GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule 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 for GSA Advantage! is: www.gsaadvantage.gsa.

GSA Multiple Award Schedule (MAS)

Contract Number: GS-35F-486BA

SIN	OLM	518210C	54151HACS	54151S	54151HEAL
Title	OLM	Cloud	HACS	Info Tech	Health

For more information on ordering from Federal Supply Schedules, visit: https://www.gsa.gov/buying-selling/purchasing-programs/gsa-schedules.

Contract Period: 22 August 2014 – 21 August 2024

CONTRACTOR POINTS OF CONTACT:

SAIC GSA PROGRAM MANAGEMENT OFFICE

Program Manager: Alexander Read Bavely
Science Applications International Corporation
12010 Sunset Hills Road
Reston, VA 20190
Phone: (703) 676-2177
E-mail: Alexander.R.Bavely@saic.com

Contract Manager: Timothy E. Bodnar, Jr.
Science Applications International Corporation
12010 Sunset Hills Road
Reston, VA 20190
Phone: (301) 401-3440
E-mail: Timothy.E.Bodnar.Jr@saic.com

Business Size: Large, 500+ employees

SAIC® is a premier technology integrator solving our nation's most complex modernization and readiness challenges. Our robust portfolio of offerings across the defense, space, civilian, and intelligence markets includes high-end solutions in engineering, IT, and mission solutions. Using our expertise and understanding of existing and emerging technologies, we integrate the best components from our own portfolio and our partner ecosystem to deliver innovative, effective, and efficient solutions. For more information, visit: www.saic.com.

03/19/2020 PS-A812

CUSTOMER INFORMATION

1a. Table of Awarded Special Item Numbers (SINs):

SIN	Description
OLM	Order-Level Materials (OLMs)
518210C	Cloud and Cloud-related IT Professional Services
54151HACS	Highly Adaptive Cybersecurity Services (HACS)
54151S	Information Technology Professional Services
54151HEAL	Health Information Technology Services

1b. Lowest Priced Model Number and Price for each SIN: See SIN-specific pricing tables.

(Government net price based on a unit of one)

SIN	Model	Price
OLM	Determined at the delivery/task order level	
518210C	SEE PRICE LIST BELOW	
54151HACS	SEE PRICE LIST BELOW	
54151S	SEE PRICE LIST BELOW	
54151HEAL	SEE PRICE LIST BELOW	

2. Maximum Order: $500,000 (the Maximum Order Threshold is not a ceiling on order size).

SIN	Amount
OLM	Determined at the delivery/task order level
518210C	$500,000 per order
54151HACS	$500,000 per order
54151S	$500,000 per order
54151HEAL	$500,000 per order

If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact SAIC for a better price. The contractor may: 1) Offer a new lower price, 2) Offer the lowest price available under the contract, or 3) Decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order.

3. Minimum Order: $100.00

4. Geographic Coverage: SAIC worldwide locations.

5. Point(s) of Production: SAIC worldwide locations.

6. Discount from List Prices or Statement of Net Price: Prices herein are net (IFF added).

7. Quantity Discounts: Discounts may be negotiated at the delivery/task order level.

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

The Contractor, upon completion of the work ordered, shall submit invoices. Invoices shall be submitted monthly for recurring services performed during the preceding month. Progress payments may be authorized by the ordering

activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products.

*For Firm Fixed Price (FFP) orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For Time and Materials (T&M) orders, the Payments under T&M and LH Contracts at FAR 52.232-7 (DEC 2002), (Alternate II–Feb 2002) (Deviation- May 2003) applies to T&M orders placed under this contract. For LH orders, the Payment under T&M and LH Contracts at FAR 52.232-7 (DEC 2002), (Alternate II–Feb 2002) (Deviation–May 2003)) applies to labor-hour orders placed under this contract.

9a. Government Commercial Credit Card At or Below Micro-Purchase Threshold: Government commercial credit cards are acceptable for orders below the micro purchase threshold.

9b. Government Commercial Credit Card above Micro-Purchase Threshold: SAIC accepts government commercial credit cards in accordance with government commercial credit card program guidelines.

10. Foreign Items: None.

11a.Time of Delivery: Specified in negotiated delivery/task orders.

11b.Expedited Delivery: Specified in negotiated delivery/task orders.

11c.Overnight and Two Day Delivery: Not applicable. Time of delivery is specified in negotiated delivery/task orders.

11d.Urgent Requirements: Contact Contractor. Time of delivery is specified in negotiated delivery/task orders.

12. FOB Point(s):

SIN	**FOB**
OLM	Destination
518210C	Destination
54151HACS	Destination
54151S	Destination
54151HEAL	Destination

13a.Ordering Address:

Science Applications International Corporation (SAIC)
12010 Sunset Hills Road
Reston, VA 20190
ATTENTION: Timothy E. Bodnar, Jr.: Phone: 301-401-3440, E-mail: timothy.e.bodnar.jr@saic.com

13b.Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment Addresses and Information:

Should Electronic Funds Transfer (EFT) payment be available, SAIC requests that the EFT remittance be specified as follows:

Science Applications International Corporation (SAIC)
Bank: Bank of America
Account #1291244241
ABA Routing Number: 122000030

Should EFT not be available, the remittance address is as follows:

Science Applications International Corporation (SAIC)
P. O. Box 742497
Atlanta, GA 30374-2497
Reference Information for all Checks:

-The name of the customer making payment
-The contract number/delivery order number
-The invoice number
-If available, project number

15. Warranty Provision: Provision for any appropriate and applicable warranties shall be specifically identified in individual orders. Such warranties are subject to the negotiations between the ordering agencies and the contractor.

16. Export Packaging Charges: Not applicable.

17. Terms and Conditions of Government Commercial Credit Card Acceptance: SAIC accepts government commercial credit cards in accordance with government commercial credit card program guidelines.

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

19. Terms and conditions of installation: Not applicable.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not applicable.

20a. Terms and conditions for any other services: Not applicable.

21. List of service and distribution points: Not applicable.

22. List of participating dealers: Not applicable.

23. Preventive maintenance: Not applicable.

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not applicable.

24b. Section 508 compliance: If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following web site www.Section508.gov/.

25. Data Universal Number System (DUNS) number: 078883327

26. Notification regarding registration in the System for Award Management (SAM): SAIC is registered as Active in the SAM database.

SPECIAL NOTICE TO AGENCIES:

USA Commitment to Promote Small Business Participation Procurement Programs

Science Applications International Corporation provides commercial services to ordering activities. We are committed to promoting participation of small, small disadvantaged, women- owned, HUB Zone and veteran owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor protégé programs, joint ventures, teaming arrangements, and subcontracting.

Commitment

- To actively seek and partner with small businesses.
- To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.
- To develop and promote company policy initiatives that demonstrates our support for awarding contracts and subcontracts to small business concerns.
- To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.
- To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged and women-owned small businesses.
- To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.
- To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts.

Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA *Advantage*!™ on-line shopping service (www.gsaadvantage.gov). The catalogs/ pricelists, GSA *Advantage*!™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contains information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Acquisition Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

_____   _____
Ordering Activity   Date   Contractor   Date

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s)_____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1)   The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER   *SPECIAL BPA DISCOUNT/PRICE

_____   _____

(2)   Delivery:

DESTINATION   DELIVERY SCHEDULES/DATES

_____   _____

(3)   The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4)   This BPA does not obligate any funds.

(5)   This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6)   The following office(s) is hereby authorized to place orders under this BPA:

OFFICE   POINT OF CONTACT

_____   _____

(7)   Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8)   Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

      (a)   Name of Contractor

      (b)   Contract Number

      (c)   BPA Number

      (d)   Model Number or National Stock Number (NSN)

      (e)   Purchase Order Number

      (f)   Date of Purchase

      (g)   Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information)

      (h)   Date of Shipment.

(9)   The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10)   The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

**BASIC GUIDELINES FOR USING
"CONTRACTOR TEAM ARRANGEMENTS"**

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to an ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Acquisition Supply Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:
- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

1.   SCOPE

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

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

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

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

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

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

3.   ORDER

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

b.   All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4.   PERFORMANCE OF SERVICES

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

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

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

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

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

a.   The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order

issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1)   Cancel the stop-work order; or

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

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

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

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

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

d.   If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6.   INSPECTION OF SERVICES

In accordance with 552.212-4 CONTRACT TERMS AND CONDITIONS–COMMERCIAL ITEMS (JAN 2017) (DEVIATION – FEB 2007)(DEVIATION - FEB 2018) for Firm-Fixed Price orders; or GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS-COMMERCIAL ITEMS (JAN 2017) (DEVIATION - FEB 2018) (ALTERNATE I - JAN 2017) (DEVIATION -

FEB 2007) for Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7.   RESPONSIBILITIES OF THE CONTRACTOR

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

8.   RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9.   INDEPENDENT CONTRACTOR

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

10.   ORGANIZATIONAL CONFLICTS OF INTEREST

a.   Definitions.

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

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

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

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

11.   INVOICES

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

12.   PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and- materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to

time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I

– OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and Materials/Labor-Hour Proposal Requirements— Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

a.   The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

b.   The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

(1)   The offeror;

(2)   Subcontractors; and/or

(3)   Divisions, subsidiaries, or affiliates of the offeror under a common control.

13.   RESUMES

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

 14.   INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15.   APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16.   DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

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

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

c.   The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.

NOTE: Subject to Cooperative Purchasing

TERMS AND CONDITIONS APPLICABLE TO HEALTH INFORMATION TECHNOLOGY (IT) SERVICES (SPECIAL ITEM NUMBER 54151HEAL)

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

• Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)

• The Health Insurance Portability and Accountability Act of 1996 (HIPAA)

• National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications

• Federal Information Security Management Act (FISMA) of 2002

1.   SCOPE

a.   The labor categories, prices, terms and conditions stated under Special Item Number 132- 56 Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.

b.   This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8).

c.   This SIN provides ordering activities with access to Health IT services.

d.   Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.

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

2.   ORDER

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

b.   All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

3.   PERFORMANCE OF SERVICES

a.   The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.

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

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

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

4. INSPECTION OF SERVICES

In accordance 552.212-4 CONTRACT TERMS AND CONDITIONS–COMMERCIAL ITEMS (JAN 2017) (DEVIATION – FEB 2007)(DEVIATION - FEB 2018) for Firm-Fixed Price orders; or GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS-COMMERCIAL ITEMS (JAN 2017) (DEVIATION - FEB 2018) (ALTERNATE I - JAN 2017) (DEVIATION -

FEB 2007) for Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

RESPONSIBILITIES OF THE CONTRACTOR

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

5. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

6. INDEPENDENT CONTRACTOR

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

7. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

8. INVOICES

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

9. RESUMES

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

10.   INCIDENTAL SUPPORT COSTS

Incidental support costs are not considered part of the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

11.   APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

12.   DESCRIPTION OF HEALTH IT SERVICES AND PRICING

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

b.   Pricing for all Health IT Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: Health IT Subject Matter Expert Minimum Experience: Ten (10) years.

Functional Responsibilities: Significant information technology consulting and clinical information system strategy and implementation experience. Experienced in client engagements representing a wide array of activities, related to professional information technology projects, in a healthcare/clinical environment, including strategic planning related to information technology systems and/or software, governance, process design/ redesign, clinical content development, and communications and training strategies for information technology solutions.

Minimum Education: Medical Doctor or Doctor of Osteopathic Medicine.

Includes 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.

NOTE: Subject to Cooperative Purchasing

TERMS AND CONDITIONS APPLICABLE TO HIGHLY ADAPTIVE CYBERSECURITY SERVICES (HACS) (SPECIAL ITEM NUMBERS 54151HACS

Vendor suitability for offering services through the Highly Adaptive Cybersecurity Services (HACS) SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

● Federal Acquisition Regulation (FAR) Part 52.204-21

● OMB Memorandum M-17-12 - Preparing for and Responding to a Breach of Personally Identifiable Information (PII)

● OMB Memorandum M- 19-03 - Strengthening the Cybersecurity of Federal Agencies by enhancing the High Value Asset Program

● 2017 Report to the President on Federal IT Modernization

● The Cybersecurity National Action Plan (CNAP)

● NIST SP 800-14 - Generally Accepted Principles and Practices for Securing Information Technology Systems

● NIST SP 800-27A - Engineering Principles for Information Technology Security (A Baseline for Achieving Security)

● NIST SP 800-30 - Guide for Conducting Risk Assessments

● NIST SP 800-35 - Guide to Information Technology Security Services

● NIST SP 800-37 - Risk Management Framework for Information Systems and Organizations: A Systems Life Cycle Approach for Security and Privacy

● NIST SP 800-39 - Managing Information Security Risk: Organization, Mission, and Information System View

● NIST SP 800-44 - Guidelines on Securing Public Web Servers

● NIST SP 800-48 - Guide to Securing Legacy IEEE 802.11 Wireless Networks

● NIST SP 800-53 – Security and Privacy Controls for Federal Information Systems and Organizations

● NIST SP 800-61 - Computer Security Incident Handling Guide

● NIST SP 800-64 - Security Considerations in the System Development Life Cycle

● NIST SP 800-82 - Guide to Industrial Control Systems (ICS) Security

● NIST SP 800-86 - Guide to Integrating Forensic Techniques into Incident Response

● NIST SP 800-115 - Technical Guide to Information Security Testing and Assessment

● NIST SP 800-128 - Guide for Security-Focused Configuration Management of Information Systems

● NIST SP 800-137 - Information Security Continuous Monitoring (ISCM) for Federal Information Systems and Organizations

● NIST SP 800-153 - Guidelines for Securing Wireless Local Area Networks (WLANs)

● NIST SP 800-160 - Systems Security Engineering: Considerations for a Multidisciplinary Approach in the Engineering of Trustworthy Secure Systems

● NIST SP 800-171 - Protecting Controlled Unclassified Information in non-federal Information Systems and Organizations

1. SCOPE

a.   The labor categories, prices, terms and conditions stated under Special Item Number 132- 45 Highly Adaptive Cybersecurity Services (HACS) apply exclusively to Highly Adaptive Cybersecurity Services within the scope of this Information Technology Schedule.

b.   Services under this SIN are limited to Highly Adaptive Cybersecurity Services only. Software and hardware products are under different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8), and may be quoted along with services to provide a total solution.

c.   This SIN provides ordering activities with access to Highly Adaptive Cybersecurity services only.

d.   Highly Adaptive Cybersecurity Services provided under this SIN shall comply with all Cybersecurity certifications and industry standards as applicable pertaining to the type of services as specified by ordering agency.

e.   SCOPE:

54151HACS   Highly Adaptive Cybersecurity Services (HACS) - SUBJECT TO COOPERATIVE PURCHASING - includes proactive and reactive cybersecurity services that improve the customer's enterprise-level security posture.

The scope of this category encompasses a wide range of fields that include, but are not limited to, Risk Management Framework (RMF) services, information assurance (IA), virus detection, network management, situational awareness and incident response, secure web hosting, and backup and security services.

The seven-step RMF includes preparation, information security categorization; control selection, implementation, and assessment; system and common control authorizations; and continuous monitoring.. RMF activities may also include Information Security Continuous Monitoring Assessment (ISCMA) which evaluate organization-wide ISCM implementations, and also Federal Incident Response Evaluations (FIREs), which assess an organization's incident management functions.

The scope of this category also includes Security Operations Center (SOC) services. The SOC scope includes services such as: 24x7x365 monitoring and analysis, traffic analysis, incident response and coordination, penetration testing, anti-virus management, intrusion detection and prevention, and information sharing.

HACS vendors are able to identify and protect a customer's information resources, detect and respond to cybersecurity events or incidents, and recover capabilities or services impaired by any incidents that emerge.

Sub-Categories - (not all vendors have been placed within the following subcategories. To view a complete list of vendors, click on the SIN)

●   High Value Asset (HVA) Assessments include Risk and Vulnerability Assessment (RVA) which assesses threats and vulnerabilities, determines deviations from acceptable configurations, enterprise or local policy, assesses the level of risk, and develops and/or recommends appropriate mitigation countermeasures in operational and non-operational situations. The services offered in the RVA sub- category include Network Mapping, Vulnerability Scanning, Phishing Assessment, Wireless Assessment, Web Application Assessment, Operating System Security Assessment (OSSA), Database Assessment, and Penetration Testing. Security Architecture Review (SAR) evaluates a subset of the agency's HVA security posture to determine whether the agency has properly architected its cybersecurity solutions and ensures that agency leadership fully understands the risks inherent in the implemented cybersecurity solution. The SAR process utilizes in-person interviews, documentation reviews, and leading practice evaluations of the HVA environment and supporting systems. SAR provides a holistic analysis of how an HVA's individual security components integrate and operate, including how data is protected during operations. Systems Security Engineering (SSE) identifies security vulnerabilities and minimizes or contains risks associated with these vulnerabilities spanning the Systems Development Life Cycle. SSE focuses on, but is not limited to the following security areas: perimeter security, network security, endpoint security, application security, physical security, and data security.

●   Risk and Vulnerability Assessment (RVA) assesses threats and vulnerabilities, determines deviations from acceptable configurations, enterprise or local policy, assesses the level of risk, and develops and/or recommends

appropriate mitigation countermeasures in operational and non-operational situations. The services offered in the RVA sub-category include Network Mapping, Vulnerability Scanning, Phishing Assessment, Wireless Assessment, Web Application Assessment, Operating System Security Assessment (OSSA), Database Assessment, and Penetration Testing.

● Cyber Hunt activities respond to crises or urgent situations within the pertinent domain to mitigate immediate and potential threats. Cyber Hunts start with the premise that threat actors known to target some organizations in a specific industry or with specific systems are likely to also target other organizations in the same industry or with the same systems.

● Incident Response services help organizations impacted by a cybersecurity compromise determine the extent of the incident, remove the adversary from their systems, and restore their networks to a more secure state.

● Penetration Testing is security testing in which assessors mimic real-world attacks to identify methods for circumventing the security features of an application, system, or network.

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

2. ORDER

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

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

3. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.

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

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

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

4. INSPECTION OF SERVICES

Inspection of services is in accordance with 552.212-4 - CONTRACT TERMS AND CONDITIONS– COMMERCIAL ITEMS (Jan 2017) & (ALTERNATE I-Jan 2017) for

Time-and-Materials and Labor-Hour orders placed under this contract.

5. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (May 2014) Rights in Data – General, may apply.

The Contractor shall comply with contract clause (52.204-21) to the Federal Acquisition Regulation (FAR) for the basic safeguarding of contractor information systems that process, store, or transmit Federal data received by the contract in performance of the contract. This includes contract documents and all information generated in the performance of the contract.

6.   RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to the ordering activity security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Highly Adaptive Cybersecurity Services.

7.   INDEPENDENT CONTRACTOR

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

8.   ORGANIZATIONAL CONFLICTS OF INTEREST

a.   Definitions.

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

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

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

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

9.   INVOICES

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

10.   RESUMES

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

11.   APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

12.   DESCRIPTION OF HIGHLY ADAPTIVE CYBERSECURITY SERVICES AND PRICING

a.   The Contractor shall provide a description of each type of Highly Adaptive Cybersecurity Service offered under Special Item Number 54151HACS for Highly Adaptive Cybersecurity Services and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b.   Pricing for all Highly Adaptive Cybersecurity Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, minimum general experience and minimum education.

 The following is an example of the manner in which the description of a commercial job title should be presented (see SCP FSS 004)

EXAMPLE

Commercial Job Title: Computer Network Defense Analysis

Description: Uses defensive measures and information collected from a variety of sources to identify, analyze, and report events that occur or might occur within the network in order to protect information, information systems, and networks from threats.

Professionals involved in this specialty perform the following tasks:

▪   Provide timely detection, identification, and alerting of possible attacks/intrusions, anomalous activities, and misuse activities and distinguish these incidents and events from benign activities

▪   Provide daily summary reports of network events and activity relevant to Computer Network Defense practices

▪   Monitor external data sources (e.g., Computer Network Defense vendor sites, Computer Emergency Response Teams, SANS, Security Focus) to maintain currency of Computer Network Defense threat condition and determine which security issues may have an impact on the enterprise.

Knowledge, Skills and Abilities: Knowledge of applicable laws (e.g., Electronic Communications Privacy Act, Foreign Intelligence Surveillance Act, Protect America Act, search and seizure laws, civil liberties and privacy laws, etc.), statutes (e.g., in Titles 10, 18, 32, 50 in U.S. Code), Presidential Directives, executive branch guidelines, and/or administrative/criminal legal guidelines and procedures relevant to work performed

Minimum Experience: 5 Years

Minimum Education Requirements: a bachelor's of science degree with a concentration in computer science, cybersecurity services, management information systems (MIS), engineering or information science is essential.

Highly Desirable: Offensive Security Certified Professional (OSCP) or commercial Cybersecurity advanced certification(s).

Includes a wide range of fields such as, the seven-step Risk Management Framework services, information assurance, virus detection, network management, situational awareness and incident response, secure web hosting, and backup, security services and,Security Operations Center (SOC) services. HACS vendors are cataloged under the 5 subcategories of High Value Asset Assessments; Risk and Vulnerability Assessments, Cyber Hunt, Incident Response, and Penetration Testing.

NOTE: Subject to Cooperative Purchasing

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF CLOUD COMPUTING PRODUCTS AND CLOUD RELATED IT PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 518210C)

1.　　SCOPE

The prices, terms and conditions stated under Special Item Number (SIN) 518210C Cloud Computing Services (i.e. IaaS, etc.) and Cloud-Related Professional Services apply exclusively to Cloud Computing Services (i.e. IaaS, etc.) and Cloud-Related Professional Services within the scope of this Information Technology Schedule.

This SIN provides ordering activities with access to Cloud (i.e. SaaS, etc.) technical services that run in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Cloud Services [(i.e. SaaS, etc.)] relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINs. (For example: Software subscription services or Software as a Service offerings that do not meet the essential "measured service" requirement may meet the definition of "Term Licenses" under SIN 132-32. See the

Measured Service requirement in Table 2, below.)

The scope of this SIN is limited to cloud capabilities provided entirely as a "pay as you go" service and cloud-related IT professional services. Hardware, software and other artifacts acquired to supporting the physical construction of a private or other cloud are out of scope for this SIN. Currently, an Ordering Activity can procure the hardware and software needed to build private on premise cloud functionality, through combining different services on other IT Schedule 70 SINs (e.g. 132-8, 132-32, 132-33, 132-34, 132-52,54151S).

Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories.

See service model guidance for advice on sub-category selection.

Sub-category selection within this SIN is optional for any individual cloud service offering, and new cloud computing service (i.e. IaaS, etc.) technologies that do not align with the aforementioned three sub-categories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST.

See Table 1 for a representation of the scope and sub-categories.

Table 1: Cloud Computing Services (i.e. IaaS, etc.)

SIN Description	Sub-Categories[1]
- Commercially available cloud computing services - Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics - Open to all deployment models (private, public, community or hybrid), vendors specify deployment models	1. **Software as a Service (SaaS):** Consumer uses provider's applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available. 2. **Platform as a Service (PaaS):** Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure. 3. **Infrastructure as a Service (IaaS):** Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.

[1] **Offerors may optionally select the single sub-category that best fits each cloud service offering, per Service Model Guidance, or select no sub-category if the offering does not fit an existing NIST service model.**

2.   DESCRIPTION OF CLOUD COMPUTING SERVICES (i.e. IaaS, etc.) AND PRICING

NOTE TO CONTRACTORS: The information provided below is designed to assist Contractors in qualifying cloud computing services for this SIN and providing complete descriptions and pricing information. This language should NOT be printed as part of the Information Technology Schedule Pricelist; instead, Contractors should respond to each service requirement as it relates to each cloud computing service offered under the contract. There is guidance provided in subsequent sections of the Terms and Conditions to assist in determining how to meet these requirements. This section delineates requirements for submitting a proposal for the Cloud Services (i.e. IaaS, etc.) SIN, as well as requirements that apply to Task Orders

a.   Service Description Requirements for Listing Contractors

The description requirements below are in addition to the overall Schedule 70 evaluation criteria described in SCP-FSS-001-N Instructions Applicable to New Offerors (Alternate

I – MAR 2016) or SCP-FSS-001-S Instructions Applicable to Successful FSS Program Contractors, as applicable, SCP-FSS-004 and other relevant publications.

Refer to overall Schedule 70 requirements for timelines related to description and other schedule updates, including but not limited to clauses 552.238-81 – section E and clause I-FSS-600.

Table 2 summarizes the additional Contractor-provided description requirements for services proposed under the Cloud Computing Services (i.e IaaS, etc.). All mandatory description requirements must be complete, and adequate according to evaluation criteria.

In addition there is one "Optional" reporting descriptions which exists to provide convenient service selection by relevant criteria. Where provided, optional description requirements must be complete and adequate according to evaluation criteria:

(1)   The NIST Service Model provides sub-categories for the Cloud SIN and is strongly encouraged, but not required. The Service Model based sub-categories provide this SIN with a structure to assist ordering activities in locating and comparing services of interest. Contractors may optionally select the single service model most closely corresponding to the specific service offering.

(2)   If a sub-category is selected it will be evaluated with respect to the NIST Service Model definitions and guidelines in "Guidance for Contractors".

Table 2: Cloud Service Description Requirements

#	Description Requirement	Reporting Type	Instructions
1	Provide a brief written description of how the proposed cloud computing services (i.e. IaaS, etc.) satisfies each individual essential NIST Characteristic	Mandatory	The cloud service must be capable of satisfying each of the five NIST essential Characteristics as outlined in NIST Special Publication 800-145. See 'GUIDANCE FOR CONTRACTORS: NIST Essential Characteristics' below in this document for detailed overall direction, as well as guidance on inheriting essential characteristics. The NIST "Measured Service" characteristic requires a minimal "pay as you go" unit of measurement appropriate for the service. In the case of SaaS, the appropriate maximum measured increment of service shall be no more than 30 days per user, or some other equivalent discrete measurement that provides the government with the advantage of frequent (approximately every 30 days) "pay as you go" metering cycles. SaaS products, where consumption is only measured on an annual basis, may better fit under "Term Software License" SIN 132-32. Likewise, offers of any combinations of IaaS, PaaS or any other cloud product

			services in a bundle or other fashion that do not meet the frequency requirements of approximately 30-day measurement and billing cycles, will not be accepted as complying with the NIST Measured Service characteristic.
2	Select NIST deployment models for the cloud computing service proposed.	Mandatory	Contractors must select at least one NIST deployment model as outlined in NIST Special Publication 800- 145 describing how the proposed cloud computing service is deployed. Select multiple deployment models if the service is offered in more than one deployment model. See 'GUIDANCE FOR CONTRACTORS: NIST Deployment Model' below in this document for detailed direction on how to best categorize a service for the NIST deployment models.
3	Optionally select the most appropriate NIST service model that will be the designated sub- category, or may select no sub-category.	Optional	Contractor may select a single NIST Service model to sub-categorize the service as outlined in NIST Special Publication 800-145. Sub-category selection is optional but recommended. See 'GUIDANCE FOR CONTRACTORS: NIST Service Model' below in this document for detailed direction on how to best categorize a service for the NIST IaaS, PaaS, and SaaS service models.

b.   Pricing of Cloud Computing Services

All current pricing requirements for Schedule 70, including provision SCP-FSS-001-N (Section III Price Proposal), SCP-FSS-001-S, SCP-FSS-004 (Section III Price Proposal), and clause I-FSS-600 Contract Price Lists, apply. At the current time there is no provision for reducing or eliminating standard price list posting requirements to accommodate rapid cloud price fluctuations.

In addition to standard pricing requirements, all pricing models must have the core capability to meet the NIST Essential Cloud Characteristics, particularly with respect to on-demand self-service, while allowing alternate variations at the task order level at agency discretion, pursuant to the guidance on NIST Essential Characteristics.

3.   RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

a.   Acceptance Testing

Any required Acceptance Test Plans and Procedures shall be negotiated by the Ordering Activity at task order level. The Contractor shall perform acceptance testing of the

systems for Ordering Activity approval in accordance with the approved test procedures.

        b.   Training

If training is provided commercially the Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. Contractor is responsible for indicating if there are separate training charges.

        c.   Information Assurance/Security Requirements

The contractor shall meet information assurance/security requirements in accordance with the Ordering Activity requirements at the Task Order level.

        d.   Related Professional Services

The Contractor is responsible for working with the Ordering Activity to identify related professional services and any other services available on other SINs that may be associated with deploying a complete cloud service (i.e. IaaS, etc.) solution. Any additional substantial and ongoing IT professional services related to the offering such as assessing, preparing, refactoring, migrating, DevOps, developing new cloud based applications and managing/governing a cloud implementation may be offered per the guidelines below.

        e.   Performance of Cloud Computing Services (i.e. IaaS, etc.)

The Contractor shall respond to Ordering Activity requirements at the Task Order level with proposed capabilities to Ordering Activity performance specifications or indicate that only standard specifications are offered. In all cases the Contractor shall clearly indicate standard service levels, performance and scale capabilities.

The Contractor shall provide appropriate cloud computing services (i.e. IaaS, etc.) on the date and to the extent and scope agreed to by the Contractor and the Ordering Activity.

        f.   Reporting

The Contractor shall respond to Ordering Activity requirements and specify general reporting capabilities available for the Ordering Activity to verify performance, cost and availability.

In accordance with commercial practices, the Contractor may furnish the Ordering Activity/user with a monthly summary Ordering Activity report.

4.   RESPONSIBILITIES OF THE ORDERING ACTIVITY

The Ordering Activity is responsible for indicating the cloud computing services requirements unique to the Ordering Activity. Additional requirements should not contradict existing SIN or IT Schedule 70 Terms and Conditions. Ordering Activities should include (as applicable) Terms & Conditions to address Pricing, Security, Data Ownership, Geographic Restrictions, Privacy, SLAs, etc.

Cloud services typically operate under a shared responsibility model, with some responsibilities assigned to the Cloud Service Provider (CSP), some assigned to the Ordering Activity, and

others shared between the two. The distribution of responsibilities will vary between providers and across service models. Ordering activities should engage with CSPs to fully understand and evaluate the shared responsibility model proposed. Federal Risk and Authorization Management Program (FedRAMP) documentation will be helpful regarding the security aspects of shared responsibilities, but operational aspects may require additional discussion with the provider.

a. Ordering Activity Information Assurance/Security Requirements Guidance

(1) The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA) as applicable.

(2) The Ordering Activity shall assign a required impact level for confidentiality, integrity and availability (CIA) prior to issuing the initial statement of work.[2] The Contractor must be capable of meeting at least the minimum security requirements assigned against a low-impact information system in each CIA assessment area (per FIPS 200) and must detail the FISMA capabilities of the system in each of CIA assessment area.

(3) Agency level FISMA certification, accreditation, and evaluation activities are the responsibility of the Ordering Activity. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Cloud Computing Services.

(4) The Ordering Activity has final responsibility for assessing the FedRAMP status of the service, complying with and making a risk-based decision to grant an Authorization to Operate (ATO) for the cloud computing service, and continuous monitoring. A memorandum issued by the Office of Management and Budget (OMB) on Dec 8, 2011 outlines the responsibilities of Executive departments and agencies in the context of FedRAMP compliance. [3]

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[2] Per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, "Standards for Security Categorization of Federal Information and Information Systems") (FIPS 200, "Minimum Security Requirements for Federal Information and Information Systems")
[3] MEMORANDUM FOR CHIEF INFORMATION OFFICERS: Security Authorization of Information Systems in Cloud Computing Environments. December 8, 2011.

(5) Ordering activities are responsible for determining any additional information assurance and security related requirements based on the nature of the application and relevant mandates.

b. Deployment Model

If a particular deployment model (Private, Public, Community, or Hybrid) is desired, Ordering Activities are responsible for identifying the desired model(s). Alternately, Ordering Activities could identify requirements and assess Contractor responses to determine the most appropriate deployment model(s).

c. Delivery Schedule

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers.

d.   Interoperability

Ordering Activities are responsible for identifying interoperability requirements. Ordering Activities should clearly delineate requirements for API implementation and standards conformance.

    e.   Performance of Cloud Computing Services

The Ordering Activity should clearly indicate any custom minimum service levels, performance and scale requirements as part of the initial requirement.

    f.   Reporting

The Ordering Activity should clearly indicate any cost, performance or availability reporting as part of the initial requirement.

    g.   Privacy

The Ordering Activity should specify the privacy characteristics of their service and engage with the Contractor to determine if the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could be requiring assurance that the service is capable of safeguarding Personally Identifiable Information (PII), in accordance with NIST SP 800-122[4] and OMB memos M-06-16[5] and M-07-16[6]. An Ordering Activity will determine what data elements constitute PII according to OMB Policy, NIST Guidance and Ordering Activity policy.

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[4] NIST SP 800-122, "Guide to Protecting the Confidentiality of Personally Identifiable Information (PII)"

[5] OMB memo M-06-16: Protection of Sensitive Agency Information http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2006/m06-16.pdf

[6] OMB Memo M-07-16: Safeguarding Against and Responding to the Breach of Personally Identifiable Information http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2007/m07-16.pdf

    h.   Accessibility

The Ordering Activity should specify the accessibility characteristics of their service and engage with the Contractor to determine the cloud service is capable of meeting Ordering Activity requirements. For example, a requirement could require assurance that the service is capable of providing accessibility based on Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

    i.   Geographic Requirements

Ordering activities are responsible for specifying any geographic requirements and engaging with the Contractor to determine that the cloud services offered have the capabilities to meet geographic requirements for all anticipated task orders. Common geographic concerns could include whether service data, processes and related artifacts can be confined on request to the United States and its territories, or the continental United States (CONUS).

j.   Data Ownership and Retrieval and Intellectual Property

Intellectual property rights are not typically transferred in a cloud model. In general, CSPs retain ownership of the Intellectual Property (IP) underlying their services and the customer retains ownership of its intellectual property. The CSP gives the customer a license to use the cloud services (i.e. IaaS, etc.) for the duration of the contract without transferring rights. The government retains ownership of the IP and data they bring to the customized use of the service as spelled out in the FAR and related materials.

General considerations of data ownership and retrieval are covered under the terms of Schedule 70 and the FAR and other laws, ordinances, and regulations (Federal, State, City, or otherwise). Because of considerations arising from cloud shared responsibility models, ordering activities should engage with the Contractor to develop more cloud-specific understandings of the boundaries between data owned by the government and that owned by the cloud service provider, and the specific terms of data retrieval.

In all cases, the Ordering Activity should enter into an agreement with a clear and enforceable understanding of the boundaries between government and cloud service provider data, and the form, format and mode of delivery for each kind of data belonging to the government.

The Ordering Activity should expect that the Contractor shall transfer data to the government at the government's request at any time, and in all cases when the service or order is terminated for any reason, by means, in formats and within a scope clearly understood at the initiation of the service. Example cases that might require clarification include status and mode of delivery for:

- Configuration information created by the government and affecting the government's use of the cloud provider's service.

- Virtual machine configurations created by the government but operating on the cloud provider's service.

- Profile, configuration and other metadata used to configure SaaS application services or PaaS platform services.

The key is to determine in advance the ownership of classes of data and the means by which Government owned data can be returned to the Government.

k.   Service Location Distribution

The Ordering Activity should determine requirements for continuity of operations and performance and engage with the Contractor to ensure that cloud services have adequate service location distribution to meet anticipated requirements. Typical concerns include ensuring that:

(1)   Physical locations underlying the cloud are numerous enough to provide continuity of operations and geographically separate enough to avoid an anticipated single point of failure within the scope of anticipated emergency events.

(2)   Service endpoints for the cloud are able to meet anticipated performance requirements in terms of geographic proximity to service requestors.

Note that cloud providers may address concerns in the form of minimum distance between service locations, general regions where service locations are available, etc.

5.   GUIDANCE FOR CONTRACTORS

This section offers guidance for interpreting the Contractor Description Requirements in Table 2, including the NIST essential cloud characteristics, service models and deployment models. This section is not a list of requirements.

