analyst creates solutions based on requirements, specifications, develops and tests application modules, evaluates client operating processes and recommends efficiency improvement options. Performs or coordinates updates and discusses problems with technical staff and management.

Collects data and artifacts, performs data analysis, designs, develops and implements PaaS and SaaS solutions. This analyst creates technical designs based on specifications, develops and tests application modules, evaluates corporate operating processes and recommends efficiency improvement options. Performs PaaS, SaaS, or Portal updates and in support of client requirements. Assists with analysis of business needs and processes for configuration or programming within COTS applications, gathers and organizes data to configure COTS standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans.

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

Commercial Job Title: Platform/SaaS/Portal Designer I

Minimum/General Experience: Must have at least two (2) years of work experience in a specialized discipline such as cloud portal SaaS development, portal design, application design, systems architecture or systems design.

Functional Responsibility: Performs basic analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget, health IT and HR systems. Collects and evaluates data and information to support recommended courses of action or proposed solutions. The Configuration Analyst creates solutions based on requirements, specifications, develops and tests application modules, evaluates client operating processes and recommends efficiency improvement options. Performs or coordinates updates and discusses problems with technical staff and management.

Collects data and artifacts, performs data analysis, designs, develops and implements PaaS and SaaS solutions. This analyst creates technical designs based on specifications, develops and tests application modules, evaluates corporate operating processes and recommends efficiency improvement options. Performs or coordinates PaaS, SaaS, or Portal updates and in support of client requirements. Assists with analysis of business needs and processes for configuration or programming within COTS applications, gathers and organizes data to configure COTS standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Quality Assurance Manager III

Minimum/General Experience: Must have eight (8) years of experience performing Quality Assurance Management functions.

Functional Responsibility: Manage quality management system to ensure compliance with documented processes and established quality standards (e.g. ISO and CMMI). Manages process development, process review and implementation. Manages an internal audit program identifying non-compliance and opportunities for improvement, initiating and tracking corrective actions. Maintain documentation control for established company processes. Responsible for tracking operational measures and metrics relating to quality and serves as the primary point of contact for quality issues and corrective measures. Conducts audits and reviews/analyzes data and documentation. Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for software testing. Maintains the level of quality throughout the software life cycle.

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

Commercial Job Title: Quality Assurance Manager II

Minimum/General Experience: Must have six (6) years of experience performing Quality Assurance Management functions.

Functional Responsibility: Manage quality management system to ensure compliance with documented processes and established quality standards (e.g. ISO and CMMI). Manages process development, process review and implementation. Manages an internal audit program identifying non-compliance and opportunities for improvement, initiating and tracking corrective actions. Maintain documentation control for established company processes. Responsible for tracking operational measures and metrics relating to quality and serves as the primary point of contact for quality issues and corrective measures. Conducts audits and reviews/analyzes data and documentation. Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for software testing. Maintains the level of quality throughout the software life cycle.

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

Commercial Job Title: Quality Assurance Manager I

Minimum/General Experience: Must have three (3) years of experience performing Quality Assurance Management functions.

Functional Responsibility: Manage quality management system to ensure compliance with documented processes and established quality standards (e.g. ISO and CMMI). Manages process development, process review and implementation. Manages an internal audit program identifying non-compliance and opportunities for improvement, initiating and tracking corrective actions. Maintain documentation control for established company processes. Responsible for tracking operational measures and metrics relating to quality and serves as the primary point of contact for quality issues and corrective measures. Establishes and maintains a process for evaluating software and associated documentation. Maintains the level of quality throughout the software life cycle.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Cybersecurity Analyst III

Minimum/General Experience: Must have eight (8) years of IT experience with at least 5 supporting cybersecurity requirements for systems or high-level applications, evaluating approved security product capabilities, and developing proper computer system security solutions.

Functional Responsibility: Analyzes and defines security requirements for computer systems, which may include cloud environments, servers, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Responsible for integration and implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security. Performs risk analyses of computer systems and applications during all phases of the system development lifecycle. Functions may include penetration testing, incident response, cyber hunt, and/or risk and vulnerability assessments.

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

Commercial Job Title: Cybersecurity Analyst II

Minimum/General Experience: Must have six (6) years of IT experience with at least 4 supporting cybersecurity requirements for systems or high-level applications, evaluating approved security product capabilities, and developing proper computer system security solutions.

Functional Responsibility: Analyzes and defines security requirements for computer systems, which may include cloud environments, servers, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Responsible for integration and implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security. Performs risk analyses of computer systems and applications during all phases of the system development lifecycle. Functions may include penetration testing, incident response, cyber hunt, and/or risk and vulnerability assessments.

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

Commercial Job Title: Cybersecurity Analyst I

Minimum/General Experience: Must have four (4) years of IT experience with at least 2 supporting cybersecurity requirements or IT systems or high-level applications, evaluating approved security product capabilities, and developing proper computer system security solutions.

Functional Responsibility: Analyzes and defines security requirements for computer systems, which may include cloud environments, servers, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Responsible for integration and implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security. Performs risk analyses of computer systems and applications during all phases of the system development lifecycle. Functions may include penetration testing, incident response, cyber hunt, and/or risk and vulnerability assessments.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Training Material Specialist III

Minimum/General Experience: Must have ten (10) years of experience in information system development, training, or related fields.

Functional Responsibility: Conducts the research necessary to develop and revise training courses, job aids and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Provides daily supervision of, and direction to, staff. This labor category is offered only in conjunction with IT Professional labor categories.

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

Commercial Job Title: Training Material Specialist II

Minimum/General Experience: Must have seven (7) years of experience in information system development, training, or related fields.

Functional Responsibility: Conducts the research necessary to develop and revise training courses, job aids and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Provides daily supervision of, and direction to, staff. This labor category is offered only in conjunction with IT Professional labor categories.

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

Commercial Job Title: Training Material Specialist I

Minimum/General Experience: Must have three (3) years of experience in information system development, training, or related fields.

Functional Responsibility: Conducts the research necessary to develop and revise training courses, job aids and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Provides daily supervision of, and direction to, staff. This labor category is offered only in conjunction with IT Professional labor categories.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Service Desk Manager IV

Minimum/General Experience: Must have seven (7) years of experience in related fields.

Functional Responsibility: Must have specialized experience in working and/or managing Service/Help Desks in a cloud services/multiserver environment; comprehensive knowledge of operating systems, PaaS, SaaS or specialized applications, networking, and mail standards; and/or supervision of service/help desk employees. General experience includes information system development and network and other work in the IT field or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Provides daily supervision and direction to staff who are responsible for telephone and in-person support to users in the areas of e-mail, directories, standard COTS applications, and other network services. Manages personnel who serve as the first point of contact for troubleshooting technical problems.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Service Desk Support III

Minimum/General Experience: Must have five (5) years of experience in related fields.

Functional Responsibility: Specialized experience may in working on Service/Help Desks in a cloud services/multiserver environment; comprehensive knowledge of operating systems, PaaS, SaaS or specialized applications, networking, and hybrid IT environments. General experience includes information system development and network and other work in the IT field or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Service Desk Support II

Minimum/General Experience: Must have three (3) years of experience in related fields.

Functional Responsibility: IT experience may include in working in a cloud services/multiserver environment or desktop; knowledge of operating systems, PaaS, SaaS or specialized applications, networking, and hybrid IT environments. General experience includes information system development and network and other work in the IT field or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude. .

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Service Desk Support I

Minimum/General Experience: Must have one (1) year of IT experience in related fields.

Functional Responsibility: IT experience may include in working in a cloud services/multiserver environment or desktop; knowledge of operating systems, PaaS, SaaS or specialized applications, networking, and hybrid IT environment. General experience includes information system development and network and other work in the IT field or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Minimum Education: A HS diploma is required.

Commercial Job Title: Administrative Support III

Minimum/General Experience: Must have 5 years of experience working with project management tools and reporting systems. Familiar with government contracts, work breakdown structures, management/ business plans, and program reporting.

Functional Responsibility: Manages the preparation of management plans and various customer reports. Develops and presents results to program and executive management and provides direction to other administrative personnel. Coordinates schedules to facilitate the completion of task order and change proposals, contract deliverables, task order reviews, briefings and presentations, and IPR preparation. Performs analysis, development, and review of program administrative operating plans and procedures. This labor category is offered only in conjunction with IT Professional labor categories.

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

Commercial Job Title: Administrative Support II

Minimum/General Experience: Must have 3 years of experience working with project management tools and reporting systems.

Functional Responsibility: Prepares plans and various customer reports. Develops and presents results to program and executive management and provides direction to other administrative personnel. Coordinates schedules to facilitate the completion of task order and change proposals, contract deliverables, task order reviews, briefings and presentations, and IPR preparation. Performs analysis, development, and review of program administrative operating plans and procedures. This labor category is offered only in conjunction with IT Professional labor categories.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Administrative Support I

Minimum/General Experience: One (1) year of experience supporting administrative functions.

