

**General Services Administration  
Federal Acquisition Service  
Authorized Federal Supply Schedule (FSS) Price List**

Online access to contract ordering information, terms and conditions, pricing, and the option to create an electronic delivery order are available through GSA Advantage!®. The website for GSA Advantage!® is: <https://www.GSAAdvantage.gov>.

**Multiple Award Schedule - MAS**

**Federal Supply Groups: Information Technology, Human Capital,  
Professional Services, Miscellaneous**

**FSC/PSC Codes: DB10, DJ01, DA01, 0000, R799, T006, R499, DD01, R701,  
R708, R422, T010, R408, R704**

**Contract No. GS-35F-540GA**

Contract Period: July 12, 2022 through July 11, 2027



**Accenture Federal Services LLC  
800 North Glebe Road, Suite 300  
Arlington, VA 22203  
571-467-5267 (phone)  
703-880-7465 (fax)**

**Contract Administrator: Carla Jamison  
[GSASchedules@afs.com](mailto:GSASchedules@afs.com) (email)  
[www.accenture.com](http://www.accenture.com) (website)**

**Business Size: Other than Small Business**

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

***Prices shown herein are net (discount deducted)***

Pricelist current through modification PS-0040 dated 5/29/2024



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## 1.0 Customer Information

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

Special Item Number (SIN)	Description	Description Page	Awarded Price Page
54151S/STLOC	Information Technology Professional Services	5 – 30	29 – 34
54151HEAL/STLOC	Health Information Technology Services	34 – 67	67 – 73
54151HACS/STLOC	Highly Adaptive Cybersecurity Services (HACS) Awarded Sub-Categories <ul style="list-style-type: none"> <li>• High Value Asset (HVA) Assessments</li> <li>• Risk and Vulnerability Assessments (RVA)</li> <li>• Cyber Hunt</li> <li>• Incident Response</li> <li>• Penetration Testing</li> </ul>	73 – 94	94 – 97
518210C/STLOC	Cloud Computing and Cloud Related IT Professional Services	97 – 98 102 – 125	98 – 102 125 – 129
561422/STLOC	Automated Contact Center Solutions (ACCS)	129 – 160	160 – 168
OLM/STLOC	Order-Level Materials (OLMs)	Defined at Order-Level	Defined at Order-Level
518210FM	Financial Management Quality Service Management Office (FM QSMO) Core Financial Management (FM) Solutions and IT Professional Service	168 – 187	187 – 192
541612HC	Agency Human Capital Strategy, Policy and Operational Planning	193 – 223	225 – 231
541612LOB	Human Resources Line of Business (HRLOB)	223 – 225	225 – 231
512110	Video/Film Production	232 – 249	249 – 253
541430	Graphic Design Services	232 – 249	249 – 253
541511	Web Based Marketing	232 – 249	249 – 253
541613	Marketing Consulting Services	232 – 249	249 – 253
541810	Advertising Services	232 – 249	249 – 253
541820	Public Relations Services	232 – 249	249 – 253
541910	Marketing Research and Analysis	232 – 249	249 – 253
541922	Commercial Photography Services	232 – 249	249 – 253
541611	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services	253 – 264	271 – 273
611430	Professional and Management Development Training	264 – 271	273 – 274

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment discounts, or any other concession affecting price. Contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. N/A

**1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility, and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, the Contractor shall insert “Not applicable” for this item.**

See pages 4-233

**2. Maximum order:**

*Information Technology Category:*

SINs 54151S/STLOC, 518210FM, 54151HEAL/STLOC, 54151HACS/STLOC, 518210C/STLOC, 561422/STLOC: \$500,000

*Human Capital Category:*

SINs 541612HC, 541612LOB: \$1,000,000

*Professional Services Category:*

SINs 512110, 541430, 541511, 541613, 541810, 541820, 541910, 541611, 611430: \$1,000,000  
SIN 541922: \$250,000

*Miscellaneous Category:*

SIN OLM/STLOC: \$250,000

**3. Minimum order:**

SINs 541612HC, 541612LOB, 541611, 611430: \$100

SINs 54151S/STLOC, 518210FM, 54151HEAL/STLOC, 54151HACS/STLOC, 518210C/STLOC, 561422/STLOC, 541922, 512110, 541430, 541511, 541613, 541810, 541820, 541910: \$50,000

**4. Geographic coverage (delivery area):** Domestic and Overseas Delivery

**5. Point of production (city, county, and State or foreign country):** US

**6. Discount from list prices or statement of net price:** Prices shown are NET prices; Basic discounts have been deducted

**7. Quantity discounts:** None

**8. Prompt payment terms:** 0% - Net 30. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

**9. Foreign items (list items by country of origin):** N/A

**10a. Time of delivery:** Negotiated on a Task Order Basis

**10b. Expedited Delivery:** Items available for expedited delivery are noted in this price list. Contact Contractor.

**10c. Overnight and 2-day delivery:** Contact Contractor

**10d. Urgent Requirements:** Please note the Urgent Requirements clause of this contract and contact Contractor

**11. F.O.B. point:** Destination

**12a. Ordering address.**

Accenture Federal Services LLC  
800 North Glebe Road, #300  
Arlington, VA 22203  
Attn: Carla Jamison, 571-467-5267

**12b. Ordering procedures:** See Federal Acquisition Regulation (FAR) 8.405-3.

**13. Payment address.**

Accenture Federal Services LLC  
PO Box 70629  
Chicago, IL 60673

Bank account information for ACH or EFT payments will be shown on the invoice

**14. Warranty provision:** N/A

**15. Export packing charges, if applicable:** N/A

**16. Terms and conditions of rental, maintenance, and repair (if applicable):** N/A

**17. Terms and conditions of installation (if applicable):** N/A

**18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A

**18b. Terms and conditions for any other services (if applicable):** N/A

**19. List of service and distribution points (if applicable):** N/A

**20. List of participating dealers (if applicable):** N/A

**21. Preventive maintenance (if applicable):** N/A

**22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A

**22b. If applicable, indicate that Section 508 compliance information is available for the information and communications technology (ICT) products and services offered and show where full details can be found (e.g., Contractor's website or other location). ICT accessibility standards can be found at <https://www.section508.gov/>. Contact Contractor**

**23. Unique Entity Identifier (UEI) Number:** C47BNA8GM833

**24. Notification regarding registration in the System for Award Management (SAM) database:** Accenture Federal Services LLC is registered in the System for Award Management (SAM) Database.

## 2.0 Category: Information Technology (IT)

### 2.1 SIN 54151S

**Information Technology Professional Services** - 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.

#### 2.1.1 Labor Category Descriptions (SIN 54151S)

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Senior Program Manager</b>	The Senior Program Manager has overall accountability for business solution programs. Senior Program Managers may be responsible for product delivery and/or financial management of client engagements. A Senior Program Manager performs independent quality assurance reviews of program performance and deliverables. They lend thought leadership to engagement teams in developing creative solutions to client business problems.	15	Bachelors
<b>Program Manager</b>	Program Managers plan and manage projects to control overall project scope, budgets, and schedules for multi-project engagements. Program Managers maintain contractor interface with the senior levels of the customer's organization, consult with customer and contractor personnel to formulate and review task plans and deliverables, and provide conformance with program and project task schedules and costs and contractual obligations.	12	Bachelors
<b>Project Manager</b>	The Project Manager manages, plans, and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Project Manager identifies functional or cross-functional requirements and resources required for each task.	10	Bachelors
<b>Task Manager</b>	Task Managers apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations. The Task Manager monitors quality across multiple projects. This individual establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the assigned tasks.	7	Bachelors
<b>Subject Matter Expert 1</b>	The Subject Matter Expert 1 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 1 is highly experienced in the industry with regard to information technology. The Subject Matter Expert 1 provides thought leadership related to current and	10	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	future customer plans with regard to the stated information technology.		
<b>Subject Matter Expert 2</b>	The Subject Matter Expert 2 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 2 is a highly experienced in the industry with regard to information technology. The Subject Matter Expert 2 provides thought leadership related to current and future customer plans with regard to the stated information technology.	12	Bachelors
<b>Subject Matter Expert 3</b>	The Subject Matter Expert 3 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 3 is highly experienced in the industry with regard to the stated information technology. The Subject Matter Expert 3 provides thought leadership related to current and future customer plans with regard to the stated information technology.	15	Bachelors
<b>Technical Architect 1</b>	The Technical Architect 1 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Technical Architect 1 possesses knowledge of the future direction and trends associated with information technology. The Technical Architect 1s have experience in designing or implementing information architecture solutions for information technology. The Technical Architect 1 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.	7	Bachelors
<b>Technical Architect 2</b>	The Technical Architect 2 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Technical Architect 2 possesses knowledge of the future direction and trends associated with information technology. The Technical Architect 2s have experience in designing and implementing information architecture solutions for \ information technology. The Technical Architect 2 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.	10	Bachelors
<b>System Administrator 1</b>	System Administrator 1s may develop, run tests on, implement, or maintain operating system and related software. The System Administrator 1s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Administrator 1 schedules, performs, or monitors system backups or, when necessary, performs data recoveries. The Level 1 performs	0	Bachelors in process



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	more routine aspects of the position and is supervised by higher levels.		
<b>System Administrator 2</b>	System Administrator 2s may develop, run tests on, implement, or maintain operating system and related software. The System Administrator 2s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Administrator 2 schedules, performs, or monitors system backups and, when necessary, performs data recoveries. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelors
<b>System Administrator 3</b>	System Administrator 3s may develop, run tests on, implement, or maintain operating system and related software. The System Administrator 3s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Administrator 3 schedules, performs, and/or monitors system backups and/or, when necessary, performs data recoveries. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelors
<b>Database Administrator 1</b>	Database Administrator 1 administers organization's databases, using database management system to organize and store data. The Database Administrator 1 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	Bachelors in process
<b>Database Administrator 2</b>	Database Administrator 2 administers organization's databases, using database management system to organize and store data. The Database Administrator 2 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelors
<b>Database Administrator 3</b>	Database Administrator 3 administers organization's databases, using database management system to organize and store data. The Database Administrator 3 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to	7	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Functional Specialist 1</b>	<p>The Functional Specialist 1s provide knowledge in industry, process or technology areas. The Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	3	Bachelors
<b>Functional Specialist 2</b>	<p>The Functional Specialist 2s provide knowledge in industry, process or technology areas. The Functional Specialist 2 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	5	Bachelors
<b>Functional Specialist 3</b>	<p>The Functional Specialist 3s provide knowledge in industry, process or technology areas. The Functional Specialist 3 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams;</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	8	Bachelors
<b>Consultant 1</b>	<p>Consultant 1s apply their skills in such areas as systems development, knowledge of business processes, technical</p>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop teamwork plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation.</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>Consultant 2</b>	<p>Consultant 2s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop teamwork plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	5	Bachelors
<b>Consultant 3</b>	<p>Consultant 3s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> </ul>	8	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop teamwork plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Engineer 1</b>	<p>The Engineer 1 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity.</li> <li>• Oversee the development and installation of new hardware and software.</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create saleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelors in process
<b>Engineer 2</b>	<p>The Engineer 2 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity.</li> <li>• Oversee the development and installation of new hardware and software.</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> </ul>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scalable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<b>Engineer 3</b>	<p>The Engineer 3 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity</li> <li>• Oversee the development and installation of new hardware and software</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scalable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	3	Bachelors
<b>Technical Writer</b>	<p>The Technical Writer writes and updates material such as reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance.</p>	2	Bachelors
<b>Help Desk Manager</b>	<p>The Help Desk Manager supervises and coordinates activities of Help Desk Specialists, Coordinators or Technicians. This individual identifies, troubleshoots, or resolves information systems problems to minimize down</p>	2	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	time of applications and personnel. The Help Desk Manager may <ul style="list-style-type: none"> <li>• Assist computer users with hardware and software questions and problems,</li> <li>• Field telephone calls and e-mail messages from customers seeking guidance on technical problems</li> <li>• Diagnose nature of problems, and assisting customers through problem solving steps</li> </ul>		
<b>Help Desk Specialist</b>	The Help Desk Specialist analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems through phone, email, or chat. This individual resolves computer software and hardware problems of users, and acts as a contact for users having problems using computer software, hardware, and operating systems. The Help Desk Specialist answers questions, applying knowledge of computer software, hardware, systems, and procedures.	1	Associates
<b>Programmer 1</b>	The Programmer 1 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming, and understands the business or function for which application is designed. The Programmer may <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs</li> </ul> Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	Bachelors In Process
<b>Programmer 2</b>	The Programmer 2 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The Programmer may <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs</li> </ul> Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	2	Bachelors
<b>Programmer 3</b>	The Programmer 3 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or	5	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	function for which application is designed. The Programmer may <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs.</li> </ul> Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work		
<b>Operations Manager</b>	The Operation Manager manages, coordinates, or organizes department operation strategies and activities. The Operation Manager may <ul style="list-style-type: none"> <li>• Collaborate in the development and implementation of organization policies, practices, procedures, and attainment of operating goals</li> <li>• Review, analyze, and prepare reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in progress, and problems encountered</li> <li>• Disseminate policies and objectives to supervisors/staff</li> </ul>	3	Bachelors
<b>Agile Coach</b>	The Agile Coach may assist or lead teams to apply Agile thinking to the specific environment and impediments they face. The Coach works as an advisor and helps the team adapt the methodology to their environment, and challenge the existing environment.	8	Bachelors
<b>Scrum Master</b>	The Scrum Master may facilitate or guide a software development product owner, team, and organization on how to use Agile/Scrum concepts, values, practices, and principles focusing on improving team effectiveness. The Scrum Master leads discussions and decision making, and assists in mediation of conflict resolution.	6	Bachelors
<b>Financial Analyst</b>	The Financial Analyst analyzes past and present financial data of organization and estimates future revenues and expenditures, applying principles of finance. The Financial Analyst may <ul style="list-style-type: none"> <li>• Run and document financial analysis projects,</li> <li>• Aid organization with financial functions, such as assessing, auditing, planning, budgeting, taxes, consolidation, cost control, and project control</li> <li>• Evaluate and analyze capital expenditures, depreciation, proposals, investment opportunities, rate of return, profit plans, operating records, financial statements, etc.</li> </ul>	3	Bachelors
<b>Data Architect</b>	The Data Architect may define, design, or develop relational and/or multi-dimensional databases for warehousing of data. The Data Architect reviews current data structures and recommends optimizations and reconfigurations as warranted.	7	Bachelors
<b>Program Analyst</b>	The Program Analyst analyzes and critiques computer programs and systems, or develops new programs. The Program Analyst may	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>Review user's requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities</li> <li>Outline steps required to develop programs, using structured analysis and design</li> <li>Plan, develop, test, and document computer programs, applying knowledge of programming techniques and computer systems</li> </ul>		
<b>Application Architect 1</b>	The Application Architect 1 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 1 performs more routine aspects of the position and is supervised by higher levels.	3	Bachelors
<b>Application Architect 2</b>	The Application Architect 2 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	5	Bachelors
<b>Application Architect 3</b>	The Application Architect 3 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelors
<b>Customer Service and Support Technician 1</b>	<p>The Customer Service and Support Technician 1 may perform some of the following tasks</p> <ul style="list-style-type: none"> <li>Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> </ul>	0	Associates



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information.</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests.</li> <li>• Maintains call center database by entering information and document customer interaction.</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management.</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>Customer Service and Support Technician 2</b>	<p>The Customer Service and Support Technician 2 may perform some of the following tasks</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> </ul>	1	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<b>Customer Service and Support Technician 3</b>	<p>The Customer Service and Support Technician 3 may perform some of the following tasks</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	2	Associates
<b>Customer Service and Support Supervisor 1</b>	<p>The Customer Service and Support Supervisor 1 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests;</li> </ul>	1	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>exploring opportunities to add value to job accomplishments</p> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>Customer Service and Support Supervisor 2</b>	<p>The Customer Service and Support Supervisor 2 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	2	Associates
<b>Customer Service and Support Supervisor 3</b>	<p>The Customer Service and Support Supervisor 3 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	3	Associates
<b>Customer Service and Support Manager 1</b>	<p>The Customer Service and Support Manager 1 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans;</li> </ul>	2	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>completing audits and analyses; managing process improvement and quality assurance programs</p> <ul style="list-style-type: none"> <li>Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<p><b>Customer Service and Support Manager 2</b></p>	<p>The Customer Service and Support Manager 2 may perform the following tasks</p> <ul style="list-style-type: none"> <li>Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	<p>3</p>	<p>Associates</p>
<p><b>Customer Service and Support Manager 3</b></p>	<p>The Customer Service and Support Manager 3 may perform the following tasks</p> <ul style="list-style-type: none"> <li>Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and</li> </ul>	<p>4</p>	<p>Associates</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</p> <ul style="list-style-type: none"> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>• Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Application Systems Analyst</b>	<p>The Application Systems Analyst may oversee the implementation of required hardware and software components for approved applications, coordinate tests of the application system to provide proper performance, or develop diagrams and flow charts for computer programmers to follow. The Application Systems Analyst reviews, analyzes, and modifies programming systems, including encoding, debugging, and installing to support an organization's application systems. The Application Systems Analyst develops application specifications, identifies the required inputs, and formats the output to meet users' needs.</p>	4	Bachelors
<b>Security Specialist 1</b>	<p>The Security Specialist 1 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelors
<b>Security Specialist 2</b>	<p>The Security Specialist 2 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as</p>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.		
<b>Security Specialist 3</b>	The Security Specialist 3 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelors
<b>Business Analyst 1</b>	<p>The Business Analyst 1 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelors
<b>Business Analyst 2</b>	The Business Analyst 2 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<b>Business Analyst 3</b>	<p>The Business Analyst 3 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	7	Bachelors
<b>Quality Assurance Specialist</b>	<p>The Quality Assurance Specialist may improve reliability of new product development processes, maintain company quality standards, or review products, processes and systems on an ongoing basis to determine where improvements can be made. The Quality Assurance Specialist may</p> <ul style="list-style-type: none"> <li>• Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures</li> <li>• Develop and define major and minor characteristics of quality including quality metrics and scoring parameters</li> </ul>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>and determines requisite quality control resources for an actual task order</p> <ul style="list-style-type: none"> <li>Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation</li> <li>Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle</li> </ul>		
<b>Network Administrator</b>	<p>The Network Administrators administers design, organization, or implementation of network, and heads technical support staff who manage and maintain hubs, servers, and routers. This individual uses knowledge and understanding of both networking and telecommunications theory and practice. The Network Administrator communicates with users, technical teams, and vendors on new technology and system upgrades and to determine software and hardware installation requirements.</p>	3	Bachelors
<b>Enterprise Architect</b>	<p>The Enterprise architects work with stakeholders, both leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, and information technology assets to keep the business and IT in alignment. The Enterprise Architect links the business mission, strategy, and processes of an organization to its IT strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, and adaptable manner.</p>	8	Bachelors
<b>ITIL Service Manager 1</b>	<p>The ITIL Service Manager defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. The ITIL Service manager may perform the following</p> <ul style="list-style-type: none"> <li>Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>D58 Ensuring that all KPI targets are being achieved</li> <li>Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>Communicate status updates to executive leadership</li> <li>Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements.</li> <li>Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>Plan for and manage demand fulfillment based on priority</li> </ul>	2	Bachelors