Contractor-specific definitions of cloud computing characteristics and models or significant variances from the NIST essential characteristics or models are discouraged and will not be considered in the scope of this SIN or accepted in response to Factors for Evaluation. The only applicable cloud characteristics, service model/subcategories and deployment models for this SIN will be drawn from the NIST 800-145 special publication. Services qualifying for listing as cloud computing services (i.e. IaaS, etc.) under this SIN must substantially satisfy the essential characteristics of cloud computing as documented in the NIST Definition of Cloud Computing SP 800-145[7].

Contractors must select deployment models corresponding to each way the service can be deployed. Multiple deployment model designations for a single cloud service are permitted but at least one deployment model must be selected.

In addition, contractors submitting Cloud services (i.e. IaaS, etc.) for listing under this SIN are encouraged to select a sub-category for each Cloud service (i.e. IaaS, etc.) proposed under this SIN with respect to a single principal NIST cloud service model that most aptly characterizes the service. Cloud Service model (i.e. IaaS, etc.) categorization is optional.

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[7]
http://csrc.nist.gov/publications/nistpubs/800-145/SP800-145.pdf

Both Cloud service model (i.e. IaaS, etc.) and deployment model (i.e. public, etc.) designations must accord with NIST definitions. Guidance is offered in this document on making the most appropriate selection

a.   NIST Essential Characteristics

General Guidance

NIST's essential cloud characteristics provide a consistent metric for whether a service is eligible for inclusion in this SIN. It is understood that due to legislative, funding and other constraints that government entities cannot always leverage a cloud service to the extent that all NIST essential characteristics are commercially available. For the purposes of the Cloud SIN, meeting the NIST essential characteristics is determined by whether each essential capability of the commercial service is available for the service, whether or not the Ordering Activity actually requests or implements the capability. The guidance in Table 3 offers examples of how services might or might not be included based on the

essential characteristics, and how the Contractor should interpret the characteristics in light of current government contracting processes.

Table 3: Guidance on Meeting NIST Essential Characteristics

Characteristic	Capability	Guidance
On-demand self-service	● Ordering activities can directly provision services without requiring Contractor intervention. ● This characteristic is typically implemented via a service console or programming interface for provisioning	Government procurement guidance varies on how to implement on-demand provisioning at this time. Ordering activities may approach on-demand in a variety of ways, including "not-to-exceed" limits, or imposing monthly or other appropriate payment cycles on what are essentially on demand services. Services under this SIN must be capable of true on- demand self-service, and ordering activities and Contractors must negotiate how they implement on demand capabilities in practice at the task order level: ● Ordering activities must specify their procurement approach and requirements for on-demand service ● Contractors must propose how they intend to meet the approach ● Contractors must certify that on-demand self-service is technically available for their service should procurement guidance become available.
Broad Network Access	● Ordering activities are able to access services over standard agency networks ● Service can be accessed and provisioned using standard devices such as browsers, tablets and mobile phones	● Broad network access must be available without significant qualification and in relation to the deployment model and security domain of the service ● Contractors must specify any ancillary activities, services or equipment required to access cloud services or integrate cloud with other cloud or non- cloud networks and services. For example, a private cloud might require an Ordering Activity to purchase or provide a dedicated router, etc. which is acceptable but should be indicated by the Contractor.
Resource Pooling	● Pooling distinguishes cloud services from simple offsite hosting. ● Ordering activities draw resources from a common pool maintained by the Contractor	● The cloud service must draw from a pool of resources and provide an automated means for the Ordering Activity to dynamically allocate them. ● Manual allocation, e.g. manual operations at a physical server farm where Contractor staff configure servers in response to Ordering

	● Resources may have general characteristics such as regional location	Activity requests, does not meet this requirement ● Similar concerns apply to software and platform models; automated provisioning from a pool is required ● Ordering activities may request dedicated physical hardware, software or platform resources to access a private cloud deployment service. However the provisioned cloud resources must be drawn from a common pool and automatically allocated on request.
Rapid Elasticity	● Rapid provisioning and de-provisioning commensurate with demand	● Rapid elasticity is a specific demand-driven case of self-service ● 'Rapid' should be understood as measured in minutes and hours, not days or weeks. ● Elastic capabilities by manual request, e.g. via a console operation or programming interface call, are required. ● Automated elasticity which is driven dynamically by system load, etc. is optional. Contractors must specify whether automated demand-driven elasticity is available and the general mechanisms that drive the capability.
Measured Service	● Measured service should be understood as a reporting requirement that enables an Ordering Activity to control their use in cooperation with self service	● Procurement guidance for on-demand self-service applies to measured service as well, i.e. rapid elasticity must be technically available but ordering activities and Contractors may mutually designate other contractual arrangements. ● Regardless of specific contractual arrangements, reporting must indicate actual usage, be continuously available to the Ordering Activity, and provide meaningful metrics appropriate to the service measured ● Contractors must specify that measured service is available and the general sort of metrics and mechanisms available ● The goal of the Measured Service requirement is to ensure Ordering Activities realize the full benefit of "pay as you go" consumption models. Consumption measurements that are not discrete enough or frequent enough (greater than 30 days), will not fulfill this NIST essential characteristic and will not be eligible for inclusion in this SIN.

Inheriting Essential Characteristics

Cloud Services (i.e. IaaS, etc.) may depend on other cloud services, and cloud service models such as PaaS and SaaS are able to inherit essential characteristics from other cloud services that support them. For example a PaaS platform service can inherit the broad network access made available by the IaaS service it runs on, and in such a situation would be fully compliant with the broad network access essential characteristic. Cloud Services (i.e. IaaS, etc.) inheriting essential characteristics must make the inherited characteristic fully available at their level of delivery to claim the relevant characteristic by inheritance.

Inheriting characteristics does not require the inheriting provider to directly bundle or integrate the inherited service, but it does require a reasonable measure of support and identification. For example, the Ordering Activity may acquire an IaaS service from "Provider A" and a PaaS service from "Provider B". The PaaS service may inherit broad network access from "Provider A" but must identify and support the inherited service as an acceptable IaaS provider.

Assessing Broad Network Access

Typically broad network access for public deployment models implies high bandwidth access from the public internet for authorized users. In a private cloud deployment internet access might be considered broad access, as might be access through a dedicated shared high bandwidth network connection from the Ordering Activity, in accord with the private nature of the deployment model.

Resource Pooling and Private Cloud

All cloud resource pools are finite, and only give the appearance of infinite resources when sufficiently large, as is sometimes the case with a public cloud. The resource pool supporting a private cloud is typically smaller with more visible limits. A finite pool of resources purchased as a private cloud service qualifies as resource pooling so long as the resources within the pool can be dynamically allocated to the ultimate users of the resource, even though the pool itself appears finite to the Ordering Activity that procures access to the pool as a source of dynamic service allocation.

b.   NIST Service Model

The Contractor may optionally document the service model of cloud computing (e.g. IaaS, PaaS, SaaS, or a combination thereof, that most closely describes their offering, using the definitions in The NIST Definition of Cloud Computing SP 800-145. The following guidance is offered for the proper selection of service models.

NIST's service models provide this SIN with a set of consistent sub-categories to assist ordering activities in locating and comparing Cloud services (i.e. IaaS, etc.) of interest. Service model is primarily concerned with the nature of the service offered and the staff and activities most likely to interact with the service. Contractors should select a single service model most closely corresponding to their proposed service based on the guidance below. It is understood that cloud services can technically incorporate multiple service models and the intent is to provide the single best categorization of the service.

Contractors should take care to select the NIST service model most closely corresponding to each service offered. Contractors should not invent, proliferate or select multiple cloud service model sub-categories to distinguish their offerings, because ad-hoc categorization prevents consumers from comparing similar offerings. Instead vendors should make full use of the existing NIST categories to the fullest extent possible.

For example, in this SIN an offering commercially marketed by a Contractor as "Storage as a Service" would be properly characterized as Infrastructure as a Service (IaaS), storage being a subset of infrastructure. Services commercially marketed as "LAMP as a Service" or "Database as a Service" would be properly characterized under this SIN as Platform as a Service (PaaS), as they deliver two kinds of platform services. Services commercially marketed as "Travel Facilitation as a Service" or "Email as a Service" would be properly characterized as species of Software as a Service (SaaS) for this SIN.

However, Contractors can and should include appropriate descriptions (include commercial marketing terms) of the service in the full descriptions of the service's capabilities.

When choosing between equally plausible service model sub-categories, Contractors should consider several factors:

(1)   Visibility to the Ordering Activity. Service model sub-categories in this SIN exist to help Ordering Activities match their requirements with service characteristics. Contractors should select the most intuitive and appropriate service model from the point of view of an Ordering Activity.

(2)   Primary Focus of the Cloud Service (i.e. IaaS, etc.). Services may offer a mix of capabilities that span service models in the strict technical sense. For example, a service may offer both IaaS capabilities for processing and storage, along with some PaaS capabilities for application deployment, or SaaS capabilities for specific applications. In a service mix situation the Contractor should select the service model that is their primary focus. Alternatively contractors may choose to submit multiple service offerings for the SIN, each optionally and separately subcategorized.

(3)   Ordering Activity Role. Contractors should consider the operational role of the Ordering Activity's primary actual consumer or operator of the service. For example services most often consumed by system managers are likely to fit best as IaaS; services most often consumed by application deployers or developers as PaaS, and services most often consumed by business users as SaaS.

(4)   Lowest Level of Configurability. Contractors can consider IaaS, PaaS and SaaS as an ascending hierarchy of complexity, and select the model with the lowest level of available Ordering Activity interaction. As an example, virtual machines are an IaaS service often bundled with a range of operating systems, which are PaaS services. The Ordering Activity usually has access to configure the lower level IaaS service, and the overall service should be considered IaaS. In cases where the Ordering Activity cannot configure the speed, memory, network configuration, or any other aspect of the IaaS component, consider categorizing as a PaaS service.

Cloud management and cloud broker services should be categorized based on their own

characteristics and not those of the other cloud services that are their targets. Management and broker services typically fit the SaaS service model, regardless of whether the services they manage are SaaS, PaaS or IaaS. Use Table 3 to determine which service model is appropriate for the cloud management or cloud broker services, or, alternately choose not to select a service model for the service.

The guidance in Table 4 offers examples of how services might be properly mapped to NIST service models and how a Contractor should interpret the service model sub- categories.

Table 4: Guidance on Mapping to NIST Service Models

Service Model	Guidance
Infrastructure as a Service (IaaS)	Select an IaaS model for service based equivalents of hardware appliances such as virtual machines, storage devices, routers and other physical devices. ● IaaS services are typically consumed by system or device managers who would configure physical hardware in a non-cloud setting ● The principal customer interaction with an IaaS service is provisioning then configuration, equivalent to procuring and then configuring a physical device. Examples of IaaS services include virtual machines, object storage, disk block storage, network routers and firewalls, software defined networks. Gray areas include services that emulate or act as dedicated appliances and are directly used by applications, such as search appliances, security appliances, etc. To the extent that these services or their emulated devices provide direct capability to an application they might be better classified as Platform services (PaaS). To the extent that they resemble raw hardware and are consumed by other platform services they are better classified as IaaS.
Platform as a Service (PaaS)	Select a PaaS model for service based equivalents of complete or partial software platforms. For the purposes of this classification, consider a platform as a set of software services capable of deploying all or part of an application. ● A complete platform can deploy an entire application. Complete platforms can be proprietary or open source ● Partial platforms can deploy a component of an application which combined with other components make up the entire deployment ● PaaS services are typically consumed by application deployment staff whose responsibility is to take a completed agency application and cause it to run on the designated complete or partial platform service ● The principal customer interaction with a PaaS service is deployment, equivalent to deploying an application or portion of an application on a software platform service. ● A limited range of configuration options for the platform service may be available. Examples of complete PaaS services include: ● A Linux/Apache/MySQL/PHP (LAMP) platform ready to deploy a customer PHP application, ● a Windows .Net platform ready to deploy a .Net application,

	● A custom complete platform ready to develop and deploy an customer application in a proprietary language ● A multiple capability platform ready to deploy an arbitrary customer application on a range of underlying software services. The essential characteristic of a complete PaaS is defined by the customer's ability to deploy a complete custom application directly on the platform. PaaS includes partial services as well as complete platform services. Illustrative examples of individual platform enablers or components include: ● A database service ready to deploy a customer's tables, views and procedures, ● A queuing service ready to deploy a customer's message definitions ● A security service ready to deploy a customer's constraints and target applications for continuous monitoring The essential characteristic of an individual PaaS component is the customer's ability to deploy their unique structures and/or data onto the component for a partial platform function. Note that both the partial and complete PaaS examples all have two things in common: ● They are software services, which offer significant core functionality out of the box ● They must be configured with customer data and structures to deliver results As noted in IaaS, operating systems represent a gray area in that OS is definitely a platform service, but is typically bundled with IaaS infrastructure. If your service provides an OS but allows for interaction with infrastructure, please sub-categorize it as IaaS. If your service "hides" underlying infrastructure, consider it as PaaS.
Software as a Service (SaaS)	Select a SaaS model for service based equivalents of software applications. ● SaaS services are typically consumed by business or subject-matter staff who would interact directly with the application in a non-cloud setting ● The principal customer interaction with a SaaS service is actual operation and consumption of the application services the SaaS service provides. Some minor configuration may be available, but the scope of the configuration is limited to the scope and then the permissions of the configuring user. For example an agency manager might be able to configure some aspects of the application for their agency but not all agencies. An agency user might be able to configure some aspects for themselves but not everyone in their agency. Typically only the Contractor would be permitted to configure aspects of the software for all users. Examples of SaaS services include email systems, business systems of all sorts such as travel systems, inventory systems, etc., wiki's, websites or content management systems, management applications that allow a customer to manage other cloud or non-cloud services, and in general any system where customers

	interact directly for a business purpose.
	Gray areas include services that customers use to configure other cloud services, such as cloud management software, cloud brokers, etc. In general these sorts of systems should be considered SaaS, per guidance in this document.

      c.   Deployment Model

Deployment models (e.g. private, public, community, or hybrid) are not restricted at the SIN level and any specifications for a deployment model are the responsibility of the Ordering Activity.

Multiple deployment model selection is permitted, but at least one model must be selected. The guidance in Table 4 offers examples of how services might be properly mapped to NIST deployment models and how the Contractor should interpret the deployment model characteristics. Contractors should take care to select the range of NIST deployment models most closely corresponding to each service offered.

Note that the scope of this SIN does not include hardware or software components used to construct a cloud, only cloud capabilities delivered as a service, as noted in the Scope section.

Table 5: Guidance for Selecting a Deployment Model

Deployment Model	Guidance
Private Cloud	The service is provided exclusively for the benefit of a definable organization and its components; access from outside the organization is prohibited. The actual services may be provided by third parties, and may be physically located as required, but access is strictly defined by membership in the owning organization.
Public Cloud	The service is provided for general public use and can be accessed by any entity or organization willing to contract for it.
Community Cloud	The service is provided for the exclusive use of a community with a definable shared boundary such as a mission or interest. As with private cloud, the service may be in any suitable location and administered by a community member or a third party.
Hybrid Cloud	The service is composed of one or more of the other models. Typically hybrid models include some aspect of transition between the models that make them up, for example a private and public cloud might be designed as a hybrid cloud where events like increased load permit certain specified services in the private cloud to run in a public cloud for extra capacity, e.g. bursting.

6.   INFORMATION PERTAINING TO CLOUD RELATED IT PROFESSIONAL SERVICES

NOTE: Offerors may offer Cloud Services (i.e. IaaS, etc.) exclusively; it is not a requirement to also offer Cloud Related IT Professional Services. Similarly, offerors of Cloud Related IT Professional Services are not required to also offer Cloud Services (i.e. IaaS, etc.). Offerors who have capabilities in both Cloud Services (i.e. IaaS, etc.) and Cloud Related IT Professional Services may offer both, under this SIN.

NOTE: ****Labor categories under Special Item Number 54151S "Information Technology Professional Services may remain under SIN 54151S, unless they are specific to the Cloud Computing Products and IT Professional Services 518210C. Labor specific to Cloud Computing should be positioned by Contractors under SIN 518210C in order for Contractors to have the opportunity to bid on requests for quotes that are generated exclusively under the Cloud SIN. Offerors may offer Cloud IT Professional Services exclusively; it is not a requirement to also offer Cloud Services (i.e Iaas).

        a.   SCOPE OF 518210C Cloud Related IT Professional Services

            (1)   The labor categories, prices, terms and conditions stated under Special Item Numbers 518210C Cloud Services and Related IT Professional Services apply exclusively to this SIN within the scope of this Information Technology Schedule. It is anticipated that the relevant IT Professional Services for this SIN (518210C) are related to the following: assessing cloud solutions, preparing for cloud solutions, refactoring legacy solutions for cloud migration, migrating legacy or other systems to cloud solutions, DevOps, developing new cloud based applications and providing management/governance for cloud solutions. Contractors may propose other types of relevant professional services as long as they are specifically designed to work within and/or support the types of cloud product services described in SIN 518210C.

            (2)   Cloud Related IT Professional Services provided under this SIN shall comply with all certifications and industry standards as applicable pertaining to the type of services as specified by ordering agency.

            (3)   The Contractor shall provide Cloud Related IT Professional Services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

        b.   ORDER

            (1)   Agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The order shall specify the availability of funds and the period for which funds are available.

            (2)   All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take

precedence.

c. PERFORMANCE OF SERVICES

(1) The Contractor shall commence performance of Cloud Related IT Professional Services on the date agreed to by the Contractor and the ordering activity.

(2) The Contractor agrees to render Cloud Related IT Professional Services during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

(3) The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Cloud Related IT Professional Services shall be completed in a good and workmanlike manner.

(4) Any Contractor travel required in the performance of Cloud Related IT Professional Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor's travel.

d. INSPECTION OF SERVICES

Inspection of services is in accordance with 552.212-4 CONTRACT TERMS AND CONDITIONS– COMMERCIAL ITEMS (JAN 2017) (DEVIATION – FEB 2007)
(DEVIATION - FEB 2018) for Firm-Fixed Price orders; or GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS-COMMERCIAL ITEMS (JAN 2017) (DEVIATION - FEB 2018)
(ALTERNATE I - JAN 2017) (DEVIATION - FEB 2007) for Time-and-Materials and Labor- Hour Contracts orders placed under this contract.

e. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (MAY 2014) Rights in Data – General, may apply.

The Contractor shall comply with contract clause (52.204-21) to the Federal Acquisition Regulation (FAR) for the basic safeguarding of contractor information systems that process, store, or transmit Federal data received by the contract in performance of the contract. This includes contract documents and all information generated in the performance of the contract.

f. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

g. INDEPENDENT CONTRACTOR

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

h. ORGANIZATIONAL CONFLICTS OF INTEREST

(1) Definitions.

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

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

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

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

i. INVOICES

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

j. PAYMENTS

The ordering activity shall pay the Contractor upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. Payments shall be made in accordance with:

For orders that are NOT time-and-materials/labor hours (fixed price applicable).
- GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS–COMMERCIAL ITEMS (JAN 2017) (DEVIATION – FEB 2007) (DEVIATION - FEB 2018)

For orders that are time-and-materials/labor hours.
- GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS-COMMERCIAL ITEMS (JAN 2017) (DEVIATION - FEB 2018) (ALTERNATE I - JAN 2017) (DEVIATION - FEB 2007)

- FAR 52.216-31 (Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(f)(3), insert the following provision:

    (1)　　The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

    (2)　　The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by-

    　　i　　　　The offeror;

    　　ii　　　Subcontractors; and/or

    　　iii　　Divisions, subsidiaries, or affiliates of the offeror under a common control.]

k.　　RESUMES

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

l.　　APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

m.　　DESCRIPTION OF CLOUD COMPUTING LABOR HOURS AND PRICING

    (1)　　The Contractor shall provide a description of each type of Cloud Computing Professional Service offered under Special Item Numbers 518210C and it should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

    (2)　　Pricing for all Cloud Computing IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates,, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented (see SCP FSS 004).

EXAMPLE

Commercial Job Title: Senior Cloud Subject Matter Expert

Description: Provides highest-level cloud computing domain expertise to large scale and complex projects as a client resource. Leads teams and client interaction from workflow design to cloud solution deliverables.

Professionals involved in this specialty perform the following tasks:

- ▪ Provides in-depth knowledge and expertise from cloud computing and business domains
- ▪ Develops and improves technical and business requirements documentation and specifications
- ▪ Reviews client requirements during on-boarding and other project phases
- ▪ Presents alternatives to client based designs based on impact to cost, performance and outcomes
- ▪ Incorporates enterprise architecture designs from business unit services strategies
- ▪ Provides advisory services to the service provider, cross functional teams, and clients

Knowledge, Skills and Abilities: Documented track record of successful client engagements in large public sector enterprise environments. 10+ years experience with SOAP, JSON, J2EE, SML, REST, OAUth, SAML, and OpenID. 4+ years experience with AD, LDAP, ODBC, SSO, CAC/PIV, STS, SSL, IEP, 3DES, 2-Factor, and STIG. Proficient with SDLC, AWS, and Oracle. Ability to thrive in a dynamic public sector environment.

Minimum Experience: 10 Years

Minimum Education Requirements: an MS degree in computer science or equivalent.

Highly Desirable: Deep knowledge of Microsoft Azure and Amazon Web Services core service offerings

Includes commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to or governance/management of Cloud computing. Specific labor categories and/or fixed price solutions (e.g. migration services, etc.) that support activities associated with assessing Cloud solutions, refactoring workloads for Cloud solutions, migrating legacy or other systems to Cloud

solutions, providing management/governance of Cloud solutions, DevOps, developing cloud native applications or other Cloud oriented activities.

NOTE: Subject to Cooperative Purchasing

Order Level Materials (OLM) (SIN OLM)

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

OLM SIN-Level Requirements/Ordering Instructions:

OLMs are:

- Purchased under the authority of the FSS Program

- Unknown until an order is placed

- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)

- Only authorized for use in direct support of another awarded SIN.

- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)

- Subject to a Not To Exceed (NTE) ceiling price

OLMs are not:

- "Open Market Items."

- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:

- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).

- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

SAIC

SAIC SIN 54151S: General Summary, Principal Duties and Responsibilities, and Job Specifications

Administrative Support I
General Summary
Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

Principal Duties and Responsibilities
1.   Specializes in coordinating and planning office administration and support.

2.   Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.

3.   May perform other duties as assigned.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and one (1) year of business relevant experience.

Administrative Support II
General Summary
Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting

minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

Principal Duties and Responsibilities

1. Specializes in coordinating and planning office administration and support.

2. Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.

3. May perform other duties as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of business relevant experience.

Executive Administrative Support I

General Summary

Provide analytical and specialized support to relieve, assist, and, in delegated matters, act on behalf of senior and executive management. Exercises frequent judgment, initiative, diplomacy and tact. Makes administrative decisions and takes action on behalf of the organization.

Principal Duties and Responsibilities

1. Acts as primary liaison with administration and various support functions (i.e., Accounting, Human Resources, Security and Facilities).

2. Responsible for coordinating the implementation of procedures and programs pertaining to these administrative specialties.

3. Prioritizes and carries out special projects and complex assignments.

4. Exercises frequent judgment, initiative, diplomacy and tact.

5. Makes administrative decisions and takes action on behalf of the organization.

Job Specifications

Bachelor's degree in Business Administration (or related field) or equivalent experience and five (5) years of specialized administrative support experience of an increasingly responsible nature at a senior level.

Executive Administrative Support II

General Summary

Provide analytical and specialized support to relieve, assist, and, in delegated matters, act on behalf of senior and executive management. Exercises frequent judgment, initiative, diplomacy and tact. Makes administrative decisions and takes action on behalf of the organization.

Principal Duties and Responsibilities

1. Acts as primary liaison with administration and various support functions (i.e., Accounting, Human Resources, Security and Facilities).

2. Responsible for coordinating the implementation of procedures and programs pertaining to these administrative specialties.

3. Prioritizes and carries out special projects and complex assignments.

4. Exercises frequent judgment, initiative, diplomacy and tact.

5. Makes administrative decisions and takes action on behalf of the organization.

Job Specifications

Bachelor's degree in Business Administration (or related field) or equivalent experience and seven (7) years of specialized administrative support experience of an increasingly responsible nature at a senior level.

Business System/Process Analyst I

General Summary

Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

Principal Duties and Responsibilities

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.

2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

3. May act as functional expert.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience.

Business System/Process Analyst II

General Summary

Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

Principal Duties and Responsibilities

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.

2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

3. May act as functional expert.

Job Specifications

Bachelor's degree or equivalent and four (4) years of relevant experience.

Business System/Process Analyst III

General Summary

Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May

prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

Principal Duties and Responsibilities

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.

2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

3. May act as functional expert.

Job Specifications

Bachelor's degree or equivalent and seven (7) years of relevant experience.

Business System/Process Analyst IV

General Summary

Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

Principal Duties and Responsibilities

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.

2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

3. May act as functional expert.

Job Specifications

Bachelor's degree or equivalent and nine (9) years of relevant experience.

Business System/Process Analyst V

General Summary

Responsible for analyzing user business problems to be solved with automated systems. May formulate and define information system scope and objectives through research, analysis, testing and fact finding with a basic understanding of business systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May act as functional expert.

Principal Duties and Responsibilities

1. Provides problem definition, evaluation of requirements, and implementation of systems to meet business, user, and cost requirements.

2. May prepare communications and make presentations on recommendations on system enhancements or alternatives.

3. May act as functional expert.

Job Specifications

Bachelor's degree and twelve (12) years of relevant experience; Master's Degree and eight (8) years of relevant experience; Doctorate and six (6) years of relevant experience.

Business System Programmer/Program Analyst I

General Summary

Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

Principal Duties and Responsibilities

Develops and review operator and control instructions.

1. Prepares and conducts system and programming tests requiring interfacing of hardware and software.

2. Conducts system programming activities such as program language codes, processing routines and report generators.

3. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.

4. May analyze system capabilities to resolve input/output problems.

Job Specifications

Bachelor's degree in a related field and two (2) years of systems program experience. Includes working knowledge of this technical field and the ability to complete moderately complex assignments.

Business System Programmer/Program Analyst II

General Summary

Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

Principal Duties and Responsibilities

1. Develops and review operator and control instructions.

2. Prepares and conducts system and programming tests requiring interfacing of hardware and software.

3. Conducts system programming activities such as program language codes, processing routines and report generators.

4. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.

5. May analyze system capabilities to resolve input/output problems.

Job Specifications

Bachelor's degree in a related field and six (6) years of systems program experience. Includes working knowledge of this technical field and the ability to complete moderately complex assignments.

Business System Programmer/Program Analyst III

General Summary

Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

Principal Duties and Responsibilities
1. Develops and review operator and control instructions.

2. Prepares and conducts system and programming tests requiring interfacing of hardware and software.

3. Conducts system programming activities such as program language codes, processing routines and report generators.

4. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.

5. May analyze system capabilities to resolve input/output problems.

Job Specifications
Bachelor's degree in a related field and eight (8) years of systems programming experience, including leadership skills. Includes comprehensive knowledge of this field and the ability to complete highly complex assignments.

Business System Programmer/Program Analyst IV
General Summary
Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

Principal Duties and Responsibilities
1. Develops and review operator and control instructions.

2. Prepares and conducts system and programming tests requiring interfacing of hardware and software.

3. Conducts system programming activities such as program language codes, processing routines and report generators.

4. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.

5. May analyze system capabilities to resolve input/output problems.

Job Specifications

Bachelor's degree in a related field and ten (10) years of relevant experience, five (5) of which must be specialized. Advanced degree is preferred. Specialized experience includes: technical leadership of Systems Programmers/Analyst and the use of structure analysis, design, methodologies and/or design tools in the development and implementation of computer-based systems.

Business System Programmer/Program Analyst V
General Summary

Responsible for performing complex program assignments in analyzing, defining, coding in the design, and implementing cost effective information technology solutions.

Principal Duties and Responsibilities

1. Develops and review operator and control instructions.

2. Prepares and conducts system and programming tests requiring interfacing of hardware and software.

3. Conducts system programming activities such as program language codes, processing routines and report generators.

4. Develops flow charts and diagrams outlining process and steps in operation; prepares documentation of program development, conducts program test and makes modification to code as needed.

5. May analyze system capabilities to resolve input/output problems.

Job Specifications

Bachelor's degree in a related field and twelve (12) years of relevant experience, five (5) of which must be specialized. Advanced degree is preferred. Specialized experience includes: technical leadership of Systems Programmers/Analyst and the use of structure analysis, design, methodologies and/or design tools in the development and implementation of computer-based systems.

Computer Admin I

General Summary

Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client).

Principal Duties and Responsibilities

1. Diagnoses hardware and software problems, and replace defective components.

2. Performs data backups and disaster recovery operations.

3. Maintains and administers computing environments, including computer hardware, systems software, applications software, and all configurations.

4. Plans, coordinates, and implements network security measures in order to protect data, software and hardware.

5. Performs routine network startup and shutdown procedures, and maintain control records.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years of experience in a recognized technical, business or related discipline. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Computer Admin II

General Summary

Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client).

Principal Duties and Responsibilities

1. Diagnoses hardware and software problems, and replace defective components.

2. Performs data backups and disaster recovery operations.

3. Maintains and administers computing environments, including computer hardware, systems software, applications software, and all configurations.

4. Plans, coordinates, and implements network security measures in order to protect data, software and hardware.

5. Performs routines network startup and shutdown procedures, and maintain control records.

Job Specifications

Bachelor's degree and five (5) years progressive technical experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Computer Technician I

General Summary

Responsible for the installation, servicing and upgrading PC equipment, mainframe connections, and peripherals and responds to user requests.

Principal Duties and Responsibilities

1. Troubleshoots and repairs computer software, hardware, and network configurations.

2. Provides technical and user support for PC components, mainframe networking, and LAN-based systems.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of relevant experience. Technical school desired.

Computer Technician II

General Summary

Responsible for the installation, servicing and upgrading PC equipment, mainframe connections, and peripherals and responds to user requests.

Principal Duties and Responsibilities

1. Troubleshoots and repairs computer software, hardware, and network configurations.

2. Provides technical and user support for PC components, mainframe networking, and LAN-based systems.

Job Specifications

Associated degree or equivalent and four (4) years of relevant experience. Technical school desired.

Configuration Analyst I
General Summary
Responsible for product design changes and the effects of the overall system. Assists in documenting and tracking all aspects of hardware and/or software development and modifications. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations

Principal Duties and Responsibilities
1. Prepares deviations and waivers for government approval when specifications cannot be met.

2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.

3. May structure and maintain databases.

4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.

5. Prepares configuration verification audit record sheets for all programs.

6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product's life cycle.

Job Specifications
Bachelor's degree and two (2) years of relevant experience.

Configuration Analyst II
General Summary
Responsible for product design changes and the effects of the overall system. Assists in documenting and tracking all aspects of hardware and/or software development and modifications. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations

Principal Duties and Responsibilities
1. Prepares deviations and waivers for government approval when specifications cannot be met.

2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.

3. May structure and maintain databases.

4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.

5. Prepares configuration verification audit record sheets for all programs.

6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product's life cycle.

Job Specifications
Bachelor's degree and four (4) years of relevant experience.

Customer Service and Support Technician I
General Summary
Responsible for interfacing with customers to handle service inquiries and problems. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintains logs, records and files.

Principal Duties and Responsibilities
1. Responsible for performing routine customer support and maintenance activities for equipment and systems products.

2. Using detailed company guidelines, performs on-site preventative maintenance, routine repair and calibration of the company's products.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and two (2) years technical experience.

Customer Service and Support Technician II
General Summary
Responsible for interfacing with customers to handle service inquiries and problems. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintains logs, records and files.

Principal Duties and Responsibilities
1. Responsible for performing routine customer support and maintenance activities for equipment and systems products.

2. Using detailed company guidelines, performs on-site preventative maintenance, routine repair and calibration of the company's products.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years technical experience.

Customer Service and Support Technician III
General Summary

Responsible for interfacing with customers to handle service inquiries and problems. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintain logs, records and files.

Principal Duties and Responsibilities

1. Responsible for performing routine customer support and maintenance activities for equipment and systems products.

2. Using detailed company guidelines, performs on-site preventative maintenance, routine repair and calibration of the company's products.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years technical experience. Prefer technical/professional certifications.

Database Administrator I
General Summary

Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities

1. Maintains databases across multiple platforms and computer environments.

2. Proposes and implements enhancements to improve performance and reliability.

3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications

Bachelor's degree and 0 years experience.

Database Administrator II

General Summary

Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities

1. Maintains databases across multiple platforms and computer environments.

2. Proposes and implements enhancements to improve performance and reliability.

3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications

Bachelor's degree in a related field and four (4) years relevant experience.

Database Administrator III

General Summary

Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities

1. Maintains databases across multiple platforms and computer environments.

2. Proposes and implements enhancements to improve performance and reliability.

3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications

Bachelor's degree in a related field and four (4) years relevant experience. years or more of related experience; Masters or equivalent product certification and three (3) years or more related experience; equivalent product certification and seven years of related experience with no degree.

Database Administrator IV

General Summary

Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities

1. Maintains databases across multiple platforms and computer environments.

2. Proposes and implements enhancements to improve performance and reliability.

3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications

Bachelors and eight (8) years or more of related experience; Masters or equivalent product certification and six (6) years or more of related experience; Ten or more years of experience in SME field with no degree.

Database Administrator V

General Summary

Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities

1. Maintains databases across multiple platforms and computer environments.

2. Proposes and implements enhancements to improve performance and reliability.

3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications

Bachelors and Twelve (12) years or more of related experience; Masters or equivalent product certification.) and Ten (10) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree.

Database Entry/Database Specialist I

General Summary

Performs a variety of tasks relating to computer data entry of timecards, cost transfers, journal vouchers, and other documents. Ensures entries are accurate and complete. Reviews input/output data to verify completeness, accuracy, and conformance to quality standards and established procedures. May maintain production records. Responsible for performing tasks relating to Database Management System (DBMS) applications. Enters and reviews data within the database. Ensures user data integrity. Maintains database support tools, database tables and dictionaries, recovery and back-up procedures. Oversees user access, documents, and record attributes. Ensures accuracy and completeness of data in master file and various support tools. May maintain database across multiple platforms and computing environments. May enforce standards for database use.

Principal Duties and Responsibilities

1. Provides technical knowledge and analysis of specialized applications and operational environments, and advice on problems which require knowledge of the subject matter for effective solutions.

2. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Assists in the design and preparation of technical reports and related documentation.

3. Assists in the preparation and presentations and briefings as required by the task order. Responsibilities include providing documentation planning and support, project administration, general office support, entering data into database management computer systems for various functional areas to include web usage, GIS applications, patient appointing, medical coding/auditing, medical billing, referral management, medical transcription, etc. Works under general supervision.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of relevant experience.

Database Entry/Database Specialist II

General Summary

Performs a variety of tasks relating to computer data entry of timecards, cost transfers, journal vouchers, and other documents. Ensures entries are accurate and complete. Reviews input/output data to verify completeness, accuracy, and conformance to quality standards and established procedures. May maintain production records. Responsible for performing tasks relating to Database Management System (DBMS) applications. Enters and reviews data within the database. Ensures user data integrity. Maintains database support tools, database tables and dictionaries, recovery and back-up procedures. Oversees user access, documents, and record attributes. Ensures accuracy and completeness of data in master file and various support tools. May maintain database across multiple platforms and computing environments. May enforce standards for database use.

Principal Duties and Responsibilities

1. Provides technical knowledge and analysis of specialized applications and operational environments, and advice on problems which require knowledge of the subject matter for effective solutions.

2. Applies principles, methods and knowledge of the functional area of expertise to specific task order requirements. Assists in the design and preparation of technical reports and related documentation.

3. Assists in the preparation and presentations and briefings as required by the task order. Responsibilities include providing documentation planning and support, project administration, general office support, entering data into database management computer systems for various functional areas to include web usage, GIS applications, patient appointing, medical coding/auditing, medical billing, referral management, medical transcription, etc. Works under general supervision.

Job Specifications

A minimum of five (5) years of experience in the data entry field. Education/training equivalent to a high school graduate with some college courses and/or training. Supervisory experience.