Functional Responsibility: Assists in the preparation of management plans and various customer reports. Coordinates schedules to facilitate the completion of task order and change proposals, contract deliverables, task order reviews, briefings and presentations, and in-progress review (IPR) preparation. Performs analysis, development, and review of program administrative operating plans and procedures. This labor category is offered only in conjunction with IT Professional labor categories.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Labor Category Notes:

Non-support series: Labor categories other than Technical Support & Administrative Support
A college degree must be from a U.S. accredited institution.
HS = high school diploma or GED

Allowable Substitutions:
A Master's degree in an appropriate discipline will be considered equivalent to two (2) years of relevant experience. A doctoral or Ph.D. degree in an appropriate discipline will be considered equivalent to four (4) years of relevant experience.

Eight (8) years of relevant experience over and above the minimum experience requirements for

the position will be considered equivalent to a Bachelor's degree.

Four (4) years of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to an Associate's degree.

Six (6) years of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to a Bachelor's degree, when combined with a certification equivalent to Project Management Professional(PMP), Information Technology Infrastructure Library (ITIL) Expert, Information Technology Infrastructure Library (ITIL) Master, Certified Information Systems Security professional (CISSP) or equivalent, Cisco Certified Architect (CCA), Cisco Certified Internetwork Expert (CCIE), Cisco Certified Network Professional (CCNP), Microsoft Certified Architect(MCA), Microsoft Certified Master (MCM), Microsoft Certified IT Professional (MCITP), Microsoft Certified Professional Developer (MCPD), MCSD, Security+, A+, or Certified Professional Contract Manager (CPCM).

Three (3) years of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to an Associate's degree, when combined with a certification equivalent to Project Management Professional (PMP), Information Technology Infrastructure Library (ITIL) Expert, Information Technology Infrastructure Library (ITIL) Master, Certified Information Systems Security professional (CISSP) or equivalent, Cisco Certified Architect (CCA), Cisco Certified Internetwork Expert (CCIE), Cisco Certified Network Professional (CCNP), Microsoft Certified Architect(MCA), Microsoft Certified Master(MCM), Microsoft Certified IT Professional (MCITP), Microsoft Certified Professional Developer (MCPD), MCSD, Security+, A+ or Certified Professional Contract Manager (CPCM).

Five (5) years for non IT Analyst Series, and four (4) years for the IT Analyst Series, of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to a Bachelor's degree, when combined with a relevant certification equivalent to Project Management Professional(PMP), Information Technology Infrastructure Library (ITIL) Expert, Information Technology Infrastructure Library (ITIL) Master, Certified Information Systems Security professional (CISSP) or equivalent, Cisco Certified Architect (CCA), Cisco Certified Internetwork Expert (CCIE), Cisco Certified Network Professional (CCNP), Microsoft Certified Architect(MCA), Microsoft Certified Master(MCM), Microsoft Certified IT Professional (MCITP), Microsoft Certified Professional Developer (MCPD), MCSD, Certified Professional Contract Manager (CPCM), Security+, A+ or Certified Professional Logistician (CPL).

Two (2) years for non IT Analyst Series, and one (1) year for the IT Analyst Series, of relevant experience over and above the minimum experience requirements for the position will be considered equivalent to an Associate's degree, when combined with a relevant certification equivalent to Project Management Professional(PMP), Information Technology Infrastructure Library (ITIL) Expert, Information Technology Infrastructure Library (ITIL) Master, Certified Information Systems Security professional (CISSP) or equivalent, Cisco Certified Architect (CCA), Cisco Certified Internetwork Expert (CCIE), Cisco Certified Network Professional (CCNP), Microsoft Certified Architect(MCA), Microsoft Certified Master(MCM), Microsoft Certified IT Professional (MCITP), Microsoft Certified Professional Developer (MCPD), MCSD, SharePoint Certifications, Certified Professional Contract Manager (CPCM), Security+ CE, Network+, A+, or Certified Professional Logistician (CPL).

In the support labor categories, an appropriate Bachelors' degree will be considered equivalent to two (2) years of general experience. In the support labor categories, an appropriate Associate's degree will be considered equivalent to one (1) year of general experience.

An accredited Bachelor's or Master's degree not listed or not considered equivalent will be counted as one (1) year of relevant experience; an accredited Ph.D. degree not listed or not considered equivalent will be counted as (2) two years of relevant experience.

Relevant experience is experience directly reflecting the work, task or project being evaluated. The nature of the activities, analyses and work products must be very similar or identical to those of the intended project.

General experience is any experience.

There is no education substitution for Ph.D. categories.

Certification is official recognition of professional level expertise. Certification is official recognition by a trade association, industry organization, an industry or trade governance organization, an educational institution, a government agency or department, or a large corporation with a market dominant product. Certification denotes an advanced level of specific expertise commensurate with advanced educational degrees. Certification may result from work experience, education, training or a combination of these.

Relevant training is training that directly adds knowledge and skills that support the activities, analyses and work products of the intended project.

Unless otherwise specified, the term "degree" is defined as Bachelor's degree.

Commercial Job Title: Health IT Platform/SaaS/Portal Analyst Project Manager III

Minimum/General Experience: Must have at least four (4) years of experience as a demonstrated expert in providing and managing Information Systems life cycle support services in support of Health IT systems.

Functional Responsibility: Oversees a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services. Responsible for planning activities, requirements development, systems development, testing and implementation of major systems. Coordinate outreach activities to ensure buy-in of targeted systems sponsors, stakeholders and users during the development of strategic and tactical IT solutions. Manages cost, schedule and performance of projects. Organizes and directs personnel, contracts and materials for the performance of assigned professional services. Provides primary interface and leadership for the successful implementation of contracted projects to achieve customer and business objectives.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Platform/SaaS/Portal Analyst Project Manager II

Minimum/General Experience: Must have at least three (3) years of experience as demonstrated expert in providing and managing Information Systems life cycle support services in support of Health IT systems.

Functional Responsibility: Oversees a range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services. Responsible for planning activities, requirements development, systems development, testing and implementation of major systems. Conducts outreach activities to ensure buy-in of targeted systems sponsors, stakeholders and users during the development of strategic and tactical IT solutions. Manages cost, schedule and performance of projects.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Platform/SaaS/Portal Analyst Project Manager I

Minimum/General Experience: Must have at least one (1) years of experience as a demonstrated expert in providing and managing cloud services / Information Systems life cycle support services in support of IT systems.

Functional Responsibility: Oversees the planning and implementation of Health IT systems or upgrades to existing systems. Responsible for planning activities, requirements development, systems development, testing and implementation of systems. Manages cost, schedule and performance of projects and tasks. Organizes and directs personnel, contracts and materials for the performance of assigned professional services. Serve as the interface for successful implementation of contracted Health IT projects to achieve customer and business objectives.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Business Operations Analyst III

Minimum/General Experience: Must have three six (6) years of experience using mathematical, statistical, econometric or other scientific methods and techniques in analyzing problems of a business, logistics, finance, health IT, management or technical nature.

Functional Responsibility: Monitors the status of ongoing operations. Alerts key personnel of operational problems and suggest potential solutions. May perform analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget and HR systems. Provides operational support for a range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services. Oversee or perform analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget and HR systems using cloud platform to support any line of businesses. Has in-depth knowledge of portal solution architecting, designing, business intelligence, developing, performance tuning, capacity planning and problem-solving and extensive understanding of application delivery

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Business Operations Analyst II

Minimum/General Experience: Must have four (4) years of experience using mathematical, statistical, econometric or other scientific methods and techniques in analyzing problems of a business, logistics, finance, health IT, management or technical nature.

Functional Responsibility: Monitors the status of ongoing operations. Alerts key personnel of operational problems and suggest potential solutions. May perform analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget and HR systems. Provides operational support for a range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services. Oversee or perform analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget and HR systems using cloud platform to support any line of businesses. Has in-depth knowledge of portal solution architecting, designing, business intelligence, developing, performance tuning, capacity planning and problem-solving and extensive understanding of application delivery

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Business Operations Analyst I

Minimum/General Experience: Must have three (3) years of experience using mathematical, statistical, econometric or other scientific methods and techniques in analyzing problems of a business, logistics, finance, health IT, management or technical nature.

Functional Responsibility: Monitors the status of ongoing operations. Alerts key personnel of operational problems and suggest potential solutions. May perform analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget and HR systems. Provides operational support for a range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services. Oversee or perform analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget and HR systems using cloud platform to support any line of businesses. Has in-depth knowledge of portal solution architecting, designing, business intelligence, developing, performance tuning, capacity planning and problem-solving and extensive understanding of application delivery.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Technical Expert Platform/SaaS/Portal III

Minimum/General Experience: Must have at least five (5) years of experience as a demonstrated expert in providing and managing cloud services / Information Systems life cycle support services.