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>ITIL Service Manager 2</b>	<p>The ITIL Service Manager defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. The ITIL Service Manager may perform the following</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements</li> </ul>	4	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.		
<b>ITIL Service Manager 3</b>	<p>The ITIL Service Manager defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. The ITIL Service Manager may perform the following:</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively.</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements.</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	6	Bachelors
<b>Training Specialist</b>	<p>The Training Specialist develops teaching outlines and determines instructional methods, using knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, or workshops. This individual prepares, organizes and heads training sessions covering standard training, specialized training or counseling in designated areas.</p>	2	Bachelors
<b>Storage Administrator</b>	<p>The Storage Administrator administers and safeguards efficient and reliable centralized electronic storage area networks (SAN), such as Network Attached Storage,</p>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>Content Addressable Storage, DAS environments, or other technologies classified as storage technology. This individual may oversee, evaluate, implement, monitor, troubleshoot, or maintain SAN and related technologies, system upgrades, or optimization storage strategies. The Storage Administrator monitors the data storage needs of the company so that business can run efficiently.</p>		
<p><b>Analyst 1</b></p>	<p>The Analyst 1 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 1 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance.</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	<p>0</p>	<p>Bachelors</p>
<p><b>Analyst 2</b></p>	<p>The Analyst 2 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 2 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	<p>2</p>	<p>Bachelors</p>
<p><b>Analyst 3</b></p>	<p>The Analyst 3 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 3 is</p>	<p>4</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Web Designer</b>	<p>The Web Designer may design, plan, or execute the design and layout for Internet sites and web pages, which may include combining text with sounds, pictures, graphics, and video-clips. The Web Designer may</p> <ul style="list-style-type: none"> <li>• Question or communicate with clients to assess their needs, discuss requirements, and clarify their goals for establishing a website.</li> <li>• Meet with clients on a regular basis to evaluate and modify site as it seems appropriate and keeps them informed of project progress.</li> <li>• Design custom-tailored plan for a proposed site using combination of graphic and written material, and modifies proposal as necessary until the client is satisfied.</li> <li>• Design, maintain, and update information and digitized images, banners, bullets, charts, image maps, and other graphics to enhance appearance of site and keep the content and graphics current.</li> <li>• Maintain site appearance by developing and enforcing content and display standards.</li> </ul>	2	Bachelors

**Education and Experience Substitutions SIN 54151S Labor Categories:**

Degree	Degree Equivalents
<b>High School Diploma</b>	<ul style="list-style-type: none"> <li>• GED</li> </ul>
<b>Associate’s</b>	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus two (2) years relevant experience</li> <li>• Vocational or technical training in work-related field</li> </ul>
<b>Bachelor’s</b>	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus four (4) years relevant experience</li> <li>• Associate’s degree plus two (2) years relevant experience</li> <li>• Relevant professional certification</li> </ul>
<b>Master’s</b>	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus six (6) years relevant experience</li> <li>• Associate’s degree plus four (4) years relevant experience</li> <li>• Bachelor’s degree plus two (2) years relevant experience</li> </ul>

<b>PhD / Doctorate</b>	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus eight (8) years relevant experience</li> <li>• Associate's degree plus six (6) years relevant experience</li> <li>• Bachelor's degree plus four (4) years relevant experience</li> <li>• Master's degree plus two (2) years relevant experience</li> </ul>
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## 2.1.2 Labor Categories and Rates (SIN 54151S)

### 2.1.2.1 Customer Facility

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Senior Program Manager (ONSITE)	\$481.22	\$502.39	\$524.50	\$547.58	\$571.67
Program Manager (ONSITE)	\$411.01	\$429.09	\$447.97	\$467.68	\$488.26
Project Manager (ONSITE)	\$297.18	\$310.26	\$323.91	\$338.16	\$353.04
Task Manager (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Subject Matter Expert 1 (ONSITE)	\$261.88	\$273.40	\$285.43	\$297.99	\$311.10
Subject Matter Expert 2 (ONSITE)	\$318.09	\$332.09	\$346.70	\$361.95	\$377.88
Subject Matter Expert 3 (ONSITE)	\$390.76	\$407.95	\$425.90	\$444.64	\$464.20
Technical Architect 1 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Technical Architect 2 (ONSITE)	\$297.18	\$310.26	\$323.91	\$338.16	\$353.04
System Administrator 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
System Administrator 2 (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
System Administrator 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Database Administrator 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Database Administrator 2 (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Database Administrator 3 (ONSITE)	\$206.11	\$215.18	\$224.65	\$234.53	\$244.85
Functional Specialist 1 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Functional Specialist 2 (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Functional Specialist 3 (ONSITE)	\$224.48	\$234.36	\$244.67	\$255.44	\$266.68
Consultant 1 (ONSITE)	\$131.38	\$137.16	\$143.20	\$149.50	\$156.08
Consultant 2 (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Consultant 3 (ONSITE)	\$218.07	\$227.67	\$237.69	\$248.15	\$259.07
Engineer 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Engineer 2 (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Engineer 3 (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Technical Writer (ONSITE)	\$131.38	\$137.16	\$143.20	\$149.50	\$156.08
Help Desk Manager (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Help Desk Specialist (ONSITE)	\$97.28	\$101.56	\$106.03	\$110.70	\$115.57
Programmer 1 (ONSITE)	\$97.28	\$101.56	\$106.03	\$110.70	\$115.57
Programmer 2 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Programmer 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Operations Manager (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Agile Coach (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Scrum Master (ONSITE)	\$249.59	\$260.57	\$272.04	\$284.01	\$296.51
Financial Analyst (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Data Architect (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Program Analyst (ONSITE)	\$131.38	\$137.16	\$143.20	\$149.50	\$156.08
Application Architect 1 (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Application Architect 2 (ONSITE)	\$182.88	\$190.93	\$199.33	\$208.10	\$217.26
Application Architect 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Customer Service and Support Technician 1 (ONSITE)	\$81.46	\$85.04	\$88.78	\$92.69	\$96.77
Customer Service and Support Technician 2 (ONSITE)	\$94.89	\$99.07	\$103.43	\$107.98	\$112.73
Customer Service and Support Technician 3 (ONSITE)	\$102.18	\$106.68	\$111.37	\$116.27	\$121.39
Customer Service and Support Supervisor 1 (ONSITE)	\$94.89	\$99.07	\$103.43	\$107.98	\$112.73
Customer Service and Support Supervisor 2 (ONSITE)	\$102.18	\$106.68	\$111.37	\$116.27	\$121.39
Customer Service and Support Supervisor 3 (ONSITE)	\$116.99	\$122.14	\$127.51	\$133.12	\$138.98
Customer Service and Support Manager 1 (ONSITE)	\$102.18	\$106.68	\$111.37	\$116.27	\$121.39
Customer Service and Support Manager 2 (ONSITE)	\$116.99	\$122.14	\$127.51	\$133.12	\$138.98
Customer Service and Support Manager 3 (ONSITE)	\$132.61	\$138.44	\$144.53	\$150.89	\$157.53
Application Systems Analyst (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Security Specialist 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Security Specialist 2 (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Security Specialist 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Business Analyst 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Business Analyst 2 (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Business Analyst 3 (ONSITE)	\$249.59	\$260.57	\$272.04	\$284.01	\$296.51
Quality Assurance Specialist (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Network Administrator (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Enterprise Architect (ONSITE)	\$261.88	\$273.40	\$285.43	\$297.99	\$311.10
ITIL Service Manager 1 (ONSITE)	\$107.65	\$112.39	\$117.34	\$122.50	\$127.89
ITIL Service Manager 2 (ONSITE)	\$132.61	\$138.44	\$144.53	\$150.89	\$157.53
ITIL Service Manager 3 (ONSITE)	\$170.53	\$178.03	\$185.86	\$194.04	\$202.58

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Training Specialist (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Storage Administrator (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Web Designer (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Analyst 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Analyst 2 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Analyst 3 (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83

*Note: Prices include the 0.75% Industrial Funding Fee (IFF).*

### 2.1.2.2 Contractor Facility

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Senior Program Manager (OFFSITE)	\$498.52	\$520.45	\$543.35	\$567.26	\$592.22
Program Manager (OFFSITE)	\$425.79	\$444.52	\$464.08	\$484.50	\$505.82
Project Manager (OFFSITE)	\$307.86	\$321.41	\$335.55	\$350.31	\$365.72
Task Manager (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Subject Matter Expert 1 (OFFSITE)	\$271.30	\$283.24	\$295.70	\$308.71	\$322.29
Subject Matter Expert 2 (OFFSITE)	\$329.51	\$344.01	\$359.15	\$374.95	\$391.45
Subject Matter Expert 3 (OFFSITE)	\$404.82	\$422.63	\$441.23	\$460.64	\$480.91
Technical Architect 1 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Technical Architect 2 (OFFSITE)	\$307.86	\$321.41	\$335.55	\$350.31	\$365.72
System Administrator 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
System Administrator 2 (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
System Administrator 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Database Administrator 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Database Administrator 2 (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Database Administrator 3 (OFFSITE)	\$213.51	\$222.90	\$232.71	\$242.95	\$253.64
Functional Specialist 1 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Functional Specialist 2 (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Functional Specialist 3 (OFFSITE)	\$232.55	\$242.78	\$253.46	\$264.61	\$276.25
Consultant 1 (OFFSITE)	\$136.09	\$142.08	\$148.33	\$154.86	\$161.67
Consultant 2 (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Consultant 3 (OFFSITE)	\$225.90	\$235.84	\$246.22	\$257.05	\$268.36
Engineer 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Engineer 2 (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Engineer 3 (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Technical Writer (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Help Desk Manager (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Help Desk Specialist (OFFSITE)	\$100.79	\$105.22	\$109.85	\$114.68	\$119.73
Programmer 1 (OFFSITE)	\$100.79	\$105.22	\$109.85	\$114.68	\$119.73
Programmer 2 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Programmer 3 (OFFSITE)	\$213.51	\$222.90	\$232.71	\$242.95	\$253.64
Operations Manager (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Agile Coach (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Scrum Master (OFFSITE)	\$258.56	\$269.94	\$281.82	\$294.22	\$307.17
Financial Analyst (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Data Architect (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Program Analyst (OFFSITE)	\$136.09	\$142.08	\$148.33	\$154.86	\$161.67
Application Architect 1 (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Application Architect 2 (OFFSITE)	\$189.44	\$197.78	\$206.48	\$215.57	\$225.06
Application Architect 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Customer Service and Support Technician 1 (OFFSITE)	\$84.39	\$88.10	\$91.98	\$96.03	\$100.26
Customer Service and Support Technician 2 (OFFSITE)	\$98.32	\$102.65	\$107.17	\$111.89	\$116.81
Customer Service and Support Technician 3 (OFFSITE)	\$105.86	\$110.52	\$115.38	\$120.46	\$125.76
Customer Service and Support Supervisor 1 (OFFSITE)	\$98.32	\$102.65	\$107.17	\$111.89	\$116.81
Customer Service and Support Supervisor 2 (OFFSITE)	\$105.86	\$110.52	\$115.38	\$120.46	\$125.76
Customer Service and Support Supervisor 3 (OFFSITE)	\$121.20	\$126.53	\$132.10	\$137.91	\$143.98
Customer Service and Support Manager 1 (OFFSITE)	\$105.86	\$110.52	\$115.38	\$120.46	\$125.76
Customer Service and Support Manager 2 (OFFSITE)	\$121.20	\$126.53	\$132.10	\$137.91	\$143.98
Customer Service and Support Manager 3 (OFFSITE)	\$137.39	\$143.44	\$149.75	\$156.34	\$163.22
Application Systems Analyst (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Security Specialist 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Security Specialist 2 (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Security Specialist 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Business Analyst 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Business Analyst 2 (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Business Analyst 3 (OFFSITE)	\$258.56	\$269.94	\$281.82	\$294.22	\$307.17
Quality Assurance Specialist (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64



Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Network Administrator (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Enterprise Architect (OFFSITE)	\$271.30	\$283.24	\$295.70	\$308.71	\$322.29
ITIL Service Manager 1 (OFFSITE)	\$111.53	\$116.44	\$121.56	\$126.91	\$132.49
ITIL Service Manager 2 (OFFSITE)	\$137.39	\$143.44	\$149.75	\$156.34	\$163.22
ITIL Service Manager 3 (OFFSITE)	\$176.68	\$184.45	\$192.57	\$201.04	\$209.89
Training Specialist (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Storage Administrator (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Web Designer (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Analyst 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Analyst 2 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Analyst 3 (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94

*Note: Prices include the 0.75% Industrial Funding Fee (IFF).*

## 2.2 SIN 54151HEAL

**Health Information Technology Services** - 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.

### 2.2.1 Labor Category Descriptions (SIN 54151HEAL)

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Biomedical Engineer 1</b>	A Biomedical Engineer may apply engineering principles or design concepts to medicine and biology for the design and use of information systems for healthcare purposes (e.g. diagnostic, therapeutic and medical data). This field seeks to close the gap between the engineering of IT systems and medicine: It combines the design and problem-solving skills of engineering with medical and biological sciences to advance delivery of healthcare treatment including diagnosis, monitoring, therapy and the use of data/analytics. Level 1 performs more routine aspects of the position and is supervised by higher levels.	3	Bachelors
<b>Biomedical Engineer 2</b>	A Biomedical Engineer may apply engineering principles or design concepts to medicine and biology for the design and use of information systems for healthcare purposes (e.g. diagnostic, therapeutic and medical data). This field seeks to close the gap between the engineering of IT systems and medicine: It combines the design and problem-solving skills of engineering with medical and biological sciences to advance delivery of healthcare treatment including diagnosis, monitoring, therapy and the use of data/analytics. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	5	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Biomedical Engineer 3</b>	A Biomedical Engineer may apply engineering principles or design concepts to medicine and biology for the design and use of information systems for healthcare purposes (e.g. diagnostic, therapeutic and medical data). This field seeks to close the gap between the engineering of IT systems and medicine: It combines the design and problem-solving skills of engineering with medical and biological sciences to advance delivery of healthcare treatment including diagnosis, monitoring, therapy and the use of data/analytics. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelors
<b>Biostatistician 1</b>	A Biostatistician specializes in the application of statistics and/or computer information systems technology to biological studies applying the use of statistical software packages such as SAS, BMDP, SPSS, or PL/1. Level 1 performs more routine aspects of the position and is supervised by higher levels.	3	Bachelors
<b>Biostatistician 2</b>	A Biostatistician specializes in the application of statistics and/or computer information systems technology to biological studies applying the use of statistical software packages such as SAS, BMDP, SPSS, or PL/1. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	5	Bachelors
<b>Biostatistician 3</b>	A Biostatistician specializes in the application of statistics and/or computer information systems technology to biological studies applying the use of statistical software packages such as SAS, BMDP, SPSS, or PL/1. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelors
<b>Medical Consultant 1</b>	A Medical Consultant 1 has experience and knowledge of one or more healthcare disciplines often including biomedical information technology and conducts research in specialized areas. This individual proposes new solutions to problems in the areas of their expertise and is able to work and analyze independently or as part of a team. The Medical Consultant 1 may possess a licensure or degree in medicine. Level 1 performs more routine aspects of the position and is supervised by higher levels.	2	Bachelors
<b>Medical Consultant 2</b>	A Medical Consultant 2 has experience and knowledge of one or more healthcare disciplines often including biomedical information technology and conducts research in specialized areas. This individual proposes new solutions to problems in the areas of their expertise and is able to work and analyze independently or as part of a team. The Medical Consultant 2 may possess a licensure or degree in medicine. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	5	Bachelors
<b>Medical Consultant 3</b>	A Medical Consultant 2 has experience and knowledge of one or more healthcare disciplines often including biomedical information technology and conducts research in specialized areas. This individual proposes new solutions to problems in the areas of their expertise and is able to work and analyze independently or as part of a team. The Medical Consultant 3 may possess a licensure or degree in medicine. Level 3 is	10	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	competent in subject matter and concepts and may lead individuals assisting in the work.		
<b>Construction Engineer</b>	A Construction Engineer has training and experience in facilities architecture design, planning and construction including the installations of information technology infrastructure. Coordinates with architect(s) to identify requirements, plans and regulatory permits for a given facilities and IT infrastructure architecture. This individual is able to identify approaches for addressing requirements, or conduct trade-off analysis of requirements against fiscal, schedule, structural and regulatory issues. The Construction Engineer resolves issues and oversees construction of the IT infrastructure.	5	Bachelors
<b>Health Insurance Manager</b>	A Health Insurance Manager may plan, direct, or coordinate medical and health services including use of information technology systems. This individual may manage an entire facility or specialize in managing a specific clinical area or department, or manage a medical practice for a group of physicians. The Health Insurance manager has knowledge in and adapts to changes in healthcare laws, regulations, and information systems technology.	5	Bachelors
<b>Human Factors Engineer 1</b>	A Human Factors Engineer 1 has experience in conducting evaluations on how IT products impact their users. This individual documents findings and reports to senior group members.	3	Bachelors
<b>Human Factors Engineer 2</b>	A Human Factors Engineer 2 has experience in assessing new products and their compliance to human factors standards and/or its effects on users. The work may involve hardware or software. This individual takes user requirements and defines and designs products and solutions that meet end user needs. The Human Factors Engineer 2 documents strategies, plans, and conducts human factors analysis and document findings.	5	Bachelors
<b>Human Factors Engineer 3</b>	A Human Factors Engineer 3 has a deep understanding of industry trends and findings and applies this knowledge in devising strategies, evaluations, or redesigns to avoid or modify products that have negative impacts. These engineers must be able to visualize how design changes made to products will affect the user and minimize impacts. The Human Factors Engineer 3 use their problem-solving skills to devise ways to redesign products so that they won't harm or frustrate the user or use their communication skills to convey human factor issues to the engineering team and to end users.	10	Masters
<b>Informatic Specialist / Bioinformatician</b>	<p>An Informatic Specialist/Bioinformatician provides knowledge in the application of technology to areas of interest to government health organizations including Medical Informatics or Public Health Informatics. The Informatic Specialist/Bioinformatician may</p> <ul style="list-style-type: none"> <li>• Use statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission</li> <li>• Apply sound quantitative data and methods to support deployment of resources for massive public health surveillance, prevention and intervention campaigns and related health activities</li> </ul>	6	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Provide knowledge across a wide variety of IT areas as applied to public health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education</li> <li>• Provide knowledge in the integration of a variety of heterogeneous public health information systems and databases in order to share and disseminate public health information that may include interaction of information security technology; requirements for privacy and confidentiality of public health data; the application of the HIPAA regulations to the use of information technology in public health; and new areas of interest to public health</li> </ul>		
<b>Medical Billing/Account Management Specialist</b>	<p>A Medical Billing/Account Management Specialist provides technical analysis and/or verifies the accuracy of invoices and has training in or experience with the use of information systems for billing and account management. This individual may</p> <ul style="list-style-type: none"> <li>• Input and validate service orders</li> <li>• Analyze vendor invoices, customer inventories of service and equipment, and service orders to assure rates are correct and in compliance with quoted prices and dates of service</li> <li>• Reconcile invoice and inventory records, ensuring accuracy of International Statistical Classification of Diseases and Related Health Problems (ICD) codes, if necessary, and advise the customer of discrepancies that could affect payment of invoices</li> <li>• Operate and update various data bases relative to task order and inventory maintenance</li> </ul>	1	HS Equivalency
<b>Public Health Analyst</b>	<p>The Public Health Analyst oversees or develops data management systems, including computer programs to monitor data quality. The Public Health Analyst may</p> <ul style="list-style-type: none"> <li>• Analyze data for reports, presentations and publications</li> <li>• Assist in the review of study data for data quality</li> <li>• Organize study files, including data and correspondence files using common word processing software</li> <li>• Perform scientific, medical and research literature searches and prepare slides for scientific presentations</li> </ul>	5	Bachelors
<b>Hospital Administration Specialist 1</b>	<p>The Hospital Administration Specialist I advises on a variety of hospital administration issues including use of healthcare information systems for delivery of medical services and healthcare analytics. Areas may include general hospital administration; hospital staff personnel administration (i.e., compensation, employee relations, training, etc.), financial management, facilities and maintenance, health and safety, information systems, audits and certification, operations.</p>	4	Bachelors
<b>Hospital Administration Specialist 2</b>	<p>The Hospital Administration Specialist I advises on a variety of hospital administration issues including use of healthcare information systems for delivery of medical services and healthcare analytics. Areas may include clinical care administration; clinical program development, hospital staff personnel administration (i.e., compensation, employee relations, training, etc.), budgeting, financial management and</p>	7	Masters