Deployment Engineer

General Summary

Acts as the company engineering representative with overarching responsibility for implementation and optimization of hardware and/or software products and multi-vendor systems at customer sites

Principal Duties and Responsibilities

1. Includes oversight of the installation process and test procedures to diagnose and resolve product performance problems at installation.

2. Identifies areas requiring product improvement and approves/ implements upgrades and hardware or software engineering change orders.

3. Provides feedback and customer support regarding product performance problems and suggested solutions which may require product exchanges or more complex problem solving.

4. Prepares and conducts special reports and presentations pertinent to company products and services, field operations or other applications.

5. Plans, prepares and conducts on-the-job training as required in support of the foregoing activities.

6. May oversee a team of field service technicians and train, monitor, and otherwise assist lower level service technicians.

7. May include any aspect of field support, and is not limited to system hardware and software, PCs, and networking/ wireless networking.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience.

Field Service Engineer I

General Summary

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

Principal Duties and Responsibilities

1. May make technical presentations and has a strong knowledge of products.

2. Trains customer personnel in equipment operation and maintenance responsibilities.

3. Represents the company in a customer support role and is responsible for customer's satisfaction with equipment and servicing.

Job Specifications

Bachelor's degree in Business Administration (or related field) and two (2) years of relevant experience.

Field Service Engineer II

General Summary

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

Principal Duties and Responsibilities

1. May make technical presentations and has a strong knowledge of products.

2. Trains customer personnel in equipment operation and maintenance responsibilities.

3. Represents the company in a customer support role and is responsible for customer's satisfaction with equipment and servicing.

Job Specifications

Bachelor's degree in Business Administration (or related field) and four (4) years of relevant experience

Field Service Engineer III

General Summary

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

Principal Duties and Responsibilities

1. May make technical presentations and has a strong knowledge of products.

2. Trains customer personnel in equipment operation and maintenance responsibilities.

3. Represents the company in a customer support role and is responsible for customer's satisfaction with equipment and servicing.

Job Specifications

Bachelor's degree in Business Administration (or related field) and six (6) years of relevant experience.

Field Service Engineer IV

General Summary

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems. Conducts on-site installation and testing of equipment to ensure proper working order. Isolates equipment start-up malfunctions and takes corrective action.

Principal Duties and Responsibilities

1. May make technical presentations and has a strong knowledge of products.

2. Trains customer personnel in equipment operation and maintenance responsibilities.

3. Represents the company in a customer support role and is responsible for customer's satisfaction with equipment and servicing.

Job Specifications

Bachelor's degree in Business Administration (or related field) and eight (8) years of relevant experience.

Field Service Technician I

General Summary

Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems.

Principal Duties and Responsibilities

1. Conducts on-site installation and testing of equipment to ensure proper working order.

2. Isolates equipment start-up malfunctions and takes corrective action.

3. Prepares daily logs and reports work performed.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience.

Field Service Technician II
General Summary
Responsible for performing customer support activities involving the installation, modification, and repair of complex equipment and systems

Principal Duties and Responsibilities
1. Conducts on-site installation and testing of equipment to ensure proper working order.

2. Isolates equipment start-up malfunctions and takes corrective action.

3. Prepares daily logs and reports work performed.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and five (5) years of relevant experience.

Hardware Engineer I
General Summary
Responsible for performing design and development engineering assignments related to hardware products and systems including development of new products and/or updates to existing products. Work may encompass one or several areas of engineering including electronic design, mechanical design, reliability engineering or other related fields.

Principal Duties and Responsibilities
1. Duties may include research, evaluation, development, and application of new processes and methods into products.

2. May be responsible for establishing and conducting testing routines; developing or executing project plans, budgets, and schedules, and documentation of work and results.

Job Specifications

Bachelors degree and 0 years experience.

Hardware Engineer II

General Summary

Responsible for performing design and development engineering assignments related to hardware products and systems including development of new products and/or updates to existing products. Work may encompass one or several areas of engineering including electronic design, mechanical design, reliability engineering or other related fields.

Principal Duties and Responsibilities

1. Duties may include research, evaluation, development, and application of new processes and methods into products.

2. May be responsible for establishing and conducting testing routines; developing or executing project plans, budgets, and schedules, and documentation of work and results.

Job Specifications

Bachelors and two (2) years or more of related experience; Masters or equivalent product certification and no related experience.

Hardware Engineer III

General Summary

Responsible for performing design and development engineering assignments related to hardware products and systems including development of new products and/or updates to existing products. Work may encompass one or several areas of engineering including electronic design, mechanical design, reliability engineering or other related fields.

Principal Duties and Responsibilities

1. Duties may include research, evaluation, development, and application of new processes and methods into products.

2. May be responsible for establishing and conducting testing routines; developing or executing project plans, budgets, and schedules, and documentation of work and results.

Job Specifications

Bachelor's degree or equivalent and eight (8) years relevant experience.

Hardware Engineer IV

General Summary

Responsible for performing design and development engineering assignments related to hardware products and systems including development of new products and/or updates to existing products. Work may encompass one or several areas of engineering including electronic design, mechanical design, reliability engineering or other related fields.

Principal Duties and Responsibilities

1. Duties may include research, evaluation, development, and application of new processes and methods into products.

2. May be responsible for establishing and conducting testing routines; developing or executing project plans, budgets, and schedules, and documentation of work and results.

Job Specifications

Bachelors and ten (10) years or more of related experience; Masters or equivalent product certification and seven (7) years or more of related experience; Twelve or more years of experience in SME field with no degree

Hardware Engineer V

General Summary

Responsible for performing design and development engineering assignments related to hardware products and systems including development of new products and/or updates to existing products. Work may encompass one or several areas of engineering including electronic design, mechanical design, reliability engineering or other related fields.

Principal Duties and Responsibilities

1. Duties may include research, evaluation, development, and application of new processes and methods into products.

2. May be responsible for establishing and conducting testing routines; developing or executing project plans, budgets, and schedules, and documentation of work and results.

Job Specifications

Bachelors and Twelve (12) years or more of related experience; Masters or equivalent product certification.) and Ten (10) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree.

Hardware Specialist I

General Summary

Responsible for the installation and maintenance of user devices for customer system access. Installs and performs repairs and maintenance to hardware, and peripheral equipment, following design or installation specifications.

Principal Duties and Responsibilities

1. Prepares functional requirements and specifications for hardware acquisitions.

2. Installs and performs repairs and maintenance to hardware, and peripheral equipment, following design or installation specifications.

3. Provides technical assistance and resolve computer hardware problems of users.

4. Answers clients' inquiries in person and via telephone concerning the use of computer hardware system.

Job Specifications

High School Diploma or G.E.D. or equivalent and three (3) years of relevant experience. Associates degree preferred.

Hardware Specialist II

General Summary

Responsible for the installation and maintenance of user devices for customer system access. Installs and performs repairs and maintenance to hardware, and peripheral equipment, following design or installation specifications.

Principal Duties and Responsibilities

1. Prepares functional requirements and specifications for hardware acquisitions.

2. Installs and performs repairs and maintenance to hardware, and peripheral equipment, following design or installation specifications.

3. Provides technical assistance and resolve computer hardware problems of users.

4. Answers clients' inquiries in person and via telephone concerning the use of computer hardware system.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and six (6) years of relevant experience. Associates degree preferred.

Help Desk Support Specialist I

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of technical training and/or relevant experience.

Help Desk Support Specialist II

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of technical training and/or relevant experience.

Help Desk Support Specialist III

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and five (5) years of technical training and/or relevant experience.

Help Desk Support Specialist IV

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and seven (7) years of technical training and/or relevant experience.

Information Retrieval Specialist I

General Summary

Performs specialized online information searches for both technical and non-technical information from within and outside the organization.

Principal Duties and Responsibilities

1. Assists in maintaining books, publications and technical document databases or electronic libraries.

2. Searches catalog files and shelves at various libraries to locate information.

3. May order reference works and periodicals for purchase.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program.

Information Retrieval Specialist II

General Summary

Performs specialized online information searches for both technical and non-technical information from within and outside the organization.

Principal Duties and Responsibilities

1. Assists in maintaining books, publications and technical document databases or electronic libraries.

2. Searches catalog files and shelves at various libraries to locate information.

3. May order reference works and periodicals for purchase.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and one (1) – three (3) years of relevant experience.

Information Retrieval Specialist III

General Summary

Performs specialized online information searches for both technical and non-technical information from within and outside the organization.

Principal Duties and Responsibilities

1. Assists in maintaining books, publications and technical document databases or electronic libraries.

2. Searches catalog files and shelves at various libraries to locate information.

3. May order reference works and periodicals for purchase.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and five (5) years of relevant experience.

Information Security Analyst I

General Summary

Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.

2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.

3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

Job Specifications

Bachelor's degree and 0 years experience.

Information Security Analyst II

General Summary

Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.

2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.

3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

Job Specifications

Bachelor's degree in related field or equivalent and two (2) years of relevant experience.

Information Security Analyst III
General Summary

Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.

Principal Duties and Responsibilities
1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.

2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.

3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

Job Specifications

Bachelors and five (5) years or more of related experience; Masters or equivalent product certification and three (3) years or more related experience; equivalent product certification and seven years of related experience with no degree.

Information Security Analyst IV
General Summary

Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.

Principal Duties and Responsibilities
1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.

2.   Participates with the client in the strategic design process to translate security and business requirements into technical designs.

3.   Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

Job Specifications

Bachelors and eight (8) years or more of related experience; Masters or equivalent product certification and six (6) years or more of related experience; Ten or more years of experience in SME field with no degree.

Information Security Analyst V

General Summary

Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.

Principal Duties and Responsibilities

1.   Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.

2.   Participates with the client in the strategic design process to translate security and business requirements into technical designs.

3.   Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

Job Specifications

Bachelors and Twelve (12) years or more of related experience; Masters or equivalent product certification.) and Ten (10) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree

Information Systems Manager

General Summary

Manages information systems within a group.

Principal Duties and Responsibilities

1.   May be responsible for analysis, selection and modification of application software, installation of network hardware and software, database management and integrity.

Job Specifications

Bachelor's of Science degree and eleven (11) years of relevant experience.

Installation Technician/Specialist

General Summary

Installs, modifies, and repairs equipment and systems.

Principal Duties and Responsibilities

1. Responsible for installation, modification and repair of equipment and systems.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience. Some technical education required.

Instruction System Designer I

General Summary

Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities

1. Developing and designing instructional content for instructor-led courseware

2. Collaborating on training plans and blending learning implementation strategies

3. Providing quality assurance and peer reviews on design plans and instructional materials

4. Creating instructional and presentation materials

5. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.

6. Performing needs and/or gap analysis to determine training needs

Job Specifications

Bachelors degree and 0 years experience.

Instruction System Designer II

General Summary

Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities

7. Developing and designing instructional content for instructor-led courseware

8. Collaborating on training plans and blending learning implementation strategies

9. Providing quality assurance and peer reviews on design plans and instructional materials

10. Creating instructional and presentation materials

11. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.

12. Performing needs and/or gap analysis to determine training needs

Job Specifications

Bachelors and two (2) years or more of related experience; Masters or equivalent product certification and no related experience.

Instruction System Designer III

General Summary

Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities

13. Developing and designing instructional content for instructor-led courseware

14. Collaborating on training plans and blending learning implementation strategies

15. Providing quality assurance and peer reviews on design plans and instructional materials

16. Creating instructional and presentation materials

17. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.

18. Performing needs and/or gap analysis to determine training needs

Job Specifications

Bachelors and five (5) years or more of related experience; Masters or equivalent product certification and three (3) years or more related experience; equivalent product certification and seven years of related experience with no degree.

Instruction System Designer IV

General Summary

Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities

19. Developing and designing instructional content for instructor-led courseware

20. Collaborating on training plans and blending learning implementation strategies

21. Providing quality assurance and peer reviews on design plans and instructional materials

22. Creating instructional and presentation materials

23. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.

24. Performing needs and/or gap analysis to determine training needs

Job Specifications

Bachelors and eight (8) years or more of related experience; Masters or equivalent product certification and six (6) years or more of related experience; Ten or more years of experience in SME field with no degree.

Instruction System Designer V

General Summary

Instruction System Designers develop and design, or re-design, instructional content for courseware across multiple delivery mechanisms. Develops and/or oversees creation of course content. Researches, implements, and evaluates training in accordance with client and industry standards.

Principal Duties and Responsibilities

25. Developing and designing instructional content for instructor-led courseware

26. Collaborating on training plans and blending learning implementation strategies

27. Providing quality assurance and peer reviews on design plans and instructional materials

28. Creating instructional and presentation materials

29. Drafting course materials such as programs of instruction, lesson plans, learning objectives, etc.

30. Performing needs and/or gap analysis to determine training needs

Job Specifications

Bachelors and Twelve (12) years or more of related experience; Masters or equivalent product certification.) and Ten (10) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree.

LAN/Network Specialist

General Summary

Provides overall network support for a broad range of programs. Supports acquisition, installation, configuration, maintenance and usage of the Local Area Network (LAN) and/or Wide Area Network (WAN).

Principal Duties and Responsibilities

1. Manages daily operations of local and wide area networks within span of control.

2. May propose solutions to management to ensure all communications requirements based on future needs and current usage.

3. Assists in planning for upgrades and replacements for facilities interconnected on a common network.

4. Acts as initial point of contact for LAN/WAN problems at the site.

5. Provides the focal point for coordination of high tiers of maintenance support.

Job Specifications

Bachelor's degree in a computer-related, engineering, or scientific field and two (2) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility. Professional Technical Certification is preferred.

Multimedia Specialist I

General Summary

Responsible for the conceptualization, layout and preparation of high quality graphics, text, and templates for items such as proposals, presentations, reports, displays, brochures, posters, and marketing materials.

Principal Duties and Responsibilities

1. Responsibilities include: producing and/or revising technical articles, proposals, publications, books, manuals, reports, and marketing materials and determining project requirements and presenting drafts of finished product to the user ensuring high quality of output.

2. Maintains production logs and cost data for project scheduling, budgeting, and billing.

Job Specifications

Bachelor's degree and five (5) years of relevant experience.

Multimedia Specialist II

General Summary

Responsible for the conceptualization, layout and preparation of high quality graphics, text, and templates for items such as proposals, presentations, reports, displays, brochures, posters, and marketing materials.

Principal Duties and Responsibilities

1. Responsibilities include: producing and/or revising technical articles, proposals, publications, books, manuals, reports, and marketing materials and determining project

requirements and presenting drafts of finished product to the user ensuring high quality of output.

2. Maintains production logs and cost data for project scheduling, budgeting, and billing.

Job Specifications
Bachelor's degree and eight (8) years of relevant experience.

Multimedia Specialist III
General Summary
Responsible for the conceptualization, layout and preparation of high quality graphics, text, and templates for items such as proposals, presentations, reports, displays, brochures, posters, and marketing materials.

Principal Duties and Responsibilities
1. Responsibilities include: producing and/or revising technical articles, proposals, publications, books, manuals, reports, and marketing materials and determining project requirements and presenting drafts of finished product to the user ensuring high quality of output.

2. Maintains production logs and cost data for project scheduling, budgeting, and billing.

Job Specifications
Bachelor's degree and twelve (12) years of relevant experience.

Products and Process (P&P) Assurance Engineer or Quality Assurance Engineer I
General Summary
Responsible for verification and validation, testing, quality assurance, and/or process improvement.

Principal Duties and Responsibilities
1. Reviews and evaluates products or processes.

2. Typically responsible for test, methods, and procedures to ensure continuous improvement to software quality assurance standards.

Job Specifications

Bachelor's degree or equivalent in a related technical discipline and three (3) years of relevant experience. Exposure to computer-based applications similar to those required for this position: advanced set-up and configuration, troubleshooting, system design, etc. Proficiency in computer applications, languages, technologies and/or capabilities required for this position.

Products and Process (P&P) Assurance Engineer or Quality Assurance Engineer II
General Summary

Responsible for verification and validation, testing, quality assurance, and/or process improvement.

Principal Duties and Responsibilities

1. Reviews and evaluates products or processes.

2. Typically responsible for test, methods, and procedures to ensure continuous improvement to software quality assurance standards.

Job Specifications

Bachelor's degree or equivalent in a related technical discipline and six (6) years of relevant experience. Exposure to computer-based applications similar to those required for this position: advanced set-up and configuration, troubleshooting, system design, etc. Proficiency in computer applications, languages, technologies and/or capabilities required for this position.

Product Support Specialist I
General Summary

Responsible for reviewing technical correctness of solutions entered into the database for their team. Identifies and documents product deficiencies or change requests. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintain logs, records and files.

Principal Duties and Responsibilities

1. Maintains current knowledge of customer product and upcoming releases.

2. Responsible for maintaining software integrity of customer product in testing and demo environments.

3. Interfaces with customers to handle service inquires and problems.

Job Specifications

Associate's degree in related field or equivalent and one (1) year of relevant experience.

Product Support Specialist II

General Summary

Responsible for reviewing technical correctness of solutions entered into the database for their team. Identifies and documents product deficiencies or change requests. Under general supervision, establishes company guidelines on servicing and repairs/returns; examines customer problems and implements appropriate corrective action to initiate repair, return or field servicing; and maintain logs, records and files.

Principal Duties and Responsibilities

1. Maintains current knowledge of customer product and upcoming releases.
2. Responsible for maintaining software integrity of customer product in testing and demo environments.
3. Interfaces with customers to handle service inquires and problems.

Job Specifications

Bachelor's degree in Business Administration (or related field) and two (2) years of relevant experience.

Production – Comp Production Operations/Control Technician I

General Summary

Operates computers and computer-related equipment. Handles the central console or online terminals for the processing of data.

Principal Duties and Responsibilities

1. Monitors system consoles and performs operator preventive maintenance on peripheral equipment.
2. Maintains schedule for all data processing production batch applications on information technology platforms.

3. Sets up scheduled production runs ensuring that up-to-date job control language and data files are documented and maintained.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of relevant experience or technical training.

Production – Comp Production Operations/Control Technician II
General Summary

Operates computers and computer-related equipment. Handles the central console or online terminals for the processing of data.

Principal Duties and Responsibilities

1. Monitors system consoles and performs operator preventive maintenance on peripheral equipment.

2. Maintains schedule for all data processing production batch applications on information technology platforms.

3. Sets up scheduled production runs ensuring that up-to-date job control language and data files are documented and maintained.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience or technical training.

Production – Comp Production Operations/Control Technician III
General Summary

Operates computers and computer-related equipment. Handles the central console or online terminals for the processing of data.

Principal Duties and Responsibilities

1. Monitors system consoles and performs operator preventive maintenance on peripheral equipment.

2. Maintains schedule for all data processing production batch applications on information technology platforms.

3. Sets up scheduled production runs ensuring that up-to-date job control language and data files are documented and maintained.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years of relevant experience or technical training.

Program Manager
General Summary

Responsible for day-to-day financial analysis of area operations. Responsible for managing the implementation of specific government or commercial contracts.

Principal Duties and Responsibilities

1. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively.

2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.

3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.

4. Directs project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.

Job Specifications

Bachelor's degree and five (5) years of successful project or program manager experience.

Experience in managing projects.

Project Controller I
General Summary

Responsible for day-to-day financial analysis of area operations

Principal Duties and Responsibilities

1. Facilitates the completion of financial Delivery Order support.

2. Performs project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

Job Specifications

Associate's degree in a related field or equivalent training and two (2) years of relevant experience.

Project Controller II

General Summary

Responsible for day-to-day financial analysis of area operations

Principal Duties and Responsibilities

1. Facilitates the completion of financial Delivery Order support.

2. Performs project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

Job Specifications

Associate's degree in a related field or equivalent training and four (4) years of relevant experience; Bachelor's degree in a related field or equivalent training and two (2) years of relevant experience.

Project Manager

General Summary

Responsible for day-to-day financial analysis of area operations. Manages the implementation of specific government or commercial contracts.

Principal Duties and Responsibilities

1. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively.

2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.

3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.

4. Directs project team personnel, manages cost and schedule, ensures contract compliance, and serves as principal customer interface.

Job Specifications

Bachelor's degree and five (5) years of experience working on projects or programs with at least two (2) years of successful task lead experience. Experience in managing projects.

Quality Assurance Engineer I

General Summary

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities

1. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)

2. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality)

3. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.

4. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.

5. Thoroughly document testing efforts in a clear concise manner.

6. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, verifies closure of open issues

7. Analyzes any product non conformities in order to solve issues and address customer concerns

8. Coordinates the disposition and hold of all suspect product

9. Updates Control Plans and ensures that quality planning documentation

10. Initiates inspections and reviews and dispositions suspect product and determines further actions

11. Implements statistical controls in processes as applicable

12. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution

13. Provides feedback/recommendations to leadership as appropriate.

14. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.

15. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.

16. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.

17. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.

18. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications
Bachelors degree and 0 years experience.

Quality Assurance Engineer II
General Summary
The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities

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25. Analyzes any product non conformities in order to solve issues and address customer concerns

26. Coordinates the disposition and hold of all suspect product

27. Updates Control Plans and ensures that quality planning documentation

28. Initiates inspections and reviews and dispositions suspect product and determines further actions

29. Implements statistical controls in processes as applicable

30. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution

31. Provides feedback/recommendations to leadership as appropriate.

32. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.

33. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.

34. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.

35. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.

36. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications

Bachelors and two (2) years or more of related experience; Masters or equivalent product certification and no related experience.

Quality Assurance Engineer III

General Summary

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities

37. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)

38. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality)

39. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.

40. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.

41. Thoroughly document testing efforts in a clear concise manner.

42. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, verifies closure of open issues

43. Analyzes any product non conformities in order to solve issues and address customer concerns

44. Coordinates the disposition and hold of all suspect product

45. Updates Control Plans and ensures that quality planning documentation

46. Initiates inspections and reviews and dispositions suspect product and determines further actions

47. Implements statistical controls in processes as applicable

48. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution

49. Provides feedback/recommendations to leadership as appropriate.

50. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.

51. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.

52. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.

53. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.

54. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications
Bachelors and five (5) years or more of related experience; Masters or equivalent product certification and three (3) years or more related experience; equivalent product certification and seven years of related experience with no degree.

Quality Assurance Engineer IV
General Summary

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities

55. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)

56. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality)

57. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.

58. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.

59. Thoroughly document testing efforts in a clear concise manner.

60. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, verifies closure of open issues

61. Analyzes any product non conformities in order to solve issues and address customer concerns

62. Coordinates the disposition and hold of all suspect product

63. Updates Control Plans and ensures that quality planning documentation

64. Initiates inspections and reviews and dispositions suspect product and determines further actions

65. Implements statistical controls in processes as applicable

66. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution

67. Provides feedback/recommendations to leadership as appropriate.

68. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.

69. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.

70. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.

71. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.

72. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications

Bachelors and eight (8) years or more of related experience; Masters or equivalent product certification and six (6) years or more of related experience; Ten or more years of experience in SME field with no degree.

Quality Assurance Engineer V
General Summary

The QA Engineer carries out procedures to ensure that all information systems products and services meet organization standards and end-user requirements. Performs and leads tests of systems to ensure proper operation and freedom from defects. May create test data for applications/systems. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements.

Principal Duties and Responsibilities

73. Help establish QA Processes and setup Testing Environment within all process frameworks (agile, waterfall, etc.)

74. Create end-to-end test plans to ensure system functionality works as expected (both positive and negative testing of system related functionality)

75. Communicate effectively with business analysts regarding requirements clarification or issues presented in testing.

76. Identify solutions to technical issues and creatively design test cases to ensure all desired functionality has been developed per specifications.

77. Thoroughly document testing efforts in a clear concise manner.

78. Identifies risk, analyzes them, elevates to the correct level of management, suggests corrective actions, verifies closure of open issues

79. Analyzes any product non conformities in order to solve issues and address customer concerns

80. Coordinates the disposition and hold of all suspect product

81. Updates Control Plans and ensures that quality planning documentation

82. Initiates inspections and reviews and dispositions suspect product and determines further actions

83. Implements statistical controls in processes as applicable

84. Determines root cause for products, processes and materials that do not meet standards and enhances Problem Resolution

85. Provides feedback/recommendations to leadership as appropriate.

86. Develops, modifies, applies and maintains quality standards and protocol for processing materials into partially finished or finished materials/product.

87. Collaborates with engineering and manufacturing functions to ensure quality standards are in place.

88. Devises and implements methods and procedures for inspecting, testing and evaluating the precision and accuracy of products and production equipment.

89. Conducts quality assurance tests; and performs statistical analysis to assess the cost of and determine the responsibility for, products or materials that do not meet required standards and specifications.

90. Ensures that corrective measures meet acceptable reliability standards and that documentation is compliant with requirements.

Job Specifications

Bachelors and Twelve (12) years or more of related experience; Masters or equivalent product certification.) and Ten (10) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree.

Records Management – Tech Services Assistant I

General Summary

Typically provides support and assistance in the identification, control, production, distribution, storage, and retrieval of all deliverable data.

Principal Duties and Responsibilities

1. Responsibilities may include cataloging data, providing customer assistance in locating specific data; technical/reference support; and appropriately classifying records, documents, and other information media.

2. Performs all records management procedures in accordance with applicable requirements as set forth by the customer/organization.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and one (1) year of relevant experience.

Records Management – Tech Services Assistant II

General Summary

Typically provides support and assistance in the identification, control, production, distribution, storage, and retrieval of all deliverable data.

Principal Duties and Responsibilities

1. Responsibilities may include cataloging data, providing customer assistance in locating specific data; technical/ reference support; and appropriately classifying records, documents, and other information media.

2. Performs all records management procedures in accordance with applicable requirements as set forth by the customer/organization.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant experience.

Site Support Technician I

General Summary

Performs the installation, repair and preventative maintenance of personal computer and related systems.

Principal Duties and Responsibilities

1. Provides day-to-day technical support to employees for network infrastructure and internal desktop systems software and hardware.

2. Installs, configures and troubleshoots desktop systems, workstations, servers and network issues in heterogeneous environment.

3. Maintains passwords, data integrity and file system security for the desktop environment.

4. Communicates highly technical information to both technical and non-technical personnel.

5. Assists in determining suitable software to meet user requirements.

6. Recommends hardware and software solutions, including new acquisition and upgrades.

7. May participate in development of information technology and infrastructure projects.

8. May conduct training programs designed to educate an organization's computer users about basic and specialized applications.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years of relevant experience.

Site Support Technician II

General Summary

Performs the installation, repair and preventative maintenance of personal computer and related systems.

Principal Duties and Responsibilities

1. Provides day-to-day technical support to employees for network infrastructure and internal desktop systems software and hardware.

2. Installs, configures and troubleshoots desktop systems, workstations, servers and network issues in heterogeneous environment.

3. Maintains passwords, data integrity and file system security for the desktop environment.

4. Communicates highly technical information to both technical and non-technical personnel.

5. Assists in determining suitable software to meet user requirements.

6. Recommends hardware and software solutions, including new acquisition and upgrades.

7. May participate in development of information technology and infrastructure projects.

8. May conduct training programs designed to educate an organization's computer users about basic and specialized applications.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and six (6) years of relevant experience.

Site Support Technician III

General Summary

Performs the installation, repair and preventative maintenance of personal computer and related systems.

Principal Duties and Responsibilities

1. Provides day-to-day technical support to employees for network infrastructure and internal desktop systems software and hardware.

2. Installs, configures and troubleshoots desktop systems, workstations, servers and network issues in heterogeneous environment.

3. Maintains passwords, data integrity and file system security for the desktop environment.

4. Communicates highly technical information to both technical and non-technical personnel.

5. Assists in determining suitable software to meet user requirements.

6. Recommends hardware and software solutions, including new acquisition and upgrades.

7. May participate in development of information technology and infrastructure projects.

8. May conduct training programs designed to educate an organization's computer users about basic and specialized applications.

Job Specifications
Bachelor's degree in a related field and three (3) years of progressively responsible experience and one (1) year of supervising site support staff.

Subject Matter Expert I

General Summary
Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

Principal Duties and Responsibilities
1. Performs duties as assigned.

Job Specifications
Bachelor's degree or equivalent and three (3) years of relevant experience.

Subject Matter Expert II

General Summary
Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

Principal Duties and Responsibilities
1. Performs duties as assigned.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience.

Subject Matter Expert III

General Summary

Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

Principal Duties and Responsibilities

1. Performs duties as assigned.

Job Specifications

Bachelor's degree or equivalent and seven (7) years of relevant experience.

Subject Matter Expert IV

General Summary

Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

Principal Duties and Responsibilities

1. Performs duties as assigned.

Job Specifications

Master's degree or equivalent and eight (8) years of relevant experience.

Subject Matter Expert V

General Summary

Responsible for providing highest level of IT domain expertise and guidance to the delivery team and stakeholders.

Principal Duties and Responsibilities

1. Performs duties as assigned.

Job Specifications

Master's degree or equivalent and ten (10) years of relevant experience

Software Applications Engineer

General Summary

Plans, conducts, and coordinates business programming applications activities in areas such as mobile devices, finance, human resources, and marketing.

Principal Duties and Responsibilities

1. Conducts and prepares feasibility studies for new data processing applications or revisions to existing systems.

2. Prepares system development cost estimates, budgets, and schedules.

3. Prepares and presents project proposals to management and user departments.

4. Establishes programming standards and program documentation requirements. Reviews current status of system applications and prepares recommendations for systems improvements.

5. Monitors design processes and prepare reports on systems projects.

6. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

Job Specifications

Bachelor's degree or equivalent and one (1) year of relevant experience.

Software Specialist I

General Summary

Performs information systems design, development, and analysis encompassing one or more of the following areas of technical expertise: programming, PC application analysis, software development, systems integration, and/or related disciplines.

Principal Duties and Responsibilities

1. Performs duties as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and one (1) year of technical training and relevant experience.

Software Specialist II

General Summary

Performs information systems design, development, and analysis encompassing one or more of the following areas of technical expertise: programming, PC application analysis, software development, systems integration, and/or related disciplines.

Principal Duties and Responsibilities

1. Performs duties as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of technical training and relevant experience.

Software Specialist III

General Summary

Performs information systems design, development, and analysis encompassing one or more of the following areas of technical expertise: programming, PC application analysis, software development, systems integration, and/or related disciplines.

Principal Duties and Responsibilities

1. Performs duties as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and five (5) years of technical training and relevant experience.

System Administrator I

General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.

2. Interacts with users and evaluates vendor products.

3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.

4. Schedules, plans, and oversees system upgrades.

5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and one (1) year of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

System Administrator II

General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.

2. Interacts with users and evaluates vendor products.

3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.

4. Schedules, plans, and oversees system upgrades.

5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

System Administrator III

General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.

2. Interacts with users and evaluates vendor products.

3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.

4. Schedules, plans, and oversees system upgrades.

5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

6. Develops policies and standards related to the use of computing resources, overall strategy, design, implementation, and operational aspects of multiple systems, operating environments, and related software.

Job Specifications

Bachelor's degree in related field and one (1) year relevant experience. Knowledge of administering computer systems is a requirement. Requires the ability to handle normal daily system administrator issues.

System Administrator IV

General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.

2. Interacts with users and evaluates vendor products.

3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.

4. Schedules, plans, and oversees system upgrades.

5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

6. Develops policies and standards related to the use of computing resources, overall strategy, design, implementation, and operational aspects of multiple systems, operating environments, and related software.

Job Specifications
Bachelor's degree in related field and three (3) years of operating systems experience. Should be a well-developed technical resource capable of handling moderately complex assignments.

System Integration Analyst
General Summary
Conducts analysis of transition planning, intelligence information requirements, and may develop architecture baselines. Assists with and leads development of integration, migration plans/schedules.

Principal Duties and Responsibilities
1. May support ISR and C4ISR programs/clients.

2. Provides research and assistance with implementation of community policies and guidance.

3. Supports business process improvements or systems analysis for missions, systems, and fiscal requirements.

4. Provides assistance to users in accessing and using business systems.

Job Specifications
Bachelor's degree and two (2) years of relevant experience.

Systems Specialist I
General Summary
Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities

1. Oversees daily operations of systems to ensure system availability.

2. May perform other duties, as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years of relevant experience.

Systems Specialist II

General Summary

Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities

1. Oversees daily operations of systems to ensure system availability.

2. May perform other duties, as assigned.

Job Specifications

Bachelor's degree and three (3) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Systems Specialist III

General Summary

Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities

1. Oversees daily operations of systems to ensure system availability.

2. May perform other duties, as assigned.

Job Specifications

Bachelor's degree and five (5) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

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Technical Writer I
General Summary
Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

Principal Duties and Responsibilities
1. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents or information security related documents.

2. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.

3. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.

4. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.

5. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.

6. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.

7. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.

8. Follows the documentation project through to completion, including client signoff, production and archival.

Job Specifications
Bachelor's degree or equivalent and four (4) years of relevant experience.

Technical Writer II
General Summary
Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

Principal Duties and Responsibilities
1. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents or information security related documents.

2. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.

3. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.

4. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.

5. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.

6. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.

7. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.

8. Follows the documentation project through to completion, including client signoff, production and archival.

Job Specifications

Bachelor's degree or equivalent and eight (8) years of relevant experience.

Technical Writer III

General Summary

Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

Principal Duties and Responsibilities

9. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents or information security related documents.

10. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.

11. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.

12. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.

13. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.

14. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.

15. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.

16. Follows the documentation project through to completion, including client signoff, production and archival.

Job Specifications

Bachelors and related experience; Equivalent product certification and five(5) years or more related experience; equivalent product certification and seven years of related experience with no degree

Technical Writer IV

General Summary

Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

Principal Duties and Responsibilities

17. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents or information security related documents.

18. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.

19. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional materials, technical manuals, online Help, and product documentation for use by both IT and business end users.

20. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by

gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.

21. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.

22. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.

23. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.

24. Follows the documentation project through to completion, including client signoff, production and archival.

Job Specifications
Bachelors and five (5) years or more of related experience; Masters and two (2) years or more of related experience; Ten or more years of experience in SME field with no degree

Technical Writer V
General Summary
Responsible for the researching, outlining and writing of end-user documentation including all user manuals, technical manuals/documents, online Help and infrastructure documentation. Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables. May have experience in Information Security.

Principal Duties and Responsibilities
25. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents or information security related documents.

26. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences.

27. Works with Business Analysts, Application Development, Quality Assurance, and Technical Support groups to produce a wide variety of technical publications such as instructional

materials, technical manuals, online Help, and product documentation for use by both IT and business end users.

28. Participates in business requirements, functional design and testing work sessions. Conducts research by interviewing subject matter experts, reviewing existing documentation and by gleaning information from the system or product being documented. Develops an understanding of the requirements for the features being documented, including target audience.

29. May create graphics that aid the target audience in understanding the documented material. Designs and writes documentation on selected media.

30. Ensures all documentation is delivered according to specified guidelines. Proofreads documents for accuracy. Works with technical resources to improve document quality and usability.

31. Maintains the internal documentation library, provide and/or coordinate special documentation services as required, and manage and coordinate special projects and/or vendors. Corrects documentation defects.

32. Follows the documentation project through to completion, including client signoff, production and archival.

Job Specifications

Bachelors and seven (7) years or more of related experience; Masters or equivalent product certification and five(5) years or more of related experience; equivalent product certification and 7 years experience; 15 or more years of experience and no degree

Telecom Technician I
General Summary

Performs tasks relating to voice and data telecommunications equipment installation, modifications, troubleshooting, repairs, and maintenance.

Principal Duties and Responsibilities

1. Installs, modifies, troubleshoots, repairs and maintains voice and data telecommunication equipment.

2. May maintain liaison with outside vendor and order equipment as needed.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of technical training and two (2) years of relevant experience with voice and data telecommunications.

Telecom Technician II

General Summary

Performs tasks relating to voice and data telecommunications equipment installation, modifications, troubleshooting, repairs, and maintenance.

Principal Duties and Responsibilities

1. Installs, modifies, troubleshoots, repairs and maintains voice and data telecommunication equipment.

2. May maintain liaison with outside vendor and order equipment as needed.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of technical training and two (2) years of relevant experience with voice and data telecommunications.