Functional Responsibility: Oversees the successful planning and implementation of major Health IT systems/cloud environments or upgrades to existing systems. Responsible for capital planning activities, requirements development, systems development, testing and implementation of major IT systems. Provides design and implementation for online applications and decision support systems using specific design tools and common development languages. Conducts outreach activities to ensure buy-in of targeted systems sponsors, stakeholders and users during the development of strategic and tactical IT solutions. The analyst must have in-depth knowledge of platform / portal solution architecting, designing, business intelligence, developing, performance tuning, capacity planning and problem-solving. Converts requirements into functional specifications and technical design. Has an extensive understanding of application delivery to lead team. Supports a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services. This SME tackles complex cloud problems and keeps up with emerging trends to help federal or state agencies transform data from dark to dynamic. Reviews data, specifications, training material and technical design packages to provide technical oversight and recommendations for efficiency and improvement of the cloud services design and implementation processes. Responsible for technical oversight of requirements development, cloud platform systems development/design, testing and implementation.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Platform/SaaS/Portal Architect III

Minimum/General Experience: Must have at least five (5) years of experience using mathematical, statistical, econometric or other scientific methods and techniques in analyzing complex or complicated problems of a business, logistics, finance, health IT, management or technical nature.

Functional Responsibility: Performs high level analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, operations, finance, budget, health IT and HR systems using cloud computing services. Collects and evaluates data and information to support recommended courses of action or proposed solutions. Creates cloud platform based solutions based on requirements, specifications, develops and tests application modules, evaluates client operating processes and recommends efficiency improvement options.

Supports COTS systems analysis, testing, and training. Uses industry recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle. Assists with analysis of business needs and processes for configuration or programming within COTS applications, gathers and organizes data to configure COTS standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans. Develops training strategies, training plans, training manuals/guides, and performs training for end-users of COTS applications.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Platform/SaaS/Portal Architect II

Minimum/General Experience: Must have at least three (3) years of experience using mathematical, statistical, econometric or other scientific methods and techniques in analyzing complex or complicated problems of a business, logistics, finance, health IT, management or technical nature.

Functional Responsibility: Performs analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget, health IT and HR systems. Collects and evaluates data and information to support recommended courses of action or proposed solutions. The Analyst creates solutions based on requirements, specifications, develops and tests application modules, evaluates client operating processes and recommends efficiency improvement options. Performs or coordinates updates and discusses problems with technical staff and management.

Supports COTS systems analysis, testing, and training. Uses industry-recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle. Assists with analysis of business needs and processes for configuration or programming within COTS applications, gathers and organizes data to configure COTS standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans. Develops training plans, training manuals/guides, and performs training for end-users of COTS applications.

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

Commercial Job Title: Health IT Platform/SaaS/Portal Architect I

Minimum/General Experience: Must have at least two (2) years of experience using mathematical, statistical, econometric or other scientific methods and techniques in analyzing complex or complicated problems of a business, logistics, finance, health IT, management or technical nature.

Functional Responsibility: The Analyst creates solutions based on requirements, specifications, develops and tests application modules, evaluates client operating processes and recommends efficiency improvement options. Performs or coordinates updates and discusses problems with technical staff and management.

Supports COTS systems analysis, testing, and training. Uses industry-recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle. Assists with analysis of business needs and processes for configuration or programming within COTS applications, gathers and organizes data to configure COTS standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans.

Minimum Education: Must have a High School diploma.

Commercial Job Title: Health IT Platform/SaaS/Portal Designer III

Minimum/General Experience: Must have at least four (4) years of work experience in a specialized discipline such as cloud portal SaaS development, portal design, application design, systems architecture or systems design.

Functional Responsibility: Support a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services. Supervise and collects data and artifacts, performs data analysis, designs, develops and implements PaaS and SaaS solutions on cloud computing platforms. Creates technical designs based on specifications, develops and tests application modules, evaluates corporate operating processes and recommends efficiency improvement options.

Collects data and artifacts, performs data analysis, designs, develops and implements PaaS and SaaS solutions. This analyst creates technical designs based on specifications, develops and tests application modules, evaluates corporate operating processes and recommends efficiency improvement options. Performs or coordinates PaaS, SaaS, or Portal updates and in support of client requirements. Assists with analysis of business needs and processes for configuration or programming within COTS applications, gathers and organizes data to configure COTS standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Platform/SaaS/Portal Designer II

Minimum/General Experience: Must have at least three (3) years of work experience in a specialized discipline such as cloud portal SaaS development, portal design, application design, systems architecture or systems design.

Functional Responsibility: Support a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services. Supervise and collects data and artifacts, performs data analysis, designs, develops and implements PaaS and SaaS solutions on cloud computing platforms. Creates technical designs based on specifications, develops and tests application modules, evaluates corporate operating processes and recommends efficiency improvement options.

Collects data and artifacts, performs data analysis, designs, develops and implements PaaS and SaaS solutions. This analyst creates technical designs based on specifications, develops and tests application modules, evaluates corporate operating processes and recommends efficiency improvement options. Performs or coordinates PaaS, SaaS, or Portal updates and in support of client requirements. Assists with analysis of business needs and processes for configuration or programming within COTS applications, gathers and organizes data to configure COTS standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans.

Minimum Education Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Platform/SaaS/Portal Designer I

Minimum/General Experience: Must have at least two (2) years of work experience in a specialized discipline such as cloud portal SaaS development, portal design, application design, systems architecture or systems design.

Functional Responsibility: Performs basic analytical and evaluation tasks in functional areas such as human performance management and operations, logistics, finance, budget, health IT and HR systems. Collects and evaluates data and information to support recommended courses of action or proposed solutions. The Configuration Analyst creates solutions based on requirements, specifications, develops and tests application modules, evaluates client operating processes and recommends efficiency improvement options. Performs or coordinates updates and discusses problems with technical staff and management.

Collects data and artifacts, performs data analysis, designs, develops and implements PaaS and SaaS solutions. This analyst creates technical designs based on specifications, develops and tests application modules, evaluates corporate operating processes and recommends efficiency improvement options. Performs or coordinates PaaS, SaaS, or Portal updates and in support of client requirements. Assists with analysis of business needs and processes for configuration or programming within COTS applications, gathers and organizes data to configure COTS standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans.

Minimum Education: Must have a High School diploma.

Commercial Job Title: Health IT Quality Assurance Manager III

Minimum/General Experience: Must have six (6) years of experience performing Quality Assurance Management functions.

Functional Responsibility: Support a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services. Manage quality management system to ensure compliance with documented Safe, Agile SCRUM processes and established quality standards (e.g. ISO and CMMI) requirements for cloud projects. Manages process development, process review and implementation. Responsible for tracking operational measures and metrics relating to quality and serves as the primary point of contact for quality issues and corrective measures. Conducts audits and reviews/analyzes data and documentation. Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for software testing. Maintains the level of quality throughout the software life cycle.

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

Commercial Job Title: Health IT Quality Assurance Manager II

Minimum/General Experience: Must have four (4) years of experience performing Quality Assurance Management functions.

Functional Responsibility: Support a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services. Manage quality management system to ensure compliance with documented Safe, Agile SCRUM processes and established quality standards (e.g. ISO and CMMI) requirements for cloud projects. Manages process development, process review and implementation. Responsible for tracking operational measures and metrics relating to quality and serves as the primary point of contact for quality issues and corrective measures. Conducts audits and reviews/analyzes data and documentation. Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for software testing. Maintains the level of quality throughout the software life cycle.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Quality Assurance Manager I

Minimum/General Experience: Must have three (3) years of experience performing Quality Assurance Management functions.

Functional Responsibility: Support a wide range of Health IT services to include connected health, electronic health records, health information exchanges, health analytics, personal health information management, innovative Health IT solutions, health informatics, emerging Health IT research, and other Health IT services. Manage quality management system to ensure compliance with documented Safe, Agile SCRUM processes and established quality standards (e.g. ISO and CMMI) requirements for cloud projects. Manages process development, process review and implementation. Responsible for tracking operational measures and metrics relating to quality and serves as the primary point of contact for quality issues and corrective measures. Conducts audits and reviews/analyzes data and documentation. Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for software testing. Maintains the level of quality throughout the software life cycle.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Training Material Specialist III

Minimum/General Experience: Must have eight (8) years of experience in information system development, training, or related fields.

Functional Responsibility: Conducts the research necessary to develop and revise training courses, job aids and prepares appropriate training catalogs for healthcare systems. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars. Provides daily supervision of, and direction to, staff.

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

Commercial Job Title: Health IT Training Material Specialist II

Minimum/General Experience: Must have three (3) years of experience in information system development, training, or related fields.

Functional Responsibility: Conducts the research necessary to develop and revise training courses, job aids and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

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

Commercial Job Title: Health IT Training Material Specialist I

Minimum/General Experience: Must have three (3) years of experience in information system development, training, or related fields.

Functional Responsibility: Conducts the research necessary to develop and revise training courses, job aids and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Service Desk Support III

Minimum/General Experience: Must have four (4) years of experience in related fields.

Functional Responsibility: Specialized experienced in working and/or experience in working and/or managing Service/Help Desks in a Healthcare cloud services/multiserver environment; comprehensive knowledge of operating systems, specialized applications, networking, and mail standards Responsible for telephone and other support to users in the areas of e-mail, directories, standard COTS applications, and other network services.

Provides daily supervision and direction to staff who are responsible for telephone and in-person support to users in the areas of e-mail, directories, standard COTS applications, and other network services. Manages personnel who serve as the first point of contact for troubleshooting technical problems.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Service Desk Support II

Minimum/General Experience: Must have four (4) years of experience in related fields.