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	funds flow, facilities and maintenance, health and safety, information systems, audits and certification, operations improvement, and utilization reviews.		
<b>Clinical Subject Matter Expert 1</b>	The Clinical Subject Matter Expert 1 uses their knowledge and experience to apply clinical concepts in the design of complex systems for the management and processing of data, information or knowledge in clinical care delivery. This individual assists in the management and processing of electronic health records, patient data, information or knowledge to support the practice medicine and the delivery of patient care. The Clinical Subject Matter Expert may participate in complex system design and development, process and workflow design and documentation, project management, or user training.	3	Bachelors
<b>Clinical Subject Matter Expert 2</b>	The Clinical Subject Matter Expert 2 uses their knowledge and experience to apply clinical concepts in the design of complex systems for the management and processing of data, information or knowledge in clinical care delivery. This individual assists in the management and processing of, electronic health records, patient data, information or knowledge to support the practice medicine and the delivery of patient care. The Clinical Subject Matter Expert may participate in complex system design and development, process and workflow design and documentation, project management, or user training.	5	Masters
<b>Clinical Subject Matter Expert 3</b>	The Clinical Subject Matter Expert 3 uses their knowledge and experience to apply clinical concepts in the design of complex systems for the management and processing of data, information or knowledge in clinical care delivery. This individual assists in the management and processing of, electronic health records, patient data, information or knowledge to support the practice medicine and the delivery of patient care. The Clinical Subject Matter Expert may participate in complex system design and development, process and workflow design and documentation, project management, or user training.	7	Masters
<b>Clinical Subject Matter Expert 4</b>	The Clinical Subject Matter Expert 4 uses their knowledge and experience to apply clinical concepts in the design of complex systems for the management and processing of data, information or knowledge in clinical care delivery. This individual assists in the management and processing of, electronic health records, patient data, information or knowledge to support the practice medicine and the delivery of patient care. The Clinical Subject Matter Expert may participate in complex system design and development, process and workflow design and documentation, project management, or user training.	10	PhD or DDS
<b>Clinical Subject Matter Expert 5</b>	The Clinical Subject Matter Expert 5 provides accurate and current advice on a variety of health care and patient treatment issues. This individual advises on the diagnosis and treatment of diseases and the prevention of disease; the prescription of medications; diagnostic testing procedures, medical instruments, medical equipment, or medical decision-making. The Clinical Subject Matter Expert 5 demonstrates experience	15	PhD or MD

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	and ability to apply clinical concepts in the design of complex systems for the management and processing of data, information or knowledge in clinical care delivery. This individual manages the processing of electronic health records, patient data, information; or support the practice of medicine and the delivery of patient care. The Clinical Subject Matter Expert participates in complex system design and development, process and workflow design and documentation, project management, or user training.		
<b>Health Senior Program Manager</b>	The Health Senior Program Manager has overall accountability for business solution programs. Senior Program Managers may be responsible for product delivery and/or financial management of client engagements. A Senior Program Manager performs independent quality assurance reviews of program performance and deliverables. They lend thought leadership to engagement teams in developing creative solutions to client business problems. Scope is specific to Health IT programs.	15	Bachelors
<b>Health Program Manager</b>	Health Program Managers plan and manage projects to control overall project scope, budgets and schedules for multi-project engagements. Program Managers maintain contractor interface with the senior levels of the customer's organization, and consult with customer and contractor personnel to formulate and review task plans and deliverables, and provide conformance with program and project task schedules and costs and contractual obligations. Scope is specific to Health IT programs.	12	Bachelors
<b>Health Project Manager</b>	The Health Project Manager manages, plans, and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Project Manager identifies functional or cross-functional requirements and resources required for each task. Scope is specific to Health IT programs.	10	Bachelors
<b>Health Task Manager</b>	Health Task Managers apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations. The Task Manager monitors quality across multiple projects. This individual establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the assigned tasks. Scope is specific to Health IT programs.	7	Bachelors
<b>Health SME 1</b>	The Health Subject Matter Expert 1 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 1 is highly experienced in the industry with regard to information technology. The Subject Matter Expert 1 provides thought leadership related to current and future customer plans	10	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	with regard to the stated information technology. Scope is specific to Health IT programs.		
<b>Health SME 2</b>	The Health Subject Matter Expert 2 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 2 is highly experienced in the industry with regard to information technology. The Subject Matter Expert 2 provides thought leadership related to current and future customer plans with regard to the stated information technology. Scope is specific to Health IT programs.	12	Bachelors
<b>Health SME 3</b>	The Health Subject Matter Expert 3 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 3 is highly experienced in the industry with regard to the stated information technology. The Subject Matter Expert 3 provides thought leadership related to current and future customer plans with regard to the stated information technology. Scope is specific to Health IT programs.	15	Bachelors
<b>Health Technical Architect 1</b>	The Health Technical Architect 1 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Technical Architect 1 possesses knowledge of the future direction and trends associated with information technology. The Technical Architect 1s have experience in designing or implementing information architecture solutions for information technology. The Technical Architect 1 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Scope is specific to Health IT programs.	7	Bachelors
<b>Health Technical Architect 2</b>	The Health Technical Architect 2 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Technical Architect 2 possesses knowledge of the future direction and trends associated with information technology. The Technical Architect 2s have experience in designing and implementing information architecture solutions for \ information technology. The Technical Architect 2 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Scope is specific to Health IT programs.	10	Bachelors
<b>Health System Administrator 1</b>	Health System Administrator 1 may develop, run tests on, implement, or maintain operating system and related software. The System Administrator 1s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Administrator 1 schedules, performs, or monitors system backups or, when necessary, performs data recoveries. The Level 1 performs more routine aspects of the position and	0	Bachelors in Process

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	is supervised by higher levels. Scope is specific to Health IT programs.		
<b>Health System Administrator 2</b>	Health System Administrator 2 may develop, run tests on, implement, or maintain operating system and related software. The System Administrator 2s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Administrator 2 schedules, performs, or monitors system backups and, when necessary, performs data recoveries. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.	3	Bachelors
<b>Health System Administrator 3</b>	Health System Administrator 3s may develop, run tests on, implement, or maintain operating system and related software. The System Administrator 3s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Administrator 3 schedules, performs, and/or monitors system backups and/or, when necessary, performs data recoveries. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.	7	Bachelors
<b>Health Database Administrator 1</b>	Health Database Administrator 1 administers organization's databases, using database management system to organize and store data. The Database Administrator 1 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.	0	Bachelors in Process
<b>Health Database Administrator 2</b>	Health Database Administrator 2 administers organization's databases, using database management system to organize and store data. The Database Administrator 2 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.	3	Bachelors
<b>Health Database Administrator 3</b>	Health Database Administrator 3 administers organization's databases, using database management system to organize and store data. The Database Administrator 3 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application	7	Bachelors



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.</p>		
<p><b>Health Functional Specialist 1</b></p>	<p>Health The Functional Specialist 1s provide knowledge in industry, process or technology areas. The Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.</p>	<p>3</p>	<p>Bachelors</p>
<p><b>Health Functional Specialist 2</b></p>	<p>The Health Functional Specialist 2s provide knowledge in industry, process or technology areas. The Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.</p>	<p>5</p>	<p>Bachelors</p>
<p><b>Health Functional Specialist 3</b></p>	<p>The Health Functional Specialist 3s provide knowledge in industry, process or technology areas. The Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul>	<p>8</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.		
<b>Health Consultant 1</b>	<p>Health Consultant 1s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.</p>	3	Bachelors
<b>Health Consultant 2</b>	<p>Health Consultant 2s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.</p>	5	Bachelors
<b>Health Consultant 3</b>	Health Consultant 3s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as	8	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.</p>		
<b>Health Engineer 1</b>	<p>The Health Engineer 1 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity</li> <li>• Oversee the development and installation of new hardware and software</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.</p>	0	Bachelors in Process
<b>Health Engineer 2</b>	<p>The Health Engineer 2 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity</li> </ul>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Oversee the development and installation of new hardware and software</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.</p>		
<b>Health Engineer 3</b>	<p>The Health Engineer 3 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity</li> <li>• Oversee the development and installation of new hardware and software</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.		
<b>Health Technical Writer</b>	The Health Technical Writer writes and updates material such as reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance. Scope is specific to Health IT programs.	2	Bachelors
<b>Health Help Desk Manager</b>	<p>The Health Help Desk Manager supervises and coordinates activities of Help Desk Specialists, Coordinators or Technicians. This individual identifies, troubleshoots, or resolves information systems problems to minimize down time of applications and personnel. The Help Desk Manager may</p> <ul style="list-style-type: none"> <li>• Assist computer users with hardware and software questions and problems</li> <li>• Field telephone calls and e-mail messages from customers seeking guidance on technical problems</li> <li>• Diagnose nature of problems, and assisting customers through problem solving steps.</li> </ul> <p>Scope is specific to Health IT programs.</p>	2	Associates
<b>Health Help Desk Specialist</b>	The Health Help Desk Specialist analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems through phone, email, or chat. This individual resolves computer software and hardware problems of users, and acts as a contact for users having problems using computer software, hardware, and operating systems. The Help Desk Specialist answers questions, applying knowledge of computer software, hardware, systems, and procedures. Scope is specific to Health IT programs.	1	Associates
<b>Health Help Desk Coordinator</b>	The Health Help Desk Coordinator assesses and troubleshoots computer support problems and applies understanding of computer software and hardware products and services to resolve problems of users. This individual receives telephone calls or e-mails from users having problems using computer software and hardware or inquiring how to use specific software, programming languages, electronic mail, or operating systems. The Help Desk Coordinator ascertains from the computer user the nature of problem, determines whether problem is caused by hardware, such as modem, printer, cables, or telephone, formulates diagnosis, and assists users through problem solving steps. Scope is specific to Health IT programs.	0	HS Equivalency
<b>Health Programmer 1</b>	<p>The Health Programmer 1 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming, and understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> </ul>	0	Bachelors in Process

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.</p>		
<b>Health Programmer 2</b>	<p>The Health Programmer 2 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> <li>Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.</p>	2	Bachelors
<b>Health Programmer 3</b>	<p>The Health Programmer 3 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> <li>Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.</p>	5	Bachelors
<b>Health Operations Manager</b>	<p>The Health Operation Manager manages, coordinates, or organizes department operation strategies and activities particularly in the area of use of information systems and healthcare analytics to support delivery of services.</p> <p>The Operation Manager may</p> <ul style="list-style-type: none"> <li>Collaborate in the development and implementation of organization policies, practices, procedures, and attainment of operating goals</li> <li>Review, analyze, and prepare reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in progress, and problems encountered</li> <li>Disseminate policies and objectives to supervisors/staff. The scope of this work focuses on operational delivery of Health information systems and program applications.</li> </ul>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Health Admin Specialist</b>	<p>The Health Administrative Specialist uses information systems and IT program applications to</p> <ul style="list-style-type: none"> <li>• Manage workflow by assigning tasks to other administrative employees daily, ensuring that deadlines are met and work is completed correctly</li> <li>• Assist in training staff members and new hires</li> <li>• Implement and monitor programs as directed by management, and sees the programs through to completion</li> <li>• Plan and produce correspondence, reports, proposals, memos, and other documentation using a personal computer.</li> </ul> <p>The scope of this work focuses on operational delivery of Health information systems and program applications.</p>	0	HS Equivalency
<b>Health Agile Coach</b>	<p>The Health Agile Coach may assist or lead teams to apply Agile thinking to the specific environment and impediments they face including use of advanced information technology systems and applications. The Coach works as an advisor and helps the team adapt the methodology to their environment and challenge the existing environment. Scope is focused and specific to Health IT programs and environment.</p>	8	Bachelors
<b>Health Scrum Master</b>	<p>The Health Scrum Master may facilitate or guide a software development product owner, team, and organization on how to use Agile/Scrum concepts, values, practices, and principles focusing on improving team effectiveness. The Scrum Master leads discussions and decision making, and assists in mediation of conflict resolution. Scope is specific to Health IT programs.</p>	6	Bachelors
<b>Health Financial Analyst</b>	<p>The Health Financial Analyst analyzes past and present financial data of organization and estimates future revenues and expenditures, applying principles of finance through the use of health information systems and data/analytics. The Financial Analyst may</p> <ul style="list-style-type: none"> <li>• Run and document financial analysis projects</li> <li>• Aid organization with financial functions, such as assessing, auditing, planning, budgeting, taxes, consolidation, cost control, and project control</li> <li>• Assist with use, reporting and conversions to more advanced information systems</li> <li>• Evaluate and analyze capital expenditures, depreciation, proposals, investment opportunities, rate of return, profit plans, operating records, financial statements, etc.</li> </ul> <p>Scope is specific to Health IT programs.</p>	3	Bachelors
<b>Health Data Architect</b>	<p>The Health Data Architect may define, design, or develop relational and/or multi-dimensional databases for warehousing of data. The Data Architect reviews current data structures and recommends optimizations and reconfigurations as warranted. Scope is specific to Health IT programs.</p>	7	Bachelors
<b>Health Program Analyst</b>	<p>The Health Program Analyst analyzes and critiques computer programs and systems, or develops new programs. The Program Analyst may</p>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>Review user's requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities</li> <li>Outline steps required to develop programs, using structured analysis and design</li> </ul> <p>Plan, develop, test, and document computer programs, applying knowledge of programming techniques and computer systems Scope is specific to Health IT programs.</p>		
<b>Health Application Architect 1</b>	The Health Application Architect 1 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.	3	Bachelors
<b>Health Application Architect 2</b>	The Health Application Architect 2 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.	5	Bachelors
<b>Health Application Architect 3</b>	The Health Application Architect 3 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.	7	Bachelors
<b>Health Customer Service and Support Technician 1</b>	<p>The Health Customer Service and Support Technician 1 may perform some of the following tasks using information systems programs and technologies:</p> <ul style="list-style-type: none"> <li>Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> </ul>	0	Associates



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.</p>		
<b>Health Customer Service and Support Technician 2</b>	<p>The Health Customer Service and Support Technician 2 may perform some of the following tasks using information systems applications and technologies:</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> </ul>	1	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.</p>		
<b>Health Customer Service and Support Technician 3</b>	<p>The Health Customer Service and Support Technician 3 may perform some of the following tasks using information systems applications and technologies:</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.</p>	2	Associates
<b>Health Customer Service and Support Supervisor 1</b>	<p>The Health Customer Service and Support Supervisor 1 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> </ul>	0	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.</p>		
<b>Health Customer Service and Support Supervisor 2</b>	<p>The Health Customer Service and Support Supervisor 2 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.</p>	1	Associates
<b>Health Customer Service and Support Supervisor 3</b>	<p>The Health Customer Service and Support Supervisor 3 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.</p>	2	Associates
<b>Health Customer Service and Support Manager 1</b>	<p>The Health Customer Service and Support Manager 1 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> </ul>	2	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>• Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.</p>		
<b>Health Customer Service and Support Manager 2</b>	<p>The Health Customer Service and Support Manager 2 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>• Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.</p>	3	Associates
<b>Health Customer</b>	<p>The Health Customer Service and Support Manager 3 may perform the following tasks</p>	4	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Service and Support Manager 3</b>	<ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>• Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.</p>		
<b>Health Application Systems Analyst</b>	<p>The Health Application Systems Analyst may oversee the implementation of required hardware and software components for approved applications, coordinate tests of the application system to provide proper performance, or develop diagrams and flow charts for computer programmers to follow. The Application Systems Analyst reviews, analyzes, and modifies programming systems, including encoding, debugging, and installing to support an organization's application systems. The Application Systems Analyst develops application specifications, identifies the required inputs, and formats the output to meet users' needs. Scope is specific to Health IT programs.</p>	4	Bachelors
<b>Health Security Specialist 1</b>	<p>The Health Security Specialist 1 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.</p>	0	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Health Security Specialist 2</b>	<p>The Health Security Specialist 2 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.</p>	3	Bachelors
<b>Health Security Specialist 3</b>	<p>The Health Security Specialist 3 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.</p>	7	Bachelors
<b>Health Business Analyst 1</b>	<p>The Health Business Analyst 1 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.</p>	0	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Health Business Analyst 2</b>	<p>The Health Business Analyst 2 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.</p>	3	Bachelors
<b>Health Business Analyst 3</b>	<p>The Health Business Analyst 3 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress.</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects.</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures.</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis.</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.</p>	7	Bachelors
<b>Health Quality Assurance Specialist</b>	<p>The Health Quality Assurance Specialist may improve reliability of new product development processes, maintain company quality standards, or review products, processes and systems on an ongoing basis to determine where improvements can be made. The Quality Assurance Specialist may</p>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures</li> <li>• Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order</li> <li>• Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation</li> <li>• Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle.</li> </ul> <p>Scope is specific to Health IT programs.</p>		
<b>Health Network Administrator</b>	<p>The Health Network Administrators administers design, organization, or implementation of network, and heads technical support staff who manage and maintain hubs, servers, and routers. This individual uses knowledge and understanding of both networking and telecommunications theory and practice. The Network Administrator communicates with users, technical teams, and vendors on new technology and system upgrades and to determine software and hardware installation requirements.</p> <p>Scope is specific to Health IT programs.</p>	3	Bachelors
<b>Health Enterprise Architect</b>	<p>The Health Enterprise architects work with stakeholders, both leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, and information technology assets to keep the business and IT in alignment. The Enterprise Architect links the business mission, strategy, and processes of an organization to its IT strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, and adaptable manner. Scope is specific to Health IT programs.</p>	8	Bachelors
<b>Health ITIL Service Manager 1</b>	<p>The Health ITIL Service Manager 1 defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. The ITIL Service manager may perform the following</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• D58 Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> </ul>	2	Bachelors