Telecom Technician III

General Summary

Performs tasks relating to voice and data telecommunications equipment installation, modifications, troubleshooting, repairs, and maintenance.

Principal Duties and Responsibilities

1. Installs, modifies, troubleshoots, repairs and maintains voice and data telecommunication equipment.

2. May maintain liaison with outside vendor and order equipment as needed.

Job Specifications

Bachelor's degree and three (3) years of relevant experience with voice and data telecommunications.

Website Technologist/Site Administrator

General Summary

Responsible for designing web pages (including the internal/ external company web page), including graphics, animation and functionality.

Principal Duties and Responsibilities

1. Works directly with customers and team members to determine project scope and specifications.

2. Develops web page infrastructure and applications related to pages with more advanced graphics and features. Assures web server and site technology performance.

3. May develop, assess and communicate web site usage and security policies and standards. Provides technical assistance to Web Site Administrators.

4. May assist in the planning or overall company strategy involving internet usage.

5. May make hardware and/or software purchasing recommendations or decisions regarding web development.

6. May perform overall administration of sites at an organization-wide level.

7. Requires knowledge of commercial internet/web tools and protocols.

8. Responsible for the maintenance of internal/external company web pages. May include reformatting of text, assuring hyperlink integrity, file transfer, and translation and posing of new material to the page involving HTML scripting.

9. Complies, analyzes, and reports statistics regarding "hits" to the web site.

10. Assists in maintaining security processes and procedures.

11. May answer questions from site visitors, or re-direct(s) mail to appropriate person(s).

12. May conduct on-line technology research.

13. May also heavily interact with other departments in the maintenance of their web-page material.

Job Specifications

Bachelor's degree in Information Systems or related field and one (1) year of relevant experience.

Substitution/Equivalency:

The following substitutions, unless otherwise stated, may be made for either education, or experience for all categories above:

Substitution/Equivalency

GED or vocational degree = high school diploma.

Associate's = two (2) years relevant experience

Bachelor's = four (4) years relevant experience.

Master's = six (6) years relevant experience.

Ph.D. = nine (9) years relevant experience.

Example: Master's = Bachelor's + (2) years of relevant experience, or six (6) years of relevant experience.

NOTE: Relevant Experience means the type of experience similar to the IT Schedule 70 labor category requirements for the specific labor category contemplated.

SAIC IT Professional Services (SIN 54151S) Price List

GSA IT Labor Category	Government Site Rates				
	8/22/2014 8/21/2015	8/22/2015 8/21/2016	8/22/2016 8/21/2017	8/22/2017 8/21/2018	8/22/2018 8/21/2019
	Year 1	Year 2	Year 3	Year 4	Year 5
Administrative Executive Support I**	$ 60.55	$ 60.63	$ 60.85	$ 61.15	$ 61.75
Administrative Executive Support II**	$ 71.25	$ 71.36	$ 71.63	$ 71.97	$ 72.69
Administrative Support I**	$ 39.17	$ 39.23	$ 39.37	$ 39.57	$ 39.96
Administrative Support II**	$ 46.18	$ 46.24	$ 46.41	$ 46.64	$ 47.11
Bus Sys /Process Analyst I	$ 52.59	$ 52.65	$ 52.86	$ 53.11	$ 53.64
Bus Sys /Process Analyst II	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
Bus Sys /Process Analyst III	$ 91.57	$ 91.69	$ 92.04	$ 92.48	$ 93.40
Bus Sys /Process Analyst IV	$ 111.23	$ 111.37	$ 111.80	$ 112.34	$ 113.45
Bus Sys /Process Analyst V	$ 135.82	$ 136.01	$ 136.53	$ 137.18	$ 138.54
Bus Sys Programmer / Program Analyst I	$ 52.59	$ 52.65	$ 52.86	$ 53.11	$ 53.64
Bus Sys Programmer / Program Analyst II	$ 75.52	$ 75.63	$ 75.92	$ 76.28	$ 77.05
Bus Sys Programmer / Program Analyst III	$ 91.57	$ 91.69	$ 92.04	$ 92.48	$ 93.40
Bus Sys Programmer / Program Analyst IV	$ 111.23	$ 111.37	$ 111.80	$ 112.34	$ 113.45
Bus Sys Programmer / Program Analyst V	$ 135.82	$ 136.01	$ 136.53	$ 137.18	$ 138.54
Computer Admin I**	$ 52.56	$ 52.61	$ 52.82	$ 53.08	$ 53.61
Computer Admin II**	$ 73.78	$ 73.87	$ 74.17	$ 74.51	$ 75.27
Computer Technician I**	$ 42.61	$ 42.66	$ 42.83	$ 43.04	$ 43.45
Computer Technician II**	$ 52.56	$ 52.61	$ 52.82	$ 53.08	$ 53.61
Configuration Analyst I**	$ 52.59	$ 52.65	$ 52.86	$ 53.11	$ 53.64
Configuration Analyst II**	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
Customer Service and Support Technician I**	$ 39.11	$ 39.18	$ 39.31	$ 39.51	$ 39.89
Customer Service and Support Technician II**	$ 52.56	$ 52.61	$ 52.82	$ 53.08	$ 53.61
Customer Service and Support Technician III**	$ 61.71	$ 61.79	$ 62.04	$ 62.33	$ 62.94
Database Administrator II**	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
Database Administrator I**					$ 53.44
Database Entry/Database Specialist I**	$ 32.58	$ 32.64	$ 32.75	$ 32.91	$ 33.24
Database Entry/Database Specialist II	$ 52.56	$ 52.61	$ 52.82	$ 53.08	$ 53.61
Deployment Engineer**	$ 52.59	$ 52.65	$ 52.86	$ 53.11	$ 53.64
Field Service Engineer I**	$ 52.59	$ 52.65	$ 52.86	$ 53.11	$ 53.64
Field Service Engineer II**	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
Field Service Engineer III**	$ 75.52	$ 75.63	$ 75.92	$ 76.28	$ 77.05
Field Service Engineer IV**	$ 91.57	$ 91.69	$ 92.04	$ 92.48	$ 93.40
Field Service Technician I**	$ 49.97	$ 50.04	$ 50.22	$ 50.46	$ 50.97
Field Service Technician II**	$ 61.71	$ 61.79	$ 62.04	$ 62.33	$ 62.94
Hardware Engineer I**					$ 72.75
Hardware Engineer II**					$ 86.53
Hardware Engineer III**	$ 111.23	$ 111.37	$ 111.80	$ 112.34	$ 113.45
Hardware Specialist I**	$ 46.10	$ 46.17	$ 46.34	$ 46.56	$ 47.02
Hardware Specialist II**	$ 52.56	$ 52.61	$ 52.82	$ 53.08	$ 53.61
Helpdesk Support Specialist I**	$ 39.11	$ 39.18	$ 39.31	$ 39.51	$ 39.89
Helpdesk Support Specialist II**	$ 46.10	$ 46.17	$ 46.34	$ 46.56	$ 47.02
Helpdesk Support Specialist III**	$ 52.56	$ 52.61	$ 52.82	$ 53.08	$ 53.61
Helpdesk Support Specialist IV**	$ 61.71	$ 61.79	$ 62.04	$ 62.33	$ 62.94
Information Retrieval Specialist I**	$ 32.58	$ 32.64	$ 32.75	$ 32.91	$ 33.24
Information Retrieval Specialist II**	$ 46.10	$ 46.17	$ 46.34	$ 46.56	$ 47.02
Information Retrieval Specialist III**	$ 61.71	$ 61.79	$ 62.04	$ 62.33	$ 62.94
Information Security Analyst II**	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
Information Security Analyst I**					$ 53.44
Information Systems Manager	$ 135.82	$ 136.01	$ 136.53	$ 137.18	$ 138.54
Installation Technician/Specialist**	$ 46.10	$ 46.17	$ 46.34	$ 46.56	$ 47.02
Instruction System Designer I					$ 64.16
Instruction System Designer II					$ 82.20
Instruction System Designer III					$ 94.27
Instruction System Designer IV					$ 121.54
Instruction System Designer V					$ 136.35

GSA IT Labor Category	Government Site Rates				
	8/22/2014 8/21/2015 Year 1	8/22/2015 8/21/2016 Year 2	8/22/2016 8/21/2017 Year 3	8/22/2017 8/21/2018 Year 4	8/22/2018 8/21/2019 Year 5
LAN/Network Specialist**	$ 75.52	$ 75.63	$ 75.92	$ 76.28	$ 77.05
Multimedia Specialist I	$ 61.71	$ 61.79	$ 62.04	$ 62.33	$ 62.94
Multimedia Specialist II	$ 73.78	$ 73.87	$ 74.17	$ 74.51	$ 75.27
Multimedia Specialist III	$ 87.19	$ 87.31	$ 87.64	$ 88.07	$ 88.95
P&P Assurance Eng (products and process) aka Quality Assurance Engineer I**	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
P&P Assurance Eng (products and process) aka Quality Assurance Engineer II**	$ 75.52	$ 75.63	$ 75.92	$ 76.28	$ 77.05
Product Support Specialist I**	$ 46.18	$ 46.24	$ 46.41	$ 46.64	$ 47.11
Product Support Specialist II**	$ 57.52	$ 57.60	$ 57.81	$ 58.09	$ 58.67
Production - Comp Prod Operations/Control Technician I**	$ 46.10	$ 46.17	$ 46.34	$ 46.56	$ 47.02
Production - Comp Prod Operations/Control Technician II**	$ 52.56	$ 52.61	$ 52.82	$ 53.08	$ 53.61
Production - Comp Prod Operations/Control Technician III**	$ 61.71	$ 61.79	$ 62.04	$ 62.33	$ 62.94
Program Manager	$ 161.34	$ 161.54	$ 162.16	$ 162.94	$ 164.55
Project Controller (Tech Ops Support)**	$ 47.05	$ 47.12	$ 47.30	$ 47.52	$ 48.00
Project Controller (Tech Ops Support) II	$ 60.28	$ 60.34	$ 60.58	$ 60.87	$ 61.48
Project Manager	$ 113.15	$ 113.30	$ 113.73	$ 114.29	$ 115.42
Quality Assurance Engineer I					$ 74.78
Quality Assurance Engineer II					$ 94.16
Quality Assurance Engineer III					$ 103.77
Quality Assurance Engineer IV					$ 134.49
Quality Assurance Engineer V					$ 151.89
Records Management - Tech Services Assistant I**	$ 32.58	$ 32.64	$ 32.75	$ 32.91	$ 33.24
Records Management - Tech Services Assistant II**	$ 46.10	$ 46.17	$ 46.34	$ 46.56	$ 47.02
Site Support Technician I**	$ 52.56	$ 52.61	$ 52.82	$ 53.08	$ 53.61
Site Support Technician II**	$ 61.71	$ 61.79	$ 62.04	$ 62.33	$ 62.94
Site Support Technician III**	$ 73.78	$ 73.87	$ 74.17	$ 74.51	$ 75.27
Subject Matter Expert I	$ 75.52	$ 75.63	$ 75.92	$ 76.28	$ 77.05
Subject Matter Expert II	$ 91.57	$ 91.69	$ 92.04	$ 92.48	$ 93.40
Subject Matter Expert III	$ 111.23	$ 111.37	$ 111.80	$ 112.34	$ 113.45
Subject Matter Expert IV	$ 135.82	$ 136.01	$ 136.53	$ 137.18	$ 138.54
Subject Matter Expert V	$ 160.04	$ 160.27	$ 160.87	$ 161.65	$ 163.25
SW Applications Eng**	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
SW Specialist I**	$ 46.10	$ 46.17	$ 46.34	$ 46.56	$ 47.02
SW Specialist II**	$ 52.56	$ 52.61	$ 52.82	$ 53.08	$ 53.61
SW Specialist III**	$ 61.71	$ 61.79	$ 62.04	$ 62.33	$ 62.94
System Administrator I**	$ 41.04	$ 41.08	$ 41.25	$ 41.45	$ 41.86
System Administrator II**	$ 46.07	$ 46.13	$ 46.30	$ 46.53	$ 46.98
System Administrator III**	$ 52.59	$ 52.65	$ 52.86	$ 53.11	$ 53.64
System Administrator IV**	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
Systems Integration Analyst	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
Systems Specialist I**	$ 52.56	$ 52.61	$ 52.82	$ 53.08	$ 53.61
Systems Specialist II**	$ 61.71	$ 61.79	$ 62.04	$ 62.33	$ 62.94
Systems Specialist III**	$ 73.78	$ 73.87	$ 74.17	$ 74.51	$ 75.27
Technical Writer I	$ 61.71	$ 61.79	$ 62.04	$ 62.33	$ 62.94
Technical Writer II	$ 73.78	$ 73.87	$ 74.17	$ 74.51	$ 75.27
Technical Writer III					$ 94.63
Technical Writer IV					$ 113.07
Technical Writer V					$ 143.40
Telecom Technician I**	$ 52.59	$ 52.65	$ 52.86	$ 53.11	$ 53.64
Telecom Technician II**	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
Telecom Technician III**	$ 75.52	$ 75.63	$ 75.92	$ 76.28	$ 77.05
Web Technologist/ Site Admin**	$ 52.59	$ 52.65	$ 52.86	$ 53.11	$ 53.64

GSA IT Labor Category	Government Site Rates				
	8/22/2019 8/21/2020	8/22/2020 8/21/2021	8/22/2021 8/21/2022	8/22/2022 8/21/2023	8/22/2023 8/21/2024
	Year 6	Year 7	Year 8	Year 9	Year 10
Administrative Executive Support I**	$ 62.99	$ 64.24	$ 65.53	$ 66.84	$ 68.18
Administrative Executive Support II**	$ 74.14	$ 75.63	$ 77.14	$ 78.68	$ 80.26
Administrative Support I**	$ 40.76	$ 41.57	$ 42.41	$ 43.25	$ 44.12
Administrative Support II**	$ 48.05	$ 49.01	$ 49.99	$ 50.99	$ 52.01
Bus Sys /Process Analyst I	$ 54.71	$ 55.81	$ 56.92	$ 58.06	$ 59.22
Bus Sys /Process Analyst II	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Bus Sys /Process Analyst III	$ 95.27	$ 97.17	$ 99.12	$ 101.10	$ 103.12
Bus Sys /Process Analyst IV	$ 115.72	$ 118.03	$ 120.39	$ 122.80	$ 125.26
Bus Sys /Process Analyst V	$ 141.31	$ 144.14	$ 147.02	$ 149.96	$ 152.96
Bus Sys Programmer / Program Analyst I	$ 54.71	$ 55.81	$ 56.92	$ 58.06	$ 59.22
Bus Sys Programmer / Program Analyst II	$ 78.59	$ 80.16	$ 81.77	$ 83.40	$ 85.07
Bus Sys Programmer / Program Analyst III	$ 95.27	$ 97.17	$ 99.12	$ 101.10	$ 103.12
Bus Sys Programmer / Program Analyst IV	$ 115.72	$ 118.03	$ 120.39	$ 122.80	$ 125.26
Bus Sys Programmer / Program Analyst V	$ 141.31	$ 144.14	$ 147.02	$ 149.96	$ 152.96
Computer Admin I**	$ 54.68	$ 55.78	$ 56.89	$ 58.03	$ 59.19
Computer Admin II**	$ 76.78	$ 78.31	$ 79.88	$ 81.47	$ 83.10
Computer Technician I**	$ 44.32	$ 45.21	$ 46.11	$ 47.03	$ 47.97
Computer Technician II**	$ 54.68	$ 55.78	$ 56.89	$ 58.03	$ 59.19
Configuration Analyst I**	$ 54.71	$ 55.81	$ 56.92	$ 58.06	$ 59.22
Configuration Analyst II**	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Customer Service and Support Technician I**	$ 40.69	$ 41.50	$ 42.33	$ 43.18	$ 44.04
Customer Service and Support Technician II**	$ 54.68	$ 55.78	$ 56.89	$ 58.03	$ 59.19
Customer Service and Support Technician III**	$ 64.20	$ 65.48	$ 66.79	$ 68.13	$ 69.49
Database Administrator I**	$ 54.51	$ 55.60	$ 56.71	$ 57.85	$ 59.00
Database Administrator II**	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Database Entry/Database Specialist I**	$ 33.90	$ 34.58	$ 35.27	$ 35.98	$ 36.70
Database Entry/Database Specialist II	$ 54.68	$ 55.78	$ 56.89	$ 58.03	$ 59.19
Deployment Engineer**	$ 54.71	$ 55.81	$ 56.92	$ 58.06	$ 59.22
Field Service Engineer I**	$ 54.71	$ 55.81	$ 56.92	$ 58.06	$ 59.22
Field Service Engineer II**	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Field Service Engineer III**	$ 78.59	$ 80.16	$ 81.77	$ 83.40	$ 85.07
Field Service Engineer IV**	$ 95.27	$ 97.17	$ 99.12	$ 101.10	$ 103.12
Field Service Technician I**	$ 51.99	$ 53.03	$ 54.09	$ 55.17	$ 56.27
Field Service Technician II**	$ 64.20	$ 65.48	$ 66.79	$ 68.13	$ 69.49
Hardware Engineer I**	$ 74.21	$ 75.69	$ 77.20	$ 78.75	$ 80.32
Hardware Engineer II**	$ 88.26	$ 90.03	$ 91.83	$ 93.66	$ 95.54
Hardware Engineer III**	$ 115.72	$ 118.03	$ 120.39	$ 122.80	$ 125.26
Hardware Specialist I**	$ 47.96	$ 48.92	$ 49.90	$ 50.90	$ 51.91
Hardware Specialist II**	$ 54.68	$ 55.78	$ 56.89	$ 58.03	$ 59.19
Helpdesk Support Specialist I**	$ 40.69	$ 41.50	$ 42.33	$ 43.18	$ 44.04
Helpdesk Support Specialist II**	$ 47.96	$ 48.92	$ 49.90	$ 50.90	$ 51.91
Helpdesk Support Specialist III**	$ 54.68	$ 55.78	$ 56.89	$ 58.03	$ 59.19
Helpdesk Support Specialist IV**	$ 64.20	$ 65.48	$ 66.79	$ 68.13	$ 69.49
Information Retrieval Specialist I**	$ 33.90	$ 34.58	$ 35.27	$ 35.98	$ 36.70
Information Retrieval Specialist II**	$ 47.96	$ 48.92	$ 49.90	$ 50.90	$ 51.91
Information Retrieval Specialist III**	$ 64.20	$ 65.48	$ 66.79	$ 68.13	$ 69.49
Information Security Analyst I**	$ 54.51	$ 55.60	$ 56.71	$ 57.85	$ 59.00
Information Security Analyst II**	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Information Systems Manager	$ 141.31	$ 144.14	$ 147.02	$ 149.96	$ 152.96
Installation Technician/Specialist**	$ 47.96	$ 48.92	$ 49.90	$ 50.90	$ 51.91
Instruction System Designer I	$ 65.44	$ 66.75	$ 68.09	$ 69.45	$ 70.84
Instruction System Designer II	$ 83.84	$ 85.52	$ 87.23	$ 88.98	$ 90.76
Instruction System Designer III	$ 96.16	$ 98.08	$ 100.04	$ 102.04	$ 104.08
Instruction System Designer IV	$ 123.97	$ 126.45	$ 128.98	$ 131.56	$ 134.19
Instruction System Designer V	$ 139.08	$ 141.86	$ 144.70	$ 147.59	$ 150.54

GSA IT Labor Category	Government Site Rates				
	8/22/2019 8/21/2020	8/22/2020 8/21/2021	8/22/2021 8/21/2022	8/22/2022 8/21/2023	8/22/2023 8/21/2024
	Year 6	Year 7	Year 8	Year 9	Year 10
LAN/Network Specialist**	$ 78.59	$ 80.16	$ 81.77	$ 83.40	$ 85.07
Multimedia Specialist I	$ 64.20	$ 65.48	$ 66.79	$ 68.13	$ 69.49
Multimedia Specialist II	$ 76.78	$ 78.31	$ 79.88	$ 81.47	$ 83.10
Multimedia Specialist III	$ 90.73	$ 92.54	$ 94.39	$ 96.28	$ 98.21
Prodcuts and Process (P&P) Assurance Engineer or Quality Assurance Engineer	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Prodcuts and Process (P&P) Assurance Engineer or Quality Assurance Engineer	$ 78.59	$ 80.16	$ 81.77	$ 83.40	$ 85.07
Product Support Specialist I**	$ 48.05	$ 49.01	$ 49.99	$ 50.99	$ 52.01
Product Support Specialist II**	$ 59.84	$ 61.04	$ 62.26	$ 63.51	$ 64.78
Production - Comp Prod Operations/Control Technician I**	$ 47.96	$ 48.92	$ 49.90	$ 50.90	$ 51.91
Production - Comp Prod Operations/Control Technician II**	$ 54.68	$ 55.78	$ 56.89	$ 58.03	$ 59.19
Production - Comp Prod Operations/Control Technician III**	$ 64.20	$ 65.48	$ 66.79	$ 68.13	$ 69.49
Program Manager	$ 167.84	$ 171.20	$ 174.62	$ 178.11	$ 181.68
Project Controller (Tech Ops Support) II	$ 62.71	$ 63.96	$ 65.24	$ 66.55	$ 67.88
Project Controller (Tech Ops Support)**	$ 48.96	$ 49.94	$ 50.94	$ 51.96	$ 53.00
Project Manager	$ 117.73	$ 120.08	$ 122.48	$ 124.93	$ 127.43
Quality Assurance Engineer I	$ 76.28	$ 77.80	$ 79.36	$ 80.94	$ 82.56
Quality Assurance Engineer II	$ 96.04	$ 97.96	$ 99.92	$ 101.92	$ 103.96
Quality Assurance Engineer III	$ 105.85	$ 107.96	$ 110.12	$ 112.32	$ 114.57
Quality Assurance Engineer IV	$ 137.18	$ 139.92	$ 142.72	$ 145.58	$ 148.49
Quality Assurance Engineer V	$ 154.93	$ 158.03	$ 161.19	$ 164.41	$ 167.70
Records Management - Tech Services Assistant I**	$ 33.90	$ 34.58	$ 35.27	$ 35.98	$ 36.70
Records Management - Tech Services Assistant II**	$ 47.96	$ 48.92	$ 49.90	$ 50.90	$ 51.91
Site Support Technician I**	$ 54.68	$ 55.78	$ 56.89	$ 58.03	$ 59.19
Site Support Technician II**	$ 64.20	$ 65.48	$ 66.79	$ 68.13	$ 69.49
Site Support Technician III**	$ 76.78	$ 78.31	$ 79.88	$ 81.47	$ 83.10
Subject Matter Expert I	$ 78.59	$ 80.16	$ 81.77	$ 83.40	$ 85.07
Subject Matter Expert II	$ 95.27	$ 97.17	$ 99.12	$ 101.10	$ 103.12
Subject Matter Expert III	$ 115.72	$ 118.03	$ 120.39	$ 122.80	$ 125.26
Subject Matter Expert IV	$ 141.31	$ 144.14	$ 147.02	$ 149.96	$ 152.96
Subject Matter Expert V	$ 166.52	$ 169.85	$ 173.24	$ 176.71	$ 180.24
SW Applications Eng**	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
SW Specialist I**	$ 47.96	$ 48.92	$ 49.90	$ 50.90	$ 51.91
SW Specialist II**	$ 54.68	$ 55.78	$ 56.89	$ 58.03	$ 59.19
SW Specialist III**	$ 64.20	$ 65.48	$ 66.79	$ 68.13	$ 69.49
System Administrator I**	$ 42.70	$ 43.55	$ 44.42	$ 45.31	$ 46.22
System Administrator II**	$ 47.92	$ 48.88	$ 49.86	$ 50.85	$ 51.87
System Administrator III**	$ 54.71	$ 55.81	$ 56.92	$ 58.06	$ 59.22
System Administrator IV**	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Systems Integration Analyst	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Systems Specialist I**	$ 54.68	$ 55.78	$ 56.89	$ 58.03	$ 59.19
Systems Specialist II**	$ 64.20	$ 65.48	$ 66.79	$ 68.13	$ 69.49
Systems Specialist III**	$ 76.78	$ 78.31	$ 79.88	$ 81.47	$ 83.10
Technical Writer I	$ 64.20	$ 65.48	$ 66.79	$ 68.13	$ 69.49
Technical Writer II	$ 76.78	$ 78.31	$ 79.88	$ 81.47	$ 83.10
Technical Writer III	$ 96.52	$ 98.45	$ 100.42	$ 102.43	$ 104.48
Technical Writer IV	$ 115.33	$ 117.64	$ 119.99	$ 122.39	$ 124.84
Technical Writer V	$ 146.27	$ 149.19	$ 152.18	$ 155.22	$ 158.33
Telecom Technician I**	$ 54.71	$ 55.81	$ 56.92	$ 58.06	$ 59.22
Telecom Technician II**	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Telecom Technician III**	$ 78.59	$ 80.16	$ 81.77	$ 83.40	$ 85.07
Web Technologist/ Site Admin**	$ 54.71	$ 55.81	$ 56.92	$ 58.06	$ 59.22

GSA IT Labor Category	Contractor Site Rates				
	8/22/2014 8/21/2015	8/22/2015 8/21/2016	8/22/2016 8/21/2017	8/22/2017 8/21/2018	8/22/2018 8/21/2019
	Year 1	Year 2	Year 3	Year 4	Year 5
Administrative Executive Support I**	$ 71.96	$ 71.42	$ 72.13	$ 71.99	$ 72.46
Administrative Executive Support II**	$ 84.67	$ 84.05	$ 84.90	$ 84.72	$ 85.29
Administrative Support I**	$ 46.55	$ 46.21	$ 46.66	$ 46.58	$ 46.89
Administrative Support II**	$ 54.88	$ 54.47	$ 55.02	$ 54.90	$ 55.28
Bus Sys /Process Analyst I	$ 62.50	$ 62.01	$ 62.66	$ 62.52	$ 62.95
Bus Sys /Process Analyst II	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
Bus Sys /Process Analyst III	$ 108.82	$ 108.00	$ 109.10	$ 108.86	$ 109.60
Bus Sys /Process Analyst IV	$ 132.19	$ 131.18	$ 132.53	$ 132.24	$ 133.12
Bus Sys /Process Analyst V	$ 161.40	$ 160.20	$ 161.83	$ 161.47	$ 162.57
Bus Sys Programmer / Program Analyst I	$ 62.50	$ 62.01	$ 62.66	$ 62.52	$ 62.95
Bus Sys Programmer / Program Analyst II	$ 89.75	$ 89.08	$ 90.00	$ 89.79	$ 90.41
Bus Sys Programmer / Program Analyst III	$ 108.82	$ 108.00	$ 109.10	$ 108.86	$ 109.60
Bus Sys Programmer / Program Analyst IV	$ 132.19	$ 131.18	$ 132.53	$ 132.24	$ 133.12
Bus Sys Programmer / Program Analyst V	$ 161.40	$ 160.20	$ 161.83	$ 161.47	$ 162.57
Computer Admin I**	$ 62.45	$ 61.97	$ 62.61	$ 62.48	$ 62.90
Computer Admin II**	$ 87.68	$ 87.01	$ 87.92	$ 87.71	$ 88.32
Computer Technician I**	$ 50.63	$ 50.25	$ 50.77	$ 50.66	$ 50.99
Computer Technician II**	$ 62.45	$ 61.97	$ 62.61	$ 62.48	$ 62.90
Configuration Analyst I**	$ 62.50	$ 62.01	$ 62.66	$ 62.52	$ 62.95
Configuration Analyst II**	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
Customer Service and Support Technician I**	$ 46.48	$ 46.14	$ 46.60	$ 46.51	$ 46.81
Customer Service and Support Technician II**	$ 62.45	$ 61.97	$ 62.61	$ 62.48	$ 62.90
Customer Service and Support Technician III**	$ 73.33	$ 72.78	$ 73.53	$ 73.37	$ 73.86
Database Administrator II**	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
Database Administrator I**					$ 61.60
Database Entry/Database Specialist I**	$ 38.72	$ 38.45	$ 38.82	$ 38.74	$ 39.01
Database Entry/Database Specialist II	$ 62.45	$ 61.97	$ 62.61	$ 62.48	$ 62.90
Deployment Engineer**	$ 62.50	$ 62.01	$ 62.66	$ 62.52	$ 62.95
Field Service Engineer I**	$ 62.50	$ 62.01	$ 62.66	$ 62.52	$ 62.95
Field Service Engineer II**	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
Field Service Engineer III**	$ 89.75	$ 89.08	$ 90.00	$ 89.79	$ 90.41
Field Service Engineer IV**	$ 108.82	$ 108.00	$ 109.10	$ 108.86	$ 109.60
Field Service Technician I**	$ 59.38	$ 58.94	$ 59.53	$ 59.40	$ 59.81
Field Service Technician II**	$ 73.33	$ 72.78	$ 73.53	$ 73.37	$ 73.86
Hardware Engineer I**					$ 83.83
Hardware Engineer II**					$ 99.73
Hardware Engineer III**	$ 132.19	$ 131.18	$ 132.53	$ 132.24	$ 133.12
Hardware Specialist I**	$ 54.79	$ 54.38	$ 54.93	$ 54.81	$ 55.17
Hardware Specialist II**	$ 62.45	$ 61.97	$ 62.61	$ 62.48	$ 62.90
Helpdesk Support Specialist I**	$ 46.48	$ 46.14	$ 46.60	$ 46.51	$ 46.81
Helpdesk Support Specialist II**	$ 54.79	$ 54.38	$ 54.93	$ 54.81	$ 55.17
Helpdesk Support Specialist III**	$ 62.45	$ 61.97	$ 62.61	$ 62.48	$ 62.90
Helpdesk Support Specialist IV**	$ 73.33	$ 72.78	$ 73.53	$ 73.37	$ 73.86
Information Retrieval Specialist I**	$ 38.72	$ 38.45	$ 38.82	$ 38.74	$ 39.01
Information Retrieval Specialist II**	$ 54.79	$ 54.38	$ 54.93	$ 54.81	$ 55.17
Information Retrieval Specialist III**	$ 73.33	$ 72.78	$ 73.53	$ 73.37	$ 73.86
Information Security Analyst II**	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
Information Security Analyst I**					$ 61.60
Information Systems Manager	$ 161.40	$ 160.20	$ 161.83	$ 161.47	$ 162.57
Installation Technician/Specialist**	$ 54.79	$ 54.38	$ 54.93	$ 54.81	$ 55.17
Instruction System Designer I					$ 75.61
Instruction System Designer II					$ 96.88
Instruction System Designer III					$ 111.11
Instruction System Designer IV					$ 143.25
Instruction System Designer V					$ 160.69

GSA IT Labor Category	Contractor Site Rates				
	8/22/2014 8/21/2015 Year 1	8/22/2015 8/21/2016 Year 2	8/22/2016 8/21/2017 Year 3	8/22/2017 8/21/2018 Year 4	8/22/2018 8/21/2019 Year 5
LAN/Network Specialist**	$ 89.75	$ 89.08	$ 90.00	$ 89.79	$ 90.41
Multimedia Specialist I	$ 73.33	$ 72.78	$ 73.53	$ 73.37	$ 73.86
Multimedia Specialist II	$ 87.68	$ 87.01	$ 87.92	$ 87.71	$ 88.32
Multimedia Specialist III	$ 103.61	$ 102.84	$ 103.89	$ 103.67	$ 104.37
P&P Assurance Eng (products and process) aka Quality Assurance Engineer I**	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
P&P Assurance Eng (products and process) aka Quality Assurance Engineer II**	$ 89.75	$ 89.08	$ 90.00	$ 89.79	$ 90.41
Product Support Specialist I**	$ 54.88	$ 54.47	$ 55.02	$ 54.90	$ 55.28
Product Support Specialist II**	$ 68.35	$ 67.85	$ 68.53	$ 68.38	$ 68.85
Production - Comp Prod Operations/Control Technician I**	$ 54.79	$ 54.38	$ 54.93	$ 54.81	$ 55.17
Production - Comp Prod Operations/Control Technician II**	$ 62.45	$ 61.97	$ 62.61	$ 62.48	$ 62.90
Production - Comp Prod Operations/Control Technician III**	$ 73.33	$ 72.78	$ 73.53	$ 73.37	$ 73.86
Program Manager	$ 191.73	$ 190.28	$ 192.21	$ 191.80	$ 193.09
Project Controller (Tech Ops Support)**	$ 55.91	$ 55.50	$ 56.07	$ 55.93	$ 56.32
Project Controller (Tech Ops Support) II	$ 71.64	$ 71.08	$ 71.81	$ 71.66	$ 72.14
Project Manager	$ 134.46	$ 133.45	$ 134.81	$ 134.53	$ 135.43
Quality Assurance Engineer I					$ 86.59
Quality Assurance Engineer II					$ 109.03
Quality Assurance Engineer III					$ 120.17
Quality Assurance Engineer IV					$ 155.73
Quality Assurance Engineer V					$ 175.88
Records Management - Tech Services Assistant I**	$ 38.72	$ 38.45	$ 38.82	$ 38.74	$ 39.01
Records Management - Tech Services Assistant II**	$ 54.79	$ 54.38	$ 54.93	$ 54.81	$ 55.17
Site Support Technician I**	$ 62.45	$ 61.97	$ 62.61	$ 62.48	$ 62.90
Site Support Technician II**	$ 73.33	$ 72.78	$ 73.53	$ 73.37	$ 73.86
Site Support Technician III**	$ 87.68	$ 87.01	$ 87.92	$ 87.71	$ 88.32
Subject Matter Expert I	$ 89.75	$ 89.08	$ 90.00	$ 89.79	$ 90.41
Subject Matter Expert II	$ 108.82	$ 108.00	$ 109.10	$ 108.86	$ 109.60
Subject Matter Expert III	$ 132.19	$ 131.18	$ 132.53	$ 132.24	$ 133.12
Subject Matter Expert IV	$ 161.40	$ 160.20	$ 161.83	$ 161.47	$ 162.57
Subject Matter Expert V	$ 190.19	$ 188.77	$ 190.69	$ 190.28	$ 191.56
SW Applications Eng**	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
SW Specialist I**	$ 54.79	$ 54.38	$ 54.93	$ 54.81	$ 55.17
SW Specialist II**	$ 62.45	$ 61.97	$ 62.61	$ 62.48	$ 62.90
SW Specialist III**	$ 73.33	$ 72.78	$ 73.53	$ 73.37	$ 73.86
System Administrator I**	$ 48.77	$ 48.39	$ 48.90	$ 48.80	$ 49.12
System Administrator II**	$ 54.74	$ 54.34	$ 54.88	$ 54.77	$ 55.13
System Administrator III**	$ 62.50	$ 62.01	$ 62.66	$ 62.52	$ 62.95
System Administrator IV**	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
Systems Integration Analyst	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
Systems Specialist I**	$ 62.45	$ 61.97	$ 62.61	$ 62.48	$ 62.90
Systems Specialist II**	$ 73.33	$ 72.78	$ 73.53	$ 73.37	$ 73.86
Systems Specialist III**	$ 87.68	$ 87.01	$ 87.92	$ 87.71	$ 88.32
Technical Writer I	$ 73.33	$ 72.78	$ 73.53	$ 73.37	$ 73.86
Technical Writer II	$ 87.68	$ 87.01	$ 87.92	$ 87.71	$ 88.32
Technical Writer III					$ 109.58
Technical Writer IV					$ 130.93
Technical Writer V					$ 166.07
Telecom Technician I**	$ 62.50	$ 62.01	$ 62.66	$ 62.52	$ 62.95
Telecom Technician II**	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
Telecom Technician III**	$ 89.75	$ 89.08	$ 90.00	$ 89.79	$ 90.41
Web Technologist/ Site Admin**	$ 62.50	$ 62.01	$ 62.66	$ 62.52	$ 62.95