Functional Responsibility: Experience in working and/or managing Service/Help Desks in a Healthcare cloud services/multiserver environment; comprehensive knowledge of operating systems, specialized applications, networking, and mail standards. Responsible for telephone and other support to users in the areas of e-mail, directories, standard Health IT applications, and other network services. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Health IT Service Desk Support I

Minimum/General Experience: Must have one (1) year of experience in related fields.

Functional Responsibility: IT experience may include in working in a cloud services/multi-server environment or desktop; knowledge of operating systems, PaaS, SaaS or specialized applications, networking, and hybrid IT environment. General experience includes information system development and network and other work in the IT field or related fields. Responsible for telephone and other support to users in the areas of e-mail, directories, standard Health IT applications, and other network services. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Minimum Education: A High School diploma is required.

Commercial Job Title: Cybersecurity Subject Matter Expert

Minimum/General Experience: Must have ten (10) years of IT experience with at least 5 supporting cybersecurity requirements for systems or high-level applications, evaluating approved security product capabilities, and developing proper computer system security solutions.

Functional Responsibility: Subject Matter expert in the analysis and development of security requirements for computer systems, which may include cloud environments, servers, workstations, and personal computers. Provides proactive and / or reactive cybersecurity services. Oversees cybersecurity for a wide range if IT services to include the comprehensive integration of building systems and technology using a non-proprietary, open architecture. Designs, develops, engineers, and implements solutions that meet security requirements. Responsible for integration and implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security. Performs risk analyses of computer systems and applications during all phases of the system development lifecycle Designs, develops, engineers, and implements solutions that meet security requirements. Responsible for integration and implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security. Performs risk analyses of computer systems and applications during all phases of the system development lifecycle. Functions may include penetration testing, incident response, cyber hunt, and/or risk and vulnerability assessments.

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

Commercial Job Title: Cybersecurity Analyst III

Minimum/General Experience: Must have eight (8) years of IT experience with at least 5 supporting cybersecurity requirements for systems or high-level applications, evaluating approved security product capabilities, and developing proper computer system security solutions.

Functional Responsibility: Analyzes and defines security requirements for computer systems, which may include cloud environments, servers, workstations, and personal computers. Provide proactive and / or reactive cybersecurity services. Analyzes and defines security requirements a wide range of IT services to include the comprehensive integration of building systems and technology using a non-proprietary, open architecture. Designs, develops, engineers, and implements solutions that meet security requirements. Responsible for integration and implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security. Performs risk analyses of computer systems and applications during all phases of the system development lifecycle. Functions may include penetration testing, incident response, cyber hunt, and/or risk and vulnerability assessments.

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

Commercial Job Title: Cybersecurity Analyst II

Minimum/General Experience: Must have five (5) years of IT experience with at least 3 supporting cybersecurity requirements for systems or high-level applications, evaluating approved security product capabilities, and developing proper computer system security solutions.

Functional Responsibility: Analyzes and defines security requirements for computer systems, which may include cloud environments, servers, workstations, and personal computers. Provide proactive and / or reactive cybersecurity services. Analyzes and defines security requirements a wide range of IT services to include the comprehensive integration of building systems and technology using a non-proprietary, open architecture. Designs, develops, engineers, and implements solutions that meet security requirements. Responsible for integration and implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security. Performs risk analyses of computer systems and applications during all phases of the system development lifecycle. Functions may include penetration testing, incident response, cyber hunt, and/or risk and vulnerability assessments.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Commercial Job Title: Cybersecurity Analyst I

Minimum/General Experience: Must have four (4) years of IT experience with at least 2 supporting cybersecurity requirements or IT systems or high-level applications, evaluating approved security product capabilities, and developing proper computer system security solutions.

Functional Responsibility: Analyzes and defines security requirements for computer systems, which may include cloud environments, servers, workstations, and personal computers. Provide proactive and / or reactive cybersecurity services. Analyzes and defines security requirements a wide range of IT services to include the comprehensive integration of building systems and technology using a non-proprietary, open architecture. Designs, develops, engineers, and implements solutions that meet security requirements. Responsible for integration and implementation of the computer system security solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security. Performs risk analyses of computer systems and applications during all phases of the system development lifecycle. Functions may include penetration testing, incident response, cyber hunt, and/or risk and vulnerability assessments.

Minimum Education: Associate's degree in a related field or equivalent years of experience.

Management Business Process Analyst – Senior

Minimum/General Experience: Must have seven (7) years of experience.

Functional Responsibility: Performs assessments of business process flows, develops re-engineering initiatives, presents alternatives, and implements business process decisions for any section of management, organization, and business improvement services. Provides special functional or technical expertise in general management, organization, and business improvement services.

Works independently or under general guidance or in coordination with the project manager. Supports strategic, tactical, and operational level planning.

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

Management Business Process Analyst

Minimum/General Experience: Must have three (3) years of experience.

Functional Responsibility: Performs assessments of business process flows, develops re-engineering initiatives, presents alternatives, and implements business process decisions for any section of management, organization, and business improvement services. Provides special functional or technical expertise in general management, organization, and business improvement services.

Works independently or under general guidance or in coordination with the project manager. Supports strategic, tactical, and operational level planning.

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

Management Subject Matter Expert

Minimum/General Experience: Must have five (5) years of experience.

Functional Responsibility: Has extensive experience and expertise in one or more specific work areas such as strategic and organizational planning, business process improvement, acquisition and grants management support, facilitation, surveys, assessment and improvement of financial management systems, financial reporting and analysis, due diligence in validating an agency's portfolio of assets and related support services, strategic financial planning, financial policy formulation and development, special cost studies, actuarial services, economic and regulatory analysis, and benchmarking and program metrics. Provides expert advice, assistance, guidance, or counseling in the area of subject expertise.

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

Management Program Manager

Minimum/General Experience: Must have five (5) years of experience.

Functional Responsibility: Has management responsibility over a functional work unit within an organization. Serves as the project lead, providing personnel and guidance to meet the demands of the task order requirements. Analyzes and reports performance measures and related statistics and supports functional training requirements. Identifies and assigns the given tasks. Develops the task implementation plan(s), and coordinates and implements through assigned personnel. Responsible for the quality of the services provided by the personnel and providing direction to the personnel. Responsible for providing reports (verbal or written) in accordance with deliverables.

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

Management Database Administration – Senior

Minimum/General Experience: Must have seven (7) years of experience.

Functional Responsibility: Responsibility to create, implement and manage expansive database administration programs with experience in reviewing database performance trends and identifying opportunities for improvement. May be required to act as a team lead.

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

Management Collaboration System Administrator

Minimum/General Experience: Must have three (3) years of experience.

Functional Responsibility: Provide management consulting and support for collaboration systems management by administering various sites, permissions, and files. Troubleshoots collaboration system performance issues and creates and maintains a disaster recovery plan. Optimizes system operation and resource utilization, and performs collaboration system capacity analysis and planning.

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

Management Enterprise Infrastructure Architect – Senior

Minimum/General Experience: Must have seven (7) years of experience.

Functional Responsibility: Provide management consulting and support services in evaluating systems engineering solutions for integration, installation, and testing and life-cycle support of new and upgraded systems associated with delivery of infrastructure capabilities. Evaluate and recommend changes to current and future network requirements to reconcile the needs of a variety of user groups and recommend best industry practices to improve efficiency and quality. May be required to act as a team lead.

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

Management Enterprise Infrastructure Architect

Minimum/General Experience: Must have three (3) years of experience.

Functional Responsibility: Provide management consulting and support services in evaluating systems engineering solutions for integration, installation, and testing and life-cycle support of new and upgraded systems associated with delivery of infrastructure capabilities. Evaluate and recommend changes to current and future network requirements to reconcile the needs of a variety of user groups and recommend best industry practices to improve efficiency and quality.

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

Management Technical Writer

Minimum/General Experience: Must have two (2) years of experience.

Functional Responsibility: Determine the needs of end users of technical documentation on management consulting and support projects. Organize and write supporting documents for products. Create operating

instructions, how-to manuals, assembly instructions, "frequently asked questions" pages and other product documentation to help technical support staff, consumers, and other users.

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

Management Cybersecurity Analyst

Minimum/General Experience: Must have three (3) years of experience.

Functional Responsibility: Analyzes and defines security requirement for computer systems and networks for management consulting and support projects. Performs risk analyses of computer systems and applications during all phases of the system development life cycle. Prepares Assessment & Authorization (A&A), Authority to Operate (ATO) and the Authority to Connect (ATC) request package or similar work products as required.

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

Management Cybersecurity Analyst – Senior

Minimum/General Experience: Must have seven (7) years of experience.

Functional Responsibility: Analyzes and defines security requirement for computer systems and networks for management consulting and support projects. Performs risk analyses of computer systems and applications during all phases of the system development life cycle. Prepares Assessment & Authorization (A&A), Authority to Operate (ATO) and the Authority to Connect (ATC) request package or similar work products as required. May be required to act as a team lead.

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

Engineer Subject Matter Expert

Minimum/General Experience: Must have seven (10) years of experience.