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.</p>		
<b>Health ITIL Service Manager 2</b>	<p>The Health ITIL Service Manager 2 defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. The ITIL Service Manager may perform the following</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively</li> </ul>	4	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.</p>		
<b>Health ITIL Service Manager 3</b>	<p>The Health ITIL Service Manager 3 defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. The ITIL Service Manager may perform the following</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.</p>	6	Bachelors
<b>Health Training Specialist</b>	<p>The Health Training Specialist develops teaching outlines and determines instructional methods, using knowledge of specified training needs and effectiveness of such methods as individual</p>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	training, group instruction, lectures, demonstrations, conferences, meetings, workshops or computer assisted training. This individual prepares, organizes and heads training sessions covering standard training, specialized training or counseling in designated areas including use of advanced information systems applications and technologies. Scope is specific to Health IT programs.		
<b>Health Storage Administrator</b>	The Health Storage Administrator administers and safeguards efficient and reliable centralized electronic storage area networks (SAN), such as Network Attached Storage, Content Addressable Storage, DAS environments, or other technologies classified as storage technology. This individual may oversee, evaluate, implement, monitor, troubleshoot, or maintain SAN and related technologies, system upgrades, or optimization storage strategies. The Storage Administrator monitors the data storage needs of the company so that business can run efficiently. Scope is specific to Health IT programs.	3	Bachelors
<b>Health Analyst 1</b>	<p>The Health Analyst 1 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 1 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance.</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels. Scope is specific to Health IT programs.</p>	0	Bachelors
<b>Health Analyst 2</b>	<p>The Health Analyst 2 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 2 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> </ul>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3. Scope is specific to Health IT programs.</p>		
<b>Health Analyst 3</b>	<p>The Health Analyst 3 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 3 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work. Scope is specific to Health IT programs.</p>	4	Bachelors
<b>Health Web Designer</b>	<p>The Health Web Designer may design, plan, or execute the design and layout for Internet sites and web pages, which may include combining text with sounds, pictures, graphics, and video-clips. The Web Designer may</p> <ul style="list-style-type: none"> <li>• Question or communicate with clients to assess their needs, discuss requirements, and clarify their goals for establishing a website</li> <li>• Meet with clients on a regular basis to evaluate and modify site as it seems appropriate and keeps them informed of project progress</li> <li>• Design custom-tailored plan for a proposed site using combination of graphic and written material, and modifies proposal as necessary until the client is satisfied</li> <li>• Design, maintain, and update information and digitized images, banners, bullets, charts, image maps, and other graphics to enhance appearance of site and keep the content and graphics current</li> <li>• Maintain site appearance by developing and enforcing content and display standards</li> </ul> <p>Scope is specific to Health IT programs.</p>	2	Bachelors

### Education and Experience Substitutions for 54151SHEAL Labor Categories:

Degree	Degree Equivalents
High School Diploma	<ul style="list-style-type: none"> <li>GED</li> </ul>
Associate's	<ul style="list-style-type: none"> <li>High School Diploma/GED plus two (2) years relevant experience</li> <li>Vocational or technical training in work-related field</li> </ul>
Bachelor's	<ul style="list-style-type: none"> <li>High School Diploma/GED plus four (4) years relevant experience</li> <li>Associate's degree plus two (2) years relevant experience</li> <li>Relevant professional certification</li> </ul>
Master's	<ul style="list-style-type: none"> <li>High School Diploma/GED plus six (6) years relevant experience</li> <li>Associate's degree plus four (4) years relevant experience</li> <li>Bachelor's degree plus two (2) years relevant experience</li> </ul>
PhD / Doctorate	<ul style="list-style-type: none"> <li>High School Diploma/GED plus eight (8) years relevant experience</li> <li>Associate's degree plus six (6) years relevant experience</li> <li>Bachelor's degree plus four (4) years relevant experience</li> <li>Master's degree plus two (2) years relevant experience</li> </ul>

## 2.2.2 Labor Categories and Rates (SIN 54151HEAL)

### 2.2.2.1 Customer Facility

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Biomedical Engineer 1 (ONSITE)	\$104.41	\$109.00	\$113.80	\$118.81	\$124.04
Biomedical Engineer 2 (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Biomedical Engineer 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Biostatistician 1 (ONSITE)	\$104.41	\$109.00	\$113.80	\$118.81	\$124.04
Biostatistician 2 (ONSITE)	\$124.81	\$130.30	\$136.03	\$142.02	\$148.27
Biostatistician 3 (ONSITE)	\$173.62	\$181.26	\$189.24	\$197.57	\$206.26
Construction Engineer (ONSITE)	\$124.81	\$130.30	\$136.03	\$142.02	\$148.27
Health Insurance Manager (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Human Factors Engineer 1 (ONSITE)	\$104.41	\$109.00	\$113.80	\$118.81	\$124.04
Human Factors Engineer 2 (ONSITE)	\$179.97	\$187.89	\$196.16	\$204.79	\$213.80
Human Factors Engineer 3 (ONSITE)	\$224.48	\$234.36	\$244.67	\$255.44	\$266.68
Informatic Specialist/Bioinformatician (ONSITE)	\$106.21	\$110.88	\$115.76	\$120.85	\$126.17
Medical Billing/Account Management Specialist (ONSITE)	\$84.97	\$88.71	\$92.61	\$96.68	\$100.93
Medical Consultant 1 (ONSITE)	\$125.43	\$130.95	\$136.71	\$142.73	\$149.01
Medical Consultant 2 (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92
Medical Consultant 3 (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Public Health Analyst (ONSITE)	\$107.07	\$111.78	\$116.70	\$121.83	\$127.19
Hospital Administration Specialist 1 (ONSITE)	\$116.99	\$122.14	\$127.51	\$133.12	\$138.98
Hospital Administration Specialist 2 (ONSITE)	\$170.32	\$177.81	\$185.63	\$193.80	\$202.33
Clinical Subject Matter Expert 1 (ONSITE)	\$128.03	\$133.66	\$139.54	\$145.68	\$152.09
Clinical Subject Matter Expert 2 (ONSITE)	\$189.70	\$198.05	\$206.76	\$215.86	\$225.36
Clinical Subject Matter Expert 3 (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Clinical Subject Matter Expert 4 (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Clinical Subject Matter Expert 5 (ONSITE)	\$410.57	\$428.64	\$447.50	\$467.19	\$487.75
Health Senior Program Manager (ONSITE)	\$496.10	\$517.93	\$540.72	\$564.51	\$589.35
Health Program Manager (ONSITE)	\$390.76	\$407.95	\$425.90	\$444.64	\$464.20
Health Project Manager (ONSITE)	\$297.18	\$310.26	\$323.91	\$338.16	\$353.04
Health Task Manager (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Health SME 1 (ONSITE)	\$261.88	\$273.40	\$285.43	\$297.99	\$311.10
Health SME 2 (ONSITE)	\$290.13	\$302.90	\$316.23	\$330.14	\$344.67
Health SME 3 (ONSITE)	\$363.20	\$379.18	\$395.86	\$413.28	\$431.46
Health Technical Architect 1 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Health Technical Architect 2 (ONSITE)	\$297.18	\$310.26	\$323.91	\$338.16	\$353.04
Health System Administrator 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Health System Administrator 2 (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Health System Administrator 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Health Database Administrator 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Health Database Administrator 2 (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Health Database Administrator 3 (ONSITE)	\$206.11	\$215.18	\$224.65	\$234.53	\$244.85
Health Functional Specialist 1 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Health Functional Specialist 2 (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Health Functional Specialist 3 (ONSITE)	\$224.48	\$234.36	\$244.67	\$255.44	\$266.68
Health Consultant 1 (ONSITE)	\$131.38	\$137.16	\$143.20	\$149.50	\$156.08
Health Consultant 2 (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Health Consultant 3 (ONSITE)	\$218.07	\$227.67	\$237.69	\$248.15	\$259.07
Health Engineer 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Health Engineer 2 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Health Engineer 3 (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Health Technical Writer (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Health Help Desk Manager (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Health Help Desk Specialist (ONSITE)	\$97.28	\$101.56	\$106.03	\$110.70	\$115.57
Health Help Desk Coordinator (ONSITE)	\$72.63	\$75.83	\$79.17	\$82.65	\$86.29
Health Programmer 1 (ONSITE)	\$97.28	\$101.56	\$106.03	\$110.70	\$115.57
Health Programmer 2 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Health Programmer 3 (ONSITE)	\$206.11	\$215.18	\$224.65	\$234.53	\$244.85
Health Operations Manager (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Health Admin Specialist (ONSITE)	\$100.01	\$104.41	\$109.00	\$113.80	\$118.81
Health Agile Coach (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Health Scrum Master (ONSITE)	\$249.59	\$260.57	\$272.04	\$284.01	\$296.51

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Health Financial Analyst (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Health Data Architect (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Health Program Analyst (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Health Application Architect 1 (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Health Application Architect 2 (ONSITE)	\$182.88	\$190.93	\$199.33	\$208.10	\$217.26
Health Application Architect 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Health Customer Service and Support Technician 1 (ONSITE)	\$81.46	\$85.04	\$88.78	\$92.69	\$96.77
Health Customer Service and Support Technician 2 (ONSITE)	\$94.89	\$99.07	\$103.43	\$107.98	\$112.73
Health Customer Service and Support Technician 3 (ONSITE)	\$102.18	\$106.68	\$111.37	\$116.27	\$121.39
Health Customer Service and Support Supervisor 1 (ONSITE)	\$90.37	\$94.35	\$98.50	\$102.83	\$107.35
Health Customer Service and Support Supervisor 2 (ONSITE)	\$100.01	\$104.41	\$109.00	\$113.80	\$118.81
Health Customer Service and Support Supervisor 3 (ONSITE)	\$107.65	\$112.39	\$117.34	\$122.50	\$127.89
Health Customer Service and Support Manager 1 (ONSITE)	\$100.01	\$104.41	\$109.00	\$113.80	\$118.81
Health Customer Service and Support Manager 2 (ONSITE)	\$107.65	\$112.39	\$117.34	\$122.50	\$127.89
Health Customer Service and Support Manager 3 (ONSITE)	\$132.61	\$138.44	\$144.53	\$150.89	\$157.53
Health Application Systems Analyst (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Health Security Specialist 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Health Security Specialist 2 (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Health Security Specialist 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Health Business Analyst 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Health Business Analyst 2 (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Health Business Analyst 3 (ONSITE)	\$249.59	\$260.57	\$272.04	\$284.01	\$296.51
Health Quality Assurance Specialist (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Health Network Administrator (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Health Enterprise Architect (ONSITE)	\$261.88	\$273.40	\$285.43	\$297.99	\$311.10
Health ITIL Service Manager 1 (ONSITE)	\$107.65	\$112.39	\$117.34	\$122.50	\$127.89
Health ITIL Service Manager 2 (ONSITE)	\$132.61	\$138.44	\$144.53	\$150.89	\$157.53
Health ITIL Service Manager 3 (ONSITE)	\$170.53	\$178.03	\$185.86	\$194.04	\$202.58
Health Training Specialist (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Health Storage Administrator (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Health Web Designer (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Health Analyst 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Health Analyst 2 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Health Analyst 3 (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
<i>Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

### 2.2.2.2 Contractor Facility

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Biomedical Engineer 1 (OFFSITE)	\$108.17	\$112.93	\$117.90	\$123.09	\$128.51
Biomedical Engineer 2 (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Biomedical Engineer 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Biostatistician 1 (OFFSITE)	\$108.17	\$112.93	\$117.90	\$123.09	\$128.51
Biostatistician 2 (OFFSITE)	\$129.28	\$134.97	\$140.91	\$147.11	\$153.58
Biostatistician 3 (OFFSITE)	\$179.87	\$187.78	\$196.04	\$204.67	\$213.68
Construction Engineer (OFFSITE)	\$129.28	\$134.97	\$140.91	\$147.11	\$153.58
Health Insurance Manager (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Human Factors Engineer 1 (OFFSITE)	\$108.17	\$112.93	\$117.90	\$123.09	\$128.51
Human Factors Engineer 2 (OFFSITE)	\$186.44	\$194.64	\$203.20	\$212.14	\$221.47
Human Factors Engineer 3 (OFFSITE)	\$232.55	\$242.78	\$253.46	\$264.61	\$276.25
Informatic Specialist/Bioinformatician (OFFSITE)	\$110.03	\$114.87	\$119.92	\$125.20	\$130.71
Medical Billing/Account Management Specialist (OFFSITE)	\$88.02	\$91.89	\$95.93	\$100.15	\$104.56
Medical Consultant 1 (OFFSITE)	\$129.80	\$135.51	\$141.47	\$147.69	\$154.19
Medical Consultant 2 (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
Medical Consultant 3 (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Public Health Analyst (OFFSITE)	\$110.93	\$115.81	\$120.91	\$126.23	\$131.78
Hospital Administration Specialist 1 (OFFSITE)	\$121.20	\$126.53	\$132.10	\$137.91	\$143.98
Hospital Administration Specialist 2 (OFFSITE)	\$176.44	\$184.20	\$192.30	\$200.76	\$209.59
Clinical Subject Matter Expert 1 (OFFSITE)	\$132.49	\$138.32	\$144.41	\$150.76	\$157.39
Clinical Subject Matter Expert 2 (OFFSITE)	\$196.33	\$204.97	\$213.99	\$223.41	\$233.24
Clinical Subject Matter Expert 3 (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
Clinical Subject Matter Expert 4 (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Clinical Subject Matter Expert 5 (OFFSITE)	\$424.90	\$443.60	\$463.12	\$483.50	\$504.77
Health Senior Program Manager (OFFSITE)	\$513.93	\$536.54	\$560.15	\$584.80	\$610.53
Health Program Manager (OFFSITE)	\$404.82	\$422.63	\$441.23	\$460.64	\$480.91
Health Project Manager (OFFSITE)	\$307.86	\$321.41	\$335.55	\$350.31	\$365.72
Health Task Manager (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58



Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Health SME 1 (OFFSITE)	\$271.30	\$283.24	\$295.70	\$308.71	\$322.29
Health SME 2 (OFFSITE)	\$300.55	\$313.77	\$327.58	\$341.99	\$357.04
Health SME 3 (OFFSITE)	\$376.25	\$392.81	\$410.09	\$428.13	\$446.97
Health Technical Architect 1 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Health Technical Architect 2 (OFFSITE)	\$307.86	\$321.41	\$335.55	\$350.31	\$365.72
Health System Administrator 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Health System Administrator 2 (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Health System Administrator 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Health Database Administrator 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Health Database Administrator 2 (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Health Database Administrator 3 (OFFSITE)	\$213.51	\$222.90	\$232.71	\$242.95	\$253.64
Health Functional Specialist 1 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Health Functional Specialist 2 (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Health Functional Specialist 3 (OFFSITE)	\$232.55	\$242.78	\$253.46	\$264.61	\$276.25
Health Consultant 1 (OFFSITE)	\$136.09	\$142.08	\$148.33	\$154.86	\$161.67
Health Consultant 2 (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Health Consultant 3 (OFFSITE)	\$225.90	\$235.84	\$246.22	\$257.05	\$268.36
Health Engineer 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Health Engineer 2 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Health Engineer 3 (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Health Technical Writer (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Health Help Desk Manager (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Health Help Desk Specialist (OFFSITE)	\$100.79	\$105.22	\$109.85	\$114.68	\$119.73
Health Help Desk Coordinator (OFFSITE)	\$75.25	\$78.56	\$82.02	\$85.63	\$89.40
Health Programmer 1 (OFFSITE)	\$100.79	\$105.22	\$109.85	\$114.68	\$119.73
Health Programmer 2 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Health Programmer 3 (OFFSITE)	\$213.51	\$222.90	\$232.71	\$242.95	\$253.64
Health Operations Manager (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Health Admin Specialist (OFFSITE)	\$103.61	\$108.17	\$112.93	\$117.90	\$123.09
Health Agile Coach (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Health Scrum Master (OFFSITE)	\$258.56	\$269.94	\$281.82	\$294.22	\$307.17
Health Financial Analyst (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Health Data Architect (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Health Program Analyst (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Health Application Architect 1 (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Health Application Architect 2 (OFFSITE)	\$189.44	\$197.78	\$206.48	\$215.57	\$225.06
Health Application Architect 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Health Customer Service and Support Technician 1 (OFFSITE)	\$84.39	\$88.10	\$91.98	\$96.03	\$100.26
Health Customer Service and Support Technician 2 (OFFSITE)	\$98.32	\$102.65	\$107.17	\$111.89	\$116.81
Health Customer Service and Support Technician 3 (OFFSITE)	\$105.86	\$110.52	\$115.38	\$120.46	\$125.76
Health Customer Service and Support Supervisor 1 (OFFSITE)	\$93.63	\$97.75	\$102.05	\$106.54	\$111.23
Health Customer Service and Support Supervisor 2 (OFFSITE)	\$103.61	\$108.17	\$112.93	\$117.90	\$123.09
Health Customer Service and Support Supervisor 3 (OFFSITE)	\$111.53	\$116.44	\$121.56	\$126.91	\$132.49
Health Customer Service and Support Manager 1 (OFFSITE)	\$103.61	\$108.17	\$112.93	\$117.90	\$123.09
Health Customer Service and Support Manager 2 (OFFSITE)	\$111.53	\$116.44	\$121.56	\$126.91	\$132.49
Health Customer Service and Support Manager 3 (OFFSITE)	\$137.39	\$143.44	\$149.75	\$156.34	\$163.22
Health Application Systems Analyst (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Health Security Specialist 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Health Security Specialist 2 (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Health Security Specialist 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Health Business Analyst 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Health Business Analyst 2 (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Health Business Analyst 3 (OFFSITE)	\$258.56	\$269.94	\$281.82	\$294.22	\$307.17
Health Quality Assurance Specialist (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Health Network Administrator (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Health Enterprise Architect (OFFSITE)	\$271.30	\$283.24	\$295.70	\$308.71	\$322.29
Health ITIL Service Manager 1 (OFFSITE)	\$111.53	\$116.44	\$121.56	\$126.91	\$132.49
Health ITIL Service Manager 2 (OFFSITE)	\$137.39	\$143.44	\$149.75	\$156.34	\$163.22
Health ITIL Service Manager 3 (OFFSITE)	\$176.68	\$184.45	\$192.57	\$201.04	\$209.89
Health Training Specialist (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Health Storage Administrator (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Health Web Designer (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Health Analyst 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Health Analyst 2 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Health Analyst 3 (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
<i>Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

## 2.3 SIN 54151HACS

**Highly Adaptive Cybersecurity Services (HACS)** - 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.

- 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 subcategory 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.