GSA IT Labor Category	Contractor Site Rates				
	8/22/2019 8/21/2020	8/22/2020 8/21/2021	8/22/2021 8/21/2022	8/22/2022 8/21/2023	8/22/2023 8/21/2024
	Year 6	Year 7	Year 8	Year 9	Year 10
Administrative Executive Support I**	$ 73.91	$ 75.39	$ 76.90	$ 78.43	$ 80.00
Administrative Executive Support II**	$ 87.00	$ 88.74	$ 90.51	$ 92.32	$ 94.17
Administrative Support I**	$ 47.83	$ 48.78	$ 49.76	$ 50.76	$ 51.77
Administrative Support II**	$ 56.39	$ 57.51	$ 58.66	$ 59.84	$ 61.03
Bus Sys /Process Analyst I	$ 64.21	$ 65.49	$ 66.80	$ 68.14	$ 69.50
Bus Sys /Process Analyst II	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Bus Sys /Process Analyst III	$ 111.79	$ 114.03	$ 116.31	$ 118.63	$ 121.01
Bus Sys /Process Analyst IV	$ 135.78	$ 138.50	$ 141.27	$ 144.09	$ 146.98
Bus Sys /Process Analyst V	$ 165.82	$ 169.14	$ 172.52	$ 175.97	$ 179.49
Bus Sys Programmer / Program Analyst I	$ 64.21	$ 65.49	$ 66.80	$ 68.14	$ 69.50
Bus Sys Programmer / Program Analyst II	$ 92.22	$ 94.06	$ 95.94	$ 97.86	$ 99.82
Bus Sys Programmer / Program Analyst III	$ 111.79	$ 114.03	$ 116.31	$ 118.63	$ 121.01
Bus Sys Programmer / Program Analyst IV	$ 135.78	$ 138.50	$ 141.27	$ 144.09	$ 146.98
Bus Sys Programmer / Program Analyst V	$ 165.82	$ 169.14	$ 172.52	$ 175.97	$ 179.49
Computer Admin I**	$ 64.16	$ 65.44	$ 66.75	$ 68.08	$ 69.45
Computer Admin II**	$ 90.09	$ 91.89	$ 93.73	$ 95.60	$ 97.51
Computer Technician I**	$ 52.01	$ 53.05	$ 54.11	$ 55.19	$ 56.30
Computer Technician II**	$ 64.16	$ 65.44	$ 66.75	$ 68.08	$ 69.45
Configuration Analyst I**	$ 64.21	$ 65.49	$ 66.80	$ 68.14	$ 69.50
Configuration Analyst II**	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Customer Service and Support Technician I**	$ 47.75	$ 48.70	$ 49.68	$ 50.67	$ 51.68
Customer Service and Support Technician II**	$ 64.16	$ 65.44	$ 66.75	$ 68.08	$ 69.45
Customer Service and Support Technician III**	$ 75.34	$ 76.84	$ 78.38	$ 79.95	$ 81.55
Database Administrator I**	$ 62.83	$ 64.09	$ 65.37	$ 66.68	$ 68.01
Database Administrator II**	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Database Entry/Database Specialist I**	$ 39.79	$ 40.59	$ 41.40	$ 42.23	$ 43.07
Database Entry/Database Specialist II	$ 64.16	$ 65.44	$ 66.75	$ 68.08	$ 69.45
Deployment Engineer**	$ 64.21	$ 65.49	$ 66.80	$ 68.14	$ 69.50
Field Service Engineer I**	$ 64.21	$ 65.49	$ 66.80	$ 68.14	$ 69.50
Field Service Engineer II**	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Field Service Engineer III**	$ 92.22	$ 94.06	$ 95.94	$ 97.86	$ 99.82
Field Service Engineer IV**	$ 111.79	$ 114.03	$ 116.31	$ 118.63	$ 121.01
Field Service Technician I**	$ 61.01	$ 62.23	$ 63.47	$ 64.74	$ 66.04
Field Service Technician II**	$ 75.34	$ 76.84	$ 78.38	$ 79.95	$ 81.55
Hardware Engineer I**	$ 85.51	$ 87.22	$ 88.96	$ 90.74	$ 92.56
Hardware Engineer II**	$ 101.72	$ 103.76	$ 105.83	$ 107.95	$ 110.11
Hardware Engineer III**	$ 135.78	$ 138.50	$ 141.27	$ 144.09	$ 146.98
Hardware Specialist I**	$ 56.27	$ 57.40	$ 58.55	$ 59.72	$ 60.91
Hardware Specialist II**	$ 64.16	$ 65.44	$ 66.75	$ 68.08	$ 69.45
Helpdesk Support Specialist I**	$ 47.75	$ 48.70	$ 49.68	$ 50.67	$ 51.68
Helpdesk Support Specialist II**	$ 56.27	$ 57.40	$ 58.55	$ 59.72	$ 60.91
Helpdesk Support Specialist III**	$ 64.16	$ 65.44	$ 66.75	$ 68.08	$ 69.45
Helpdesk Support Specialist IV**	$ 75.34	$ 76.84	$ 78.38	$ 79.95	$ 81.55
Information Retrieval Specialist I**	$ 39.79	$ 40.59	$ 41.40	$ 42.23	$ 43.07
Information Retrieval Specialist II**	$ 56.27	$ 57.40	$ 58.55	$ 59.72	$ 60.91
Information Retrieval Specialist III**	$ 75.34	$ 76.84	$ 78.38	$ 79.95	$ 81.55
Information Security Analyst I**	$ 62.83	$ 64.09	$ 65.37	$ 66.68	$ 68.01
Information Security Analyst II**	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Information Systems Manager	$ 165.82	$ 169.14	$ 172.52	$ 175.97	$ 179.49
Installation Technician/Specialist**	$ 56.27	$ 57.40	$ 58.55	$ 59.72	$ 60.91
Instruction System Designer I	$ 77.12	$ 78.66	$ 80.24	$ 81.84	$ 83.48
Instruction System Designer II	$ 98.82	$ 100.79	$ 102.81	$ 104.87	$ 106.96
Instruction System Designer III	$ 113.33	$ 115.60	$ 117.91	$ 120.27	$ 122.67
Instruction System Designer IV	$ 146.12	$ 149.04	$ 152.02	$ 155.06	$ 158.16
Instruction System Designer V	$ 163.90	$ 167.18	$ 170.53	$ 173.94	$ 177.41

GSA IT Labor Category	Contractor Site Rates				
	8/22/2019 8/21/2020 Year 6	8/22/2020 8/21/2021 Year 7	8/22/2021 8/21/2022 Year 8	8/22/2022 8/21/2023 Year 9	8/22/2023 8/21/2024 Year 10
LAN/Network Specialist**	$ 92.22	$ 94.06	$ 95.94	$ 97.86	$ 99.82
Multimedia Specialist I	$ 75.34	$ 76.84	$ 78.38	$ 79.95	$ 81.55
Multimedia Specialist II	$ 90.09	$ 91.89	$ 93.73	$ 95.60	$ 97.51
Multimedia Specialist III	$ 106.46	$ 108.59	$ 110.76	$ 112.97	$ 115.23
Prodcuts and Process (P&P) Assurance Engineer or Quality Assurance Engineer	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Prodcuts and Process (P&P) Assurance Engineer or Quality Assurance Engineer	$ 92.22	$ 94.06	$ 95.94	$ 97.86	$ 99.82
Product Support Specialist I**	$ 56.39	$ 57.51	$ 58.66	$ 59.84	$ 61.03
Product Support Specialist II**	$ 70.23	$ 71.63	$ 73.06	$ 74.53	$ 76.02
Production - Comp Prod Operations/Control Technician I**	$ 56.27	$ 57.40	$ 58.55	$ 59.72	$ 60.91
Production - Comp Prod Operations/Control Technician II**	$ 64.16	$ 65.44	$ 66.75	$ 68.08	$ 69.45
Production - Comp Prod Operations/Control Technician III**	$ 75.34	$ 76.84	$ 78.38	$ 79.95	$ 81.55
Program Manager	$ 196.95	$ 200.89	$ 204.91	$ 209.01	$ 213.19
Project Controller (Tech Ops Support) II	$ 73.58	$ 75.05	$ 76.56	$ 78.09	$ 79.65
Project Controller (Tech Ops Support)**	$ 57.45	$ 58.60	$ 59.77	$ 60.96	$ 62.18
Project Manager	$ 138.14	$ 140.90	$ 143.72	$ 146.59	$ 149.53
Quality Assurance Engineer I	$ 88.32	$ 90.09	$ 91.89	$ 93.73	$ 95.60
Quality Assurance Engineer II	$ 111.21	$ 113.43	$ 115.70	$ 118.02	$ 120.38
Quality Assurance Engineer III	$ 122.57	$ 125.02	$ 127.53	$ 130.08	$ 132.68
Quality Assurance Engineer IV	$ 158.84	$ 162.02	$ 165.26	$ 168.57	$ 171.94
Quality Assurance Engineer V	$ 179.40	$ 182.99	$ 186.65	$ 190.38	$ 194.19
Records Management - Tech Services Assistant I**	$ 39.79	$ 40.59	$ 41.40	$ 42.23	$ 43.07
Records Management - Tech Services Assistant II**	$ 56.27	$ 57.40	$ 58.55	$ 59.72	$ 60.91
Site Support Technician I**	$ 64.16	$ 65.44	$ 66.75	$ 68.08	$ 69.45
Site Support Technician II**	$ 75.34	$ 76.84	$ 78.38	$ 79.95	$ 81.55
Site Support Technician III**	$ 90.09	$ 91.89	$ 93.73	$ 95.60	$ 97.51
Subject Matter Expert I	$ 92.22	$ 94.06	$ 95.94	$ 97.86	$ 99.82
Subject Matter Expert II	$ 111.79	$ 114.03	$ 116.31	$ 118.63	$ 121.01
Subject Matter Expert III	$ 135.78	$ 138.50	$ 141.27	$ 144.09	$ 146.98
Subject Matter Expert IV	$ 165.82	$ 169.14	$ 172.52	$ 175.97	$ 179.49
Subject Matter Expert V	$ 195.39	$ 199.30	$ 203.29	$ 207.35	$ 211.50
SW Applications Eng**	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
SW Specialist I**	$ 56.27	$ 57.40	$ 58.55	$ 59.72	$ 60.91
SW Specialist II**	$ 64.16	$ 65.44	$ 66.75	$ 68.08	$ 69.45
SW Specialist III**	$ 75.34	$ 76.84	$ 78.38	$ 79.95	$ 81.55
System Administrator I**	$ 50.10	$ 51.10	$ 52.13	$ 53.17	$ 54.23
System Administrator II**	$ 56.23	$ 57.36	$ 58.50	$ 59.67	$ 60.87
System Administrator III**	$ 64.21	$ 65.49	$ 66.80	$ 68.14	$ 69.50
System Administrator IV**	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Systems Integration Analyst	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Systems Specialist I**	$ 64.16	$ 65.44	$ 66.75	$ 68.08	$ 69.45
Systems Specialist II**	$ 75.34	$ 76.84	$ 78.38	$ 79.95	$ 81.55
Systems Specialist III**	$ 90.09	$ 91.89	$ 93.73	$ 95.60	$ 97.51
Technical Writer I	$ 75.34	$ 76.84	$ 78.38	$ 79.95	$ 81.55
Technical Writer II	$ 90.09	$ 91.89	$ 93.73	$ 95.60	$ 97.51
Technical Writer III	$ 111.77	$ 114.01	$ 116.29	$ 118.61	$ 120.99
Technical Writer IV	$ 133.55	$ 136.22	$ 138.94	$ 141.72	$ 144.56
Technical Writer V	$ 169.39	$ 172.78	$ 176.23	$ 179.76	$ 183.35
Telecom Technician I**	$ 64.21	$ 65.49	$ 66.80	$ 68.14	$ 69.50
Telecom Technician II**	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Telecom Technician III**	$ 92.22	$ 94.06	$ 95.94	$ 97.86	$ 99.82
Web Technologist/ Site Admin**	$ 64.21	$ 65.49	$ 66.80	$ 68.14	$ 69.50

SAIC

SAIC SIN 54151HEAL: General Summary, Principal Duties and Responsibilities, and Job Specifications

Health IT SME I
General Summary
Responsible for providing unique Health Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of Health IT, including providing expert knowledge and insight into the health/medical IT requirements; guiding technical support to field engineers, technicians, and product support personnel relative to the medical arena; assisting in the management of complex health IT systems; integrating medicine and science with communication and information technology; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities
1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex medical/ technical/engineering tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications
Bachelor's degree and five (5) years of related experience; Masters or equivalent (LPN, etc.) and three (3) years of related experience; RN, MD, PhD and no years of related experience; seven (7) years of related experience with no degree.

Health IT SME II
General Summary
Responsible for providing unique Health Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of Health IT, including providing expert knowledge and insight into the health/medical IT requirements; guiding technical support to field engineers, technicians, and product support personnel relative to the medical arena; assisting in the management of complex health IT systems;

integrating medicine and science with communication and information technology; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities
1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex medical/ technical/engineering tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications
Bachelor's degree and eight (8) years or more of related experience; Masters or equivalent (LPN, etc.) and six (6) years or more of related experience; RN, MD, or PhD and three (3) years of related experience; ten (10) years of related experience in SME field with no degree.

Health IT SME III
General Summary
Responsible for providing unique Health Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders.Work may encompass one or more specialty areas of Health IT, including providing expert knowledge and insight into the health/medical IT requirements; guiding technical support to field engineers, technicians, and product support personnel relative to the medical arena; assisting in the management of complex health IT systems; integrating medicine and science with communication and information technology; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities
1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex medical/ technical/engineering tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree and twelve (12) years of related experience; Masters or equivalent (LPN, etc.) and ten (10) years of related experience; RN, MD, or PhD and seven (7) years of related experience; fifteen (15) years of related experience and no degree.

Health IT SME IV

General Summary

Responsible for providing unique Health Information Technology (IT) domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of Health IT, including providing expert knowledge and insight into the health/medical IT requirements; guiding technical support to field engineers, technicians, and product support personnel relative to the medical arena; assisting in the management of complex health IT systems; integrating medicine and science with communication and information technology; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.
2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.
3. May be responsible for complex medical/ technical/engineering tasks.
4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.
5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree and fifteen (15) years or more of related experience; Masters or equivalent (LPN, etc.) and thirteen (13) years of related experience; RN,MD or PHD and ten (10) years of related experience; eighteen (18) years of related experience with no degree.

Health IT Engineer I

General Summary

Responsible for performing system engineering activities, which may include research, design, development, documentation, and engineering integrated Health IT system solutions and tools. Work may encompass one or more areas of Health IT engineering, including bioinformatics,

computational modeling, biochemical/bio medical engineering, biohazards and protection systems, and other system engineering functions.

Principal Duties and Responsibilities

1. Prepares system development cost estimates, budgets, and schedules.

2. Prepares and presents project proposals to management and user departments.

3. Establishes standards and program documentation requirements. Reviews current status of system and prepares recommendations for systems improvements.

4. Monitors design processes and prepare reports on systems projects.

5. May conduct feasibility studies for new or revisions to existing systems.

6. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

Job Specifications

Bachelor's degree and zero (0) years of related experience.

Health IT Technician I

General Summary

Serves in several roles, depending on the requirements of the medical/ healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media. Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

Principal Duties and Responsibilities

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.

2. May identify, analyze, and integrate technical equipment.

3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.

4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.

Job Specifications

AA/AS and zero (0) years of related experience; three (3) years of related experience with no degree.

Health IT Technician II

General Summary

Serves in several roles, depending on the requirements of the medical/ healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media. Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

Principal Duties and Responsibilities

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.

2. May identify, analyze, and integrate technical equipment.

3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.

4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.

Job Specifications

AA/AS and two (2) years of experience; Bachelor's degree and zero (0) years of related experience; five (5) years of related experience with no degree.

Health IT Technician III

General Summary

Serves in several roles, depending on the requirements of the medical/ healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media. Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

Principal Duties and Responsibilities

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.

2. May identify, analyze, and integrate technical equipment.

3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.

4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.

Job Specifications

AA/AS and four (4) years of experience; Bachelor's degree and two (2) years of related experience; five (5) years of related experience with no degree.

Health IT Technician IV

General Summary

Serves in several roles, depending on the requirements of the medical/ healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media. Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

Principal Duties and Responsibilities

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.

2. May identify, analyze, and integrate technical equipment.

3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.

4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.

Job Specifications

AA/AS and six (6) years of related experience; Bachelor's degree and four (4) years of related experience; Masters or equivalent (LPN, etc.) and one (1) year of related experience; eight (8) years of related experience with no degree.

Health IT Technician V

General Summary

Serves in several roles, depending on the requirements of the medical/ healthcare setting. Responsible for performing customer support activities that may involve administration; medical monitoring; logistic support; installation, modification, maintenance, and repair of equipment and systems. Duties may include measurement; equipment application and operation; safety; performance and preventive maintenance; testing; calibration; problem solving and troubleshooting; applying coding classification standards and guidelines to electronic medical record documentation; responding to situations where first-line product support has failed to isolate or fix problems in malfunctioning equipment or software; cataloging data; providing customer assistance in locating specific data and technical/reference support; and appropriately classifying records, documents, and other information media. Work may encompass one of several areas of Health IT: biomedical equipment, field support, logistics, helpline/call center, and medical administration functions.

Principal Duties and Responsibilities

1. Demonstrates knowledge and skills in the use of the electrical and/or computer components of medical equipment systems.

2. May identify, analyze, and integrate technical equipment.

3. May write technical reports; present data and results in oral and graphic formats; report design, reliability, and maintenance problems or bugs to design engineering/software engineering.

4. May provide understanding of application, operation, installation, testing, preventive maintenance, performance assurance, and safety inspections on medical/Health IT devices.

Job Specifications

AA/AS and eight (8) years of experience; Bachelor's degree and six (6) years of experience; Masters or equivalent (LPN, etc.) and three (3) years of related experience; ten (10) years of related experience with no degree

Health IT Analyst I
General Summary
Responsible for analyzing medical, clinical, and/or business functions that are suitable for computer applications and for ensuring the information systems are consistent with professional standards. May formulate and define information system scope and objectives through research, analysis, testing, and fact finding with a understanding of the medical systems and industry requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May perform health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboards and other data. Responsibilities may include collaboration with medical and IT teams on initiatives for health-related technologies, including electronic health records, electronic prescribing, business intelligence, health information exchange/standards, configuration, and other related systems (e.g., patient tools, decision support systems, revenue cycle management). This position may assist in the identification and development of improvements to operational production processes.

Principal Duties and Responsibilities
1. Performs and participates in health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboarding and other data.

2. Applies concepts of computer-based and other electronic technology related to health care, including techniques for collecting, storing, and retrieving health care data.

3. Gathers, understands, and documents both functional and technical requirements.

Job Specifications
Bachelor's degree and zero (0) years of related experience

Health IT Analyst II
General Summary
Responsible for analyzing medical, clinical, and/or business functions that are suitable for computer applications and for ensuring the information systems are consistent with professional standards. May formulate and define information system scope and objectives through research, analysis, testing, and fact finding with a understanding of the medical systems and industry

requirements. May prepare communications and make presentations on recommendations on system enhancements or alternatives. May perform health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboards and other data. Responsibilities may include collaboration with medical and IT teams on initiatives for health-related technologies, including electronic health records, electronic prescribing, business intelligence, health information exchange/standards, configuration, and other related systems (e.g., patient tools, decision support systems, revenue cycle management). This position may assist in the identification and development of improvements to operational production processes.

Principal Duties and Responsibilities

1. Performs and participates in health information analysis tasks such as abstracting data and calculating, interpreting, and presenting dashboarding and other data.

2. Applies concepts of computer-based and other electronic technology related to health care, including techniques for collecting, storing, and retrieving health care data.

3. Gathers, understands, and documents both functional and technical requirements.

Job Specifications

Bachelor's degree and two (2) years of related experience; Masters or equivalent (LPN, etc.) and zero (0) years of related experience.

Health SW Engineer I

General Summary

Responsible for the necessary engineering activities to meet the clients' needs. Duties may include design, development, build, document, test and debug applications software, medical/ chemical sensors interface, or embedded systems. Skills may include embedded software engineering; working knowledge of regulatory and industry standards (e.g., Consolidated Clinical Document Architecture [C-CDA], Digital Imaging and Communications in Medicine [DICOM], HIE, ACO, HIPAA, P4P, HL7, ICD-10, XDS/XDSi, and CCHIT); analyzing system capabilities to resolve problems on program intent, output requirements, input data acquisition, programming techniques, and controls; preparing operating instructions; designing and/or developing compilers and assemblers, utility programs, and operating systems; supporting and/or developing robotic software and/or related technologies designed to improve clinical outcomes, skill simulators, or various instruments/tools; and providing simulation models.

Principal Duties and Responsibilities

1. Devises or modifies procedures to solve complex problems considering software application and/or capabilities, medical equipment interfaces, limitations, and desired results.

2. Prepares detailed specifications from which programs will be written or built, upgraded, or enhanced.

3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.

4. Provides system integration for interfaces and communication channels across healthcare products/environments to ensure interoperability while maintaining compliance with standards and regulations.

Job Specifications

Bachelor's degree and zero (0) years of related experience.

Health SW Engineer II

General Summary

Responsible for the necessary engineering activities to meet the clients' needs. Duties may include design, development, build, document, test and debug applications software, medical/ chemical sensors interface, or embedded systems. Skills may include embedded software engineering; working knowledge of regulatory and industry standards (e.g., Consolidated Clinical Document Architecture [C-CDA], Digital Imaging and Communications in Medicine [DICOM], HIE, ACO, HIPAA, P4P, HL7, ICD-10, XDS/XDSi, and CCHIT); analyzing system capabilities to resolve problems on program intent, output requirements, input data acquisition, programming techniques, and controls; preparing operating instructions; designing and/or developing compilers and assemblers, utility programs, and operating systems; supporting and/or developing robotic software and/or related technologies designed to improve clinical outcomes, skill simulators, or various instruments/tools; and providing simulation models..

Principal Duties and Responsibilities

1. Devises or modifies procedures to solve complex problems considering software application and/or capabilities, medical equipment interfaces, limitations, and desired results.

2. Prepares detailed specifications from which programs will be written or built, upgraded, or enhanced.

3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.

4. Provides system integration for interfaces and communication channels across healthcare products/environments to ensure interoperability while maintaining compliance with standards and regulations.

Job Specifications
Bachelor's degree and two (2) years of related experience; Masters or equivalent (LPN, etc.) and zero (0) years of related experience.

Health SW Engineer III
General Summary
Responsible for the necessary engineering activities to meet the clients' needs. Duties may include design, development, build, document, test and debug applications software, medical/ chemical sensors interface, or embedded systems. Skills may include embedded software engineering; working knowledge of regulatory and industry standards (e.g., Consolidated Clinical Document Architecture [C-CDA], Digital Imaging and Communications in Medicine [DICOM], HIE, ACO, HIPAA, P4P, HL7, ICD-10, XDS/XDSi, and CCHIT); analyzing system capabilities to resolve problems on program intent, output requirements, input data acquisition, programming techniques, and controls; preparing operating instructions; designing and/or developing compilers and assemblers, utility programs, and operating systems; supporting and/or developing robotic software and/or related technologies designed to improve clinical outcomes, skill simulators, or various instruments/tools; and providing simulation models..

Principal Duties and Responsibilities
1. Devises or modifies procedures to solve complex problems considering software application and/or capabilities, medical equipment interfaces, limitations, and desired results.

2. Prepares detailed specifications from which programs will be written or built, upgraded, or enhanced.

3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.

4. Provides system integration for interfaces and communication channels across healthcare products/environments to ensure interoperability while maintaining compliance with standards and regulations.

Job Specifications

Bachelor's degree and five (5) years of related experience; Masters or equivalent (LPN, etc.) and three (3) years of related experience; RN, MD, PhD and zero (0) years of related experience; seven (7) years of related experience with no degree

Health HW Engineer I

General Summary

Responsible for the necessary engineering activities to meet the clients' needs. Duties may include design, development, build, document, test and debug hardware, medical/chemical sensors hardware, or embedded systems.

Principal Duties and Responsibilities

1. Devises or modifies procedures to solve complex problems considering hardware to support Health IT capabilities, medical equipment interfaces, limitations, and desired results.

2. Prepares detailed specifications from which hardware is built, upgraded, or enhanced.

3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.

4. Provides system integration for interfaces and hardware to ensure interoperability while maintaining compliance with standards and regulations.

Job Specifications

Bachelor's degree and zero (0) years of related experience.

Health HW Engineer II

General Summary

Responsible for the necessary engineering activities to meet the clients' needs. Duties may include design, development, build, document, test and debug hardware, medical/chemical sensors hardware, or embedded systems.

Principal Duties and Responsibilities

1. Devises or modifies procedures to solve complex problems considering hardware to support Health IT capabilities, medical equipment interfaces, limitations, and desired results.

2. Prepares detailed specifications from which hardware is built, upgraded, or enhanced.

3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.

4. Provides system integration for interfaces and hardware to ensure interoperability while maintaining compliance with standards and regulations.

Job Specifications

Bachelor's degree and two (2) years of related experience; Masters or equivalent (LPN, etc.) and zero (0) years of related experience.

Health HW Engineer III
General Summary

Responsible for the necessary engineering activities to meet the clients' needs. Duties may include design, development, build, document, test and debug hardware, medical/chemical sensors hardware, or embedded systems.

Principal Duties and Responsibilities
1. Devises or modifies procedures to solve complex problems considering hardware to support Health IT capabilities, medical equipment interfaces, limitations, and desired results.

2. Prepares detailed specifications from which hardware is built, upgraded, or enhanced.

3. Performs program enhancements, documentation, system testing, quality assurance review, and working with vendors.

4. Provides system integration for interfaces and hardware to ensure interoperability while maintaining compliance with standards and regulations.

Job Specifications

Bachelor's degree and five (5) years of related experience; Masters or equivalent (LPN, etc.) and three (3) years of related experience; RN, MD, PhD and zero (0) years of related experience; seven (7) years of related experience with no degree.

Health Security Engineer I
General Summary

Responsible for performing security engineering (physical or logical) consistent with security policies. Skills may include privacy/HIPAA/ security knowledge; knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with

security policies; support for the full spectrum security operations; designing, testing, and implementation for secure systems; network and/or security monitoring, tuning, and management of IT security systems and applications; incident response; digital forensics; loss prevention; and eDiscovery actions.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage security risks.

2. Works with the client in the strategic design process to translate security and business requirements into technical designs.

3. Configures and validates secure systems and physical controls and tests security products and systems to detect security weakness.

Job Specifications

Bachelor's degree and two (2) years of related experience; Masters or equivalent (LPN, etc.) and zero (0) years of related experience.

Health Security Engineer II

General Summary

Responsible for performing security engineering (physical or logical) consistent with security policies. Skills may include privacy/HIPAA/ security knowledge; knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with security policies; support for the full spectrum security operations; designing, testing, and implementation for secure systems; network and/or security monitoring, tuning, and management of IT security systems and applications; incident response; digital forensics; loss prevention; and eDiscovery actions.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage security risks.

2. Works with the client in the strategic design process to translate security and business requirements into technical designs.

3. Configures and validates secure systems and physical controls and tests security products and systems to detect security weakness.

Job Specifications

Bachelor's degree and five (5) years of related experience; Masters or equivalent (LPN, etc.) and three (3) years of related experience; RN, MD, PhD and zero (0) years of related experience; seven (7) years of related experience with no degree

Health Data Analyst/Scientist I

General Summary

Works with data at all stages of the analysis lifecycle that may range from database design up to knowledge of algorithmic techniques common to health industry and/or bioinformatics (e.g., dynamic programming and graph algorithms), machine learning, and statistical analysis methods (e.g., Bayesian inference, Hidden Markov Models, Principal Component Analysis). Translates mission needs into an end-to-end analytical approach to achieve results. May perform the analytics of data collection and understanding, data cleansing and integration, and data storage and retrieval. May plan databases by reviewing data dissemination plans for new and relevant data. Actively participates in information work streams to develop best practices and support continuous improvement for information sharing. Skills may include in-depth statistical expertise in experiment, protocol, case report form design, data base structure, and analysis plan; collaboration with the groups to complete joint scientific reports and various government overviews; and serving as Computational Biologist.

Principal Duties and Responsibilities

1. Develops and implements computer programs and/or datasets that enable efficient access to, use and management of various types of information.

2. Works with structured and unstructured data available in enterprise health and research informatics platforms.

3. May perform analytics to support multiple strategic initiatives, including healthcare-related analytics.

4. Identifies new or emerging trends as observed in the data.

5. Creates databases as well as computational and statistical techniques to solve formal and practical problems arising from the management and analysis of complex data.

6. May develop algorithms and statistical measures to assess relationships among members of large data sets.

7. Depending on experience, may serve as a critical thought leader and subject matter expert for development of data capture, visualizations, and Health IT and/or clinical analytics.

Job Specifications

Bachelor's degree and zero (0) years of related experience.

Health System Specialist I

General Summary

Responsible for providing specific domain expertise, system knowledge, and insight into the Health/medical IT requirements for clients, the delivery team, and stakeholders. Provides unique system knowledge and/or insight into the Health/medical IT requirements. May provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education.

Work may encompass health information management, records management, health financial systems, health logistics, health information technology or biomedical/biochemical equipment activities.

Principal Duties and Responsibilities

1. Performs a variety of complex and analytical tasks in support of a contract program.
2. May develop plans, including budgets and schedules, and monitors tasks to meet contractual/project requirements for assigned program.
3. May interact regularly with customers and other industry representatives to ensure conformance to customer requirements.
4. Provides technical support to the team in regards to specific health systems, practices, component, processes, or regulation.

Job Specifications

Bachelor's degree and zero (0) years of related experience.

Health System Specialist II

General Summary

Responsible for providing specific domain expertise, system knowledge, and insight into the Health/medical IT requirements for clients, the delivery team, and stakeholders. Provides unique

system knowledge and/or insight into the Health/medical IT requirements. May provide expertise across a wide variety of IT areas as applied to health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education. Work may encompass health information management, records management, health financial systems, health logistics, health information technology or biomedical/biochemical equipment activities.

Principal Duties and Responsibilities

1. Performs a variety of complex and analytical tasks in support of a contract program.

2. May develop plans, including budgets and schedules, and monitors tasks to meet contractual/project requirements for assigned program.

3. May interact regularly with customers and other industry representatives to ensure conformance to customer requirements.

4. Provides technical support to the team in regards to specific health systems, practices, component, processes, or regulation.

Job Specifications

Bachelor's degree and two (2) years of related experience; Masters or equivalent (LPN, etc.) and zero (0) years of related experience.

Health System Architect I

General Summary

Ensures effective and efficient integration across medical devices, software, systems, and medical data. May provide organizational or business knowledge of medical systems and devices; development and understanding of workflows, goals, and/or architecture; participation in the design of interfaces, technology-enabled workflows, and analyses. Skills may include Enterprise Architecture (e.g., FEAF, DoDAF, TOGAF, Zachman), Health IT Enterprise Architecture, medical system integration and standards (e.g., HL7, CDA, RIMBAA, HITSP, FHIR and DICOM), and serving as Healthcare Architect.

Principal Duties and Responsibilities

1. Designs and architects interfaces such as Health Information Exchanges, Clinical Data Repositories, and customer-facing applications and standard data exchanges.

2. Integrates, builds, and tests new solutions and emerging technologies.

3. May develop standard operating procedures and guidance documents to assist in evaluation of medical devices, software, systems, and/or interfaces.

Job Specifications

Bachelor's degree and five (5) years of related experience; Masters or equivalent (LPN, etc.) and three (3) years of related experience; RN, MD, PhD and zero (0) years of related experience; seven (7) years of related experience with no degree.

Health System Architect II

General Summary

Ensures effective and efficient integration across medical devices, software, systems, and medical data. May provide organizational or business knowledge of medical systems and devices; development and understanding of workflows, goals, and/or architecture; participation in the design of interfaces, technology-enabled workflows, and analyses. Skills may include Enterprise Architecture (e.g., FEAF, DoDAF, TOGAF, Zachman), Health IT Enterprise Architecture, medical system integration and standards (e.g., HL7, CDA, RIMBAA, HITSP, FHIR and DICOM), and serving as Healthcare Architect.

Principal Duties and Responsibilities

1. Designs and architects interfaces such as Health Information Exchanges, Clinical Data Repositories, and customer-facing applications and standard data exchanges.

2. Integrates, builds, and tests new solutions and emerging technologies.

3. May develop standard operating procedures and guidance documents to assist in evaluation of medical devices, software, systems, and/or interfaces.

Job Specifications

Bachelor's degree and ten (10) years of related experience; Masters or equivalent (LPN, etc.) and eight (8) years of related experience; RN, MD, or PhD and five (5) years of experience; twelve (12) years of experience and no degree.

Health System Architect III

General Summary

Ensures effective and efficient integration across medical devices, software, systems, and medical data. May provide organizational or business knowledge of medical systems and devices;

development and understanding of workflows, goals, and/or architecture; participation in the design of interfaces, technology-enabled workflows, and analyses. Skills may include Enterprise Architecture (e.g., FEAF, DoDAF, TOGAF, Zachman), Health IT Enterprise Architecture, medical system integration and standards (e.g., HL7, CDA, RIMBAA, HITSP, FHIR and DICOM), and serving as Healthcare Architect.

Principal Duties and Responsibilities
1. Designs and architects interfaces such as Health Information Exchanges, Clinical Data Repositories, and customer-facing applications and standard data exchanges.
2. Integrates, builds, and tests new solutions and emerging technologies.
3. May develop standard operating procedures and guidance documents to assist in evaluation of medical devices, software, systems, and/or interfaces.

Job Specifications
Bachelor's degree and twelve (12) years of related experience; Masters or equivalent (LPN, etc.) and ten (10) years of related experience; RN, MD, or PhD and seven (7) years of experience; fifteen (15) years of experience and no degree.

Training Specialist I
General Summary
Plans, develops, delivers, and evaluates instruction; also manages diverse classes of adult learners in a single classroom or simultaneously via satellite or other virtual delivery methods to multiple sites. Conducts individual, small group, and full classroom exercises, including simulations and end-to-end process activities. Depending on experience, may perform the duties of a Training Manager. Work may encompass managing training professionals as well as interpreting and administering policies, processes, and procedures as well as performing the normal duties of a Project Manager.

Principal Duties and Responsibilities
1. Identifies and defines measurable course objectives and confirms that proficiency assessments reinforce objectives.
2. Applies approved training procedures, principles, and guidelines to develop training materials.

3. Works to understand concepts and apply adult learning theory and knowledge to determine the best way to present content to support knowledge retention across the end user community.

4. Tests training materials for adherence to template and guidelines as well as compliance with applicable training regulations (e.g., SEC 508 compliance; SCORM conformance).

Job Specifications

Bachelor's degree and zero (0) years of related experience.