Functional Responsibility: Has extensive experience and expertise with applying physical laws and principles of engineering in the design, development, and utilization of machines, materials, instruments, processes, and systems, and in one or more specific work areas such as provision of advice, concept development, requirements analysis, preparation of feasibility studies, preparation of preliminary and final plans and designs, inspection and evaluation of engineering projects, and related services. Provides expert advice, assistance, guidance, or counseling in the area of subject expertise.

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

Engineering Project Manager

Minimum/General Experience: Must have three (5) years of experience.

Functional Responsibility: Has technical management responsibility over a functional work unit within an organization. Serves as the technical and engineering project lead, providing personnel and guidance to meet the demands of the task order requirements. Analyzes and reports performance measures and related statistics and supports functional training requirements. Identifies and assigns the given tasks. Develops the task implementation plan(s), and coordinates and implements through assigned personnel. Responsible for the quality of the services provided by the personnel and providing direction to the personnel. Responsible for providing reports (verbal or written) in accordance with deliverables.

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

Engineering Architect

Minimum/General Experience: Must have five (7) years of experience.

Functional Responsibility: Provide technical and engineering architectural design services related to the provision of advice, concept development, requirements analysis, preparation of feasibility studies, preparation of preliminary and final plans and designs, provision of technical services during the construction or installation phase, inspection and evaluation of engineering projects, and related services. May be required to act as a team lead.

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

Software Engineering Architect

Minimum/General Experience: Must have five (7) years of experience.

Functional Responsibility: Provide software architectural design services related to the provision of advice, concept development, requirements analysis, preparation of feasibility studies, preparation of preliminary and final plans and designs, provision of technical services during the construction or installation phase, inspection and evaluation of engineering projects, and related services. May be required to act as a team lead.

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

SIN	LABOR CATEGORY	HOURLY ONSITE PRICE OFFERED TO GSA				
		7/3/2024-7/2/2025	7/3/2025-7/2/2026	7/3/2026-7/2/2027	7/3/2027-7/2/2028	7/3/2028-7/2/2029
54151S	Program Manager	$167.54	$171.22	$174.99	$178.84	$182.78
54151S	Technical Project Manager	$159.12	$162.62	$166.20	$169.85	$173.59
54151S	Administrative Project Manager	$127.24	$130.05	$132.91	$135.83	$138.82
54151S	Task Leader	$117.41	$119.99	$122.63	$125.33	$128.09
54151S	Project Control Analyst	$88.85	$90.80	$92.80	$94.84	$96.93
54151S	Assoc Scientist/Engineer/Systems Analyst	$78.28	$80.00	$81.76	$83.57	$85.40
54151S	Int I Scientist/Engineer/Systems Analyst	$91.08	$93.09	$95.13	$97.23	$99.37
54151S	Int II Scientist/Engineer/Systems Analyst	$105.78	$108.11	$110.49	$112.92	$115.41
54151S	Senior I Scientist/Engineer/Systems Analyst	$122.62	$125.32	$128.08	$130.90	$133.78
54151S	Senior Cert Scientist/Engineer/Systems Analyst	$138.34	$141.38	$144.49	$147.68	$150.92
54151S	Senior II Scientist/Engineer/Systems Analyst	$153.85	$157.24	$160.70	$164.23	$167.85
54151S	Senior PhD Scientist/Engineer/Systems Analyst	$170.67	$174.43	$178.27	$182.19	$186.20
54151S	Assoc Computer Scientist/Systems Analyst	$75.94	$77.61	$79.31	$81.06	$82.84
54151S	Int I Computer Scientist/Systems Analyst	$89.45	$91.42	$93.43	$95.49	$97.58
54151S	Int II Computer Scientist/Systems Analyst	$103.97	$106.26	$108.59	$110.98	$113.42
54151S	Senior I Computer Scientist/Systems Analyst	$119.34	$121.96	$124.64	$127.39	$130.19
54151S	Senior Cert Computer Scientist/Systems Analyst	$136.36	$139.37	$142.43	$145.56	$148.77
54151S	Senior II Computer Scientist/Systems Analyst	$150.74	$154.06	$157.44	$160.91	$164.44
54151S	Senior PhD Computer Scientist/Systems Analyst	$167.10	$170.78	$174.54	$178.38	$182.30
54151S	Assoc IT Analyst	$71.95	$73.53	$75.15	$76.81	$78.50
54151S	Int I IT Analyst	$85.11	$86.98	$88.90	$90.85	$92.85
54151S	Int II IT Analyst	$98.85	$101.03	$103.25	$105.52	$107.84
54151S	Senior I IT Analyst	$114.61	$117.13	$119.71	$122.34	$125.03
54151S	Senior Cert IT Analyst	$130.59	$133.46	$136.39	$139.40	$142.46
54151S	Senior II IT Analyst	$144.06	$147.23	$150.47	$153.78	$157.17
54151S	Senior PhD IT Analyst	$173.17	$176.98	$180.87	$184.85	$188.92
54151S	Assoc System Security/Information Assurance Analyst	$79.64	$81.39	$83.18	$85.02	$86.89
54151S	Int I System Security/Information Assurance Analyst	$91.65	$93.66	$95.73	$97.83	$99.99
54151S	Int II System Security/Information Assurance Analyst	$107.51	$109.87	$112.29	$114.76	$117.29
54151S	Senior I System Security/Information Assurance Analyst	$123.37	$126.08	$128.85	$131.68	$134.58

SIN	LABOR CATEGORY	HOURLY ONSITE PRICE OFFERED TO GSA				
		7/3/2024-7/2/2025	7/3/2025-7/2/2026	7/3/2026-7/2/2027	7/3/2027-7/2/2028	7/3/2028-7/2/2029
54151S	Senior Cert System Security/Information Assurance Analyst	$139.42	$142.48	$145.61	$148.82	$152.09
54151S	Senior II System Security/Information Assurance Analyst	$153.07	$156.43	$159.88	$163.40	$166.99
54151S	Senior PhD System Security/Information Assurance Analyst	$173.96	$177.79	$181.70	$185.70	$189.78
54151S	Assoc Technical Writer	$59.58	$60.89	$62.23	$63.60	$65.00
54151S	Int I Technical Writer	$69.44	$70.97	$72.53	$74.13	$75.76
54151S	Int II Technical Writer	$80.99	$82.77	$84.59	$86.46	$88.36
54151S	Senior I Technical Writer	$93.60	$95.66	$97.76	$99.91	$102.11
54151S	Senior Cert Technical Writer	$105.78	$108.11	$110.49	$112.92	$115.41
54151S	Senior II Technical Writer	$117.11	$119.69	$122.32	$125.01	$127.76
54151S	Senior PhD Technical Writer	$135.96	$138.95	$142.01	$145.13	$148.32
54151S	Assoc Writer/Editor	$55.52	$56.74	$57.98	$59.26	$60.56
54151S	Int I Writer/Editor	$65.83	$67.28	$68.77	$70.28	$71.82
54151S	Int II Writer/Editor	$76.63	$78.32	$80.04	$81.80	$83.61
54151S	Senior I Writer/Editor	$89.38	$91.35	$93.35	$95.41	$97.50
54151S	Senior Cert Writer/Editor	$100.64	$102.86	$105.13	$107.45	$109.81
54151S	Senior II Writer/Editor	$111.52	$113.96	$116.47	$119.03	$121.65
54151S	Senior PhD Writer/Editor	$129.08	$131.92	$134.82	$137.78	$140.82
54151S	Assoc Acquisition/Procurement/Contract/Analyst	$63.53	$64.93	$66.36	$67.82	$69.31
54151S	Int I Acquisition/Procurement/Contract/Analyst	$75.71	$77.37	$79.07	$80.82	$82.59
54151S	Int II Acquisition/Procurement/Contract/Analyst	$87.79	$89.72	$91.70	$93.71	$95.78
54151S	Senior I Acquisition/Procurement/Contract/Analyst	$103.10	$105.37	$107.69	$110.06	$112.47
54151S	Senior Cert Acquisition/Procurement/Contract/Analyst	$117.90	$120.49	$123.14	$125.85	$128.62
54151S	Senior II Acquisition/Procurement/Contract/Analyst	$132.49	$135.41	$138.39	$141.43	$144.54
54151S	Senior PhD Acquisition/Procurement/Contract/Analyst	$149.96	$153.26	$156.63	$160.08	$163.61
54151S	Assoc Business/Financial/Management/Analyst	$68.45	$69.95	$71.50	$73.07	$74.68
54151S	Int I Business/Financial/Management/Analyst	$79.14	$80.89	$82.67	$84.49	$86.35
54151S	Int II Business/Financial/Management/Analyst	$92.39	$94.43	$96.50	$98.63	$100.80
54151S	Senior I Business/Financial/Management/Analyst	$107.66	$110.03	$112.44	$114.92	$117.45