### 2.3.1 Labor Category Descriptions (SIN 54151HACS)

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Vulnerability Assessment Analyst and Penetration Tester 1</b>	May support in part or in whole technical vulnerability assessments of applications and infrastructure, vulnerability research, and generation of assessment reports. - Duties may include	0	Associates

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Executes tests by following the steps and procedures listed in a test plan and documents results in a standardized format that is appropriate for future analyses</li> <li>• Assists in the coordination of technical tests, network scans, and/or vulnerability scans that support the evaluation of information safeguard effectiveness</li> <li>• Conduct reconnaissance data gathering and vulnerability research</li> <li>• Assists in the creation of risk and vulnerability reporting</li> </ul>		
<b>Vulnerability Assessment Analyst and Penetration Tester 2</b>	<p>May support in part in in whole technical vulnerability assessments of applications and infrastructure, vulnerability research, and generation of assessment reports. - Duties may include</p> <ul style="list-style-type: none"> <li>• Supports development of and follows general test and evaluation plans to compare current and proposed technologies; assesses test results to determine whether they match requirements specification</li> <li>• Assists in the coordination of technical tests, network scans, and/or vulnerability scans that support the evaluation of information safeguard effectiveness</li> <li>• Conduct reconnaissance, target assessment, data gathering and vulnerability research</li> <li>• Leverages COTS tools to conduct vulnerability assessments, analyzes results, identifies exploitable vulnerabilities, and verifies vulnerabilities</li> <li>• Prepares report documents by tailoring technical information and creates benchmark or security authorization reports; outlines key findings related to speed, risks, results and reliability, and recommends acceptance or rejection of technology for applied use</li> </ul>	3	Associates
<b>Vulnerability Assessment Analyst and Penetration Tester 3</b>	<p>May support in part or in whole technical vulnerability assessments of applications and infrastructure, vulnerability research, and generation of assessment reports. Duties may include</p> <ul style="list-style-type: none"> <li>• Contributes to the selection of appropriate technical tests, network or vulnerability scan tools, and/or pen testing tools based on review of requirements and purpose; lists all steps involved for executing selected test(s) and coaches others in the use of advanced research, development, or scan tools and the analysis of comparative findings between proposed and current technologies</li> <li>• Coordinates or leads teams to conducts ethical tests, network scans, and/or vulnerability scans that support the evaluation of information safeguard effectiveness</li> <li>• Conduct reconnaissance, target assessment, target selection, and vulnerability research</li> <li>• Using COTS tools, conduct or leads teams to conduct vulnerability assessments, analyzes results, identifies exploitable vulnerabilities, and verifies vulnerabilities through manual assessment</li> <li>• Prepares and reviews assessment documents, validates and communicates key findings to stakeholders</li> </ul>	5	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Vulnerability Assessment Analyst and Penetration Tester 4</b>	<p>May support in part or in whole technical vulnerability assessments of applications and infrastructure, vulnerability research, and generation of assessment reports. Duties may include</p> <ul style="list-style-type: none"> <li>• May devise and / or select appropriate technical tests, network or vulnerability scan tools, and/or pen testing tools based on review of requirements and purpose; lists all steps involved for executing selected test(s) and coaches others in the use of advanced research, development, or scan tools and the analysis of comparative findings between proposed and current technologies</li> <li>• Coordinates or leads teams to conducts ethical tests, network scans, and/or vulnerability scans that support the evaluation of information safeguard effectiveness</li> <li>• Conduct reconnaissance, target assessment, target selection, and vulnerability research</li> <li>• Creates custom tools and exploits to penetrate various levels of controls including network, operating system, and physical</li> <li>• Using COTS or custom tools, conduct or leads teams to conduct vulnerability assessments, analyzes results, identifies exploitable vulnerabilities, and verifies vulnerabilities through manual assessment</li> <li>• Prepares and reviews assessment documents, validates and communicates key findings to stakeholders</li> </ul>	6	Bachelors
<b>Incident Response Analyst 1</b>	<p>Contributes to generating response to crisis or urgent situations to mitigate immediate or potential threats. Uses mitigation, preparedness, and response and recovery approaches, as needed, to maximize survival of life, preservation of property, and information security.</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Handle and respond to cyber security incidents through coordination with stakeholders such as internal IT entities, security leadership, legal affairs, internal affairs, law enforcement, and privacy offices</li> <li>• Intake incident reporting, conduct ticket updates, and notify stakeholders of cyber security incidents and forensic investigations in relation to computer security incidents and escalate when necessary as well as coordinate response to computer security incidents</li> <li>• Recommend a course of action on each incident and creates, manages, and records all actions taken and serve as initial POC for Events of Interest reported both internally and externally</li> <li>• Establishes alarm/incident escalation process and tracks, follows-up, and resolves incidents</li> <li>• Initiates and maintains contact with affected parties during incident response lifecycle. Investigates potential incidents/intrusions</li> </ul>	0	Bachelors
<b>Incident Response Analyst 2</b>	<p>Contributes to generating responses to crisis or urgent situations to mitigate immediate and / or potential threats. Uses mitigation, preparedness, and response and recovery</p>	2	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>approaches, as needed, to maximize survival of life, preservation of property, and information security. Duties may include</p> <ul style="list-style-type: none"> <li>• Provides oversight for incident data flow and response, content, and remediation, and partners with other incident response centers in maintaining an understanding of threats, vulnerabilities, and exploits that could impact networks and assets</li> <li>• Performs real-time proactive event investigation on various security enforcement systems, such as SIEM, Anti-virus, Internet content filtering/reporting, malcode prevention, Firewalls, IDS &amp; IPS, Web security, anti-spam, etc.</li> <li>• Performs the role of Incident Coordinator for IT Security events requiring focused response, containment, investigation, and remediation</li> <li>• Performs forensic analysis on hosts supporting investigations</li> <li>• Conducts malware analysis in out-of-band environment (static and dynamic), including complex malware</li> </ul>		
<b>Incident Response Analyst 3</b>	<p>Contributes to generating responses to crisis or urgent situations to mitigate immediate and / or potential threats. Uses mitigation, preparedness, and response and recovery approaches, as needed, to maximize survival of life, preservation of property, and information security.</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Lead shifts and functional IR teams, provides oversight for incident data flow and response, content, and remediation, and partners with other incident response centers in maintaining an understanding of threats, vulnerabilities, and exploits that could impact networks and assets</li> <li>• Performs real-time proactive event investigation on various security enforcement systems, such as SIEM, Anti-virus, Internet content filtering/reporting, malcode prevention, Firewalls, IDS &amp; IPS, Web security, anti-spam, etc.</li> <li>• Performs the role of Incident Coordinator for IT Security events requiring focused response, containment, investigation, and remediation</li> <li>• Performs forensic analysis on hosts supporting investigations</li> <li>• Conducts malware analysis in out-of-band environment (static and dynamic), including complex malware</li> <li>• Coordinate response action to identifies threats and incidents</li> <li>• Analyze operational anomalies, network behavior and performs mitigation actions derived from cyber threat monitoring and anomaly analysis, and actively monitors the networks for cybersecurity threats and vulnerabilities</li> <li>• Provide oversight and perform quality assurance on Incident Closures</li> <li>• Assist with knowledge management - Standard Operating Procedures and procedural support data</li> </ul>	5	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Incident Response Analyst 4</b>	<p>Contributes to generating responses to crisis or urgent situations to mitigate immediate and / or potential threats. Uses mitigation, preparedness, and response and recovery approaches, as needed, to maximize survival of life, preservation of property, and information security.</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Lead one or more functional security teams (Incident response, forensics, cyber intelligence etc.)</li> <li>• Support the development of staff schedules and staffing forecasts for approval</li> <li>• Ensure shift members follow the appropriate incident escalation and reporting procedures</li> <li>• Provides support promptly and efficiently through front-line telephone and email communications</li> <li>• Ingest, triage, prioritize, assign, track, document, and manage incidents and results</li> <li>• Provide technical support in response to computer security incidents</li> <li>• Correlate, map, and fuse any and all incident information for the development and distribution of cyber alerts and notices, or other products as Required</li> <li>• Document technical details of current or potential intruder threats consistent with environment</li> <li>• Coordinate, communicate, share information, and work closely with organizational stakeholders</li> <li>• Responsible for knowledge management of operational procedures and support documentation</li> </ul>	7	Bachelors
<b>Security Operations Center (SOC) Analyst 1</b>	<p>Provide cyber threat analysis and reporting to support SOC and Program's situational awareness.</p> <p>Actively monitor security threats and risks, Track investigation results and report on findings.</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Support Security Operations Center and monitors security tools to review and analyze pre-defined events indicative of incidents and provide first tier response to security incidents.</li> <li>• Follow standard operating procedures for detecting, classifying, and reporting incidents under the supervision of Tier 2 and Tier 3 staff.</li> <li>• Managing cases within incident management systems.</li> </ul>	0	Associates
<b>Security Operations Center (SOC) Analyst 2</b>	<p>Provide cyber threat analysis and reporting to support SOC and Program's situational awareness.</p> <p>Actively monitor security threats and risks</p> <p>Track investigation results and report on findings</p> <p>Duties may include</p>	2	Associates

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>• Support Security Operations Center and monitors security tools to review and analyze pre-defined events indicative of incidents and provides first tier response to security incidents</li> <li>• Monitor network traffic for security events and perform triage analysis to identify security incidents</li> <li>• Respond to computer security incidents by collecting, analyzing, preserving digital evidence and ensure that incidents are recorded and tracked in accordance with SOC requirements</li> <li>• Work closely with the other teams to assess risk and provide recommendations for improving our security posture</li> <li>• Recommend content to detect security events</li> <li>• Managing cases within incident management systems</li> <li>• Perform network Forensics and deep packet analysis</li> <li>• Identify countermeasures to detect and prevent security incidents</li> </ul>		
<b>Security Operations Center (SOC) Analyst 3</b>	<p>Provide cyber threat analysis and reporting to support SOC and Program’s situational awareness. Actively monitor security threats and risks</p> <p>Track investigation results and report on findings.</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Support a Security Operations Center and monitors security tools to review and analyze pre-defined events indicative of incidents and provide first tier response to security incidents</li> <li>• Lead shifts and functional IR teams, provides oversight and be responsible for event investigation and tracking activities</li> <li>• Support Tier 2 operations by monitoring alerts during critical and high volume events</li> <li>• Conduct more in-depth analyses of security incidents to identify incidents of compromise</li> <li>• Perform intrusion scope and root cause analyses and assist with intrusion remediation, strategy development, and implementation. Recommend effective process changes to enhance defense and response procedures</li> <li>• Use SOC monitoring devices to review and analyze pre-defined events indicative of incidents, create and recommend content to detect security events</li> <li>• Conduct malware analysis in out-of-band environment (static and dynamic), including complex malware</li> <li>• Vet IOCs and intelligence vetting and disposition, assess feed viability</li> <li>• Perform network Forensics and deep packet analysis</li> <li>• Identify countermeasures to detect and prevent security incidents</li> <li>• Support knowledge management and developing procedures and policies for initial stand up of a security operations center (SOC)</li> </ul>	5	Associates



Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Security Operations Center (SOC) Analyst 4</b>	<p>Provide cyber threat analysis and reporting to support SOC and Program's situational awareness</p> <p>Actively monitor security threats and risks, provide in-depth incident analysis, evaluate security incidents, and will provide proactive threat research</p> <p>Track investigation results and report on findings</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Lead multiple functional security teams, provide management and leadership of security operations center (SOC)</li> <li>• Use knowledge of regulatory compliance directives to include various monitoring and reporting requirements, industry best practice, implement optimal workflows and procedures</li> <li>• Manage and ensure the timely response and investigations of security events and incidents by the security operations center</li> <li>• Create and maintain schedules to ensure coverage by operations support personnel</li> <li>• Coordinate with threat operations and threat intelligence specialists to resolve high or critical severity level incidents</li> <li>• Responsible for knowledge management and developing procedures and policies for initial stand up of a security operations center (SOC)</li> </ul>	7	Bachelors
<b>Cyber Hunter 1</b>	<p>May respond to crisis or urgent situations to mitigate immediate and potential threats. Approaches may include the use information and threat intelligence specifically focused on a proximate incident to identify undiscovered attacks. Investigates and analyzes all relevant response activities. May identify and assesses the capabilities and activities of cyber criminals or foreign intelligence entities; design and administer procedures in the organization that sustains the security of the organization's data and access to its technology and communications systems.</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Utilize various government and commercial resources to research known malware, attacks, define its characteristics, and report findings and mitigation recommendations to appropriate personnel</li> <li>• Uses prescribed methods and materials to review and analyze events indicative of incidents</li> <li>• Attempts to detect the full spectrum of known cyber-attacks (e.g., DDoS, malware, phishing, others)</li> <li>• Pinpoints location of compromised systems and devices. Correlates events from the various components in the IT security infrastructure and identifies attacks and breaches</li> </ul>	0	Bachelors
<b>Cyber Hunter 2</b>	<p>May respond to crisis or urgent situations to mitigate immediate and potential threats. Approaches may include the</p>	4	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>use information and threat intelligence specifically focused on a proximate incident to identify undiscovered attacks. Investigates and analyzes all relevant response activities. Identifies and assesses the capabilities and activities of cyber criminals or foreign intelligence entities; design and administer procedures in the organization that sustains the security of the organization's data and access to its technology and communications systems.</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Uses current hashing algorithms to validate forensic images; diagrams networks and images servers to support digital forensics operations</li> <li>• Utilizes a variety of industry standard tools and techniques to collect a system's current state data and catalog, document, extract, collect, and preserve information</li> <li>• Uses dynamic analysis to identify network intrusions and network monitoring tools to capture real-time traffic spawned by any running malicious code; identifies internet activity that is triggered by malware; identifies network/host-based characteristics and assists in drafting recommendations to detect and prevent malware infections in the future</li> <li>• Monitor and assess complex security devices for patterns and anomalies (IDS, DLP), tag events for Tier 1 monitoring</li> <li>• Pinpoints location of compromised systems and devices. Correlates events from the various components in the IT security infrastructure and identifies attacks and breaches</li> </ul>		
<b>Cyber Hunter 3</b>	<p>May respond to crisis or urgent situations to mitigate immediate and potential threats. Approaches may include the use information and threat intelligence specifically focused on a proximate incident to identify undiscovered attacks. Investigates and analyzes all relevant response activities. Identifies and assesses the capabilities and activities of cyber criminals or foreign intelligence entities; design and administer procedures in the organization that sustains the security of the organization's data and access to its technology and communications systems</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Identifies, deters, monitors, and investigates computer and network intrusions</li> <li>• Provide computer forensic support to high technology investigations in the form of evidence seizure, computer forensic analysis, and data recovery</li> <li>• Monitor and assess complex security devices for patterns and anomalies from raw events (DNS, DHCP, AD, SE logs), tag events for Tier 1 &amp; 2 monitoring</li> <li>• Conduct malware analysis in out-of-band environment (static and dynamic), including complex malware</li> </ul>	7	Bachelors
<b>Cyber Hunter 4</b>	<p>May respond to crisis or urgent situations to mitigate immediate and potential threats. Approaches may include the use information and threat intelligence specifically focused on</p>	10	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>a proximate incident to identify undiscovered attacks. Investigates and analyzes all relevant response activities. Identifies and assesses the capabilities and activities of cyber criminals or foreign intelligence entities; design and administer procedures in the organization that sustains the security of the organization's data and access to its technology and communications systems</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Lead Cyber Hunt team, provides oversight and be responsible for event investigation and tracking activities</li> <li>• Identifies, deters, monitors, and investigates computer and network intrusions</li> <li>• Provide computer forensic support to high technology investigations in the form of evidence seizure, computer forensic analysis, and data recovery</li> <li>• Monitor and assess complex security devices for patterns and anomalies from raw events (DNS, DHCP, AD, SE logs), tag events for Tier 1 &amp; 2 monitoring</li> <li>• Conduct malware analysis in out-of-band environment (static and dynamic), including complex malware</li> </ul>		
<b>Risk and Vulnerability Threat Analyst 1</b>	<p>Participate in conduct of controls and security assessments to assess risk of exposure of proprietary data through weaknesses in platforms, access procedures, or forms of access to the organization's systems and the data contained in them</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Provides technical support on post event network security logs and trend analysis</li> <li>• Uncovers security and compliance violations</li> <li>• Associates and correlates IP address related events with specific systems or devices in the IT infrastructure</li> <li>• Support development and analysis of system and security documentation</li> <li>• Maintain documentation for exceptions to standards</li> </ul>	0	Bachelors
<b>Risk and Vulnerability Threat Analyst 2</b>	<p>Participates in the conduct of controls and security assessments to assess risk of exposure of proprietary data through weaknesses in platforms, access procedures, or forms of access to the organization's systems and the data contained in them. Duties may include</p> <ul style="list-style-type: none"> <li>• Develop, document and execute containment strategies</li> <li>• Document and brief the business on remediation options and execute the plan with stakeholders</li> <li>• Produce final report and recommendation</li> <li>• Coordinate efforts of, and provide timely updates to, multiple business units during response</li> <li>• Performing in-depth analysis in support of incident response operations</li> <li>• Develop requirements for technical capabilities for cyber incident management</li> </ul>	4	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>Investigate major breaches of security and recommending appropriate control improvements</li> <li>Work with infrastructure and application support teams to drive closure of follow up actions identified through incident and problem management</li> <li>Performs Security Control Assessments on systems to validate the results of risk assessments and ensure controls in the security plan are present and operating correctly on the system; provides thorough report of the risks to the system and its data</li> <li>Develop and analyze system and security documentation</li> </ul>		
<b>Risk and Vulnerability Threat Analyst 3</b>	<p>Participates in the conduct of controls and security assessments to assess risk of exposure of proprietary data through weaknesses in platforms, access procedures, or forms of access to the organization’s systems and the data contained in them. Duties may include</p> <ul style="list-style-type: none"> <li>Support engineering design teams by assessing network and system security design features and making recommendations concerning overall security accreditation readiness and compliance and best practices</li> <li>Support interoperability assessment teams and present written analysis and conclusions in all phases of analysis</li> <li>Develop and analyze system and security documentation</li> <li>Follow up with site administrators for status on non-compliant platforms and maintain any necessary exception documentation</li> <li>Maintain documentation for exceptions to standards</li> <li>Participate in Security Control Assessments on systems to validate the results of risk assessments and ensure controls in the security plan are present and operating correctly on the system; provides thorough report of the risks to the system and its data</li> <li>Evaluate system findings, develop PO&amp;AMs, and briefed stakeholders on key findings, recommendations, risk, and impact</li> </ul>	7	Bachelors
<b>Risk and Vulnerability Threat Analyst 4</b>	<p>Participate in the conduct of controls and security assessments to assess risk of exposure of proprietary data through weaknesses in platforms, access procedures, or forms of access to the organization’s systems and the data contained in them. Duties may include</p> <ul style="list-style-type: none"> <li>Ability to actively lead and manage project update briefings, working sessions and stakeholder meetings</li> <li>Apply strong analytical/assessment to security systems and enterprise architecture (e.g., conducting gap analyses, risk assessments)</li> <li>Participates in Security Control Assessments on systems to validate the results of risk assessments and ensure controls in the security plan are present and operating correctly on the system; provides thorough report of the risks to the system and its data</li> </ul>	10	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<ul style="list-style-type: none"> <li>Evaluate system findings, develop PO&amp;AMs, and briefed stakeholders on key findings, recommendations, risk, and impact</li> </ul>		
<b>Cyber Security Engineer 1</b>	<p>Participate in special projects or investigations into specific technology or solution issues and research and piloting of new technologies. Serve as a point of contact for engineering efforts while assisting in maintaining compliance with the customer's policies and guidelines</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>Provides administrative support to enterprise security devices</li> <li>Provides support of various applications and implement security standards</li> <li>Assist with configuration, validate secure complex systems, and test security products and systems to detect security weakness</li> </ul>	0	Bachelors
<b>Cyber Security Engineer 2</b>	<p>Participate in special projects or investigations into specific technology or solution issues and research and piloting of new technologies. Serve as a point of contact for engineering efforts and while assisting in maintaining compliance with the customer's policies and guidelines</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>Assist with assessing, designing, developing, and recommending integrated security system solutions that ensure proprietary and confidential data and systems are protected</li> <li>Provide assistance with technical engineering services for the support of integrated security systems and solutions</li> <li>Interface with the client in the strategic design process to translate security and business requirements into technical designs</li> <li>Assist with configuration, validate secure complex systems, and test security products and systems to detect security weakness</li> </ul>	3	Bachelors
<b>Cyber Security Engineer 3</b>	<p>Participate in special projects or investigations into specific technology or solution issues and research and piloting of new technologies. Serve as a point of contact for engineering efforts while maintaining compliance with the customer's policies and guidelines</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>Configure and maintain policies</li> <li>Maintain documentation for exceptions to standards</li> <li>Provides timely and adequate response to threats/alerts</li> <li>Assess security events to drive to a resolution</li> <li>Provides timely and sufficient response to security incidents and assessment services</li> <li>Promotes security awareness</li> </ul>	6	Bachelors
<b>Cyber Security Engineer 4</b>	<p>Participate in special projects or investigations into specific technology or solution issues and research and piloting of</p>	8	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	<p>new technologies. Serve as a point of contact for engineering efforts and maintain compliance with the customer's policies and guidelines</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Lead team of security engineers, manage large scale deployment, assessment, and O&amp;M projects</li> <li>• Validates and verifies system security requirements definitions and analysis and establishes system security designs</li> <li>• Designs, develops, implements and/or integrates IA and security systems and system components including those for networking, computing, and enclave environments</li> <li>• Builds IA into systems deployed to operational environments</li> </ul>		
<b>Cyber Subject Matter Authority (SMA) 1</b>	<p>Recognized as an authority in a given domain of Cyber security, or proficient in highly demanded emergent cyber tools or processes required under special circumstances</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Apply subject matter authority to a specific incident, security application or enterprise environment to improve security posture or resolve organizational issues</li> </ul>	12	Bachelors
<b>Cyber Subject Matter Authority (SMA) 2</b>	<p>Recognized as an authority in a given domain of Cyber security, or proficient in highly demanded emergent cyber tools or processes required under special circumstances</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Apply subject matter authority to a specific incident, security application or enterprise environment to improve security posture or resolve organizational issues</li> <li>• Generate issue papers and reporting</li> </ul>	14	Bachelors
<b>Cyber Subject Matter Authority (SMA) 3</b>	<p>Recognized as an authority in a given domain of Cyber security, or proficient in highly demanded emergent cyber tools or processes required under special circumstances</p> <p>Duties may include</p> <ul style="list-style-type: none"> <li>• Apply subject matter authority to a specific incident, security application or enterprise environment to improve security posture or resolve organizational issues</li> <li>• Generate issue papers and reporting</li> <li>• Advise senior leadership on security issues</li> </ul>	16	Bachelors
<b>Cyber Senior Program Manager</b>	<p>The Senior Cyber Program Manager has overall accountability for Cyber programs. Senior Program Managers may be responsible for product delivery and financial management of client engagements. A Senior Cyber Program Manager performs independent quality assurance reviews of program performance and deliverables to ensure that contractual obligations are being met. Senior Cyber Program Managers are also recognized experts in the areas of cyber process and the protection of technical architecture. They</p>	15	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	lend thought leadership to engagement teams in developing creative solutions to client problems.		
<b>Cyber Project Manager</b>	The Cyber Project Manager manages, plans and coordinates activities of cyber projects. This individual reviews project proposal or plan to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Cyber Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Cyber Project Manager identifies functional and cross-functional requirements and resources required for each task.	10	Bachelors
<b>Cyber Task Manager</b>	Cyber Task Managers apply their broad management skills and specialized functional and technical expertise to guide cyber engineering and process teams in delivering client solutions or to manage the day-to-day operations of cyber projects. The Cyber Task Manager monitors quality across multiple projects. This individual establishes and maintains financial and technical reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the assigned tasks.	7	Bachelors
<b>Cyber Technical Architect 1</b>	The Cyber Technical Architect 1 provides thought leadership related to current and future customer plans with regard to protecting customer information technology from cyber threats. This individual possesses knowledge of the future direction and trends associated with the stated information technology, and is up to date with current threats associated with it. Cyber Technical Architect 1 is experienced in designing and implementing protections for information architecture solutions for the stated information technology; This individual designs secure architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.	7	Bachelors
<b>Cyber Technical Architect 2</b>	The Cyber Technical Architect 2 provides thought leadership related to current and future customer plans with regard to protecting customer information technology from cyber threats. The Cyber Technical Architect 2 possesses knowledge of the future direction and trends associated with the stated information technology, and is up to date with current threats associated with it. This individual has experience in designing and implementing protections for information architecture. The Cyber Technical Architect 2 designs secure architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.	10	Bachelors
<b>Cyber System Administrator 2</b>	The Cyber System Administrator 2 may develop, run tests on, implement, and maintain operating system and related software in support of cyber related activities. The Cyber System Administrator 2 establishes and implements standards for computer operations, consistent with documented customer cyber policies, for compatibility	3	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	between hardware and software, according to specifications and parameters. This individual troubleshoots and resolves software, operating system, and networking problems identified in vulnerability scans, penetration tests, and other security testing performed on the system. The Cyber Systems Administrator 2 schedules, performs, and monitors system backups and, when necessary, performs data recoveries.		
<b>Cyber System Administrator 3</b>	The Cyber System Administrator 3 administers, develops, runs tests on, implements, and maintains operating system and related software in support of cyber related activities. The Cyber System Administrator 3 establishes and implements standards for computer operations, consistent with documented customer cyber policies, for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and resolves software, operating system, and networking problems identified in vulnerability scans, penetration tests, and other security testing performed on the system. The Cyber System Administrator 3 schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Level 3 is competent in cyber subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	7	Bachelors
<b>Cyber Database Administrator 2</b>	The Cyber Database Administrator 2 administers organization's database, using database management system to organize and store data. The Cyber Database Administrator 2 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with cyber, development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases consistent with customer cyber policies. The Cyber Database Administrator 2 ensures performance of database, including proper accesses are maintained, and responds to issues that arise during security tests and may deploy and test security patches as released by commercial software vendors.	3	Bachelors
<b>Cyber Database Administrator 3</b>	The Cyber Database Administrator 3 administers organization's database, using database management system to organize and store data. The Cyber Database Administrator 3 ascertains user requirements, creates computer databases, and tests and coordinates changes. Interacts with cyber, development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases consistent with customer cyber policies. The Cyber Database Administrator 3 ensures performance of database, including proper accesses are maintained, and responds to issues that arise during security tests and may deploy and test security patches as released by commercial software.	7	Bachelors



Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Cyber Functional Specialist 3</b>	<p>The Cyber Functional Specialist 3 may provide knowledge in cyber industry, process or technology areas. The Cyber Functional Specialist responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of cyber information systems project teams</li> <li>• Design and implement new organization structures</li> <li>• Assist an organization translate its vision and strategy into core human resource and cyber processes</li> <li>• Lead clients through streamlining, reengineering and transforming processes to be more cyber centric</li> <li>• Develop and execute project budgets</li> </ul>	8	Bachelors
<b>Cyber Programmer 1</b>	<p>The Cyber Programmer 1 is responsible for activities such as program design, coding, testing, debugging and documentation. This individual has technical knowledge and responsibility of cyber tools employed in part or all of the cyber protection program employed in support of applications systems analysis and programming and understands the business or function for which application is designed. The programmer may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expands existing computer programs</li> </ul>	0	Bachelors
<b>Cyber Programmer 2</b>	<p>The Cyber Programmer 2 is responsible for activities such as program design, coding, testing, debugging and documentation. This individual has technical knowledge and responsibility of cyber tools employed in part or all of the cyber protection program employed in support of applications systems analysis and programming and understands the business or function for which application is designed. The programmer may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expands existing computer programs</li> </ul>	2	Bachelors
<b>Cyber Programmer 3</b>	<p>The Cyber Programmer 3 is responsible for activities such as program design, coding, testing, debugging and documentation. This individual has technical knowledge and responsibility of cyber tools employed in part or all of the cyber protection program employed in support of applications systems analysis and programming and understands the business or function for which application is designed. The programmer may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expands existing computer programs</li> </ul>	5	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Cyber Operations Manager</b>	<p>The Cyber Operation Manager manages, coordinates, or organizes department cyber operation strategies and activities. The Operation Manager may</p> <ul style="list-style-type: none"> <li>• Collaborate in the development and implementation of organization cyber policies, practices, procedures, and attainment of operating goals</li> <li>• Review, analyze, and prepare reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in progress, and problems encountered</li> <li>• Disseminate policies and objectives to supervisors/staff</li> </ul>	3	Bachelors
<b>Cyber Data Architect</b>	<p>The Cyber Data Architect may define, design, or develop relational and/or multi-dimensional databases for warehousing of data. The Cyber Data Architect reviews current data structures and recommends optimizations and reconfigurations as warranted.</p>	7	Bachelors
<b>Cyber Program Analyst</b>	<p>The Cyber Program Analyst analyzes and critiques existing computer programs and systems security measures, and develops new measures. The program analyst may</p> <ul style="list-style-type: none"> <li>• Review users' requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and security capabilities</li> <li>• Outline steps required to develop program, using structured security analysis and design</li> <li>• Plan, develop, test, and document computer programs, applying knowledge of cyber security, programming techniques, and computer systems</li> </ul>	2	Bachelors
<b>Cyber Application Architect</b>	<p>The Cyber Application Architect may plan, design, develop, redesign or enhance, install, or implement various cyber technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test the security of computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the cyber technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific cyber product.</p>	3	Bachelors
<b>Cyber Application Systems Analyst</b>	<p>The Cyber Application System Analyst may Oversee the implementation of required hardware and software security components for approved applications, coordinates security tests of the application system to ensure proper performance, and develops diagrams and flow charts for computer programmers to follow. This individual previews, analyzes, and modifies programming systems, including encoding, debugging, and installing security measures to support an organization's application systems. The Cyber Application System Analyst develops application specifications, identifies the required inputs, and formats the output to meet user's needs.</p>	4	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
<b>Cyber Security Specialist 1</b>	The Cyber Security Specialist 1 may identify and resolve highly complex issues to prevent cyber attacks on information systems and to keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, and theft of sensitive customer data, allowing business to continue as normal. This is accomplished through the systematic implementation of a cyber framework and process. The Cyber Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	Bachelors
<b>Cyber Security Specialist 2</b>	The Cyber Security Specialist 2 may identify and resolve highly complex issues to prevent cyber attacks on information systems and to keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, and theft of sensitive customer data, allowing business to continue as normal. This is accomplished through the systematic implementation of a cyber framework and process. The Cyber Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelors
<b>Cyber Security Specialist 3</b>	The Cyber Security Specialist 3 may identify and resolve highly complex issues to prevent cyber attacks on information systems and to keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, and theft of sensitive customer data, allowing business to continue as normal. This is accomplished through the systematic implementation of a cyber framework and process. The Cyber Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 3 is competent in subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	7	Bachelors
<b>Cyber Network Administrator</b>	The Cyber Network administrator administers design, organization, and implementation of network, and heads technical support staff who manage and maintain hubs, servers, firewalls, and routers. This individual uses knowledge and understanding of both networking and telecommunications theory and practice to protect system assets. The Cyber Network Administrator communicates with users, technical teams, and vendors on new technology and	3	Bachelors

Labor Category Name	Labor Category Description	Min Yrs Experience	Min Education
	system upgrades and to determine software and hardware installation requirements.		
<b>Cyber Enterprise Architect</b>	The Cyber Enterprise Architect works with stakeholders, both leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, and information technology assets to ensure that the business and IT are in alignment and protected from cyber threats. The Cyber Enterprise Architect links the business mission, strategy, and processes of an organization to its IT strategy - including security, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, secure, and adaptable manner.	8	Bachelors
<b>Cyber Training Specialist</b>	The Cyber Training Specialist develops teaching outlines and determines instructional methods, using knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, or workshops. This individual prepares, organizes and heads training sessions covering standard training, specialized training or counseling in designated areas.	2	Bachelors
<b>Cyber Storage Administrator</b>	The Cyber Storage Administrator administers and safeguards efficient and reliable centralized electronic storage area networks (SAN), such as Network Attached Storage, Content Addressable Storage, DAS environments, or other technologies classified as storage technology. This individual may oversee, evaluate, implement, monitor, troubleshoot, or maintain SAN and related technologies, system upgrades, or optimization storage strategies. The Storage Administrator monitors the data storage needs of the company so that business can run efficiently.	3	Bachelors

**Awarded Sub-Categories**

- High Value Asset (HVA) Assessments
- Risk and Vulnerability Assessment (RVA)
- Cyber Hunt
- Incident Response
- Penetration Testing

**Education and Experience Substitutions for 54151HACS Labor Categories:**

Degree	Degree Equivalents
<b>High School Diploma</b>	<ul style="list-style-type: none"> <li>• GED</li> </ul>
<b>Associate's</b>	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus two (2) years relevant experience</li> <li>• Vocational or technical training in work-related field</li> </ul>
<b>Bachelor's</b>	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus four (4) years relevant experience</li> <li>• Associate's degree plus two (2) years relevant experience</li> <li>• Relevant professional certification</li> </ul>
<b>Master's</b>	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus six (6) years relevant experience</li> <li>• Associate's degree plus four (4) years relevant experience</li> <li>• Bachelor's degree plus two (2) years relevant experience</li> </ul>

Degree	Degree Equivalents
PhD / Doctorate	<ul style="list-style-type: none"> <li>High School Diploma/GED plus eight (8) years relevant experience</li> <li>Associate's degree plus six (6) years relevant experience</li> <li>Bachelor's degree plus four (4) years relevant experience</li> <li>Master's degree plus two (2) years relevant experience</li> </ul>

## 2.3.2 Labor Categories and Rates (SIN 54151HACS)

### 2.3.2.1 Customer Facility

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22	7/12/23	7/12/24	7/12/25	7/12/26
	-	-	-	-	-
	7/11/23	7/11/24	7/11/25	7/11/26	7/11/27
Vulnerability Assessment Analyst and Penetration Tester 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Vulnerability Assessment Analyst and Penetration Tester 2 (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Vulnerability Assessment Analyst and Penetration Tester 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Vulnerability Assessment Analyst and Penetration Tester 4 (ONSITE)	\$249.59	\$260.57	\$272.04	\$284.01	\$296.51
Incident Response Analyst 1 (ONSITE)	\$101.94	\$106.43	\$111.11	\$116.00	\$121.10
Incident Response Analyst 2 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Incident Response Analyst 3 (ONSITE)	\$182.88	\$190.93	\$199.33	\$208.10	\$217.26
Incident Response Analyst 4 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Security Operations Center (SOC) Analyst 1 (ONSITE)	\$81.46	\$85.04	\$88.78	\$92.69	\$96.77
Security Operations Center (SOC) Analyst 2 (ONSITE)	\$93.90	\$98.03	\$102.34	\$106.84	\$111.54
Security Operations Center (SOC) Analyst 3 (ONSITE)	\$116.99	\$122.14	\$127.51	\$133.12	\$138.98
Security Operations Center (SOC) Analyst 4 (ONSITE)	\$170.32	\$177.81	\$185.63	\$193.80	\$202.33
Cyber Hunter 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Cyber Hunter 2 (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Cyber Hunter 3 (ONSITE)	\$249.59	\$260.57	\$272.04	\$284.01	\$296.51
Cyber Hunter 4 (ONSITE)	\$350.13	\$365.54	\$381.62	\$398.41	\$415.94
Risk and Vulnerability Threat Analyst 1 (ONSITE)	\$101.94	\$106.43	\$111.11	\$116.00	\$121.10
Risk and Vulnerability Threat Analyst 2 (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Risk and Vulnerability Threat Analyst 3 (ONSITE)	\$182.88	\$190.93	\$199.33	\$208.10	\$217.26
Risk and Vulnerability Threat Analyst 4 (ONSITE)	\$261.88	\$273.40	\$285.43	\$297.99	\$311.10
Cyber Security Engineer 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Cyber Security Engineer 2 (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Cyber Security Engineer 3 (ONSITE)	\$249.59	\$260.57	\$272.04	\$284.01	\$296.51
Cyber Security Engineer 4 (ONSITE)	\$330.21	\$344.74	\$359.91	\$375.75	\$392.28
Cyber Subject Matter Authority (SMA) 1 (ONSITE)	\$390.76	\$407.95	\$425.90	\$444.64	\$464.20
Cyber Subject Matter Authority (SMA) 2 (ONSITE)	\$411.01	\$429.09	\$447.97	\$467.68	\$488.26
Cyber Subject Matter Authority (SMA) 3 (ONSITE)	\$581.44	\$607.02	\$633.73	\$661.61	\$690.72

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22	7/12/23	7/12/24	7/12/25	7/12/26
	-	-	-	-	-
	7/11/23	7/11/24	7/11/25	7/11/26	7/11/27
Cyber Senior Program Manager (ONSITE)	\$541.06	\$564.87	\$589.72	\$615.67	\$642.76
Cyber Project Manager (ONSITE)	\$297.18	\$310.26	\$323.91	\$338.16	\$353.04
Cyber Task Manager (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cyber Technical Architect 1 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cyber Technical Architect 2 (ONSITE)	\$297.18	\$310.26	\$323.91	\$338.16	\$353.04
Cyber System Administrator 2 (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Cyber System Administrator 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cyber Database Administrator 2 (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Cyber Database Administrator 3 (ONSITE)	\$182.88	\$190.93	\$199.33	\$208.10	\$217.26
Cyber Functional Specialist 3 (ONSITE)	\$224.48	\$234.36	\$244.67	\$255.44	\$266.68
Cyber Programmer 1 (ONSITE)	\$97.28	\$101.56	\$106.03	\$110.70	\$115.57
Cyber Programmer 2 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Cyber Programmer 3 (ONSITE)	\$206.11	\$215.18	\$224.65	\$234.53	\$244.85
Cyber Operations Manager (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Cyber Data Architect (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cyber Program Analyst (ONSITE)	\$131.38	\$137.16	\$143.20	\$149.50	\$156.08
Cyber Application Architect (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Cyber Application Systems Analyst (ONSITE)	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Cyber Security Specialist 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Cyber Security Specialist 2 (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Cyber Security Specialist 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cyber Network Administrator (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Cyber Enterprise Architect (ONSITE)	\$251.25	\$262.31	\$273.85	\$285.90	\$298.48
Cyber Training Specialist (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Cyber Storage Administrator (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37

Note: Prices include the 0.75% Industrial Funding Fee (IFF).