SAIC

SAIC Health Information Technology Services (SIN 54151HEAL) Price List

	Government Site Rates				
	8/22/2014 8/21/2015	8/22/2015 8/21/2016	8/22/2016 8/21/2017	8/22/2017 8/21/2018	8/22/2018 8/21/2019
GSA IT Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Health Data Analyst/Scientist I			$ 129.54	$ 131.48	$ 133.45
Health Data Analyst/Scientist II			$ 156.28	$ 156.71	$ 158.26
Health Data Analyst/Scientist III			$ 188.78	$ 189.32	$ 191.70
Health HW Engineer I			$ 73.09	$ 74.18	$ 75.30
Health HW Engineer II			$ 95.11	$ 96.53	$ 97.98
Health HW Engineer III			$ 121.42	$ 123.24	$ 125.09
Health HW Engineer IV			$ 143.83	$ 144.25	$ 145.47
Health IT Analyst I			$ 73.09	$ 74.18	$ 75.30
Health IT Analyst II			$ 84.08	$ 85.34	$ 86.62
Health IT Analyst III			$ 117.53	$ 117.88	$ 118.88
Health IT Analyst IV			$ 143.83	$ 144.25	$ 145.47
Health IT Engineer I			$ 99.47	$ 100.96	$ 102.47
Health IT Engineer II			$ 110.64	$ 110.96	$ 112.05
Health IT Engineer III			$ 140.71	$ 141.13	$ 142.52
Health IT Engineer IV			$ 156.28	$ 156.71	$ 158.26
Health IT SME I			$ 129.54	$ 131.48	$ 133.45
Health IT SME II			$ 161.71	$ 164.14	$ 166.60
Health IT SME III			$ 178.54	$ 181.22	$ 183.94
Health IT SME IV			$ 195.37	$ 198.30	$ 201.27
Health IT Technician I			$ 38.66	$ 39.24	$ 39.83
Health IT Technician II			$ 60.66	$ 61.57	$ 62.49
Health IT Technician III			$ 73.82	$ 74.93	$ 76.06
Health IT Technician IV			$ 88.65	$ 89.98	$ 91.33
Health IT Technician V			$ 107.96	$ 109.58	$ 111.23
Health Security Engineer I			$ 89.18	$ 90.51	$ 91.87
Health Security Engineer II			$ 124.45	$ 126.32	$ 128.22
Health Security Engineer III			$ 145.39	$ 145.81	$ 147.05
Health SW Engineer I			$ 82.33	$ 83.57	$ 84.82
Health SW Engineer II			$ 102.86	$ 104.40	$ 105.97
Health SW Engineer III			$ 128.62	$ 130.54	$ 132.50
Health SW Engineer IV			$ 148.78	$ 149.21	$ 150.47
Health System Architect I			$ 129.54	$ 131.48	$ 133.45
Health System Architect II			$ 161.71	$ 164.14	$ 166.60
Health System Architect III			$ 195.37	$ 198.30	$ 201.27
Health System Specialist I			$ 129.54	$ 131.48	$ 133.45
Health System Specialist II			$ 161.71	$ 164.14	$ 166.60
Health System Specialist III			$ 188.78	$ 189.32	$ 191.17
Training Specialist I			$ 66.50	$ 67.50	$ 68.51
Training Specialist II			$ 104.47	$ 104.78	$ 105.82

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	Government Site Rates				
	8/22/2019	8/22/2020	8/22/2021	8/22/2022	8/22/2023
	8/21/2020	8/21/2021	8/21/2022	8/21/2023	8/21/2024
GSA IT Labor Category	Year 6	Year 7	Year 8	Year 9	Year 10
Health Data Analyst/Scientist I	$ 136.12	$ 138.84	$ 141.62	$ 144.45	$ 147.34
Health Data Analyst/Scientist II	$ 161.43	$ 164.65	$ 167.95	$ 171.31	$ 174.73
Health Data Analyst/Scientist III	$ 195.53	$ 199.44	$ 203.43	$ 207.50	$ 211.65
Health HW Engineer I	$ 76.81	$ 78.34	$ 79.91	$ 81.51	$ 83.14
Health HW Engineer II	$ 99.94	$ 101.94	$ 103.98	$ 106.06	$ 108.18
Health HW Engineer III	$ 127.59	$ 130.14	$ 132.75	$ 135.40	$ 138.11
Health HW Engineer IV	$ 148.38	$ 151.35	$ 154.37	$ 157.46	$ 160.61
Health IT Analyst I	$ 76.81	$ 78.34	$ 79.91	$ 81.51	$ 83.14
Health IT Analyst II	$ 88.35	$ 90.12	$ 91.92	$ 93.76	$ 95.64
Health IT Analyst III	$ 121.26	$ 123.68	$ 126.16	$ 128.68	$ 131.25
Health IT Analyst IV	$ 148.38	$ 151.35	$ 154.37	$ 157.46	$ 160.61
Health IT Engineer I	$ 104.52	$ 106.61	$ 108.74	$ 110.92	$ 113.14
Health IT Engineer II	$ 114.29	$ 116.58	$ 118.91	$ 121.29	$ 123.71
Health IT Engineer III	$ 145.37	$ 148.28	$ 151.24	$ 154.27	$ 157.35
Health IT Engineer IV	$ 161.43	$ 164.65	$ 167.95	$ 171.31	$ 174.73
Health IT SME I	$ 136.12	$ 138.84	$ 141.62	$ 144.45	$ 147.34
Health IT SME II	$ 169.93	$ 173.33	$ 176.80	$ 180.33	$ 183.94
Health IT SME III	$ 187.62	$ 191.37	$ 195.20	$ 199.10	$ 203.08
Health IT SME IV	$ 205.30	$ 209.40	$ 213.59	$ 217.86	$ 222.22
Health IT Technician I	$ 40.63	$ 41.44	$ 42.27	$ 43.11	$ 43.98
Health IT Technician II	$ 63.74	$ 65.01	$ 66.31	$ 67.64	$ 68.99
Health IT Technician III	$ 77.58	$ 79.13	$ 80.72	$ 82.33	$ 83.98
Health IT Technician IV	$ 93.16	$ 95.02	$ 96.92	$ 98.86	$ 100.84
Health IT Technician V	$ 113.45	$ 115.72	$ 118.04	$ 120.40	$ 122.81
Health Security Engineer I	$ 93.71	$ 95.58	$ 97.49	$ 99.44	$ 101.43
Health Security Engineer II	$ 130.78	$ 133.40	$ 136.07	$ 138.79	$ 141.57
Health Security Engineer III	$ 149.99	$ 152.99	$ 156.05	$ 159.17	$ 162.36
Health SW Engineer I	$ 86.52	$ 88.25	$ 90.01	$ 91.81	$ 93.65
Health SW Engineer II	$ 108.09	$ 110.25	$ 112.46	$ 114.71	$ 117.00
Health SW Engineer III	$ 135.15	$ 137.85	$ 140.61	$ 143.42	$ 146.29
Health SW Engineer IV	$ 153.48	$ 156.55	$ 159.68	$ 162.87	$ 166.13
Health System Architect I	$ 136.12	$ 138.84	$ 141.62	$ 144.45	$ 147.34
Health System Architect II	$ 169.93	$ 173.33	$ 176.80	$ 180.33	$ 183.94
Health System Architect III	$ 205.30	$ 209.40	$ 213.59	$ 217.86	$ 222.22
Health System Specialist I	$ 136.12	$ 138.84	$ 141.62	$ 144.45	$ 147.34
Health System Specialist II	$ 169.93	$ 173.33	$ 176.80	$ 180.33	$ 183.94
Health System Specialist III	$ 194.99	$ 198.89	$ 202.87	$ 206.93	$ 211.07
Training Specialist I	$ 69.88	$ 71.28	$ 72.70	$ 74.16	$ 75.64
Training Specialist II	$ 107.94	$ 110.10	$ 112.30	$ 114.54	$ 116.83

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GSA IT Labor Category	Contractor Site Rates				
	8/22/2014 8/21/2015 Year 1	8/22/2015 8/21/2016 Year 2	8/22/2016 8/21/2017 Year 3	8/22/2017 8/21/2018 Year 4	8/22/2018 8/21/2019 Year 5
Health Data Analyst/Scientist I			$ 152.97	$ 155.27	$ 157.59
Health Data Analyst/Scientist II			$ 183.76	$ 184.16	$ 185.67
Health Data Analyst/Scientist III			$ 221.98	$ 222.50	$ 224.32
Health HW Engineer I			$ 82.49	$ 83.73	$ 84.99
Health HW Engineer II			$ 107.33	$ 108.97	$ 110.58
Health HW Engineer III			$ 137.05	$ 139.10	$ 141.19
Health HW Engineer IV			$ 166.68	$ 167.58	$ 169.67
Health IT Analyst I			$ 82.49	$ 83.73	$ 84.99
Health IT Analyst II			$ 94.91	$ 96.34	$ 97.78
Health IT Analyst III			$ 136.21	$ 136.96	$ 138.64
Health IT Analyst IV			$ 166.68	$ 167.58	$ 169.67
Health IT Engineer I			$ 117.46	$ 119.22	$ 121.01
Health IT Engineer II			$ 130.10	$ 130.40	$ 131.47
Health IT Engineer III			$ 165.47	$ 165.85	$ 167.21
Health IT Engineer IV			$ 183.76	$ 184.16	$ 185.67
Health IT SME I			$ 152.97	$ 155.27	$ 157.59
Health IT SME II			$ 190.96	$ 193.83	$ 196.74
Health IT SME III			$ 210.86	$ 214.02	$ 217.23
Health IT SME IV			$ 230.73	$ 234.19	$ 237.70
Health IT Technician I			$ 43.65	$ 44.30	$ 44.97
Health IT Technician II			$ 68.47	$ 69.49	$ 70.53
Health IT Technician III			$ 83.34	$ 84.59	$ 85.86
Health IT Technician IV			$ 100.06	$ 101.56	$ 103.09
Health IT Technician V			$ 121.87	$ 123.69	$ 125.55
Health Security Engineer I			$ 100.66	$ 102.17	$ 103.70
Health Security Engineer II			$ 140.47	$ 142.58	$ 144.72
Health Security Engineer III			$ 168.49	$ 169.41	$ 171.50
Health SW Engineer I			$ 92.92	$ 94.32	$ 95.73
Health SW Engineer II			$ 116.11	$ 117.85	$ 119.61
Health SW Engineer III			$ 145.17	$ 147.35	$ 149.56
Health SW Engineer IV			$ 172.41	$ 173.34	$ 175.50
Health System Architect I			$ 152.97	$ 155.27	$ 157.59
Health System Architect II			$ 190.96	$ 193.83	$ 196.74
Health System Architect III			$ 230.73	$ 234.19	$ 237.70
Health System Specialist I			$ 152.97	$ 155.27	$ 157.59
Health System Specialist II			$ 190.96	$ 193.83	$ 196.74
Health System Specialist III			$ 221.98	$ 222.50	$ 224.32
Training Specialist I			$ 78.54	$ 79.72	$ 80.91
Training Specialist II			$ 122.85	$ 123.14	$ 124.15

GSA IT Labor Category	Contractor Site Rates				
	8/22/2019 8/21/2020	8/22/2020 8/21/2021	8/22/2021 8/21/2022	8/22/2022 8/21/2023	8/22/2023 8/21/2024
	Year 6	Year 7	Year 8	Year 9	Year 10
Health Data Analyst/Scientist I	$ 160.74	$ 163.96	$ 167.24	$ 170.58	$ 173.99
Health Data Analyst/Scientist II	$ 189.38	$ 193.17	$ 197.03	$ 200.98	$ 204.99
Health Data Analyst/Scientist III	$ 228.81	$ 233.38	$ 238.05	$ 242.81	$ 247.67
Health HW Engineer I	$ 86.69	$ 88.42	$ 90.19	$ 92.00	$ 93.84
Health HW Engineer II	$ 112.79	$ 115.05	$ 117.35	$ 119.70	$ 122.09
Health HW Engineer III	$ 144.01	$ 146.89	$ 149.83	$ 152.83	$ 155.89
Health HW Engineer IV	$ 173.06	$ 176.52	$ 180.06	$ 183.66	$ 187.33
Health IT Analyst I	$ 86.69	$ 88.42	$ 90.19	$ 92.00	$ 93.84
Health IT Analyst II	$ 99.74	$ 101.73	$ 103.76	$ 105.84	$ 107.96
Health IT Analyst III	$ 141.41	$ 144.24	$ 147.13	$ 150.07	$ 153.07
Health IT Analyst IV	$ 173.06	$ 176.52	$ 180.06	$ 183.66	$ 187.33
Health IT Engineer I	$ 123.43	$ 125.90	$ 128.42	$ 130.99	$ 133.60
Health IT Engineer II	$ 134.10	$ 136.78	$ 139.52	$ 142.31	$ 145.15
Health IT Engineer III	$ 170.55	$ 173.97	$ 177.44	$ 180.99	$ 184.61
Health IT Engineer IV	$ 189.38	$ 193.17	$ 197.03	$ 200.98	$ 204.99
Health IT SME I	$ 160.74	$ 163.96	$ 167.24	$ 170.58	$ 173.99
Health IT SME II	$ 200.67	$ 204.69	$ 208.78	$ 212.96	$ 217.22
Health IT SME III	$ 221.57	$ 226.01	$ 230.53	$ 235.14	$ 239.84
Health IT SME IV	$ 242.45	$ 247.30	$ 252.25	$ 257.29	$ 262.44
Health IT Technician I	$ 45.87	$ 46.79	$ 47.72	$ 48.68	$ 49.65
Health IT Technician II	$ 71.94	$ 73.38	$ 74.85	$ 76.34	$ 77.87
Health IT Technician III	$ 87.58	$ 89.33	$ 91.12	$ 92.94	$ 94.80
Health IT Technician IV	$ 105.15	$ 107.25	$ 109.40	$ 111.59	$ 113.82
Health IT Technician V	$ 128.06	$ 130.62	$ 133.23	$ 135.90	$ 138.62
Health Security Engineer I	$ 105.77	$ 107.89	$ 110.05	$ 112.25	$ 114.49
Health Security Engineer II	$ 147.61	$ 150.57	$ 153.58	$ 156.65	$ 159.78
Health Security Engineer III	$ 174.93	$ 178.43	$ 182.00	$ 185.64	$ 189.35
Health SW Engineer I	$ 97.64	$ 99.60	$ 101.59	$ 103.62	$ 105.69
Health SW Engineer II	$ 122.00	$ 124.44	$ 126.93	$ 129.47	$ 132.06
Health SW Engineer III	$ 152.55	$ 155.60	$ 158.71	$ 161.89	$ 165.13
Health SW Engineer IV	$ 179.01	$ 182.59	$ 186.24	$ 189.97	$ 193.77
Health System Architect I	$ 160.74	$ 163.96	$ 167.24	$ 170.58	$ 173.99
Health System Architect II	$ 200.67	$ 204.69	$ 208.78	$ 212.96	$ 217.22
Health System Architect III	$ 242.45	$ 247.30	$ 252.25	$ 257.29	$ 262.44
Health System Specialist I	$ 160.74	$ 163.96	$ 167.24	$ 170.58	$ 173.99
Health System Specialist II	$ 200.67	$ 204.69	$ 208.78	$ 212.96	$ 217.22
Health System Specialist III	$ 228.81	$ 233.38	$ 238.05	$ 242.81	$ 247.67
Training Specialist I	$ 82.53	$ 84.18	$ 85.86	$ 87.58	$ 89.33
Training Specialist II	$ 126.63	$ 129.17	$ 131.75	$ 134.38	$ 137.07

SAIC

SAIC SIN 54151HACS: General Summary, Principal Duties and Responsibilities, and Job Specifications

Penetration Tester I
General Summary

Responsible for applying penetration testing principles, tools, and techniques. May identify systemic security issues based on the analysis of vulnerability and configuration data. May prepare communications and make presentations on recommendations on security enhancements or alternatives. May conduct and/or support authorized penetration testing on enterprise network assets.   May analyze site/enterprise Computer Network Defense (CND) policies and configurations and evaluate compliance with regulations and enterprise directives. May assist with the selection of cost-effective security controls to mitigate risk.

Principal Duties and Responsibilities

1. Performs application and infrastructure penetration tests as well as physical security reviews and social engineering tests for our global clients.

2. Reviews and defines requirements for information security solutions.

3. Under direction, performs security reviews of application designs, source code, and deployments as required, covering all types of applications (web application, web services, mobile applications, thick client applications, SaaS).

4. Participates in security assessments of networks, systems, and applications.

5. Works with the team on improvements for provided security services, including the continuous enhancement of existing methodology material and supporting assets.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience in IT security, preferably with exposure to application security testing (source code review and application penetration tests). Includes working knowledge of cybersecurity principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements. (Security+ CE and/or CEH).

Penetration Tester II

General Summary

Responsible for applying penetration testing principles, tools, and techniques. May identify systemic security issues based on the analysis of vulnerability and configuration data. May prepare communications and make presentations on recommendations on security enhancements or alternatives. May conduct and/or support authorized penetration testing on enterprise network assets. May analyze site/enterprise CND policies and configurations and evaluate compliance with regulations and enterprise directives. May assist with the selection of cost-effective security controls to mitigate risk.

Principal Duties and Responsibilities

1. Performs application and infrastructure penetration tests as well as physical security reviews and social engineering tests for our global clients.

2. Reviews and defines requirements for information security solutions.

3. Performs security reviews of application designs, source code, and deployments as required, covering all types of applications (web application, web services, mobile applications, thick client applications, SaaS).

4. Participates in security assessments of networks, systems, and applications.

5. Works on improvements for provided security services, including the continuous enhancement of existing methodology material and supporting assets.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience in IT security, preferably with exposure to application security testing (source code review and application penetration tests). Includes working knowledge of cyber security principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (Security+ CE and/or CEH).

Penetration Tester III

General Summary

Responsible for applying penetration testing principles, tools, and techniques. May identify systemic security issues based on the analysis of vulnerability and configuration data. May prepare communications and make presentations on recommendations on security enhancements or

alternatives. May conduct and/or support authorized penetration testing on enterprise network assets. May analyze site/enterprise CND policies and configurations and evaluate compliance with regulations and enterprise directives. May assist with the selection of cost-effective security controls to mitigate risk.

Principal Duties and Responsibilities

1. May lead teams that perform application and infrastructure penetration tests as well as physical security reviews and social engineering tests for our global clients.

2. Reviews and defines requirements for information security solutions.

3. Performs security reviews of application designs, source code, and deployments as required, covering all types of applications (web application, web services, mobile applications, thick client applications, SaaS).

4. Participates in security assessments of networks, systems, and applications.

5. Leads teams to implement improvements for provided security services, including the continuous enhancement of existing methodology material and supporting assets.

Job Specifications

Bachelor's degree or equivalent and nine (9) years of relevant experience in IT security, preferably with exposure to application security testing (source code review and application penetration tests). Includes working knowledge of cybersecurity principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (Security+ CE and/or CEH).

Cybersecurity/Information Security Engineer I
General Summary

Responsible for rigorous application of cybersecurity policies, principles, and practices in the delivery of all information technology (IT) and cybersecurity services. May develop/design security solutions to maintain confidentiality, integrity, and availability of information throughout the enterprise. May develop recommendations and courses of action (COAs) to solve complex cybersecurity problems. May conduct cybersecurity engineering research and analysis and provide recommendations. May provide educational cybersecurity briefings. May provide security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related security engineering support functions. Is involved in a

wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.

Principal Duties and Responsibilities

1. Identifies, plans, and documents improvements to security controls currently in place.
2. Develops and interprets cybersecurity requirements as part of the IT acquisition development process and assists in the formulation of cybersecurity/IT budgets.
3. As directed, plans and schedules the installation of new or modified security hardware, operating systems, and software applications.
4. Ensures the assessment and implementation of identified computer and network environment fixes as part of the Cybersecurity Vulnerability Management program.
5. Evaluates functional operation and performance in light of test results and makes recommendations regarding security certification and accreditation (C&A).
6. Under direction, contributes substantive content to the development of cybersecurity documentation, concept papers, and test plans.
7. Applies cyber engineering and cybersecurity concepts and techniques.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cyber security engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Management () Level I certification or equivalent industry certifications preferred/required depending on task order requirements (GSLC, CAP, Security+ CE, CISSP [or Associate], and/or CASP).

Cybersecurity/Information Security Engineer II
General Summary

Responsible for rigorous application of cybersecurity policies, principles, and practices in the delivery of all IT and cybersecurity services. May develop/design security solutions to maintain confidentiality, integrity, and availability of information throughout the enterprise. May develop recommendations and COAs to solve complex cybersecurity problems. May conduct cybersecurity engineering research and analysis and provide recommendations. May provide educational cybersecurity briefings. May include security control design and solution planning at the system, mission, and enterprise level, security-in-depth/defense-in-depth, and other related

security engineering support functions. Is involved in a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.

Principal Duties and Responsibilities

1. Identifies, plans, and documents improvements to security controls currently in place.
2. Develops and interprets cybersecurity requirements as part of the IT acquisition development process and assists in the formulation of cybersecurity/IT budgets.
3. Plans and schedules the installation of new or modified security hardware, operating systems, and software applications.
4. Ensures the assessment and implementation of identified computer and network environment fixes as part of the Cybersecurity Vulnerability Management program.
5. Evaluates functional operation and performance in light of test results and makes recommendations regarding security C&A.
6. Contributes substantive content to the development of cybersecurity documentation, concept papers, and test plans.
7. Applies cyber engineering and cybersecurity concepts and techniques.

Job Specifications

Bachelor's degree or equivalent and six (6) years of relevant experience in IT security. Includes working knowledge of cyber security engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Management () Level II Certification or equivalent industry certifications preferred/required depending on task order requirements   (GSLC, CAP, Security+ CE, CISSP [or Associate], and/or CASP).

Cybersecurity/Information Security Engineer III
General Summary

Responsible for rigorous application of cybersecurity policies, principles, and practices in the delivery of all IT and cybersecurity services. May develop/design security solutions to maintain confidentiality, integrity, and availability of information throughout the enterprise. May develop recommendations and COAs to solve complex cybersecurity problems. May conduct cybersecurity engineering research and analysis and provide recommendations. May provide educational cybersecurity briefings. May include security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related

security engineering support functions. Is involved in a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.

Principal Duties and Responsibilities

1. Identifies, plans, and documents improvements to security controls currently in place.
2. Develops and interprets cybersecurity requirements as part of the IT acquisition development process and assists in the formulation of cybersecurity/IT budgets.
3. May lead teams to plan and schedule the installation of new or modified security hardware, operating systems, and software applications.
4. Ensures the assessment and implementation of identified computer and network environment fixes as part of the Cybersecurity Vulnerability Management program.
5. Evaluates functional operation and performance in light of test results and makes recommendations regarding security C&A.
6. Contributes substantive content to the development of cybersecurity documentation, concept papers, and test plans.
7. Applies cyber engineering and cybersecurity concepts and techniques.

Job Specifications

Bachelor's degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Management () Level II certification or equivalent industry certifications preferred/required depending on task order requirements (GSLC, CISM, CASP, CISSP [or Associate], or CISSP-ISSEP, and/or CISSP-ISSAP).

Malware Analyst I

General Summary

Responsible for using engineering tools and techniques to analyze software to identify vulnerabilities. May perform in-depth detailed research of software and methodologies to build defensive and offensive technical capabilities. Applies understanding of security concepts, protocols, processes, architectures, and tools (e.g., authentication and access control technologies, intrusion detection, network traffic analysis, incident handling, media/malware analysis), malware and programming skills including multiple languages, and detailed understanding of how network-based attacks work at the operating system and/or protocol level.

Principal Duties and Responsibilities
1. As directed, recreates programs to evaluate and exploit weaknesses or strengthen defenses.
2. Under direction, develops design specifications by inspection and analysis to offset various malware and to protect and defend the infrastructure.
3. Develops, researches, and maintains proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
4. Conducts vulnerability assessments of information systems.
5. Performs system analysis; reverse engineering; and static, dynamic, and best-practice malware analytical methodologies.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Technical (IAT) Level I certification, or equivalent industry certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, Security+ CE, and/or SSCP).

Malware Analyst II
General Summary

Responsible for using engineering tools and techniques to analyze software to identify vulnerabilities. May perform in-depth detailed research of software and methodologies to build defensive and offensive technical capabilities. Applies understanding of security concepts, protocols, processes, architectures, and tools (e.g., authentication and access control technologies, intrusion detection, network traffic analysis, incident handling, media/malware analysis), malware, and programming skills including multiple languages, and detailed understanding of how network-based attacks work at the operating system and/or protocol level.

Principal Duties and Responsibilities
1. Recreates programs to evaluate and exploit weaknesses or strengthen defenses.
2. Develops design specifications by inspection and analysis to offset various malware and to protect and defend the infrastructure.
3. Develops, researches, and maintains proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
4. Conducts vulnerability assessments of information systems.

5. Performs system analysis, reverse engineering, and static, dynamic, and best-practice malware analytical methodologies.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Technical () Level II certification or equivalent industry certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, GSEC, Security+ CE, and/or SSCP).

Malware Analyst III
General Summary

Responsible for using engineering tools and techniques to analyze software to identify vulnerabilities. May perform in-depth detailed research of software and methodologies to build defensive and offensive technical capabilities. Applies understanding of security concepts, protocols, processes, architectures, and tools (e.g., authentication and access control technologies, intrusion detection, network traffic analysis, incident handling, media/malware analysis), malware and programming skills including multiple languages, and detailed understanding of how network-based attacks work at the operating system and/or protocol level.

Principal Duties and Responsibilities
1. Recreates programs to evaluate and exploit weaknesses or strengthen defenses.
2. Develops design specifications by inspection and analysis to offset various malware and to protect and defend the infrastructure.
3. May lead teams to develop, research, and maintain proficiency in tools, techniques, countermeasures, and trends in computer and network vulnerabilities, data hiding, and encryption.
4. Conducts vulnerability assessments of information systems.
5. Performs system analysis, reverse engineering, and static, dynamic, and best-practice malware analytical methodologies.

Job Specifications

Bachelor's degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. DoD 8140/DoD 8570 Information Assurance Technical (IAT) Level III certification or equivalent

industry certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, GCIH, CISA, CISSP [or Associate] and/or GCED).

Risk and Vulnerability Analyst I

General Summary

Responsible for conducting assessments of threats and vulnerabilities; determining deviations from acceptable configurations and enterprise or local policy; assessing level of risk; and developing and/or recommending appropriate mitigation countermeasures in operational and non-operational situations. Utilizes COTS/GOTS and custom tools and processes/procedures in order to scan, identify, contain, mitigate, and remediate vulnerabilities and intrusions. May perform network mapping, vulnerability scanning, phishing assessments, wireless assessments, web application assessments, operating system security assessments (OSSA), and database assessments. May research, evaluate, and recommend new security tools, techniques, and technologies and introduce them to the enterprise in alignment with IT security strategy. May support the formal security test and evaluation (ST&E) activities. May periodically conduct a review of each system's audits and monitors corrective actions until all actions are closed. May support cyber metrics development, maintenance, and reporting. May provide briefings to senior staff.

Principal Duties and Responsibilities

1. As directed, designs, tests, and implements secure operating systems, networks, security monitoring, tuning, and management of IT security systems and applications, incident response, digital forensics, loss prevention, and eDiscovery actions.
2. Conducts risk and vulnerability assessment at the network, system, and application levels. Conducts threat modeling exercises.
3. As part of a team, develops and implements security controls and formulates operational risk mitigations along with assisting in security awareness programs.
4. Under direction, applies knowledge of network, system, and application security threats and vulnerabilities to a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.
5. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, SSCP GSLC, CAP, Security+ CE, and/or SSCP).

Risk and Vulnerability Analyst II
General Summary

Responsible for conducting assessments of threats and vulnerabilities; determining deviations from acceptable configurations and enterprise or local policy; assessing level of risk; and developing and/or recommending appropriate mitigation countermeasures in operational and non-operational situations. Utilizes COTS/GOTS and custom tools and processes/procedures in order to scan, identify, contain, mitigate, and remediate vulnerabilities and intrusions. May perform network mapping, vulnerability scanning, phishing assessments, wireless assessments, web application assessments, OSSA, and database assessments. May research, evaluate, and recommend new security tools, techniques, and technologies and introduce them to the enterprise in alignment with IT security strategy. May support the formal ST&E activities. May periodically conduct a review of each system's audits and monitor corrective actions until all actions are closed.

May support cyber metrics development, maintenance, and reporting. May provide briefings to senior staff.

Principal Duties and Responsibilities

1. Designs, tests, and implements secure operating systems, networks, security monitoring, tuning and management of IT security systems and applications, incident response, digital forensics, loss prevention, and eDiscovery actions.
2. Conducts risk and vulnerability assessment at the network, system, and application levels. Conducts threat modeling exercises.
3. Develops and implements security controls and formulates operational risk mitigations along with assisting in security awareness programs.
4. Applies knowledge of network, system, and application security threats and vulnerabilities to a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.
5. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, GSLC, CAP, Security+ CE, CISSP [or Associate], and/or CASP).

Risk and Vulnerability Analyst III

General Summary

Responsible for conducting assessments of threats and vulnerabilities; determining deviations from acceptable configurations and enterprise or local policy; assessing level of risk; and developing and/or recommending appropriate mitigation countermeasures in operational and non-operational situations. Utilizes COTS/GOTS and custom tools and processes/procedures in order to scan, identify, contain, mitigate, and remediate vulnerabilities and intrusions. May perform network mapping, vulnerability scanning, phishing assessments, wireless assessments, web application assessments, OSSA, and database assessments. May research, evaluate, and recommend new security tools, techniques, and technologies and introduce them to the enterprise in alignment with IT security strategy. May support the formal ST&E activities. May periodically

conduct a review of each system's audits and monitors corrective actions until all actions are closed. May support cyber metrics development, maintenance, and reporting. May provide briefings to senior staff.

Principal Duties and Responsibilities

1. May lead teams to design, test, and implement secure operating systems, networks, security monitoring, tuning and management of IT security systems and applications, incident response, digital forensics, loss prevention, and eDiscovery actions.
2. Conducts risk and vulnerability assessment at the network, systems and application levels. Conducts threat modeling exercises.
3. May lead teams to develop and implement security controls and formulate operational risk mitigations along with assisting in security awareness programs.
4. Applies knowledge of network, system, and application security threats and vulnerabilities to a wide range of security issues, including architectures, firewalls, electronic data traffic, and network access.
5. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications

Bachelor's degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, GSLC, CAP, Security+ CE, CISSP [or Associate] and/or CASP).

Compliance Manager I
General Summary

Responsible for architecting, planning, configuring, deploying, maintaining, and upgrading COTS/GOTS and custom toolsets to address vulnerabilities and/or implement security controls. Applies a combination of expert engineering knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with enterprise architecture security policies and support full spectrum cybersecurity operations. May include security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related compliance and engineering support functions. May include researching and evaluating cyber capabilities and new security tools and

products against operational requirements. Work may encompass managing security professionals as well as interpreting and administering policies, processes, and procedures.

Principal Duties and Responsibilities

1. Conducts threat modeling exercises.
2. Recommends security controls and formulates operational risk mitigations along with assisting in security awareness programs.
3. Is involved in a wide range of security compliance issues related to architectures, firewalls, electronic data traffic, and network access.
4. Researches, evaluates, and recommends new security tools, techniques, and technologies in alignment with IT security strategy.
5. Oversees the implementation of the required government policy (i.e., NISPOM, DCID 6/3) and makes recommendations on process tailoring.
6. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (CISSP [or Associate] and/or CASP).

Compliance Manager II
General Summary

Responsible for architecting, planning, configuring, deploying, maintaining, and upgrading COTS/GOTS and custom toolsets to address vulnerabilities and/or implement security controls. Applies a combination of expert engineering knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with enterprise architecture security policies and support full spectrum cybersecurity operations. May include security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related compliance and engineering support functions. May include researching and evaluating cyber capabilities and new security tools and products against operational requirements. Work may encompass managing security professionals as well as interpreting and administering policies, processes, and procedures.

Principal Duties and Responsibilities

1. Conducts threat modeling exercises.
2. Recommends security controls and formulates operational risk mitigations along with assisting in security awareness programs.
3. Is involved in a wide range of security compliance issues related to architectures, firewalls, electronic data traffic, and network access.
4. Researches, evaluates, and recommends new security tools, techniques, and technologies in alignment with IT security strategy.
5. Oversees the implementation of the required government policy (i.e., NISPOM, DCID 6/3), and makes recommendations on process tailoring.
6. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications

Bachelor's degree or equivalent and fourteen (14) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (CISSP [or Associate] and/or CASP).

Compliance Manager III

General Summary

Responsible for architecting, planning, configuring, deploying, maintaining, and upgrading COTS/GOTS and custom toolsets to address vulnerabilities and/or implement security controls. Applies a combination of expert engineering knowledge of enterprise IT and security solutions to design, develop, and/or implement solutions to ensure they are consistent with enterprise architecture security policies and support full spectrum cybersecurity operations. May include security control design and solution planning at the system, mission, and enterprise levels, security-in-depth/defense-in-depth, and other related compliance and engineering support functions. May include researching and evaluating cyber capabilities and new security tools and products against operational requirements. Work may encompass managing security professionals as well as interpreting and administering policies, processes, and procedures.

Principal Duties and Responsibilities

1. Conducts threat modeling exercises.

2. Provides expertise in recommending security controls and formulates operational risk mitigations along with assisting in security awareness programs.
3. Applies expert knowledge in a wide range of security compliance issues related to architectures, firewalls, electronic data traffic, and network access.
4. Researches, evaluates, and recommends new security tools, techniques, and technologies in alignment with IT security strategy.
5. Oversees the implementation of the required government policy (i.e., NISPOM, DCID 6/3), and makes recommendations on process tailoring.
6. Performs analyses to validate established security requirements and to recommend additional security requirements and safeguards.

Job Specifications

Bachelor's degree or equivalent and eighteen (18) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (CISSP [or Associate], CISM, CASP, CISSP-ISSEP, and/or CISSP-ISSAP).

Intrusion Analyst I
General Summary

Responsible for collecting intrusion artifacts (e.g., source code, malware, and Trojans) and using discovered data to enable mitigation of potential CND incidents within the enterprise. Performs command and control functions in response to incidents. Provides correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection.

Principal Duties and Responsibilities

1. Applies knowledge of advanced persistent threats to review, analyze, and maintain the content of an indicator database to aid in the detection and mitigation of threat activity.
2. As directed, utilizes COTS/GOTS analysis tools and cybersecurity knowledge to provide threat detection analysis and monitoring, correlation, and prevention of cyber threat activity targeting the customer network.

3. Applies technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.
4. Performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.
5. As directed, produces reports on the unique TTPs utilized and conducts incident handling/triage, network analysis and threat detection, trend analysis, metric development, and security vulnerability information dissemination.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (A+ CE, Network+ CE, Security+ CE, and/or SSCP).

Intrusion Analyst II
General Summary

Responsible for collecting intrusion artifacts (e.g., source code, malware, and Trojans) and using discovered data to enable mitigation of potential CND incidents within the enterprise. Performs command and control functions in response to incidents. Provides correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection.

Principal Duties and Responsibilities

1. Applies expert knowledge of advanced persistent threats to review, analyze, and maintain the content of an indicator database to aid in the detection and mitigation of threat activity.
2. Utilizes COTS/GOTS analysis tools and cybersecurity knowledge to provide threat detection analysis and monitoring, correlation, and prevention of cyber threat activity targeting the customer network.

3. Applies technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.
4. Performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.
5. Produces reports on the unique TTPs utilized and conducts incident handling/triage, network analysis and threat detection, trend analysis, metric development, and security vulnerability information dissemination.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (GSEC, Security+ CE, and/or SSCP).

Intrusion Analyst III
General Summary

Responsible for collecting intrusion artifacts (e.g., source code, malware, and Trojans) and using discovered data to enable mitigation of potential CND incidents within the enterprise. Performs command and control functions in response to incidents. Provides correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection.

Principal Duties and Responsibilities

1. Applies expert knowledge of advanced persistent threats to review, analyze, and maintain the content of an indicator database to aid in the detection and mitigation of threat activity.
2. May lead teams to utilize COTS/GOTS analysis tools and cybersecurity knowledge to provide threat detection analysis and monitoring, correlation, and prevention of cyber threat activity targeting the customer network.
3. May lead teams to apply technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring,

network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.
4. May lead teams to perform forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.
5. Produces reports on the unique TTPs utilized and conducts incident handling/triage, network analysis and threat detection, trend analysis, metric development, and security vulnerability information dissemination.

Job Specifications

Bachelor's degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (GCIH, CISA, CISSP [or Associate], and/or GCED).

Computer Crime Investigator I
General Summary

Responsible for providing correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities to determine potential criminal activity. Produces evidentiary reports on the TTPs utilized, access obtained, and data manipulated or stolen. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection. Is knowledgeable of applicable laws, regulations and policies.

Principal Duties and Responsibilities

1. Utilizes COTS/GOTS analysis tools and expert knowledge to preserve data and systems for forensic analysis.
2. As directed, applies technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.

3. Under direction, performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.
4. Produces evidentiary reports to support forensic analysis findings.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements. (GCIH, CISA, CISSP [or Associate], and/or GCED).