SIN	LABOR CATEGORY	HOURLY ONSITE PRICE OFFERED TO GSA				
		7/3/2024-7/2/2025	7/3/2025-7/2/2026	7/3/2026-7/2/2027	7/3/2027-7/2/2028	7/3/2028-7/2/2029
54151S	Senior Cert Business/Financial/Management/Analyst	$121.57	$124.24	$126.97	$129.76	$132.61
54151S	Senior II Business/Financial/Management/Analyst	$136.47	$139.48	$142.55	$145.68	$148.89
54151S	Senior PhD Business/Financial/Management/Analyst	$154.54	$157.93	$161.41	$164.96	$168.58
54151S	Assoc Trainer/Training Material Specialist	$62.29	$63.66	$65.06	$66.49	$67.95
54151S	Int I Trainer/Training Material Specialist	$72.91	$74.51	$76.15	$77.82	$79.54
54151S	Int II Trainer/Training Material Specialist	$84.45	$86.31	$88.20	$90.15	$92.13
54151S	Senior I Trainer/Training Material Specialist	$97.57	$99.72	$101.91	$104.16	$106.45
54151S	Senior Cert Trainer/Training Material Specialist	$110.64	$113.08	$115.57	$118.11	$120.71
54151S	Senior II Trainer/Training Material Specialist	$124.07	$126.80	$129.59	$132.44	$135.36
54151S	Senior PhD Trainer/Training Material Specialist	$143.41	$146.56	$149.78	$153.08	$156.44
54151S	Technical Support I	$51.79	$52.93	$54.10	$55.28	$56.50
54151S	Technical Support II	$62.09	$63.46	$64.86	$66.29	$67.75
54151S	Technical Support III	$74.91	$76.56	$78.25	$79.97	$81.73
54151S	Technical Support VI	$88.99	$90.94	$92.95	$94.99	$97.08
54151S	Administrative Support I	$40.83	$41.72	$42.64	$43.58	$44.53
54151S	Administrative Support II	$48.76	$49.82	$50.92	$52.04	$53.19
54151S	Administrative Support III	$58.20	$59.48	$60.79	$62.13	$63.50
54151S	Administrative Support IV	$68.98	$70.50	$72.05	$73.63	$75.25
518210C	Cloud Platform/SaaS/Portal Analyst Project Manager III	$172.24	$176.03	$179.90	$183.86	$187.90
518210C	Cloud Platform/SaaS/Portal Analyst Project Manager II	$137.75	$140.79	$143.88	$147.04	$150.28
518210C	Cloud Platform/SaaS/Portal Analyst Project Manager I	$127.09	$129.89	$132.76	$135.68	$138.66
518210C	Cloud Business Operations Analyst III	$131.60	$134.49	$137.45	$140.47	$143.57
518210C	Cloud Business Operations Analyst II	$116.53	$119.09	$121.71	$124.39	$127.13
518210C	Cloud Business Operations Analyst I	$100.04	$102.24	$104.48	$106.78	$109.13
518210C	Cloud Technical Expert Platform/SaaS/Portal III	$181.34	$185.33	$189.41	$193.58	$197.84
518210C	Cloud Platform/Portal Architect III	$114.49	$117.01	$119.58	$122.21	$124.90
518210C	Cloud Platform/Portal Architect II	$98.61	$100.78	$102.99	$105.26	$107.58
518210C	Cloud Platform/Portal Architect I	$84.73	$86.59	$88.49	$90.44	$92.42
518210C	Cloud Platform/SaaS/Portal Designer III	$112.53	$115.01	$117.54	$120.13	$122.77

SIN	LABOR CATEGORY	HOURLY ONSITE PRICE OFFERED TO GSA				
		7/3/2024-7/2/2025	7/3/2025-7/2/2026	7/3/2026-7/2/2027	7/3/2027-7/2/2028	7/3/2028-7/2/2029
518210C	Cloud Platform/SaaS/Portal Designer II	$96.84	$98.96	$101.14	$103.37	$105.64
518210C	Cloud Platform/SaaS/Portal Designer I	$82.22	$84.03	$85.87	$87.77	$89.70
518210C	Cloud Quality Assurance Manager III	$124.07	$126.80	$129.59	$132.44	$135.36
518210C	Cloud Quality Assurance Manager II	$108.59	$110.98	$113.42	$115.92	$118.47
518210C	Cloud Quality Assurance Manager I	$93.48	$95.54	$97.64	$99.79	$101.98
518210C	Cloud Cybersecurity Analyst III	$165.70	$169.35	$173.08	$176.89	$180.78
518210C	Cloud Cybersecurity Analyst II	$150.93	$154.26	$157.65	$161.12	$164.66
518210C	Cloud Cybersecurity Analyst I	$133.51	$136.45	$139.46	$142.53	$145.66
518210C	Cloud Training Material Specialist III	$134.31	$137.26	$140.28	$143.37	$146.52
518210C	Cloud Training Material Specialist II	$119.78	$122.42	$125.11	$127.86	$130.67
518210C	Cloud Training Material Specialist I	$107.18	$109.54	$111.95	$114.41	$116.93
518210C	Cloud Service Desk Manager IV	$96.33	$98.45	$100.61	$102.83	$105.10
518210C	Cloud Service Desk Support III	$81.07	$82.85	$84.68	$86.54	$88.44
518210C	Cloud Service Desk Support II	$67.17	$68.65	$70.17	$71.71	$73.29
518210C	Cloud Service Desk Support I	$56.05	$57.28	$58.54	$59.83	$61.15
54151HEAL	Health IT Project Manager III	$168.53	$172.24	$176.03	$179.90	$183.86
54151HEAL	Health IT Project Manager II	$134.79	$137.75	$140.79	$143.88	$147.04
54151HEAL	Health IT Project Manager I	$124.35	$127.09	$129.89	$132.76	$135.68
54151HEAL	Health IT Business Operations Analyst III	$128.77	$131.60	$134.49	$137.45	$140.47
54151HEAL	Health IT Business Operations Analyst II	$114.03	$116.53	$119.09	$121.71	$124.39
54151HEAL	Health IT Business Operations Analyst I	$97.88	$100.04	$102.24	$104.48	$106.78
54151HEAL	Health IT Technical Expert Platform/SaaS/Portal III	$177.44	$181.34	$185.33	$189.41	$193.58
54151HEAL	Health IT Platform/Portal Architect III	$112.02	$114.49	$117.01	$119.58	$122.21
54151HEAL	Health IT Platform/Portal Architect II	$96.48	$98.61	$100.78	$102.99	$105.26
54151HEAL	Health IT Platform/Portal Architect I	$82.90	$84.73	$86.59	$88.49	$90.44
54151HEAL	Health IT Platform/SaaS/Portal Designer III	$110.12	$112.53	$115.01	$117.54	$120.13
54151HEAL	Health IT Platform/SaaS/Portal Designer II	$94.75	$96.84	$98.96	$101.14	$103.37
54151HEAL	Health IT Platform/SaaS/Portal Designer I	$80.44	$82.22	$84.03	$85.87	$87.77
54151HEAL	Health IT Quality Assurance Manager III	$121.40	$124.07	$126.80	$129.59	$132.44
54151HEAL	Health IT Quality Assurance Manager II	$106.26	$108.59	$110.98	$113.42	$115.92
54151HEAL	Health IT Quality Assurance Manager I	$91.47	$93.48	$95.54	$97.64	$99.79
54151HEAL	Health IT Training Material Specialist III	$131.42	$134.31	$137.26	$140.28	$143.37
54151HEAL	Health IT Training Material Specialist II	$117.20	$119.78	$122.42	$125.11	$127.86
54151HEAL	Health IT Training Material Specialist I	$104.88	$107.18	$109.54	$111.95	$114.41
54151HEAL	Health IT Service Desk Support III	$79.32	$81.07	$82.85	$84.68	$86.54

SIN	LABOR CATEGORY	HOURLY ONSITE PRICE OFFERED TO GSA				
		7/3/2024-7/2/2025	7/3/2025-7/2/2026	7/3/2026-7/2/2027	7/3/2027-7/2/2028	7/3/2028-7/2/2029
54151HEAL	Health IT Service Desk Support II	$65.72	$67.17	$68.65	$70.17	$71.71
54151HEAL	Health IT Service Desk Support I	$54.84	$56.05	$57.28	$58.54	$59.83
54151HACS	Cybersecurity Analyst III	$162.14	$165.70	$169.35	$173.08	$176.89
54151HACS	Cybersecurity Analyst II	$147.69	$150.93	$154.26	$157.65	$161.12
54151HACS	Cybersecurity Analyst I	$130.64	$133.51	$136.45	$139.46	$142.53
54151HACS	Cybersecurity Subject Matter Expert	$273.79	$279.82	$285.97	$292.26	$298.69
541611	Management Business Process Analyst - Senior	$176.59	$180.48	$184.45	$188.51	$192.66
541611	Management Business Process Analyst	$136.23	$139.22	$142.29	$145.42	$148.62
541611	Management Subject Matter Expert	$176.59	$180.48	$184.45	$188.51	$192.66
541611	Management Program Manager	$150.86	$154.18	$157.57	$161.04	$164.58
541611	Management Database Administration - Senior	$142.21	$145.34	$148.53	$151.80	$155.13
541611	Management Collaboration System Administrator	$136.29	$139.29	$142.36	$145.49	$148.70
541611	Management Enterprise Infrastructure Architect - Senior	$143.21	$146.37	$149.59	$152.89	$156.25
541611	Management Enterprise Infrastructure Architect	$118.41	$121.02	$123.68	$126.40	$129.18
541611	Management Technical Writer	$103.49	$105.76	$108.09	$110.47	$112.90
541611	Management Cybersecurity Analyst	$134.70	$137.66	$140.70	$143.79	$146.95
541611	Management Cybersecurity Analyst - Senior	$148.76	$152.03	$155.38	$158.79	$162.29
541330ENG	Engineer Subject Matter Expert	$282.69	$288.91	$295.26	$301.76	$308.40
541330ENG	Engineering Project Manager	$149.73	$153.03	$156.39	$159.83	$163.35
541330ENG	Engineering Architect	$160.48	$164.01	$167.62	$171.30	$175.07
541330ENG	Software Engineering Architect	$152.05	$155.40	$158.81	$162.31	$165.87