### 2.3.2.2 Contractor Facility

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
	Vulnerability Assessment Analyst and Penetration Tester 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82
Vulnerability Assessment Analyst and Penetration Tester 2 (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Vulnerability Assessment Analyst and Penetration Tester 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Vulnerability Assessment Analyst and Penetration Tester 4 (OFFSITE)	\$258.56	\$269.94	\$281.82	\$294.22	\$307.17
Incident Response Analyst 1 (OFFSITE)	\$105.61	\$110.26	\$115.11	\$120.17	\$125.46
Incident Response Analyst 2 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Incident Response Analyst 3 (OFFSITE)	\$189.44	\$197.78	\$206.48	\$215.57	\$225.06
Incident Response Analyst 4 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Security Operations Center (SOC) Analyst 1 (OFFSITE)	\$84.39	\$88.10	\$91.98	\$96.03	\$100.26
Security Operations Center (SOC) Analyst 2 (OFFSITE)	\$97.30	\$101.58	\$106.05	\$110.72	\$115.59
Security Operations Center (SOC) Analyst 3 (OFFSITE)	\$121.20	\$126.53	\$132.10	\$137.91	\$143.98
Security Operations Center (SOC) Analyst 4 (OFFSITE)	\$176.44	\$184.20	\$192.30	\$200.76	\$209.59
Cyber Hunter 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Cyber Hunter 2 (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Cyber Hunter 3 (OFFSITE)	\$258.56	\$269.94	\$281.82	\$294.22	\$307.17
Cyber Hunter 4 (OFFSITE)	\$362.72	\$378.68	\$395.34	\$412.73	\$430.89
Risk and Vulnerability Threat Analyst 1 (OFFSITE)	\$105.61	\$110.26	\$115.11	\$120.17	\$125.46
Risk and Vulnerability Threat Analyst 2 (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Risk and Vulnerability Threat Analyst 3 (OFFSITE)	\$189.44	\$197.78	\$206.48	\$215.57	\$225.06
Risk and Vulnerability Threat Analyst 4 (OFFSITE)	\$271.30	\$283.24	\$295.70	\$308.71	\$322.29
Cyber Security Engineer 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Cyber Security Engineer 2 (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Cyber Security Engineer 3 (OFFSITE)	\$258.56	\$269.94	\$281.82	\$294.22	\$307.17
Cyber Security Engineer 4 (OFFSITE)	\$342.09	\$357.14	\$372.85	\$389.26	\$406.39
Cyber Subject Matter Authority (SMA) 1 (OFFSITE)	\$404.82	\$422.63	\$441.23	\$460.64	\$480.91
Cyber Subject Matter Authority (SMA) 2 (OFFSITE)	\$425.79	\$444.52	\$464.08	\$484.50	\$505.82
Cyber Subject Matter Authority (SMA) 3 (OFFSITE)	\$602.35	\$628.85	\$656.52	\$685.41	\$715.57
Cyber Senior Program Manager (OFFSITE)	\$560.51	\$585.17	\$610.92	\$637.80	\$665.86
Cyber Project Manager (OFFSITE)	\$307.86	\$321.41	\$335.55	\$350.31	\$365.72
Cyber Task Manager (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cyber Technical Architect 1 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cyber Technical Architect 2 (OFFSITE)	\$307.86	\$321.41	\$335.55	\$350.31	\$365.72
Cyber System Administrator 2 (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Cyber System Administrator 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cyber Database Administrator 2 (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Cyber Database Administrator 3 (OFFSITE)	\$189.44	\$197.78	\$206.48	\$215.57	\$225.06
Cyber Functional Specialist 3 (OFFSITE)	\$232.55	\$242.78	\$253.46	\$264.61	\$276.25
Cyber Programmer 1 (OFFSITE)	\$100.79	\$105.22	\$109.85	\$114.68	\$119.73
Cyber Programmer 2 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Cyber Programmer 3 (OFFSITE)	\$213.51	\$222.90	\$232.71	\$242.95	\$253.64

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Cyber Operations Manager (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Cyber Data Architect (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cyber Program Analyst (OFFSITE)	\$136.09	\$142.08	\$148.33	\$154.86	\$161.67
Cyber Application Architect (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Cyber Application Systems Analyst (OFFSITE)	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Cyber Security Specialist 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Cyber Security Specialist 2 (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Cyber Security Specialist 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cyber Network Administrator (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Cyber Enterprise Architect (OFFSITE)	\$260.29	\$271.74	\$283.70	\$296.18	\$309.21
Cyber Training Specialist (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Cyber Storage Administrator (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
<i>Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

## 2.4 SIN 518210C

**Cloud and Cloud-Related IT Professional Services** - 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.

### 2.4.1 Accenture Insights Platform (AIP) Offerings & Pricing

#### Accenture Insights Platform (AIP) Bundles

Accenture Insights Platform (AIP) is Accenture's Analytics-as-a-Service platform which brings together best-of-breed software, over one hundred pre-built solution accelerators, a collaborative development environment and Accenture's expertise on a cloud-based platform to accelerate the development of agency, mission and function specific analytics solutions. As a result, AIP is a comprehensive and scalable solution that allows federal agencies to get actionable insights and business outcomes quickly with a competitive, flexible, pay-as-you-go model. AIP solutions span multiple capabilities, for example: Business Intelligence, Big Data, Basic Analytics, Advanced Analytics, Data Warehousing, and Internet of Things (IoT). Our AIP implementation for the federal government can be hosted within a cloud service provider, for example, the Amazon Web Services (AWS) GovCloud or AWS Commercial, and is supported by a dedicated, U.S. based team to provision, manage, monitor and maintain each client environment.



## Accenture Insights Platform (AIP) Bundle Offerings

Bundle Offering	SKU	Description	Unit	Option Period 1
				Year 6
				7/12/2022 - 7/11/2023
Accenture Insights Platform	AIP	Data Management & Visualization, including Storage, Visualization, Data Ingestion, Data Encryption, Monitoring, Enablers, Infrastructure, etc. as a service for 50GB - 50TB of storage, 100GB - 250TB of data processing per month, and 1-100 concurrent users per month.	Month	\$156,604.62
Accenture Insights Platform (One-Time Setup)	OTS_AIP	One-Time Setup: Accenture Insights Platform (Required with initial purchase of services)	1	\$133,318.96
Accenture Insights Platform with High Availability	AIP-HA	Data Management & Visualization, including Storage, Visualization, Data Ingestion, Data Encryption, Monitoring, Enablers, High Availability Infrastructure, etc. as a service for 50GB - 50TB of storage, 100GB - 250TB of data processing per month, and 1-100 concurrent users per month.	Month	\$198,699.48
Accenture Insights Platform with High Availability (One-Time Setup)	OTS_AIP-HA	One-Time Setup: Accenture Insights Platform with High Availability (Required with initial purchase of services)	1	\$186,995.09
Accenture Insights Platform Analytics	AIP-A	Data Management, Visualization, and Analytics, including Storage, Visualization, Data Ingestion, Data Encryption, Monitoring, Enablers, Infrastructure, etc. as a service for 50GB - 50TB of storage, 100GB - 250TB of data processing per month, and 1-100 concurrent users per month.	Month	\$189,528.76
Accenture Insights Platform Analytics (One-Time Setup)	OTS_AIP-A	One-Time Setup: Accenture Insights Platform Analytics (Required with initial purchase of services)	1	\$154,771.35
Accenture Insights Platform Analytics with High Availability	AIP-A-HA	Data Management, Visualization, and Analytics, including Storage, Visualization, Data Ingestion, Data Encryption, Monitoring, Enablers, High Availability Infrastructure, etc. as a service for 50GB - 50TB of storage, 100GB - 250TB of data processing per month, and 1-100 concurrent users per month.	Month	\$242,339.52
Accenture Insights Platform Analytics with High Availability (One-Time Setup)	OTS_AIP-A-HA	One-Time Setup: Accenture Insights Platform Analytics with High Availability (Required with initial purchase of services)	1	\$211,920.01

Bundle Offering	SKU	Description	Unit	Option Period 1
				Year 6
				7/12/2022 - 7/11/2023
Accenture Insights Platform Big Data	AIP-B	Data Management & Visualization, including Advanced Big Data Storage, Visualization, Data Ingestion, Data Encryption, Monitoring, Enablers, Infrastructure, etc. as a service for 50GB - 50TB of storage, 100GB - 250TB of data processing per month, and 1-100 concurrent users per month.	Month	\$206,742.90
Accenture Insights Platform Big Data (One-Time Setup)	OTS_AIP-B	One-Time Setup: Accenture Insights Platform Big Data (Required with initial purchase of services)	1	\$219,931.61
Accenture Insights Platform Big Data with High Availability	AIP-B-HA	Data Management & Visualization, including Advanced Big Data Storage, Visualization, Data Ingestion, Data Encryption, Monitoring, Enablers, High Availability Infrastructure, etc. as a service for 50GB - 50TB of storage, 100GB - 250TB of data processing per month, and 1-100 concurrent users per month.	Month	\$264,404.53
Accenture Insights Platform Big Data with High Availability (One-Time Setup)	OTS_AIP-B-HA	One-Time Setup: Accenture Insights Platform Big Data with High Availability (Required with initial purchase of services)	1	\$292,715.07
Accenture Insights Platform Analytics & Big Data	AIP-AB	Data Management, Visualization, and Analytics, including Advanced Big Data Storage, Visualization, Data Ingestion, Data Encryption, Monitoring, Enablers, Infrastructure, etc. as a service for 50GB - 50TB of storage, 100GB - 250TB of data processing per month, and 1-100 concurrent users per month.	Month	\$240,782.24
Accenture Insights Platform Analytics & Big Data (One-Time Setup)	OTS_AIP-AB	One-Time Setup: Accenture Insights Platform Analytics & Big Data (Required with initial purchase of services)	1	\$235,866.72
Accenture Insights Platform Analytics & Big Data with High Availability	AIP-A-B-HA	Data Management, Visualization, and Analytics, including Advanced Big Data Storage, Visualization, Data Ingestion, Data Encryption, Monitoring, Enablers, High Availability Infrastructure, etc. as a service for 50GB - 50TB of storage, 100GB - 250TB of data processing per month, and 1-100 concurrent users per month.	Month	\$308,642.17
Accenture Insights Platform Analytics & Big Data with High Availability (One-Time Setup)	OTS_AIP-A-B-HA	One-Time Setup: Accenture Insights Platform Analytics & Big Data with High Availability (Required with initial purchase of services)	1	\$312,123.02

*\*Note: Prices include the 0.75% Industrial Funding Fee (IFF).*

Bundle Offering	SKU	Unit	Option Period 1			
			Year 7	Year 8	Year 9	Year 10
			7/12/2023 - 7/11/2024	7/12/2024 - 7/11/2025	7/12/2025 - 7/11/2026	7/12/2026 - 7/11/2027
Accenture Insights Platform	AIP	Month	\$163,495.22	\$170,689.01	\$178,199.33	\$186,040.10
Accenture Insights Platform (One-Time Setup)	OTS_AIP	1	\$139,184.99	\$145,309.13	\$151,702.73	\$158,377.65
Accenture Insights Platform with High Availability	AIP-HA	Month	\$207,442.26	\$216,569.72	\$226,098.79	\$236,047.14
Accenture Insights Platform with High Availability (One-Time Setup)	OTS_AIP-HA	1	\$195,222.87	\$203,812.68	\$212,780.44	\$222,142.78
Accenture Insights Platform Analytics	AIP-A	Month	\$197,868.03	\$206,574.22	\$215,663.49	\$225,152.68
Accenture Insights Platform Analytics (One-Time Setup)	OTS_AIP-A	1	\$161,581.29	\$168,690.87	\$176,113.27	\$183,862.25
Accenture Insights Platform Analytics with High Availability	AIP-A-HA	Month	\$253,002.46	\$264,134.57	\$275,756.49	\$287,889.78
Accenture Insights Platform Analytics with High Availability (One-Time Setup)	OTS_AIP-A-HA	1	\$221,244.49	\$230,979.25	\$241,142.34	\$251,752.60
Accenture Insights Platform Big Data	AIP-B	Month	\$215,839.59	\$225,336.53	\$235,251.34	\$245,602.40
Accenture Insights Platform Big Data (One-Time Setup)	OTS_AIP-B	1	\$229,608.60	\$239,711.38	\$250,258.68	\$261,270.06
Accenture Insights Platform Big Data with High Availability	AIP-B-HA	Month	\$276,038.33	\$288,184.02	\$300,864.12	\$314,102.14
Accenture Insights Platform Big Data with High Availability (One-Time Setup)	OTS_AIP-B-HA	1	\$305,594.53	\$319,040.69	\$333,078.48	\$347,733.93
Accenture Insights Platform Analytics & Big Data	AIP-AB	Month	\$251,376.66	\$262,437.23	\$273,984.47	\$286,039.79
Accenture Insights Platform Analytics & Big Data (One-Time Setup)	OTS_AIP-AB	1	\$246,244.86	\$257,079.63	\$268,391.13	\$280,200.34
Accenture Insights Platform Analytics & Big Data with High Availability	AIP-A-B-HA	Month	\$322,222.43	\$336,400.22	\$351,201.83	\$366,654.71
Accenture Insights Platform Analytics & Big Data with High Availability (One-Time Setup)	OTS_AIP-A-B-HA	1	\$325,856.43	\$340,194.11	\$355,162.65	\$370,789.81
<i>*Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>						

## 2.4.2 Labor Category Descriptions (SIN 518210C)

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Cloud Senior Program Manager</b>	The Cloud Senior Program Manager has overall accountability for business solution programs. Cloud Senior Program Managers may be responsible for product delivery and/or financial management of client engagements. A Cloud Senior Program Manager performs independent quality assurance reviews of program performance and deliverables. They lend thought leadership to engagement teams in developing creative solutions to client business problems.	15	Bachelors
<b>Cloud Program Manager</b>	Cloud Program Managers plan and manage projects to control overall project scope, budgets and schedules for multi-project engagements. Cloud Program Managers maintain contractor interface with the senior levels of the customer's organization, and consult with customer and contractor personnel to formulate and review task plans and deliverables, and provide conformance with program and project task schedules and costs and contractual obligations.	12	Bachelors
<b>Cloud Project Manager</b>	The Cloud Project Manager manages, plans and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Cloud Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Cloud Project Manager identifies functional or cross-functional requirements and resources required for each task.	10	Bachelors
<b>Cloud Task Manager</b>	Cloud Task Managers apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations. The Cloud Task Manager monitors quality across multiple projects. This individual establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the assigned tasks.	7	Bachelors
<b>Cloud Subject Matter Expert 1</b>	The Cloud Subject Matter Expert 1 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Cloud Subject Matter Expert 1 is highly experienced in the industry with regard to information technology. The Cloud Subject Matter Expert 1 provides thought leadership related to current and future customer plans with regard to the stated information technology.	10	Bachelors
<b>Cloud Subject Matter Expert 2</b>	The Cloud Subject Matter Expert 2 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Cloud Subject Matter Expert 2 is an highly experienced in the industry with regard to information technology. The Cloud Subject Matter Expert 2 provides thought leadership related to current and future customer plans with regard to the stated information technology.	12	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Cloud Subject Matter Expert 3</b>	The Cloud Subject Matter Expert 3 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Cloud Subject Matter Expert 3 is highly experienced in the industry with regard to the stated information technology. The Cloud Subject Matter Expert 3 provides thought leadership related to current and future customer plans with regard to the stated information technology.	15	Bachelors
<b>Cloud Architect 1</b>	The Cloud Architect 1 provides thought leadership related to current and future customer plans with regard to cloud solutions. The Cloud Architect 1 possesses knowledge of the future direction and trends associated with cloud technology. The Cloud Architect 1s have experience in designing or implementing cloud architecture solutions for information technology. The Cloud Architect 1 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.	7	Bachelors
<b>Cloud Architect 2</b>	The Cloud Architect 2 provides thought leadership related to current and future customer plans with regard to cloud technology. The Cloud Architect 2 possesses knowledge of the future direction and trends associated with information technology. The Cloud Architect 2s have experience in designing and implementing cloud architecture solutions for information technology. The Cloud Architect 2 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.	10	Bachelors
<b>Cloud Administrator 1</b>	Cloud Administrator 1s may develop, run tests on, implement, or maintain operating system and related software in the cloud. The Cloud Administrator 1s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems for cloud solutions. The Cloud Administrator 1 schedules, performs, or monitors system backups or, when necessary, performs data recoveries. The Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	HS/GED
<b>Cloud Administrator 2</b>	<p>Cloud Administrator 2s may develop, run tests on, implement, or maintain operating system and related software in the cloud. The Cloud Administrator 2s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems for cloud solutions. The Cloud Administrator 2 schedules, performs, or monitors system backups or, when necessary, performs data recoveries.</p> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Cloud Administrator 3</b>	<p>Cloud Administrator 3s may develop, run tests on, implement, or maintain operating system and related software in the cloud. The Cloud Administrator 3s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems for cloud solutions. The Cloud Administrator 3 schedules, performs, or monitors system backups or, when necessary, performs data recoveries.</p> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	7	Bachelors
<b>Cloud Database Administrator 1</b>	<p>Cloud Database Administrator 1 administers organization's databases, using database management system to organize and store data. The Cloud Database Administrator 1 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases.</p> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelors
<b>Cloud Database Administrator 2</b>	<p>Cloud Database Administrator 2 administers organization's databases, using database management system to organize and store data. The Cloud Database Administrator 2 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases.</p> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	3	Bachelors
<b>Cloud Database Administrator 3</b>	<p>Cloud Database Administrator 3 administers organization's databases, using database management system to organize and store data. The Cloud Database Administrator 3 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases.</p> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	7	Bachelors
<b>Cloud Functional Specialist 1</b>	<p>The Cloud Functional Specialist 1s provide knowledge in industry, process or technology areas. The Cloud Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> </ul>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>Cloud Functional Specialist 2</b>	<p>The Cloud Functional Specialist 2s provide knowledge in industry, process or technology areas. The Cloud Functional Specialist 2 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	5	Bachelors
<b>Cloud Functional Specialist 3</b>	<p>The Cloud Functional Specialist 3s provide knowledge in industry, process or technology areas. The Cloud Functional Specialist 3 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams;</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	8	Bachelors
<b>Cloud Consultant 1</b>	<p>Cloud Consultant 1s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Cloud Consultant 1 may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop teamwork plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> </ul>	0	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation.</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>Cloud Consultant 2</b>	<p>Cloud Consultant 2s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Cloud Consultant 2 may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop teamwork plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	3	Bachelors
<b>Cloud Consultant 3</b>	<p>Cloud Consultant 3s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Cloud Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop teamwork plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	7	Bachelors