Computer Crime Investigator II
General Summary

Responsible for providing correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities to determine potential criminal activity. Produces evidentiary reports on the TTPs utilized, access obtained, and data manipulated or stolen. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection. Knowledgeable of applicable laws, regulations, and policies.

Principal Duties and Responsibilities

1. Utilizes COTS/GOTS analysis tools and expert knowledge to preserve data and systems for forensic analysis.
2. Applies technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.
3. Performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.
4. Produces evidentiary reports to support forensic analysis findings.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (GCIH, CISA, CISSP [or Associate], and/or GCED).

Computer Crime Investigator III
General Summary

Responsible for providing correlation and analysis of cyberspace incident reports derived from reliable sources, network sensors, vulnerability management devices, open source information, and industry/Government–provided situational awareness of known adversary activities to determine potential criminal activity. Produces evidentiary reports on the TTPs utilized, access obtained, and data manipulated or stolen. May assist the customer with developing metrics and trending/analysis reports of malicious activity and developing signatures for threat detection. Is knowledgeable of applicable laws, regulations, and policies.

Principal Duties and Responsibilities

1. May lead teams to utilize COTS/GOTS analysis tools and expert knowledge to preserve data and systems for forensic analysis.
2. May lead teams to apply technical knowledge on the utilization of government and industry capabilities, best security practices, advanced log analysis, forensics, network monitoring, network flow analysis, packet capture analysis, network proxies, firewalls, and anti-virus capabilities.
3. Performs forensics analysis to determine adversary methods of exploiting information system security controls, the use of malicious logic, and the life cycle of network threats and attack vectors.
4. Produces evidentiary reports to support forensic analysis findings.

Job Specifications

Bachelor's degree or equivalent and nine (9) years of relevant experience in IT security. Includes working knowledge of cybersecurity engineering principles, techniques, and technologies. Information security certifications preferred/required depending on task order requirements (GCIH, CISA, CISSP [or Associate], and/or GCED).

Cyber SME I
General Summary
Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace, and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities
1. Performs duties as assigned.

2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.

3. May be responsible for complex cyber, technical, engineering, and architecture tasks.

4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.

5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications
Bachelor's degree or equivalent and five (5) years of related experience; master's degree and three (3) years of related experience; Ph.D. and zero (0) years of related experience; seven (7) years of related experience with no degree.

Cyber SME II
General Summary
Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace, and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks

and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.

2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.

3. May be responsible for complex cyber, technical, engineering, and architecture tasks.

4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.

5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree or equivalent and eight (8) years of related experience; master's degree and six (6) years of related experience; Ph.D. and three (3) years of related experience; ten (10) years of experience in SME field with no degree.

Cyber SME III

General Summary

Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.

2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.

3. May be responsible for complex cyber, technical, engineering, and architecture tasks.

4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.

5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree or equivalent and twelve (12) years of related experience; master's degree and ten (10) years of related experience; Ph.D. and seven (7) years of related experience; fifteen (15) years of related experience and no degree.

Cyber SME IV

General Summary

Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace, and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.

2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.

3. May be responsible for complex cyber, technical, engineering, and architecture tasks.

4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.

5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree or equivalent and fifteen (15) years of related experience; master's degree and thirteen (13) years of related experience; Ph.D. and ten (10) years of related experience; eighteen (18) years of related experience with no degree.

Cyber SME V
General Summary

Responsible for providing unique cyber domain expertise and guidance to the delivery team and stakeholders. Work may encompass one or more specialty areas of cyber security, cyberspace, and cyber operations, including providing expert knowledge and insight into compliance, cyber hunt, incident response, risk and vulnerability assessment, and emerging cyber threats requirements; guiding technical support to penetration testers, incident handlers, cyber analysts, and product support personnel relative to the cyber arena; assisting in the management of complex networks and systems of differing classification levels systems; integrating cyber security requirements with communication and IT; and utilizing other principles in the professional body of knowledge.

Principal Duties and Responsibilities

1. Performs duties as assigned.

2. Performs research, design evaluation, technical development, system integration planning, and other tasks in specific technical areas.

3. May be responsible for complex cyber, technical, engineering, and architecture tasks.

4. Often coordinates and guides the activities of technical staff members assigned to specific tasks.

5. May supervise and/or guide a broad team of technical staff members/engineers.

Job Specifications

Bachelor's degree or equivalent and eighteen (18) years of related experience; master's degree and sixteen (16) years of related experience; Ph.D. and thirteen (13) years of experience; twenty (20) years of related experience with no degree.

Administrative Support I
General Summary

Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies.

May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

Principal Duties and Responsibilities
1.   Specializes in coordinating and planning office administration and support.

2.   Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.

3.   May perform other duties as assigned.

Job Specifications
High School Diploma or G.E.D. or other equivalent degree program and one (1) year of business relevant experience.

Administrative Support II
General Summary
Provides general administrative support to relieve department managers or staff of administrative details. Performs routine and non-routine tasks including special projects. May be responsible for inventory control, scheduling and making arrangements for meetings, for researching and securing requested information, and for researching, compiling and proofing of various reports and studies. May take and/or transcribe confidential or technical information, take and distribute meeting minutes, order supplies, distribute mail, answer phones, respond to customer/client/employee inquiries, and other office administrative duties. Interacts with other support staff and departments to gather, supply, or coordinate information.

Principal Duties and Responsibilities
1.   Specializes in coordinating and planning office administration and support.

2.   Understands and provides documentation planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, office relocation planning, etc. required in changing office environments.

3.   May perform other duties as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of business relevant experience.

Executive Administrative Support I

General Summary

Provide analytical and specialized support to relieve, assist, and, in delegated matters, act on behalf of senior and executive management. Exercises frequent judgment, initiative, diplomacy and tact. Makes administrative decisions and takes action on behalf of the organization.

Principal Duties and Responsibilities

1.   Acts as primary liaison with administration and various support functions (i.e., Accounting, Human Resources, Security and Facilities).

2.   Responsible for coordinating the implementation of procedures and programs pertaining to these administrative specialties.

3.   Prioritizes and carries out special projects and complex assignments.

4.   Exercises frequent judgment, initiative, diplomacy and tact.

5.   Makes administrative decisions and takes action on behalf of the organization.

Job Specifications

Bachelor's degree in Business Administration (or related field) or equivalent experience and five (5) years of specialized administrative support experience of an increasingly responsible nature at a senior level.

Executive Administrative Support II

General Summary

Provide analytical and specialized support to relieve, assist, and, in delegated matters, act on behalf of senior and executive management. Exercises frequent judgment, initiative, diplomacy and tact. Makes administrative decisions and takes action on behalf of the organization.

Principal Duties and Responsibilities

1. Acts as primary liaison with administration and various support functions (i.e., Accounting, Human Resources, Security and Facilities).

2. Responsible for coordinating the implementation of procedures and programs pertaining to these administrative specialties.

3. Prioritizes and carries out special projects and complex assignments.

4. Exercises frequent judgment, initiative, diplomacy and tact.

5. Makes administrative decisions and takes action on behalf of the organization.

Job Specifications

Bachelor's degree in Business Administration (or related field) or equivalent experience and seven (7) years of specialized administrative support experience of an increasingly responsible nature at a senior level.

Computer Admin I

General Summary

Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client).

Principal Duties and Responsibilities

1. Diagnoses hardware and software problems, and replace defective components.

2. Performs data backups and disaster recovery operations.

3. Maintains and administers computing environments, including computer hardware, systems software, applications software, and all configurations.

4. Plans, coordinates, and implements network security measures in order to protect data, software and hardware.

5. Performs routine network startup and shutdown procedures, and maintain control records.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years of experience in a recognized technical, business or related discipline. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Computer Admin II
General Summary
Responsible for software maintenance, troubleshooting, user assistance, system security, installation of upgrades and product support (server and client).

Principal Duties and Responsibilities
1. Diagnoses hardware and software problems, and replace defective components.

2. Performs data backups and disaster recovery operations.

3. Maintains and administers computing environments, including computer hardware, systems software, applications software, and all configurations.

4. Plans, coordinates, and implements network security measures in order to protect data, software and hardware.

5. Performs routines network startup and shutdown procedures, and maintain control records.

Job Specifications
Bachelor's degree or equivalent and five (5) years progressive technical experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Configuration Analyst I

General Summary

Responsible for product design changes and the effects of the overall system. Assists in documenting and tracking all aspects of hardware and/or software development and modifications. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations

Principal Duties and Responsibilities

1. Prepares deviations and waivers for government approval when specifications cannot be met.

2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.

3. May structure and maintain databases.

4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.

5. Prepares configuration verification audit record sheets for all programs.

6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product's life cycle.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience.

Configuration Analyst II

General Summary

Responsible for product design changes and the effects of the overall system. Assists in documenting and tracking all aspects of hardware and/or software development and modifications. Ensures configuration identification by reviewing design release documents for completeness and proper authorizations

Principal Duties and Responsibilities

1. Prepares deviations and waivers for government approval when specifications cannot be met.

2. Reviews all issued document change requests, document change notices and associated drawings for accuracy, completeness and proper signatures.

3. May structure and maintain databases.

4. Submits engineering changes to customers for review and approval; maintains records and submit reports regarding status.

5. Prepares configuration verification audit record sheets for all programs.

6. May be responsible for providing Software Configuration Management (SCM) support at the enterprise and/or project level throughout a software product's life cycle.

Job Specifications
Bachelor's degree or equivalent and four (4) years of relevant experience.

Database Administrator

General Summary
Responsible for performing database administration in support of the Database Management Systems (DBMS) applications.

Principal Duties and Responsibilities
1. Maintains databases across multiple platforms and computer environments.

2. Proposes and implements enhancements to improve performance and reliability.

3. Responsible for software development and maintenance teams, including database definition, structure, long-range requirements, operational guidelines, and security and integrity controls.

Job Specifications
Bachelor's degree or equivalent in a related field and four (4) years of relevant experience.

Help Desk Support Specialist I

General Summary
Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and customer applications.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and two (2) years of technical training and/or relevant experience.

Help Desk Support Specialist II

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of technical training and/or relevant experience.

Help Desk Support Specialist III

General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and five (5) years of technical training and/or relevant experience.

Help Desk Support Specialist IV
General Summary

Provides first line technical support to computer customers with questions regarding account administration, distribution of software and documentation, system and network status, and problem entry via problem tracking tool. Maintains and updates tracking tool. May report recurring problems to management.

Principal Duties and Responsibilities

1. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this contract or predecessors.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and seven (7) years of technical training and/or relevant experience.

Information Security Analyst
General Summary

Designs, develops or recommends integrated security system and physical control solutions that will ensure proprietary/ confidential data and systems are protected.

Principal Duties and Responsibilities

1. Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks.

2. Participates with the client in the strategic design process to translate security and business requirements into technical designs.

3. Configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness.

Job Specifications

Bachelor's degree in related field or equivalent and two (2) years of relevant experience.

Information Systems Manager

General Summary

Manages information systems within a group.

Principal Duties and Responsibilities

1. May be responsible for analysis, selection and modification of application software, installation of network hardware and software, database management and integrity.

Job Specifications

Bachelor's degree or equivalent and eleven (11) years of relevant experience.

Products and Process (P&P) Assurance Engineer or Quality Assurance Engineer I

General Summary

Responsible for verification and validation, testing, quality assurance, and/or process improvement.

Principal Duties and Responsibilities

1. Reviews and evaluates products or processes.

2. Typically responsible for test, methods, and procedures to ensure continuous improvement to software quality assurance standards.

Job Specifications

Bachelor's degree in a related technical discipline and three (3) years of relevant experience. Exposure to computer-based applications similar to those required for this position: advanced set-up and configuration, troubleshooting, system design, etc. Proficiency in computer applications, languages, technologies and/or capabilities required for this position.

Products and Process (P&P) Assurance Engineer or Quality Assurance Engineer II

General Summary

Responsible for verification and validation, testing, quality assurance, and/or process improvement.

Principal Duties and Responsibilities

1. Reviews and evaluates products or processes.

2. Typically responsible for test, methods, and procedures to ensure continuous improvement to software quality assurance standards.

Job Specifications

Bachelor's degree or equivalent in a related technical discipline and six (6) years of relevant experience. Exposure to computer-based applications similar to those required for this position: advanced set-up and configuration, troubleshooting, system design, etc. Proficiency in computer applications, languages, technologies and/or capabilities required for this position.

System Administrator I
General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.

2. Interacts with users and evaluates vendor products.

3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.

4. Schedules, plans, and oversees system upgrades.

5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and one (1) year of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

System Administrator II
General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities
1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.

2. Interacts with users and evaluates vendor products.

3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.

4. Schedules, plans, and oversees system upgrades.

5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and three (3) years of relevant data processing experience. Knowledge of personal computer and server processes and network operations is preferred.

System Administrator III

General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities
1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.

2. Interacts with users and evaluates vendor products.

3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.

4. Schedules, plans, and oversees system upgrades.

5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

6. Develops policies and standards related to the use of computing resources, overall strategy, design, implementation, and operational aspects of multiple systems, operating environments, and related software.

Job Specifications

Bachelor's degree or equivalent in related field and one (1) year of relevant experience. Knowledge of administering computer systems is a requirement. Requires the ability to handle normal daily system administrator issues.

System Administrator IV
General Summary

Responsible for managing the functionality and efficiency of one or more operating systems.

Principal Duties and Responsibilities

1. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system wide software, validating and implementing critical system patches, and allocating mass storage space.

2. Interacts with users and evaluates vendor products.

3. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery.

4. Schedules, plans, and oversees system upgrades.

5. Develops functional requirements through interaction with end-users and coordinates with development team on systematic enhancements or changes.

6. Develops policies and standards related to the use of computing resources, overall strategy, design, implementation, and operational aspects of multiple systems, operating environments, and related software.

Job Specifications

Bachelor's degree or equivalent in related field and three (3) years of operating systems experience. Should be a well-developed technical resource capable of handling moderately complex assignments.

System Integration Analyst

General Summary

Conducts analysis of transition planning, intelligence information requirements, and may develop architecture baselines. Assists with and leads development of integration, migration plans/schedules.

Principal Duties and Responsibilities

1. May support ISR and C4ISR programs/clients.

2. Provides research and assistance with implementation of community policies and guidance.

3. Supports business process improvements or systems analysis for missions, systems, and fiscal requirements.

4. Provides assistance to users in accessing and using business systems.

Job Specifications

Bachelor's degree or equivalent and two (2) years of relevant experience.

Systems Specialist I

General Summary

Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities

1. Oversees daily operations of systems to ensure system availability.

2. May perform other duties, as assigned.

Job Specifications

High School Diploma or G.E.D. or other equivalent degree program and four (4) years of relevant experience.

Systems Specialist II

General Summary

Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities

1. Oversees daily operations of systems to ensure system availability.

2. May perform other duties, as assigned.

Job Specifications

Bachelor's degree and three (3) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Systems Specialist III

General Summary

Responsible for managing the overall installation and maintenance of hardware and software on a daily basis. Monitors overall system performance.

Principal Duties and Responsibilities

1. Oversees daily operations of systems to ensure system availability.

2. May perform other duties, as assigned.

Job Specifications

Bachelor's degree or equivalent and five (5) years of relevant experience. Experience shall include a range of assignments in technical tasks directly related to the proposed area of responsibility.

Program Manager

General Summary

Responsible for day-to-day financial analysis of area operations. Responsible for managing the implementation of specific government or commercial contracts.

Principal Duties and Responsibilities

1. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively.

2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.

3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.

4. Directs project team personnel, manage cost and schedule, ensure contract compliance, and serve as principal customer interface.

Job Specifications

Bachelor's degree or equivalent and five (5) years of successful project or program manager experience.

Experience in managing projects.

Project Controller I

General Summary

Responsible for day-to-day financial analysis of area operations

Principal Duties and Responsibilities

1. Facilitates the completion of financial Delivery Order support.

2. Performs project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

Job Specifications

Associate's degree in a related field or equivalent training and two (2) years of relevant experience.

Project Controller II

General Summary

Responsible for day-to-day financial analysis of area operations

Principal Duties and Responsibilities

1. Facilitates the completion of financial Delivery Order support.

2. Performs project budgeting and tracking, MIS review, planned vs. actual analysis; conducts earned value analysis, and business planning.

Job Specifications

Associate's degree in a related field or equivalent training and four (4) years of relevant experience; Bachelor's degree in a related field or equivalent training and two (2) years of relevant experience.

Project Manager

General Summary

Responsible for day-to-day financial analysis of area operations. Manages the implementation of specific government or commercial contracts.

Principal Duties and Responsibilities

1. Plans, coordinates, and manages the actions taken by an organization to acquire and execute a specific piece of business, either competitively or non-competitively.

2. Integrates all functions and activities necessary to perform the project/program to meet the client or customer requirements.

3. Plans and implements actions by the program/project team to define and implement technical baseline and meet quality requirements for project/program products and services.

4. Directs project team personnel, manages cost and schedule, ensures contract compliance, and serves as principal customer interface.

Job Specifications

Bachelor's degree or equivalent and five (5) years of experience working on projects or programs with at least two (2) years of successful task lead experience. Experience in managing projects.

Substitution/Equivalency:

The following substitutions, unless otherwise stated, may be made for either education or experience for all categories above:

Substitution/Equivalency

GED or vocational degree = high school diploma.

Associate's = two (2) years of relevant experience

Bachelor's = four (4) years of relevant experience.

Master's = six (6) years of relevant experience.

Ph.D. = nine (9) years of relevant experience.

Example: Master's = Bachelor's + (2) years of relevant experience or six (6) years of relevant experience.

NOTE: Relevant experience means the type of experience similar to the IT Schedule 70 labor category requirements for the specific labor category contemplated.

SAIC Highly Adaptive Cybersecurity Services (HACS) (SIN 54151HACS) Price List

SAIC.

GSA IT Labor Category	Government Site Rates				
	8/22/2014 8/21/2015	8/22/2015 8/21/2016	8/22/2016 8/21/2017	8/22/2017 8/21/2018	8/22/2018 8/21/2019
	Year 1	Year 2	Year 3	Year 4	Year 5
Administrative Executive Support I**	$ 60.55	$ 60.63	$ 60.85	$ 61.15	$ 61.75
Administrative Executive Support II**	$ 71.25	$ 71.36	$ 71.63	$ 71.97	$ 72.69
Administrative Support I**	$ 39.17	$ 39.23	$ 39.37	$ 39.57	$ 39.96
Administrative Support II**	$ 46.18	$ 46.24	$ 46.41	$ 46.64	$ 47.11
Compliance Manager I			$ 103.25	$ 104.28	$ 105.57
Compliance Manager II			$ 133.86	$ 135.18	$ 136.88
Compliance Manager III			$ 161.57	$ 163.17	$ 165.23
Computer Admin I**	$ 52.56	$ 52.61	$ 52.82	$ 53.08	$ 53.61
Computer Admin II**	$ 73.78	$ 73.87	$ 74.17	$ 74.51	$ 75.27
Computer Crime Investigator I			$ 113.14	$ 114.28	$ 115.71
Computer Crime Investigator II			$ 124.83	$ 126.09	$ 127.68
Computer Crime Investigator III			$ 136.55	$ 137.91	$ 139.66
Configuration Analyst I**	$ 52.59	$ 52.65	$ 52.86	$ 53.11	$ 53.64
Configuration Analyst II**	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
Cyber SME I			$ 127.34	$ 128.60	$ 130.20
Cyber SME II			$ 158.97	$ 160.55	$ 162.57
Cyber SME III			$ 175.50	$ 177.26	$ 179.49
Cyber SME IV			$ 192.05	$ 193.96	$ 196.39
Cyber SME V			$ 198.79	$ 200.76	$ 203.30
Cybersecurity/Information Security Engineer I			$ 55.05	$ 55.60	$ 56.30
Cybersecurity/Information Security Engineer II			$ 92.50	$ 93.39	$ 94.58
Cybersecurity/Information Security Engineer III			$ 136.55	$ 137.91	$ 139.66
Database Administrator II**	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
Helpdesk Support Specialist I**	$ 39.11	$ 39.18	$ 39.31	$ 39.51	$ 39.89
Helpdesk Support Specialist II**	$ 46.10	$ 46.17	$ 46.34	$ 46.56	$ 47.02
Helpdesk Support Specialist III**	$ 52.56	$ 52.61	$ 52.82	$ 53.08	$ 53.61
Helpdesk Support Specialist IV**	$ 61.71	$ 61.79	$ 62.04	$ 62.33	$ 62.94
Information Security Analyst II**	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
Information Systems Manager	$ 135.82	$ 136.01	$ 136.53	$ 137.18	$ 138.54
Intrusion Analyst I			$ 69.68	$ 70.37	$ 71.25
Intrusion Analyst II			$ 113.14	$ 114.28	$ 115.71
Intrusion Analyst III			$ 136.55	$ 137.91	$ 139.66
Malware Analyst I			$ 55.05	$ 55.60	$ 56.30
Malware Analyst II			$ 92.50	$ 93.39	$ 94.58
Malware Analyst III			$ 136.55	$ 137.91	$ 139.66
P&P Assurance Eng (products and process) aka Quality Assurance Engineer I**	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
P&P Assurance Eng (products and process) aka Quality Assurance Engineer II**	$ 75.52	$ 75.63	$ 75.92	$ 76.28	$ 77.05
Penetration Tester I			$ 55.05	$ 55.60	$ 56.30
Penetration Tester II			$ 92.50	$ 93.39	$ 94.58
Penetration Tester III			$ 136.55	$ 137.91	$ 139.66
Program Manager	$ 161.34	$ 161.54	$ 162.16	$ 162.94	$ 164.55
Project Controller (Tech Ops Support)**	$ 47.05	$ 47.12	$ 47.30	$ 47.52	$ 48.00
Project Controller (Tech Ops Support) II	$ 60.28	$ 60.34	$ 60.58	$ 60.87	$ 61.48
Project Manager	$ 113.15	$ 113.30	$ 113.73	$ 114.29	$ 115.42
Risk and Vulnerability Analyst I			$ 69.68	$ 70.37	$ 71.25
Risk and Vulnerability Analyst II			$ 113.14	$ 114.28	$ 115.71
Risk and Vulnerability Analyst III			$ 136.55	$ 137.91	$ 139.66
System Administrator I**	$ 41.04	$ 41.08	$ 41.25	$ 41.45	$ 41.86
System Administrator II**	$ 46.07	$ 46.13	$ 46.30	$ 46.53	$ 46.98
System Administrator III**	$ 52.59	$ 52.65	$ 52.86	$ 53.11	$ 53.64
System Administrator IV**	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
Systems Integration Analyst	$ 61.96	$ 62.04	$ 62.28	$ 62.57	$ 63.20
Systems Specialist I**	$ 52.56	$ 52.61	$ 52.82	$ 53.08	$ 53.61
Systems Specialist II**	$ 61.71	$ 61.79	$ 62.04	$ 62.33	$ 62.94
Systems Specialist III**	$ 73.78	$ 73.87	$ 74.17	$ 74.51	$ 75.27

	Government Site Rates				
	8/22/2019	8/22/2020	8/22/2021	8/22/2022	8/22/2023
	8/21/2020	8/21/2021	8/21/2022	8/21/2023	8/21/2024
GSA IT Labor Category	Year 6	Year 7	Year 8	Year 9	Year 10
Administrative Executive Support I**	$ 62.99	$ 64.24	$ 65.53	$ 66.84	$ 68.18
Administrative Executive Support II**	$ 74.14	$ 75.63	$ 77.14	$ 78.68	$ 80.26
Administrative Support I**	$ 40.76	$ 41.57	$ 42.41	$ 43.25	$ 44.12
Administrative Support II**	$ 48.05	$ 49.01	$ 49.99	$ 50.99	$ 52.01
Compliance Manager I	$ 107.68	$ 109.84	$ 112.03	$ 114.27	$ 116.56
Compliance Manager II	$ 139.62	$ 142.41	$ 145.26	$ 148.16	$ 151.13
Compliance Manager III	$ 168.53	$ 171.91	$ 175.34	$ 178.85	$ 182.43
Computer Admin I**	$ 54.68	$ 55.78	$ 56.89	$ 58.03	$ 59.19
Computer Admin II**	$ 76.78	$ 78.31	$ 79.88	$ 81.47	$ 83.10
Computer Crime Investigator I	$ 118.02	$ 120.38	$ 122.79	$ 125.25	$ 127.75
Computer Crime Investigator II	$ 130.23	$ 132.84	$ 135.50	$ 138.20	$ 140.97
Computer Crime Investigator III	$ 142.45	$ 145.30	$ 148.21	$ 151.17	$ 154.20
Configuration Analyst I**	$ 54.71	$ 55.81	$ 56.92	$ 58.06	$ 59.22
Configuration Analyst II**	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Cyber SME I	$ 132.80	$ 135.46	$ 138.17	$ 140.93	$ 143.75
Cyber SME II	$ 165.82	$ 169.14	$ 172.52	$ 175.97	$ 179.49
Cyber SME III	$ 183.08	$ 186.74	$ 190.48	$ 194.29	$ 198.17
Cyber SME IV	$ 200.32	$ 204.32	$ 208.41	$ 212.58	$ 216.83
Cyber SME V	$ 207.37	$ 211.51	$ 215.74	$ 220.06	$ 224.46
Cybersecurity/Information Security Engineer I	$ 57.43	$ 58.57	$ 59.75	$ 60.94	$ 62.16
Cybersecurity/Information Security Engineer II	$ 96.47	$ 98.40	$ 100.37	$ 102.38	$ 104.42
Cybersecurity/Information Security Engineer III	$ 142.45	$ 145.30	$ 148.21	$ 151.17	$ 154.20
Database Administrator II**	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Helpdesk Support Specialist I**	$ 40.69	$ 41.50	$ 42.33	$ 43.18	$ 44.04
Helpdesk Support Specialist II**	$ 47.96	$ 48.92	$ 49.90	$ 50.90	$ 51.91
Helpdesk Support Specialist III**	$ 54.68	$ 55.78	$ 56.89	$ 58.03	$ 59.19
Helpdesk Support Specialist IV**	$ 64.20	$ 65.48	$ 66.79	$ 68.13	$ 69.49
Information Security Analyst II**	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Information Systems Manager	$ 141.31	$ 144.14	$ 147.02	$ 149.96	$ 152.96
Intrusion Analyst I	$ 72.68	$ 74.13	$ 75.61	$ 77.12	$ 78.67
Intrusion Analyst II	$ 118.02	$ 120.38	$ 122.79	$ 125.25	$ 127.75
Intrusion Analyst III	$ 142.45	$ 145.30	$ 148.21	$ 151.17	$ 154.20
Malware Analyst I	$ 57.43	$ 58.57	$ 59.75	$ 60.94	$ 62.16
Malware Analyst II	$ 96.47	$ 98.40	$ 100.37	$ 102.38	$ 104.42
Malware Analyst III	$ 142.45	$ 145.30	$ 148.21	$ 151.17	$ 154.20
Penetration Tester I	$ 57.43	$ 58.57	$ 59.75	$ 60.94	$ 62.16
Penetration Tester II	$ 96.47	$ 98.40	$ 100.37	$ 102.38	$ 104.42
Penetration Tester III	$ 142.45	$ 145.30	$ 148.21	$ 151.17	$ 154.20
Prodcuts and Process (P&P) Assurance Engineer or Quality Assurance Engineer	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Prodcuts and Process (P&P) Assurance Engineer or Quality Assurance Engineer	$ 78.59	$ 80.16	$ 81.77	$ 83.40	$ 85.07
Program Manager	$ 167.84	$ 171.20	$ 174.62	$ 178.11	$ 181.68
Project Controller (Tech Ops Support) II	$ 62.71	$ 63.96	$ 65.24	$ 66.55	$ 67.88
Project Controller (Tech Ops Support)**	$ 48.96	$ 49.94	$ 50.94	$ 51.96	$ 53.00
Project Manager	$ 117.73	$ 120.08	$ 122.48	$ 124.93	$ 127.43
Risk and Vulnerability Analyst I	$ 72.68	$ 74.13	$ 75.61	$ 77.12	$ 78.67
Risk and Vulnerability Analyst II	$ 118.02	$ 120.38	$ 122.79	$ 125.25	$ 127.75
Risk and Vulnerability Analyst III	$ 142.45	$ 145.30	$ 148.21	$ 151.17	$ 154.20
System Administrator I**	$ 42.70	$ 43.55	$ 44.42	$ 45.31	$ 46.22
System Administrator II**	$ 47.92	$ 48.88	$ 49.86	$ 50.85	$ 51.87
System Administrator III**	$ 54.71	$ 55.81	$ 56.92	$ 58.06	$ 59.22
System Administrator IV**	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Systems Integration Analyst	$ 64.46	$ 65.75	$ 67.07	$ 68.41	$ 69.78
Systems Specialist I**	$ 54.68	$ 55.78	$ 56.89	$ 58.03	$ 59.19
Systems Specialist II**	$ 64.20	$ 65.48	$ 66.79	$ 68.13	$ 69.49
Systems Specialist III**	$ 76.78	$ 78.31	$ 79.88	$ 81.47	$ 83.10

GSA IT Labor Category	Contractor Site Rates				
	8/22/2014 8/21/2015	8/22/2015 8/21/2016	8/22/2016 8/21/2017	8/22/2017 8/21/2018	8/22/2018 8/21/2019
	Year 1	Year 2	Year 3	Year 4	Year 5
Administrative Executive Support I**	$ 71.96	$ 71.42	$ 72.13	$ 71.99	$ 72.46
Administrative Executive Support II**	$ 84.67	$ 84.05	$ 84.90	$ 84.72	$ 85.29
Administrative Support I**	$ 46.55	$ 46.21	$ 46.66	$ 46.58	$ 46.89
Administrative Support II**	$ 54.88	$ 54.47	$ 55.02	$ 54.90	$ 55.28
Compliance Manager I			$ 116.54	$ 117.45	$ 118.61
Compliance Manager II			$ 151.05	$ 152.23	$ 153.76
Compliance Manager III			$ 182.37	$ 183.76	$ 185.61
Computer Admin I**	$ 62.45	$ 61.97	$ 62.61	$ 62.48	$ 62.90
Computer Admin II**	$ 87.68	$ 87.01	$ 87.92	$ 87.71	$ 88.32
Computer Crime Investigator I			$ 127.72	$ 128.69	$ 156.89
Computer Crime Investigator II			$ 140.92	$ 142.00	$ 146.29
Computer Crime Investigator III			$ 154.14	$ 155.33	$ 156.89
Configuration Analyst I**	$ 62.50	$ 62.01	$ 62.66	$ 62.52	$ 62.95
Configuration Analyst II**	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
Cyber SME I			$ 143.74	$ 144.83	$ 146.29
Cyber SME II			$ 179.44	$ 180.82	$ 182.64
Cyber SME III			$ 198.12	$ 199.63	$ 201.65
Cyber SME IV			$ 216.80	$ 218.43	$ 220.64
Cyber SME V			$ 224.39	$ 226.11	$ 228.40
Cybersecurity/Information Security Engineer I			$ 62.14	$ 62.63	$ 63.25
Cybersecurity/Information Security Engineer II			$ 104.40	$ 105.18	$ 106.25
Cybersecurity/Information Security Engineer III			$ 154.14	$ 155.33	$ 156.89
Database Administrator II**	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
Helpdesk Support Specialist I**	$ 46.48	$ 46.14	$ 46.60	$ 46.51	$ 46.81
Helpdesk Support Specialist II**	$ 54.79	$ 54.38	$ 54.93	$ 54.81	$ 55.17
Helpdesk Support Specialist III**	$ 62.45	$ 61.97	$ 62.61	$ 62.48	$ 62.90
Helpdesk Support Specialist IV**	$ 73.33	$ 72.78	$ 73.53	$ 73.37	$ 73.86
Information Security Analyst II**	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
Information Systems Manager	$ 161.40	$ 160.20	$ 161.83	$ 161.47	$ 162.57
Intrusion Analyst I			$ 78.67	$ 79.25	$ 80.04
Intrusion Analyst II			$ 127.72	$ 128.69	$ 129.99
Intrusion Analyst III			$ 154.14	$ 155.33	$ 156.89
Malware Analyst I			$ 62.14	$ 62.63	$ 63.25
Malware Analyst II			$ 104.40	$ 105.18	$ 106.25
Malware Analyst III			$ 154.14	$ 155.33	$ 156.89
P&P Assurance Eng (products and process) aka Quality Assurance Engineer I**	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
P&P Assurance Eng (products and process) aka Quality Assurance Engineer II**	$ 89.75	$ 89.08	$ 90.00	$ 89.79	$ 90.41
Penetration Tester I			$ 62.14	$ 62.63	$ 63.25
Penetration Tester II			$ 104.40	$ 105.18	$ 106.25
Penetration Tester III			$ 154.14	$ 155.33	$ 156.89
Program Manager	$ 191.73	$ 190.28	$ 192.21	$ 191.80	$ 193.09
Project Controller (Tech Ops Support)**	$ 55.91	$ 55.50	$ 56.07	$ 55.98	$ 56.32
Project Controller (Tech Ops Support) II	$ 71.64	$ 71.08	$ 71.81	$ 71.66	$ 72.14
Project Manager	$ 134.46	$ 133.45	$ 134.81	$ 134.53	$ 135.43
Risk and Vulnerability Analyst I			$ 78.67	$ 79.25	$ 80.04
Risk and Vulnerability Analyst II			$ 127.72	$ 128.69	$ 129.99
Risk and Vulnerability Analyst III			$ 154.14	$ 155.33	$ 156.89
System Administrator I**	$ 48.77	$ 48.39	$ 48.90	$ 48.80	$ 49.12
System Administrator II**	$ 54.74	$ 54.34	$ 54.88	$ 54.77	$ 55.13
System Administrator III**	$ 62.50	$ 62.01	$ 62.66	$ 62.52	$ 62.95
System Administrator IV**	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
Systems Integration Analyst	$ 73.63	$ 73.08	$ 73.82	$ 73.65	$ 74.16
Systems Specialist I**	$ 62.45	$ 61.97	$ 62.61	$ 62.48	$ 62.90
Systems Specialist II**	$ 73.33	$ 72.78	$ 73.53	$ 73.37	$ 73.86
Systems Specialist III**	$ 87.68	$ 87.01	$ 87.92	$ 87.71	$ 88.32