OFFSITE (CONTRACTOR SITE) SERVICES PRICING

SIN	LABOR CATEGORY	HOURLY OFFSITE PRICE OFFERED TO GSA				
		7/3/2024-7/2/2025	7/3/2025-7/2/2026	7/3/2026-7/2/2027	7/3/2027-7/2/2028	7/3/2028-7/2/2029
54151S	Program Manager	$177.25	$181.15	$185.14	$189.21	$193.37
54151S	Technical Project Manager	$168.36	$172.07	$175.86	$179.73	$183.68
54151S	Administrative Project Manager	$134.62	$137.58	$140.60	$143.70	$146.86
54151S	Task Leader	$124.23	$126.96	$129.75	$132.60	$135.53
54151S	Project Control Analyst	$93.98	$96.05	$98.17	$100.32	$102.53
54151S	Assoc Scientist/Engineer/Systems Analyst	$82.81	$84.63	$86.50	$88.40	$90.35
54151S	Int I Scientist/Engineer/Systems Analyst	$96.37	$98.49	$100.65	$102.87	$105.14
54151S	Int II Scientist/Engineer/Systems Analyst	$111.91	$114.37	$116.89	$119.46	$122.09
54151S	Senior I Scientist/Engineer/Systems Analyst	$129.73	$132.58	$135.50	$138.48	$141.52
54151S	Senior Cert Scientist/Engineer/Systems Analyst	$146.34	$149.56	$152.86	$156.22	$159.66
54151S	Senior II Scientist/Engineer/Systems Analyst	$162.78	$166.36	$170.02	$173.75	$177.57
54151S	Senior PhD Scientist/Engineer/Systems Analyst	$180.54	$184.51	$188.57	$192.73	$196.97
54151S	Assoc Computer Scientist/Systems Analyst	$80.34	$82.11	$83.91	$85.75	$87.64
54151S	Int I Computer Scientist/Systems Analyst	$94.65	$96.74	$98.86	$101.04	$103.26
54151S	Int II Computer Scientist/Systems Analyst	$109.98	$112.40	$114.87	$117.40	$119.98
54151S	Senior I Computer Scientist/Systems Analyst	$126.25	$129.03	$131.87	$134.77	$137.73
54151S	Senior Cert Computer Scientist/Systems Analyst	$144.27	$147.45	$150.69	$154.01	$157.39
54151S	Senior II Computer Scientist/Systems Analyst	$159.48	$162.98	$166.57	$170.24	$173.98
54151S	Senior PhD Computer Scientist/Systems Analyst	$176.83	$180.72	$184.70	$188.76	$192.91
54151S	Assoc IT Analyst	$76.16	$77.83	$79.55	$81.30	$83.09
54151S	Int I IT Analyst	$90.02	$92.00	$94.03	$96.09	$98.21
54151S	Int II IT Analyst	$104.58	$106.88	$109.23	$111.64	$114.10
54151S	Senior I IT Analyst	$121.29	$123.96	$126.69	$129.48	$132.33
54151S	Senior Cert IT Analyst	$138.19	$141.23	$144.33	$147.51	$150.75
54151S	Senior II IT Analyst	$152.40	$155.76	$159.18	$162.69	$166.27
54151S	Senior PhD IT Analyst	$183.21	$187.24	$191.37	$195.58	$199.88
54151S	Assoc System Security/Information Assurance Analyst	$84.26	$86.12	$88.01	$89.94	$91.92
54151S	Int I System Security/Information Assurance Analyst	$96.98	$99.11	$101.29	$103.52	$105.79
54151S	Int II System Security/Information Assurance Analyst	$113.76	$116.26	$118.82	$121.43	$124.10

SIN	LABOR CATEGORY	HOURLY OFFSITE PRICE OFFERED TO GSA				
		7/3/2024-7/2/2025	7/3/2025-7/2/2026	7/3/2026-7/2/2027	7/3/2027-7/2/2028	7/3/2028-7/2/2029
54151S	Senior I System Security/Information Assurance Analyst	$130.52	$133.39	$136.32	$139.32	$142.39
54151S	Senior Cert System Security/Information Assurance Analyst	$147.52	$150.76	$154.08	$157.46	$160.93
54151S	Senior II System Security/Information Assurance Analyst	$161.95	$165.52	$169.16	$172.88	$176.68
54151S	Senior PhD System Security/Information Assurance Analyst	$184.05	$188.10	$192.24	$196.47	$200.80
54151S	Assoc Technical Writer	$63.02	$64.41	$65.83	$67.28	$68.77
54151S	Int I Technical Writer	$73.50	$75.11	$76.77	$78.46	$80.18
54151S	Int II Technical Writer	$85.69	$87.58	$89.50	$91.47	$93.48
54151S	Senior I Technical Writer	$99.04	$101.22	$103.45	$105.72	$108.05
54151S	Senior Cert Technical Writer	$111.91	$114.37	$116.89	$119.46	$122.09
54151S	Senior II Technical Writer	$123.91	$126.64	$129.43	$132.28	$135.19
54151S	Senior PhD Technical Writer	$143.87	$147.03	$150.27	$153.57	$156.95
54151S	Assoc Writer/Editor	$58.73	$60.02	$61.34	$62.69	$64.07
54151S	Int I Writer/Editor	$69.63	$71.16	$72.73	$74.33	$75.96
54151S	Int II Writer/Editor	$81.09	$82.87	$84.70	$86.56	$88.46
54151S	Senior I Writer/Editor	$94.57	$96.64	$98.77	$100.95	$103.16
54151S	Senior Cert Writer/Editor	$106.51	$108.86	$111.25	$113.70	$116.20
54151S	Senior II Writer/Editor	$118.01	$120.60	$123.25	$125.96	$128.74
54151S	Senior PhD Writer/Editor	$136.53	$139.54	$142.61	$145.74	$148.95
54151S	Assoc Acquisition/Procurement/Contract/Analyst	$67.25	$68.74	$70.25	$71.79	$73.37
54151S	Int I Acquisition/Procurement/Contract/Analyst	$80.10	$81.86	$83.67	$85.51	$87.40
54151S	Int II Acquisition/Procurement/Contract/Analyst	$92.87	$94.91	$97.00	$99.13	$101.31
54151S	Senior I Acquisition/Procurement/Contract/Analyst	$109.10	$111.50	$113.94	$116.45	$119.01
54151S	Senior Cert Acquisition/Procurement/Contract/Analyst	$124.75	$127.49	$130.29	$133.15	$136.08
54151S	Senior II Acquisition/Procurement/Contract/Analyst	$140.20	$143.28	$146.44	$149.66	$152.96
54151S	Senior PhD Acquisition/Procurement/Contract/Analyst	$158.65	$162.14	$165.70	$169.35	$173.08
54151S	Assoc Business/Financial/Management/Analyst	$72.43	$74.03	$75.66	$77.32	$79.02

SIN	LABOR CATEGORY	HOURLY OFFSITE PRICE OFFERED TO GSA				
		7/3/2024-7/2/2025	7/3/2025-7/2/2026	7/3/2026-7/2/2027	7/3/2027-7/2/2028	7/3/2028-7/2/2029
54151S	Int I Business/Financial/Management/Analyst	$83.77	$85.61	$87.50	$89.42	$91.39
54151S	Int II Business/Financial/Management/Analyst	$97.79	$99.95	$102.15	$104.39	$106.69
54151S	Senior I Business/Financial/Management/Analyst	$113.90	$116.41	$118.97	$121.59	$124.26
54151S	Senior Cert Business/Financial/Management/Analyst	$128.62	$131.46	$134.35	$137.30	$140.32
54151S	Senior II Business/Financial/Management/Analyst	$144.38	$147.56	$150.80	$154.12	$157.51
54151S	Senior PhD Business/Financial/Management/Analyst	$163.50	$167.09	$170.77	$174.53	$178.37
54151S	Assoc Trainer/Training Material Specialist	$65.92	$67.38	$68.86	$70.37	$71.92
54151S	Int I Trainer/Training Material Specialist	$77.12	$78.81	$80.54	$82.32	$84.13
54151S	Int II Trainer/Training Material Specialist	$89.36	$91.32	$93.33	$95.39	$97.48
54151S	Senior I Trainer/Training Material Specialist	$103.22	$105.49	$107.81	$110.18	$112.60
54151S	Senior Cert Trainer/Training Material Specialist	$117.07	$119.65	$122.28	$124.97	$127.72
54151S	Senior II Trainer/Training Material Specialist	$131.27	$134.17	$137.12	$140.13	$143.21
54151S	Senior PhD Trainer/Training Material Specialist	$151.71	$155.04	$158.46	$161.94	$165.51
54151S	Technical Support I	$54.78	$55.99	$57.22	$58.48	$59.77
54151S	Technical Support II	$65.66	$67.10	$68.58	$70.10	$71.64
54151S	Technical Support III	$79.22	$80.97	$82.75	$84.57	$86.44
54151S	Technical Support VI	$94.16	$96.23	$98.35	$100.51	$102.72
54151S	Administrative Support I	$43.18	$44.13	$45.10	$46.09	$47.10
54151S	Administrative Support II	$51.59	$52.73	$53.88	$55.07	$56.28
54151S	Administrative Support III	$61.60	$62.96	$64.34	$65.75	$67.20
54151S	Administrative Support IV	$73.00	$74.60	$76.24	$77.91	$79.63
518210C	Cloud Platform/SaaS/Portal Analyst Project Manager III	$181.44	$185.43	$189.51	$193.68	$197.94
518210C	Cloud Platform/SaaS/Portal Analyst Project Manager II	$145.09	$148.28	$151.55	$154.88	$158.29
518210C	Cloud Platform/SaaS/Portal Analyst Project Manager I	$133.87	$136.82	$139.83	$142.90	$146.05
518210C	Cloud Business Operations Analyst III	$138.63	$141.68	$144.80	$147.98	$151.23

SIN	LABOR CATEGORY	HOURLY OFFSITE PRICE OFFERED TO GSA				
		7/3/2024-7/2/2025	7/3/2025-7/2/2026	7/3/2026-7/2/2027	7/3/2027-7/2/2028	7/3/2028-7/2/2029
518210C	Cloud Business Operations Analyst II	$122.75	$125.45	$128.21	$131.03	$133.91
518210C	Cloud Business Operations Analyst I	$105.39	$107.71	$110.08	$112.49	$114.97
518210C	Cloud Technical Expert Platform/SaaS/Portal III	$191.02	$195.22	$199.52	$203.91	$208.39
518210C	Cloud Platform/Portal Architect III	$120.59	$123.24	$125.95	$128.73	$131.56
518210C	Cloud Platform/Portal Architect II	$103.86	$106.15	$108.48	$110.87	$113.31
518210C	Cloud Platform/Portal Architect I	$89.25	$91.21	$93.22	$95.27	$97.37
518210C	Cloud Platform/SaaS/Portal Designer III	$118.55	$121.16	$123.83	$126.55	$129.33
518210C	Cloud Platform/SaaS/Portal Designer II	$101.99	$104.24	$106.54	$108.89	$111.28
518210C	Cloud Platform/SaaS/Portal Designer I	$86.59	$88.49	$90.44	$92.42	$94.46
518210C	Cloud Quality Assurance Manager III	$130.69	$133.56	$136.50	$139.51	$142.58
518210C	Cloud Quality Assurance Manager II	$112.71	$115.18	$117.72	$120.31	$122.96
518210C	Cloud Quality Assurance Manager I	$97.03	$99.16	$101.35	$103.58	$105.85
518210C	Cloud Cybersecurity Analyst III	$174.53	$178.37	$182.29	$186.30	$190.40
518210C	Cloud Cybersecurity Analyst II	$158.97	$162.47	$166.05	$169.70	$173.44
518210C	Cloud Cybersecurity Analyst I	$140.64	$143.74	$146.90	$150.14	$153.44
518210C	Cloud Training Material Specialist III	$141.46	$144.57	$147.76	$151.01	$154.34
518210C	Cloud Training Material Specialist II	$126.18	$128.96	$131.80	$134.70	$137.66
518210C	Cloud Training Material Specialist I	$111.23	$113.68	$116.18	$118.74	$121.35
518210C	Cloud Service Desk Manager IV	$101.46	$103.70	$105.97	$108.30	$110.68
518210C	Cloud Service Desk Support III	$85.39	$87.26	$89.19	$91.15	$93.16
518210C	Cloud Service Desk Support II	$70.76	$72.32	$73.91	$75.54	$77.20
518210C	Cloud Service Desk Support I	$59.03	$60.33	$61.66	$63.02	$64.41
54151HEAL	Health IT Project Manager III	$178.23	$182.15	$186.16	$190.25	$194.43
54151HEAL	Health IT Project Manager II	$142.53	$145.66	$148.87	$152.14	$155.49
54151HEAL	Health IT Project Manager I	$131.51	$134.40	$137.35	$140.37	$143.47
54151HEAL	Health IT Business Operations Analyst III	$136.18	$139.17	$142.24	$145.37	$148.56
54151HEAL	Health IT Business Operations Analyst II	$120.58	$123.23	$125.94	$128.72	$131.55
54151HEAL	Health IT Business Operations Analyst I	$103.53	$105.80	$108.13	$110.51	$112.94
54151HEAL	Health IT Technical Expert Platform/SaaS/Portal III	$187.65	$191.78	$196.00	$200.31	$204.72
54151HEAL	Health IT Platform/Portal Architect III	$118.46	$121.07	$123.73	$126.45	$129.23
54151HEAL	Health IT Platform/Portal Architect II	$102.03	$104.27	$106.57	$108.92	$111.31
54151HEAL	Health IT Platform/Portal Architect I	$87.67	$89.59	$91.57	$93.58	$95.64
54151HEAL	Health IT Platform/SaaS/Portal Designer III	$116.45	$119.01	$121.63	$124.31	$127.04
54151HEAL	Health IT Platform/SaaS/Portal Designer II	$100.19	$102.40	$104.65	$106.96	$109.32
54151HEAL	Health IT Platform/SaaS/Portal Designer I	$85.06	$86.93	$88.85	$90.80	$92.80
54151HEAL	Health IT Quality Assurance Manager III	$128.38	$131.20	$134.09	$137.04	$140.05
54151HEAL	Health IT Quality Assurance Manager II	$110.71	$113.15	$115.64	$118.18	$120.78
54151HEAL	Health IT Quality Assurance Manager I	$95.31	$97.41	$99.56	$101.74	$103.98
54151HEAL	Health IT Training Material Specialist III	$138.96	$142.02	$145.14	$148.33	$151.60

SIN	LABOR CATEGORY	HOURLY OFFSITE PRICE OFFERED TO GSA				
		7/3/2024-7/2/2025	7/3/2025-7/2/2026	7/3/2026-7/2/2027	7/3/2027-7/2/2028	7/3/2028-7/2/2029
54151HEAL	Health IT Training Material Specialist II	$123.94	$126.67	$129.46	$132.31	$135.22
54151HEAL	Health IT Training Material Specialist I	$109.26	$111.67	$114.13	$116.63	$119.20
54151HEAL	Health IT Service Desk Support III	$83.87	$85.71	$87.60	$89.52	$91.49
54151HEAL	Health IT Service Desk Support II	$69.49	$71.02	$72.58	$74.18	$75.81
54151HEAL	Health IT Service Desk Support I	$57.99	$59.27	$60.57	$61.90	$63.26
54151HACS	Cybersecurity Analyst III	$171.44	$175.20	$179.06	$183.00	$187.03
54151HACS	Cybersecurity Analyst II	$156.16	$159.60	$163.10	$166.69	$170.36
54151HACS	Cybersecurity Analyst I	$138.16	$141.20	$144.30	$147.48	$150.72
54151HACS	Cybersecurity Subject Matter Expert	$284.12	$290.37	$296.76	$303.28	$309.95
541611	Management Business Process Analyst - Senior	$176.59	$180.48	$184.45	$188.51	$192.66
541611	Management Business Process Analyst	$136.23	$139.22	$142.29	$145.42	$148.62
541611	Management Subject Matter Expert	$176.59	$180.48	$184.45	$188.51	$192.66
541611	Management Program Manager	$150.86	$154.18	$157.57	$161.04	$164.58
541611	Management Database Administration - Senior	$142.21	$145.34	$148.53	$151.80	$155.13
541611	Management Collaboration System Administrator	$136.29	$139.29	$142.36	$145.49	$148.70
541611	Management Enterprise Infrastructure Architect - Senior	$143.21	$146.37	$149.59	$152.89	$156.25
541611	Management Enterprise Infrastructure Architect	$118.41	$121.02	$123.68	$126.40	$129.18
541611	Management Technical Writer	$103.49	$105.76	$108.09	$110.47	$112.90
541611	Management Cybersecurity Analyst	$134.70	$137.66	$140.70	$143.79	$146.95
541611	Management Cybersecurity Analyst - Senior	$148.76	$152.03	$155.38	$158.79	$162.29
541330ENG	Engineer Subject Matter Expert	$282.69	$288.91	$295.26	$301.76	$308.40
541330ENG	Engineering Project Manager	$149.73	$153.03	$156.39	$159.83	$163.35
541330ENG	Engineering Architect	$160.48	$164.01	$167.62	$171.30	$175.07
541330ENG	Software Engineering Architect	$152.05	$155.40	$158.81	$162.31	$165.87