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GSA IT Labor Category	Contractor Site Rates				
	8/22/2019 8/21/2020	8/22/2020 8/21/2021	8/22/2021 8/21/2022	8/22/2022 8/21/2023	8/22/2023 8/21/2024
	Year 6	Year 7	Year 8	Year 9	Year 10
Administrative Executive Support I**	$ 73.91	$ 75.39	$ 76.90	$ 78.43	$ 80.00
Administrative Executive Support II**	$ 87.00	$ 88.74	$ 90.51	$ 92.32	$ 94.17
Administrative Support I**	$ 47.83	$ 48.78	$ 49.76	$ 50.76	$ 51.77
Administrative Support II**	$ 56.39	$ 57.51	$ 58.66	$ 59.84	$ 61.03
Compliance Manager I	$ 120.98	$ 123.40	$ 125.87	$ 128.39	$ 130.96
Compliance Manager II	$ 156.84	$ 159.97	$ 163.17	$ 166.43	$ 169.76
Compliance Manager III	$ 189.32	$ 193.11	$ 196.97	$ 200.91	$ 204.93
Computer Admin I**	$ 64.16	$ 65.44	$ 66.75	$ 68.08	$ 69.45
Computer Admin II**	$ 90.09	$ 91.89	$ 93.73	$ 95.60	$ 97.51
Computer Crime Investigator I	$ 160.03	$ 163.23	$ 166.49	$ 169.82	$ 173.22
Computer Crime Investigator II	$ 149.22	$ 152.20	$ 155.24	$ 158.35	$ 161.52
Computer Crime Investigator III	$ 160.03	$ 163.23	$ 166.49	$ 169.82	$ 173.22
Configuration Analyst I**	$ 64.21	$ 65.49	$ 66.80	$ 68.14	$ 69.50
Configuration Analyst II**	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Cyber SME I	$ 149.22	$ 152.20	$ 155.24	$ 158.35	$ 161.52
Cyber SME II	$ 186.29	$ 190.02	$ 193.82	$ 197.70	$ 201.65
Cyber SME III	$ 205.68	$ 209.80	$ 213.99	$ 218.27	$ 222.64
Cyber SME IV	$ 225.05	$ 229.55	$ 234.14	$ 238.83	$ 243.60
Cyber SME V	$ 232.97	$ 237.63	$ 242.38	$ 247.23	$ 252.17
Cybersecurity/Information Security Engineer I	$ 64.52	$ 65.81	$ 67.12	$ 68.46	$ 69.83
Cybersecurity/Information Security Engineer II	$ 108.38	$ 110.54	$ 112.75	$ 115.01	$ 117.31
Cybersecurity/Information Security Engineer III	$ 160.03	$ 163.23	$ 166.49	$ 169.82	$ 173.22
Database Administrator II**	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Helpdesk Support Specialist I**	$ 47.75	$ 48.70	$ 49.68	$ 50.67	$ 51.68
Helpdesk Support Specialist II**	$ 56.27	$ 57.40	$ 58.55	$ 59.72	$ 60.91
Helpdesk Support Specialist III**	$ 64.16	$ 65.44	$ 66.75	$ 68.08	$ 69.45
Helpdesk Support Specialist IV**	$ 75.34	$ 76.84	$ 78.38	$ 79.95	$ 81.55
Information Security Analyst II**	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Information Systems Manager	$ 165.82	$ 169.14	$ 172.52	$ 175.97	$ 179.49
Intrusion Analyst I	$ 81.64	$ 83.27	$ 84.94	$ 86.64	$ 88.37
Intrusion Analyst II	$ 132.59	$ 135.24	$ 137.95	$ 140.71	$ 143.52
Intrusion Analyst III	$ 160.03	$ 163.23	$ 166.49	$ 169.82	$ 173.22
Malware Analyst I	$ 64.52	$ 65.81	$ 67.12	$ 68.46	$ 69.83
Malware Analyst II	$ 108.38	$ 110.54	$ 112.75	$ 115.01	$ 117.31
Malware Analyst III	$ 160.03	$ 163.23	$ 166.49	$ 169.82	$ 173.22
Penetration Tester I	$ 64.52	$ 65.81	$ 67.12	$ 68.46	$ 69.83
Penetration Tester II	$ 108.38	$ 110.54	$ 112.75	$ 115.01	$ 117.31
Penetration Tester III	$ 160.03	$ 163.23	$ 166.49	$ 169.82	$ 173.22
Prodcuts and Process (P&P) Assurance Engineer or Quality Assurance Engineer	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Prodcuts and Process (P&P) Assurance Engineer or Quality Assurance Engineer	$ 92.22	$ 94.06	$ 95.94	$ 97.86	$ 99.82
Program Manager	$ 196.95	$ 200.89	$ 204.91	$ 209.01	$ 213.19
Project Controller (Tech Ops Support) II	$ 73.58	$ 75.05	$ 76.56	$ 78.09	$ 79.65
Project Controller (Tech Ops Support)**	$ 57.45	$ 58.60	$ 59.77	$ 60.96	$ 62.18
Project Manager	$ 138.14	$ 140.90	$ 143.72	$ 146.59	$ 149.53
Risk and Vulnerability Analyst I	$ 81.64	$ 83.27	$ 84.94	$ 86.64	$ 88.37
Risk and Vulnerability Analyst II	$ 132.59	$ 135.24	$ 137.95	$ 140.71	$ 143.52
Risk and Vulnerability Analyst III	$ 160.03	$ 163.23	$ 166.49	$ 169.82	$ 173.22
System Administrator I**	$ 50.10	$ 51.10	$ 52.13	$ 53.17	$ 54.23
System Administrator II**	$ 56.23	$ 57.36	$ 58.50	$ 59.67	$ 60.87
System Administrator III**	$ 64.21	$ 65.49	$ 66.80	$ 68.14	$ 69.50
System Administrator IV**	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Systems Integration Analyst	$ 75.64	$ 77.16	$ 78.70	$ 80.27	$ 81.88
Systems Specialist I**	$ 64.16	$ 65.44	$ 66.75	$ 68.08	$ 69.45
Systems Specialist II**	$ 75.34	$ 76.84	$ 78.38	$ 79.95	$ 81.55
Systems Specialist III**	$ 90.09	$ 91.89	$ 93.73	$ 95.60	$ 97.51

SAIC Cloud and Cloud-Related IT Professional Services (SIN 518210C) Price List

PRODUCT NAME	PRODUCT DESCRIPTION	GSA OFFER PRICE (*inclusive of the Fee*)
Managed Services		
Cloud Service Desk - IaaS	Service Desk Calls for IaaS Services	$ 10.77
Cloud Service Desk - PaaS	Service Desk Calls for PaaS Services	$ 9.99
Cloud Service Desk - SaaS	Service Desk Calls for SaaS Services	$ 17.69
CSP Admin - WIN-OS	System Administration - Windows	$ 237.39
CSP Admin - LINUX-OS	System Administration - Linux	$ 299.55
CSP Patch - WIN-OS	Patching - Windows	$ 42.64
CSP Patch - LINUX-OS	Patching - Linux	$ 56.98
CSP Install WIN-OS	Installation - Windows	$ 213.19
CSP Install LINUX-OS	Installation - Linux	$ 256.43
CSP Server: Monitor (labor only)	Server Monitoring (Labor Only)	$ 42.36
CSP Server: Monitor-Triage (labor only)	Server Monitoring and Triage (Labor Only)	$ 59.30
CSP Server: Monitor (labor + tool)	Server Monitoring (Labor + Tool; Requires additional IaaS servers and connectivity for tool hosting)	$ 59.30
CSP Server: Monitor-Triage (labor + tool)	Server Monitoring and Triage (Labor + Tool; Requires additional IaaS servers and connectivity for tool hosting)	$ 76.25
CSP Application: Monitor (labor only)	Application Monitoring (Labor Only)	$ 42.36
CSP Application: Monitor-Triage (labor only)	Application Monitoring and Triage (Labor Only)	$ 59.30
CSP Application: Monitor (labor + tool)	Application Monitoring (Labor + Tool; Requires additional IaaS servers and connectivity for tool hosting)	$ 76.25

CSP Application: Monitor-Triage (labor + tool)	Application Monitoring and Triage (Labor + Tool; Requires additional IaaS servers and connectivity for tool hosting)	$	93.19
IaaS, PaaS, SaaS - Standard			
General Purpose Virtual Machine 1 - Red Hat Enterprise Linux	1 to 4 vCPU, 2 to 16 GiB RAM, 0 GB Disk, RHEL OS	$	0.33
General Purpose Virtual Machine 1 - Windows	1 to 4 vCPU, 2 to 16 GiB RAM, 0 GB Disk, Windows OS	$	0.40
General Purpose Virtual Machine 2 - Red Hat Enterprise Linux	8 to 32 vCPU, 32 to 128 GiB RAM, 0 GB Disk, RHEL OS	$	1.85
General Purpose Virtual Machine 2 - Windows	8 to 32 vCPU, 32 to 128 GiB RAM, 0 GB Disk, Windows OS	$	3.29
Compute Optimized Virtual Machine 1 - Red Hat Enterprise Linux	2 to 8-vCPU, 5 to 21 GiB RAM, 0 GB Disk, RHEL OS	$	0.74
Compute Optimized Virtual Machine 1 - Windows	2 to 8-vCPU, 5 to 21 GiB RAM, 0 GB Disk, Windows OS	$	0.92
Compute Optimized Virtual Machine 2 - Red Hat Enterprise Linux	16 to 48 vCPU, 32 to 96 GiB RAM, 0 GB Disk, RHEL OS	$	4.09
Compute Optimized Virtual Machine 2 - Windows	16 to 48 vCPU, 32 to 96 GiB RAM, 0 GB Disk, Windows OS	$	6.35
Memory Optimized Virtual Machine 1 - Red Hat Enterprise Linux	2 to 16-vCPU, 16 to 128 GiB RAM, 0 GB Disk, RHEL OS	$	1.93
Memory Optimized Virtual Machine 1 - Windows	2 to 16-vCPU, 16 to 128 GiB RAM, 0 GB Disk, Windows OS	$	1.93
Memory Optimized Virtual Machine 2 - Red Hat Enterprise Linux	4 to 16-vCPU, 122 to 488 GiB RAM, 120 to 480 SSD GB Disk, RHEL OS	$	3.78
Memory Optimized Virtual Machine 2 - Windows	4 to16-vCPU, 122 to 488 GiB RAM, 120 to 480 SSD GB Disk,Windows OS	$	4.43
Storage Optimized Virtual Machine 1 - Red Hat Enterprise Linux	2 to 8-vCPU, 16 to 64 GiB RAM, 1250 to 5000 GB Disk, RHEL OS	$	1.17

Storage Optimized Virtual Machine 1 - Windows	2 to 8-vCPU, 16 to 64 GiB RAM, 1250 to 5000 GB Disk, Windows OS	$	1.42
Storage Optimized Virtual Machine 2 - Red Hat Enterprise Linux	4 to 16-vCPU, 16 to 64 GiB RAM,6000 to 24000 GB Disk, RHEL OS	$	3.16
Storage Optimized Virtual Machine 2 - Windows	4 to 16-vCPU, 16 to 64 GiB RAM,6000 to 24000 GB Disk, Windows OS	$	3.35
Block Storage	Used for a broad range of workloads, such as relational and non-relational databases, enterprise applications, containerized applications, big data analytics engines, file systems, and media workflows.		
General Purpose SSD Volumes	General Purpose SSD volume that balances price performance for a wide variety of transactional workloads	$	0.18
Provisioned IOPS SSD (bundled below)	Highest performance SSD volume designed for latency-sensitive transactional workloads		
BS-2-GB	SSD GB/Month	$	0.18
BS-2-IOPS	SSD IOPS/Month	$	0.07
Throughput Optimized HDD	Low cost HDD volume designed for frequently accessed, throughput intensive workloads	$	0.09
Cold HDD	Lowest cost HDD volume designed for less frequently accessed workloads	$	0.05
Object Storage	Used to store and protect any amount of data for a range of use cases, such as websites, mobile applications, backup and restore, archive, enterprise applications, IoT devices, and big data analytics.		
Standard Object Storage (bundled below)	Offers high durability, availability, and performance object storage for frequently accessed data.		
OBJ-1-50	First 50 TB / Month	$	0.03

OBJ-1-450	Next 450 TB / Month	$	0.02
OBJ-1-500	Over 500 TB / Month	$	0.02
Standard-Infrequent Access	For data that is accessed less frequently, but requires rapid access when needed.	$	0.01
Archive Storage	Secure, durable, and low-cost storage class for data archiving.	$	0.01
File Storage	Provides simple, scalable, elastic file storage for use with Cloud services and on-premises resources. It scales elastically on demand without disrupting applications, growing and shrinking automatically as you add and remove files		
Standard File Storage	Designed for active file system workloads and you pay only for the amount of file system storage you use per month.	$	0.32
Managed Relational Database Service	Provides familiar database engines including Aurora, MySQL, MariaDB, Oracle, Microsoft SQL Server, and PostgreSQL. Code, applications, and tools you already use today with your existing databases can be used with RDS. This service handles routine database tasks such as provisioning, patching, backup, recovery, failure detection, and repair.		
RDS for SQL Server--Enterprise Multi-AZ	Enhanced data durability and availability, provisions and maintains a standby in a different Availability Zone for automatic failover in the event of a scheduled or unplanned outage		
RDS for SQL Server - Standard	Standard Instances--From XL to 24 XL server types	$	120.43
RDS for SQL Server - Memory Optimized	Memory Optimized Instances---From XL to 16 XL server types	$	85.96

General Purpose Category RDS (bundled below)	Offering balanced and scalable compute and storage options, general purpose is ideal for most business work loads. Base price includes 32 GB/Month storage.		
RDMS-SQL-AZU-VCORE	Base Price per vCore (choose 4/8/16/24/32 cores)	$	0.80
RDMS-SQL-AZU-STO	Additional storage 32GB bundle	$	8.59
RDMS-SQL-AZU-BKP	Backup	$	0.22
RDS for Oracle - Standard	Standard Instances--From XL to 4XL server types	$	7.60
RDS for Oracle- Memory Optimized	Memory Optimized Instances---From XL to 4XL server types	$	8.41
Non-SQL Database (bundled below)	Supports key-value and document data models, and enables developers to build modern, serverless applications that can start small and scale globally to support petabytes of data and tens of millions of read and write requests per second.		
NSQL-1-WR	Write request units	$	1.34
NSQL-1-RE	Read request units	$	0.39
NSQL-1-DS	Data Storage	$	0.27
NSQL-1-CB	Continuous backups	$	0.27
In-memory Data Store	Help you build data-intensive apps or improve the performance of your existing apps by retrieving data from high throughput and low latency in-memory data stores.		
In-Memory Data Store - Standard	Standard Cache Nodes--From L to 12XL server types	$	4.02
In-Memory Data Store - Memory Optimized	Memory Optimized Cache Nodes----From L to 12XL server types	$	5.57

Data Warehouse Service	Uses a massively parallel processing (MPP) data warehouse architecture to parallelize and distribute SQL operations to take advantage of all available resources. The underlying hardware is designed for high performance data processing, using local attached storage to maximize throughput between the CPUs and drives, and a high bandwidth mesh network to maximize throughput between nodes.		
Data Warehouse - Dense Compute	32 vCPU, 244 GiB RAM, 2.56TB GB Disk, 7.5 GB/sec I/O	$	5.16
Data Warehouse - Dense Storage	36 vCPU, 244 GiB RAM, 16TB GB Disk, 3.3 GB/sec I/O	$	7.30
Virtual Private Network (VPN)	Lets you establish a secure and private tunnel from your network or device to the CSP global network.		
Virtual Private Network	Site-to-Site VPN connection	$	0.05
Domain Name Service (DNS)	A globally distributed service that translates human readable names like www.example.com into the numeric IP addresses like 192.0.2.1 that computers use to connect to each other. DNS service includes hosted zones, and DNS queries. Other related charges may apply		
DNS Managing Hosted Zones (bundled below)			
DNS-1-U25	First 25 hosted zones	$	0.54
DNS-1-O25	Additional hosted zones past 25	$	0.11
Serving Standard Queries (bundled below)			
DNS-2-F1B	(First 1 Billion queries / month)	$	0.43
DNS-2-O1B	(Over 1 Billion queries / month)	$	0.22

Serving Latency Based Routing Queries (bundled below)			
DNS-2-LBR-F1B	(First 1 Billion queries / month)	$	0.64
DNS-2-LBR-O1B	(Over 1 Billion queries / month)	$	0.32
Serving Geo DNS and Geoproximity Queries (bundled below)			
DNS-2-GPX-F1B	(First 1 Billion queries / month)	$	0.75
DNS-2-GPX-O1B	(Over 1 Billion queries / month)	$	0.38
Load Balancing	Automatically distributes incoming application traffic across multiple targets, such as server instances, containers, IP addresses, and serverless functions		
Application Load Balancer (bundled below)			
ALB-1-UP	Load Balancer Uptime (AWS Only)	$	0.02
ALB-1-CAP-HR	Load Balancer Capacity Units (AWS Only)	$	0.01
ALB-1-CAP-GB	Load Balancer Capacity Units (Azure Only)	$	0.01
Network Load Balancer (bundled below)			
NLB-1-UP	Load Balancer Uptime (AWS Only)	$	0.02
NLB-1-CAP-HR	Load Balancer Capacity Units (AWS Only)	$	0.01
NLB-1-CAP-GB	Load Balancer Capacity Units (Azure Only)	$	0.01
Classic Load Balancer (bundled below)			
ELB-1-UP	Load Balancer Uptime (AWS Only)	$	0.03
ELB-1-CAP	Load Balancer Capacity Units (AWS Only)	$	0.01

Cloud Service Monitoring	Provides monitoring and observability service built for DevOps engineers, developers, site reliability engineers (SREs), and IT managers. It provides data and actionable insights to monitor your applications, respond to system-wide performance changes, optimize resource utilization, and get a unified view of operational health. Basic monitoring service components (after free tier when applicable). Aditional data transfer cost may apply.		
Tiered Metrics (bundled below)			
MON-MX-10K	First 10,000 metrics	$	0.32
MON-MX-240K	Next 240,000 metrics	$	0.11
MON-MX-750K	Next 750,000 metrics	$	0.05
MON-MX-1M	Over 1,000,000 metrics	$	0.02
MON-MX-150	First 150 MB	$	0.28
MON-MX-1K	151-1,000 MB	$	0.16
MON-MX-250K	100,001 - 250,000 MB	$	0.07
MON-MX-250K+	>250,001 MB	$	-
Dashboards		$	3.22
Alarms (bundled below)			
MON-AL-SR	Standard Resolution (60 sec)	$	0.54
MON-AL-HR	High Resolution (10 sec)	$	1.07
Logs (bundled below)			
MON-LOG-COL	Collect (Data Ingestion)	$	0.54
MON-LOG-STO	Store (Archival)	$	0.03

Microsoft Office 365	A cloud-based service that is designed to help meet your organization's needs for robust security, reliability, and user productivity.		
Office 365 Productivity Suite E3	Business services—email, file storage and sharing, Office Online, meetings , Office Application , security and compliance tools, such as legal hold, data loss prevention, and more.	$	21.48
Office 365 Productivity Suite E5	E3 + The Office suite, plus email, instant messaging, HD video conferencing, 1 TB personal file storage and sharing, and advanced security, analytics and Audio conferencing.	$	37.59
Project Online Essentials	Collaborate on projects online, view and manage tasks, submit timesheets, and flag issues or risks. Requires Project Online or Project Server for your organization.	$	7.52
Project Online Professional	A complete online project management solution to help keep your projects, resources, and teams organized and on track. Plan projects, track status, and collaborate with others from virtually anywhere.	$	32.22
Visio Online Plan 1	A lightweight web-based diagramming solution that gives users an opportunity to create, share and store basic diagrams anywhere.	$	5.37

Visio Online Plan 2	Makes it easier than ever for individuals and teams to create data-linked diagrams that simplify complex information. It includes support for BPMN 2.0, AutoCAD file import, and UML 2.4. Each user can install Visio on up to five PCs running Windows 10, Windows 8.1, Windows 8, or Windows 7.	$	16.11
Enterprise Mobility E3	Provides a convenient cost effective way for customer to manage compnay data in a mobile-first, cloud-first world.	$	8.59
Enterprise Mobility E5	The most comprehensive cloud delivered solution for securing your company data in a mobile-first, cloud-first world.	$	15.90
G Suite Enterprise Edition	G Suite Enterprise Edition	$	26.85
IaaS, PaaS, SaaS - GovCloud Enhanced Security			
General Purpose Virtual Machine 1 - Red Hat Enterprise Linux	1 to 4 vCPU, 2 to 16 GiB RAM, 0 GB Disk, RHEL OS	$	0.33
General Purpose Virtual Machine 1 - Windows	1 to 4 vCPU, 2 to 16 GiB RAM, 0 GB Disk, Windows OS	$	0.40
General Purpose Virtual Machine 2 - Red Hat Enterprise Linux	8 to 32 vCPU, 32 to 128 GiB RAM, 0 GB Disk, RHEL OS	$	2.36
General Purpose Virtual Machine 2 - Windows	8 to 32 vCPU, 32 to 128 GiB RAM, 0 GB Disk, Windows OS	$	3.80
General Purpose Virtual Machine 1 - Red Hat Enterprise Linux	2 to 8-vCPU, 5 to 21 GiB RAM, 0 GB Disk, RHEL OS	$	0.75
General Purpose Virtual Machine 1 - Windows	2 to 8-vCPU, 5 to 21 GiB RAM, 0 GB Disk, Windows OS	$	1.01
General Purpose Virtual Machine 2 - Red Hat Enterprise Linux	16 to 48 vCPU, 32 to 96 GiB RAM, 0 GB Disk, RHEL OS	$	4.09
General Purpose Virtual Machine 2 - Windows	16 to 48 vCPU, 32 to 96 GiB RAM, 0 GB Disk, Windows OS	$	6.72

General Purpose Virtual Machine 1 - Red Hat Enterprise Linux	2 to 16-vCPU, 16 to 128 GiB RAM, 0 GB Disk, RHEL OS	$	1.93
General Purpose Virtual Machine 1 - Windows	2 to 16-vCPU, 16 to 128 GiB RAM, 0 GB Disk, Windows OS	$	2.14
General Purpose Virtual Machine 2 - Red Hat Enterprise Linux	4 to 16-vCPU, 122 to 488 GiB RAM, 120 to 480 SSD GB Disk, RHEL OS	$	4.49
General Purpose Virtual Machine 2 - Windows	4 to16-vCPU, 122 to 488 GiB RAM, 120 to 480 SSD GB Disk,Windows OS	$	5.14
General Purpose Virtual Machine 1 - Red Hat Enterprise Linux	2 to 8-vCPU, 16 to 64 GiB RAM, 1250 to 5000 GB Disk, RHEL OS	$	1.37
General Purpose Virtual Machine 1 - Windows	2 to 8-vCPU, 16 to 64 GiB RAM, 1250 to 5000 GB Disk, Windows OS	$	1.62
General Purpose Virtual Machine 2 - Red Hat Enterprise Linux	4 to 16-vCPU, 16 to 64 GiB RAM,6000 to 24000 GB Disk, RHEL OS	$	3.75
General Purpose Virtual Machine 2 - Windows	4 to 16-vCPU, 16 to 64 GiB RAM,6000 to 24000 GB Disk, Windows OS	$	4.25
Block Storage	Used for a broad range of workloads, such as relational and non-relational databases, enterprise applications, containerized applications, big data analytics engines, file systems, and media workflows.		
General Purpose SSD Volumes	General Purpose SSD volume that balances price performance for a wide variety of transactional workloads	$	0.18
Provisioned IOPS SSD (bundled below)	Highest performance SSD volume designed for latency-sensitive transactional workloads		
G-BS-2-GB	SSD GB/Month	$	0.18
G-BS-2-IOPS	SSD IOPS/Month	$	0.08
Throughput Optimized HDD	Low cost HDD volume designed for frequently accessed, throughput intensive workloads	$	0.09

Cold HDD	Lowest cost HDD volume designed for less frequently accessed workloads	$	0.06
Object Storage	Used to store and protect any amount of data for a range of use cases, such as websites, mobile applications, backup and restore, archive, enterprise applications, IoT devices, and big data analytics.		
Standard Object Storage (bundled below)	Offers high durability, availability, and performance object storage for frequently accessed data.		
G-OBJ-1-50	First 50 TB / Month	$	0.04
G-OBJ-1-450	Next 450 TB / Month	$	0.04
G-OBJ-1-500	Over 500 TB / Month	$	0.04
Standard-Infrequent Access	For data that is accessed less frequently, but requires rapid access when needed.	$	0.02
Archive Storage	Secure, durable, and low-cost storage class for data archiving.	$	0.01
File Storage	Provides simple, scalable, elastic file storage for use with Cloud services and on-premises resources. It scales elastically on demand without disrupting applications, growing and shrinking automatically as you add and remove files		
Standard File Storage	Designed for active file system workloads and you pay only for the amount of file system storage you use per month.	$	0.39

Managed Relational Database Service	Provides familiar database engines including Aurora, MySQL, MariaDB, Oracle, Microsoft SQL Server, and PostgreSQL. Code, applications, and tools you already use today with your existing databases can be used with RDS. This service handles routine database tasks such as provisioning, patching, backup, recovery, failure detection, and repair.	
RDS for SQL Server--Enterprise Multi-AZ	Enhanced data durability and availability, provisions and maintains a standby in a different Availability Zone for automatic failover in the event of a scheduled or unplanned outage	
RDS for SQL Server - Standard	Standard Instances--From XL to 24 XL server types	$ 122.58
RDS for SQL Server - Memory Optimized	Memory Optimized Instances---From XL to 16 XL server types	$ 85.96
General Purpose Category RDS (bundled below)	Offering balanced and scalable compute and storage options, general purpose is ideal for most business work loads. Base price includes 32 GB/Month storage.	
G-RDMS-SQL-AZU-VCORE	Base Price per vCore (choose 4/8/16/24/32 cores)	$ 0.81
G-RDMS-SQL-AZU-STO	Additional storage 32GB bundle	$ 10.74
G-RDMS-SQL-AZU-BKP	Backup	$ 0.27
RDS for Oracle - Standard	Standard Instances--From XL to 4XL server types	$ 8.27
RDS for Oracle- Memory Optimized	Memory Optimized Instances---From XL to 4XL server types	$ 9.40

Non-SQL Database (bundled below)	Supports key-value and document data models, and enables developers to build modern, serverless applications that can start small and scale globally to support petabytes of data and tens of millions of read and write requests per second.		
G-NSQL-1-WR	Write request units	$	1.61
G-NSQL-1-RE	Read request units	$	0.39
G-NSQL-1-DS	Data Storage	$	0.34
G-NSQL-1-CB	Continuous backups	$	0.34
In-memory Data Store	Help you build data-intensive apps or improve the performance of your existing apps by retrieving data from high throughput and low latency in-memory data stores.		
In-Memory Data Store - Standard	Standard Cache Nodes--From L to 12XL server types	$	5.08
In-Memory Data Store - Memory Optimized	Memory Optimized Cache Nodes----From L to 12XL server types	$	6.67
Data Warehouse Service	Uses a massively parallel processing (MPP) data warehouse architecture to parallelize and distribute SQL operations to take advantage of all available resources. The underlying hardware is designed for high performance data processing, using local attached storage to maximize throughput between the CPUs and drives, and a high bandwidth mesh network to maximize throughput between nodes.		
Data Warehouse - Dense Compute	32 vCPU, 244 GiB RAM, 2.56TB GB Disk, 7.5 GB/sec I/O	$	6.19
Data Warehouse - Dense Storage	36 vCPU, 244 GiB RAM, 16TB GB Disk, 3.3 GB/sec I/O	$	8.76

Virtual Private Network (VPN)	Lets you establish a secure and private tunnel from your network or device to the CSP global network.		
Virtual Private Network	Site-to-Site VPN connection	$	0.07
Domain Name Service (DNS)	A globally distributed service that translates human readable names like www.example.com into the numeric IP addresses like 192.0.2.1 that computers use to connect to each other. DNS service includes hosted zones, and DNS queries. Other related charges may apply		
DNS Managing Hosted Zones (bundled below)			
G-DNS-1-U25	First 25 hosted zones	$	0.54
G-DNS-1-O25	Additional hosted zones past 25	$	0.11
Serving Standard Queries (bundled below)			
G-DNS-2-F1B	(First 1 Billion queries / month)	$	0.43
G-DNS-2-O1B	(Over 1 Billion queries / month)	$	0.22
Serving Latency Based Routing Queries (bundled below)			
G-DNS-2-LBR-F1B	(First 1 Billion queries / month)	$	0.64
G-DNS-2-LBR-O1B	(Over 1 Billion queries / month)	$	0.32
Serving Geo DNS and Geoproximity Queries (bundled below)			
G-DNS-2-GPX-F1B	(First 1 Billion queries / month)	$	0.75
G-DNS-2-GPX-O1B	(Over 1 Billion queries / month)	$	0.38
Load Balancing	Automatically distributes incoming application traffic across multiple targets, such as server instances, containers, IP addresses, and serverless functions		

Application Load Balancer (bundled below)			
G-ALB-1-UP	Load Balancer Uptime (AWS Only)	$	0.03
G-ALB-1-CAP-HR	Load Balancer Capacity Units (AWS Only)	$	0.01
G-ALB-1-CAP-GB	Load Balancer Capacity Units (Azure Only)	$	0.01
Network Load Balancer (bundled below)			
G-NLB-1-UP	Load Balancer Uptime (AWS Only)	$	0.03
G-NLB-1-CAP-HR	Load Balancer Capacity Units (AWS Only)	$	0.01
G-NLB-1-CAP-GB	Load Balancer Capacity Units (Azure Only)	$	0.01
Classic Load Balancer (bundled below)			
G-ELB-1-UP	Load Balancer Uptime (AWS Only)	$	0.03
G-ELB-1-CAP	Load Balancer Capacity Units (AWS Only)	$	0.01
Cloud Service Monitoring	Provides monitoring and observability service built for DevOps engineers, developers, site reliability engineers (SREs), and IT managers. It provides data and actionable insights to monitor your applications, respond to system-wide performance changes, optimize resource utilization, and get a unified view of operational health. Basic monitoring service components (after free tier when applicable). Aditional data transfer cost may apply.		
Tiered Metrics (bundled below)			
G-MON-MX-10K	First 10,000 metrics	$	0.32
G-MON-MX-240K	Next 240,000 metrics	$	0.11

G-MON-MX-750K	Next 750,000 metrics	$	0.05
G-MON-MX-1M	Over 1,000,000 metrics	$	0.02
G-MON-MX-150	First 150 MB	$	0.28
G-MON-MX-1K	151-1,000 MB	$	0.16
G-MON-MX-250K	100,001 - 250,000 MB	$	0.07
G-MON-MX-250K+	>250,001 MB	$	-
Dashboards		$	3.22
Alarms (bundled below)			
G-MON-AL-SR	Standard Resolution (60 sec)	$	0.54
G-MON-AL-HR	High Resolution (10 sec)	$	1.07
Logs (bundled below)			
G-MON-LOG-COL	Collect (Data Ingestion)	$	0.73
G-MON-LOG-STO	Store (Archival)	$	0.04
Microsoft Office 365	A cloud-based service that is designed to help meet your organization's needs for robust security, reliability, and user productivity.		
Office 365 Productivity Suite E3	Business services—email, file storage and sharing, Office Online, meetings , Office Application , security and compliance tools, such as legal hold, data loss prevention, and more.	$	21.48
Office 365 Productivity Suite E5	E3 + The Office suite, plus email, instant messaging, HD video conferencing, 1 TB personal file storage and sharing, and advanced security, analytics and Audio conferencing.	$	37.59

Project Online Essentials	Collaborate on projects online, view and manage tasks, submit timesheets, and flag issues or risks. Requires Project Online or Project Server for your organization.	$	7.52
Project Online Professional	A complete online project management solution to help keep your projects, resources, and teams organized and on track. Plan projects, track status, and collaborate with others from virtually anywhere.	$	32.22
Visio Online Plan 1	A lightweight web-based diagramming solution that gives users an opportunity to create, share and store basic diagrams anywhere.	$	5.37
Visio Online Plan 2	Makes it easier than ever for individuals and teams to create data-linked diagrams that simplify complex information. It includes support for BPMN 2.0, AutoCAD file import, and UML 2.4. Each user can install Visio on up to five PCs running Windows 10, Windows 8.1, Windows 8, or Windows 7.	$	16.11
Enterprise Mobility E3	Provides a convenient cost effective way for customer to manage compnay data in a mobile-first, cloud-first world.	$	8.59
Enterprise Mobility E5	The most comprehensive cloud delivered solution for securing your company data in a mobile-first, cloud-first world.	$	15.90

Service Contract Act Matrix

SCA Matrix			
SCA Eligible Contract Labor Category	**SCA Equivalent Code Title**		**WD Number**
Administrative Support I	1311	Secretary I	Various
Administrative Support II	1312	Secretary II	Various
Administrative Executive Support I	1313	Secretary III	Various
Administrative Executive Support II	1020	Administrative Assistant	Various
Computer Admin I	14043	Computer Operator III	Various
Computer Admin II	14044	Computer Operator IV	Various
Computer Technician I	14042	Computer Operator II	Various
Computer Technician II	14043	Computer Operator III	Various
Configuration Analyst I	23182	Electronics Technician Maintenance II	Various
Configuration Analyst II	23183	Electronics Technician Maintenance III	Various
Customer Service and Support Technician I	14041	Computer Operator I	Various
Customer Service and Support Technician II	14042	Computer Operator II	Various
Customer Service and Support Technician III	14043	Computer Operator III	Various
Database Administrator	14071	Computer Programmer I	Various
Database Entry/Database Specialist I	1052	Data Entry Operator II	Various
Deployment Engineer	14071	Computer Programmer I	Various
Field Service Engineer I	30081	Engineering Technician I	Various
Field Service Engineer II	30082	Engineering Technician II	Various
Field Service Engineer III	30083	Engineering Technician III	Various
Field Service Engineer IV	30084	Engineering Technician IV	Various
Field Service Technician I	23182	Engineering Technician II	Various
Field Service Technician II	23183	Engineering Technician III	Various
Hardware Engineer	30082	Engineering Technician II	Various
Hardware Specialist I	23181	Engineering Technician I	Various
Hardware Specialist II	23182	Engineering Technician II	Various

SCA Matrix			
SCA Eligible Contract Labor Category	**SCA Equivalent Code Title**		**WD Number**
Helpdesk Support Specialist I	14041	Computer Operator I	Various
Helpdesk Support Specialist II	14042	Computer Operator II	Various
Helpdesk Support Specialist III	14043	Computer Operator III	Various
Helpdesk Support Specialist IV	14044	Computer Operator IV	Various
Information Retrieval Specialist I	13050	Library Aide/Clerk	Various
Information Retrieval Specialist II	13058	Library Technician	Various
Information Retrieval Specialist III	13054	Library Information Technology Systems	Various
Information Security Analyst	14071	Computer Programmer I	Various
Installation Technician/Specialist	30081	Engineering Technician I	Various
LAN/Network Specialist	23181	Electronics Technician, Maintenance	Various
P&P Assurance Eng (products and process) aka Quality Assurance Engineer I	1270	Production Control Clerk	Various
Product Support Specialist I	1271	Production Control Clerk	Various
Product Support Specialist II	1272	Production Control Clerk	Various
Production – Comp Prod Operations/ Control Technician I	14042	Computer Operator II	Various
Production – Comp Prod Operations/ Control Technician II	14043	Computer Operator III	Various
Production – Comp Prod Operations/ Control Technician III	14044	Computer Operator IV	Various
Project Controller (Tech Ops Support)	1013	Accounting Clerk III	Various
Records Management – Tech Services Assistant I	1111	General Clerk I	Various
Records Management – Tech Services Assistant II	1112	General Clerk II	Various

SCA Matrix		
SCA Eligible Contract Labor Category	**SCA Equivalent Code Title**		**WD Number**
Site Support Technician I	23182	Electronics Technician, Maintenance II	Various
Site Support Technician II	23183	Electronics Technician, Maintenance III	Various
Site Support Technician III	23183	Electronics Technician, Maintenance III	Various
SW Applications Eng	14071	Computer Programmer I	Various
SW Specialist I	14042	Computer Operator II	Various
SW Specialist II	14043	Computer Operator III	Various
SW Specialist III	14044	Computer Operator IV	Various
System Administrator I	14041	Computer Operator I	Various
System Administrator II	14042	Computer Operator II	Various
System Administrator III	14043	Computer Operator III	Various
System Administrator IV	14044	Computer Operator IV	Various
Systems Specialist I	23181	Electronics Technician, Maintenance I	Various
Systems Specialist II	23182	Electronics Technician, Maintenance II	Various
Systems Specialist III	23183	Electronics Technician, Maintenance III	Various
Telecom Technician I	23182	Electronics Technician, Maintenance II	Various
Telecom Technician II	23183	Electronics Technician, Maintenance III	Various
Telecom Technician III	23183	Electronics Technician, Maintenance III	Various
Web Technologist/Site Admin	14071	Computer Programmer I	Various
Health IT Tecnician I	14041	Computer Operator I	Various
Health IT Tecnician III	14042	Computer Operator II	Various
Health IT Tecnician III	14043	Computer Operator III	Various
Health IT Tecnician IV	14044	Computer Operator IV	Various
Health IT Tecnician V	14045	Computer Operator V	Various

"The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide)."

The mapping to SCA labor categories in the matrix is representative only and does not limit the use of the SAIC labor category to those SCA titles identified in the matrix nor does it limit the use of the SAIC labor category only to services covered by the SCA. The services provided under each labor category will be determined at the task order level.