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Cloud Engineer 1</b>	<p>The Cloud Engineer 1 provides knowledge in design, architecture, development and administration of cloud solutions. The Cloud Engineer 1 may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity.</li> <li>• Oversee the development and installation of new hardware and software.</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create saleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	HS/GED
<b>Cloud Engineer 2</b>	<p>The Cloud Engineer 2 provides knowledge in design, architecture, development and administration of cloud solutions. The Cloud Engineer 2 may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity.</li> <li>• Oversee the development and installation of new hardware and software.</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create saleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 2 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Cloud Engineer 3</b>	<p>The Cloud Engineer 3 provides knowledge in design, architecture, development and administration. The Cloud Engineer 3 may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity.</li> <li>• Oversee the development and installation of new hardware and software.</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 3 performs more varied and difficult tasks compared to Level 1/2, yet has less autonomy than Level 4.</p>	2	Bachelors
<b>Cloud Engineer 4</b>	<p>The Cloud Engineer 4 provides knowledge in design, architecture, development and administration. The Cloud Engineer 4 may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity</li> <li>• Oversee the development and installation of new hardware and software</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 4 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	5	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Cloud Help Desk Manager</b>	<p>The Cloud Help Desk Manager supervises and coordinates activities of Cloud Help Desk Specialists, Coordinators or Technicians. This individual identifies, troubleshoots, or resolves information systems problems to minimize down time of applications and personnel. The Cloud Help Desk Manager may</p> <ul style="list-style-type: none"> <li>• Assist computer users with hardware and software questions and problems,</li> <li>• Field telephone calls and e-mail messages from customers seeking guidance on technical problems</li> <li>• Diagnose nature of problems, and assisting customers through problem solving steps</li> </ul>	2	Associate
<b>Cloud Help Desk Specialist</b>	<p>The Cloud Help Desk Specialist analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems through phone, email, or chat. This individual resolves computer software and hardware problems of users, and acts as a contact for users having problems using computer software, hardware, and operating systems. The Cloud Help Desk Specialist answers questions, applying knowledge of computer software, hardware, systems, and procedures.</p>	1	Associate
<b>Cloud Programmer 1</b>	<p>The Cloud Programmer 1 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming, and understands the business or function for which application is designed. The Cloud Programmer may</p> <ul style="list-style-type: none"> <li>· Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>· Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	HS/GED
<b>Cloud Programmer 2</b>	<p>The Cloud Programmer 2 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The Cloud Programmer may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Cloud Programmer 3</b>	<p>The Cloud Programmer 3 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The Cloud Programmer may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs.</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work</p>	5	Bachelors
<b>Cloud Operations Manager</b>	<p>The Cloud Operation Manager manages, coordinates, or organizes department operation strategies and activities. The Cloud Operation Manager may</p> <ul style="list-style-type: none"> <li>• Collaborate in the development and implementation of organization policies, practices, procedures, and attainment of operating goals</li> <li>• Review, analyze, and prepare reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in progress, and problems encountered</li> <li>• Disseminate policies and objectives to supervisors/staff</li> </ul>	3	Bachelors
<b>Cloud Agile Coach</b>	<p>The Cloud Agile Coach may assist or lead teams to apply Agile thinking to the specific environment and impediments they face. The Coach works as an advisor and helps the team adapt the methodology to their environment and challenge the existing environment.</p>	8	Bachelors
<b>Cloud Scrum Master</b>	<p>The Cloud Scrum Master may facilitate or guide a software development product owner, team, and organization on how to use Agile/Scrum concepts, values, practices, and principles focusing on improving team effectiveness. The Cloud Scrum Master leads discussions and decision making, and assists in mediation of conflict resolution.</p>	6	Bachelors
<b>Cloud Data Architect</b>	<p>The Cloud Data Architect may define, design, or develop relational and/or multi-dimensional databases for warehousing of data. The Data Architect reviews current data structures and recommends optimizations and reconfigurations as warranted.</p>	7	Bachelors
<b>Cloud Program Analyst</b>	<p>The Cloud Program Analyst analyzes and critiques computer programs and systems, or develops new programs. The Cloud Program Analyst may</p> <ul style="list-style-type: none"> <li>• Review user's requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities</li> <li>• Outline steps required to develop programs, using structured analysis and design</li> <li>• Plan, develop, test, and document computer programs, applying knowledge of programming techniques and computer systems</li> </ul>	2	Bachelors
<b>DevSecOps Engineer 1</b>	<p>The DevSecOps Engineer 1 may plan, design, develop, redesign or enhance, install, or implement various cloud architectures. This individual applies knowledge of cloud architecture and networking to develop and test computer systems and produce the necessary outcome for clients. The DevSecOps Engineer</p>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product.</p> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>DevSecOps Engineer 2</b>	<p>The DevSecOps Engineer 2 may plan, design, develop, redesign or enhance, install, or implement various cloud architectures. This individual applies knowledge of cloud architecture and networking to develop and test computer systems and produce the necessary outcome for clients. The DevSecOps Engineer 2 may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product.</p> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	3	Bachelors
<b>DevSecOps Engineer 3</b>	<p>The DevSecOps Engineer 3 may plan, design, develop, redesign or enhance, install, or implement various cloud architectures. This individual applies knowledge of cloud architecture and networking to develop and test computer systems and produce the necessary outcome for clients. The DevSecOps Engineer 3 may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product.</p> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	5	Bachelors
<b>Cloud Customer Service and Support Technician 1</b>	<p>The Cloud Customer Service and Support Technician 1 may perform some of the following tasks</p> <ul style="list-style-type: none"> <li>• Supports answers to inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Supports resolution of problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	HS/GED

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Cloud Customer Service and Support Technician 2</b>	<p>The Cloud Customer Service and Support Technician 2 may perform some of the following tasks</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 2 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Associate
<b>Cloud Customer Service and Support Technician 3</b>	<p>The Cloud Customer Service and Support Technician 3 may perform some of the following tasks</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 3 performs more varied and difficult tasks compared to Level 1/2, yet has less autonomy than Level 4.</p>	1	Associate
<b>Cloud Customer Service and Support Technician 4</b>	<p>The Cloud Customer Service and Support Technician 4 may perform some of the following tasks</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> </ul>	2	Associate

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 4 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Cloud Customer Service and Support Supervisor 1</b>	<p>The Cloud Customer Service and Support Supervisor 1 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	1	Associate
<b>Cloud Customer Service and Support Supervisor 2</b>	<p>The Cloud Customer Service and Support Supervisor 2 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	2	Associate
<b>Cloud Customer Service and Support Supervisor 3</b>	<p>The Cloud Customer Service and Support Supervisor 3 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul>	3	Associate

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.		
<b>Cloud Customer Service and Support Manager 1</b>	<p>The Cloud Customer Service and Support Manager 1 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>• Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	2	Associate
<b>Cloud Customer Service and Support Manager 2</b>	<p>The Cloud Customer Service and Support Manager 2 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>• Accomplishes organization goals by accepting ownership for</li> </ul>	3	Associate



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>accomplishing new and different requests; exploring opportunities to add value to job accomplishments</p> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<b>Cloud Customer Service and Support Manager 3</b>	<p>The Cloud Customer Service and Support Manager 3 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>• Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	4	Associate
<b>Cloud Systems Analyst</b>	<p>The Cloud Systems Analyst may oversee the implementation of required hardware and software components for approved applications, coordinate tests of the application system to provide proper performance, or develop diagrams and flow charts for computer programmers to follow. The Cloud Systems Analyst reviews, analyzes, and modifies programming systems, including encoding, debugging, and installing to support an organization's application systems. The Cloud Systems Analyst develops application specifications, identifies the required inputs, and formats the output to meet users' needs.</p>	4	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Cloud Security Specialist 1</b>	The Cloud Security Specialist 1 may identify or resolve highly complex issues to prevent cyberattacks on cloud information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Cloud Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	Bachelors
<b>Cloud Security Specialist 2</b>	The Cloud Security Specialist 2 may identify or resolve highly complex issues to prevent cyberattacks on cloud information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Cloud Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelors
<b>Cloud Security Specialist 3</b>	The Cloud Security Specialist 3 may identify or resolve highly complex issues to prevent cyberattacks on cloud information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Cloud Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelors
<b>Cloud Business Analyst 1</b>	<p>The Cloud Business Analyst 1 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Cloud Business Analyst 0 uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Cloud Business Analyst 1 may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods,</li> </ul>	0	HS/GED

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>schedules, systems, processes and procedures</p> <ul style="list-style-type: none"> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>Cloud Business Analyst 2</b>	<p>The Cloud Business Analyst 2 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Cloud Business Analyst 2 uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Cloud Business Analyst 2 may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 2 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelors
<b>Cloud Business Analyst 3</b>	<p>The Cloud Business Analyst 3 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Cloud Business Analyst 3 uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Cloud Business Analyst 3 may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 3 performs more varied and difficult tasks compared to Level 1/2, yet has less autonomy than Level 4.</p>	3	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Cloud Business Analyst 4</b>	<p>The Cloud Business Analyst 4 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Cloud Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Cloud Business Analyst 4 may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 4 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	7	Bachelors
<b>Cloud Quality Assurance Specialist</b>	<p>The Cloud Quality Assurance Specialist may improve reliability of new product development processes, maintain company quality standards, or review products, processes and systems on an ongoing basis to determine where improvements can be made. The Cloud Quality Assurance Specialist may</p> <ul style="list-style-type: none"> <li>• Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures</li> <li>• Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order</li> <li>• Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation</li> <li>• Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle</li> </ul>	3	Bachelors
<b>Cloud Network Specialist</b>	<p>The Cloud Network Specialists administers design, organization, or implementation of cloud networks, and heads technical support staff who manage and maintain hubs, servers, and routers within the cloud environment. This individual uses knowledge and understanding of both networking and telecommunications theory and practice. The Cloud Network Specialist communicates with users, technical teams, and vendors on new technology and system upgrades and to determine software and hardware installation requirements.</p>	5	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Cloud Enterprise Architect</b>	The Cloud Enterprise Architects work with stakeholders, both leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, and information technology assets to keep the business and IT in alignment. The Cloud Enterprise Architect links the business mission, strategy, and processes of an organization to its Cloud strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, and adaptable manner.	12	Bachelors
<b>Cloud Training Specialist</b>	The Cloud Training Specialist develops teaching outlines and determines instructional methods, using knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, or workshops. This individual prepares, organizes and heads training sessions covering standard training, specialized training or counseling in designated areas.	2	Bachelors
<b>Cloud Storage Administrator</b>	The Cloud Storage Administrator administers and safeguards efficient and reliable centralized electronic storage area networks (SAN), such as Network Attached Storage, Content Addressable Storage, DAS environments, or other technologies classified as storage technology. This individual may oversee, evaluate, implement, monitor, troubleshoot, or maintain SAN and related technologies, system upgrades, or optimization storage strategies. The Cloud Storage Administrator monitors the data storage needs of the company so that business can run efficiently.	3	Bachelors
<b>Cloud Analyst 1</b>	<p>The Cloud Analyst 1 applies their analytical and technical skills to assist in implementing business solutions. A Cloud Analyst 1 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization's current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> </ul> <p>Identify and document functional requirements for information systems</p> <ul style="list-style-type: none"> <li>• Develop project documentation and user training materials according to program specifications</li> </ul> <p>Conduct user training sessions</p> <ul style="list-style-type: none"> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance.</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelors
<b>Cloud Analyst 2</b>	<p>The Cloud Analyst 2 applies their analytical and technical skills to assist in implementing business solutions. A Cloud Analyst 2 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization's current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information</li> </ul>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>systems</p> <ul style="list-style-type: none"> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<b>Cloud Analyst 3</b>	<p>The Cloud Analyst 3 applies their analytical and technical skills to assist in implementing business solutions. A Cloud Analyst 3 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization's current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	4	Bachelors

### Education and Experience Substitutions for 518210C Labor Categories:

Degree	Degree Equivalents
<b>High School Diploma</b>	<ul style="list-style-type: none"> <li>• GED</li> </ul>
<b>Associate's</b>	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus two (2) years relevant experience</li> <li>• Vocational or technical training in work-related field</li> </ul>
<b>Bachelor's</b>	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus four (4) years relevant experience</li> <li>• Associate's degree plus two (2) years relevant experience</li> <li>• Relevant professional certification</li> </ul>
<b>Master's</b>	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus six (6) years relevant experience</li> <li>• Associate's degree plus four (4) years relevant experience</li> <li>• Bachelor's degree plus two (2) years relevant experience</li> </ul>
<b>PhD / Doctorate</b>	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus eight (8) years relevant experience</li> <li>• Associate's degree plus six (6) years relevant experience</li> <li>• Bachelor's degree plus four (4) years relevant experience</li> <li>• Master's degree plus two (2) years relevant experience</li> </ul>

## 2.4.3 Labor Categories and Rates (SIN 518210C)

### 2.4.3.1 Customer Facility

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Cloud Senior Program Manager (ONSITE)	\$411.01	\$429.09	\$447.97	\$467.68	\$488.26
Cloud Program Manager (ONSITE)	\$326.64	\$341.01	\$356.01	\$371.67	\$388.02
Cloud Project Manager (ONSITE)	\$261.88	\$273.40	\$285.43	\$297.99	\$311.10
Cloud Task Manager (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cloud Subject Matter Expert 1 (ONSITE)	\$224.48	\$234.36	\$244.67	\$255.44	\$266.68
Cloud Subject Matter Expert 2 (ONSITE)	\$282.40	\$294.83	\$307.80	\$321.34	\$335.48
Cloud Subject Matter Expert 3 (ONSITE)	\$316.08	\$329.99	\$344.51	\$359.67	\$375.50
Cloud Architect 1 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cloud Architect 2 (ONSITE)	\$261.88	\$273.40	\$285.43	\$297.99	\$311.10
Cloud Administrator 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Cloud Administrator 2 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Cloud Administrator 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cloud Database Administrator 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Cloud Database Administrator 2 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Cloud Database Administrator 3 (ONSITE)	\$179.97	\$187.89	\$196.16	\$204.79	\$213.80
Cloud Functional Specialist 1 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Cloud Functional Specialist 2 (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Cloud Functional Specialist 3 (ONSITE)	\$218.07	\$227.67	\$237.69	\$248.15	\$259.07
Cloud Consultant 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Cloud Consultant 2 (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Cloud Consultant 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cloud Engineer 1 (ONSITE)	\$77.14	\$80.53	\$84.07	\$87.77	\$91.63
Cloud Engineer 2 (ONSITE)	\$101.94	\$106.43	\$111.11	\$116.00	\$121.10
Cloud Engineer 3 (ONSITE)	\$114.55	\$119.59	\$124.85	\$130.34	\$136.07
Cloud Engineer 4 (ONSITE)	\$156.56	\$163.45	\$170.64	\$178.15	\$185.99
Cloud Help Desk Manager (ONSITE)	\$109.17	\$113.97	\$118.98	\$124.22	\$129.69
Cloud Help Desk Specialist (ONSITE)	\$97.28	\$101.56	\$106.03	\$110.70	\$115.57
Cloud Programmer 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Cloud Programmer 2 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Cloud Programmer 3 (ONSITE)	\$182.88	\$190.93	\$199.33	\$208.10	\$217.26
Cloud Operations Manager (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Cloud Agile Coach (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cloud Scrum Master (ONSITE)	\$249.59	\$260.57	\$272.04	\$284.01	\$296.51
Cloud Data Architect (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cloud Program Analyst (ONSITE)	\$96.58	\$100.83	\$105.27	\$109.90	\$114.74

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
DevSecOps Engineer 1 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
DevSecOps Engineer 2 (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
DevSecOps Engineer 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cloud Customer Service and Support Technician 1 (ONSITE)	\$81.46	\$85.04	\$88.78	\$92.69	\$96.77
Cloud Customer Service and Support Technician 2 (ONSITE)	\$90.37	\$94.35	\$98.50	\$102.83	\$107.35
Cloud Customer Service and Support Technician 3 (ONSITE)	\$94.89	\$99.07	\$103.43	\$107.98	\$112.73
Cloud Customer Service and Support Technician 4 (ONSITE)	\$107.65	\$112.39	\$117.34	\$122.50	\$127.89
Cloud Customer Service and Support Supervisor 1 (ONSITE)	\$100.01	\$104.41	\$109.00	\$113.80	\$118.81
Cloud Customer Service and Support Supervisor 2 (ONSITE)	\$102.18	\$106.68	\$111.37	\$116.27	\$121.39
Cloud Customer Service and Support Supervisor 3 (ONSITE)	\$107.65	\$112.39	\$117.34	\$122.50	\$127.89
Cloud Customer Service and Support Manager 1 (ONSITE)	\$102.18	\$106.68	\$111.37	\$116.27	\$121.39
Cloud Customer Service and Support Manager 2 (ONSITE)	\$107.65	\$112.39	\$117.34	\$122.50	\$127.89
Cloud Customer Service and Support Manager 3 (ONSITE)	\$132.61	\$138.44	\$144.53	\$150.89	\$157.53
Cloud Systems Analyst (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Cloud Security Specialist 1 (ONSITE)	\$101.94	\$106.43	\$111.11	\$116.00	\$121.10
Cloud Security Specialist 2 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Cloud Security Specialist 3 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cloud Business Analyst 1 (ONSITE)	\$76.75	\$80.13	\$83.66	\$87.34	\$91.18
Cloud Business Analyst 2 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Cloud Business Analyst 3 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Cloud Business Analyst 4 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Cloud Quality Assurance Specialist (ONSITE)	\$114.55	\$119.59	\$124.85	\$130.34	\$136.07
Cloud Network Specialist (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Cloud Enterprise Architect (ONSITE)	\$224.48	\$234.36	\$244.67	\$255.44	\$266.68
Cloud Training Specialist (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Cloud Storage Administrator (ONSITE)	\$114.55	\$119.59	\$124.85	\$130.34	\$136.07
Cloud Analyst 1 (ONSITE)	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Cloud Analyst 2 (ONSITE)	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Cloud Analyst 3 (ONSITE)	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
<i>Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					



### 2.4.3.2 Contractor Facility

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Cloud Senior Program Manager (OFFSITE)	\$425.79	\$444.52	\$464.08	\$484.50	\$505.82
Cloud Program Manager (OFFSITE)	\$338.38	\$353.27	\$368.81	\$385.04	\$401.98
Cloud Project Manager (OFFSITE)	\$271.30	\$283.24	\$295.70	\$308.71	\$322.29
Cloud Task Manager (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cloud Subject Matter Expert 1 (OFFSITE)	\$232.55	\$242.78	\$253.46	\$264.61	\$276.25
Cloud Subject Matter Expert 2 (OFFSITE)	\$292.54	\$305.41	\$318.85	\$332.88	\$347.53
Cloud Subject Matter Expert 3 (OFFSITE)	\$327.46	\$341.87	\$356.91	\$372.61	\$389.00
Cloud Architect 1 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cloud Architect 2 (OFFSITE)	\$271.30	\$283.24	\$295.70	\$308.71	\$322.29
Cloud Administrator 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Cloud Administrator 2 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Cloud Administrator 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cloud Database Administrator 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Cloud Database Administrator 2 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Cloud Database Administrator 3 (OFFSITE)	\$186.44	\$194.64	\$203.20	\$212.14	\$221.47
Cloud Functional Specialist 1 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Cloud Functional Specialist 2 (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Cloud Functional Specialist 3 (OFFSITE)	\$225.90	\$235.84	\$246.22	\$257.05	\$268.36
Cloud Consultant 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Cloud Consultant 2 (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Cloud Consultant 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cloud Engineer 1 (OFFSITE)	\$79.92	\$83.44	\$87.11	\$90.94	\$94.94
Cloud Engineer 2 (OFFSITE)	\$105.61	\$110.26	\$115.11	\$120.17	\$125.46
Cloud Engineer 3 (OFFSITE)	\$118.67	\$123.89	\$129.34	\$135.03	\$140.97
Cloud Engineer 4 (OFFSITE)	\$162.20	\$169.34	\$176.79	\$184.57	\$192.69
Cloud Help Desk Manager (OFFSITE)	\$113.08	\$118.06	\$123.25	\$128.67	\$134.33
Cloud Help Desk Specialist (OFFSITE)	\$100.79	\$105.22	\$109.85	\$114.68	\$119.73
Cloud Programmer 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Cloud Programmer 2 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Cloud Programmer 3 (OFFSITE)	\$189.44	\$197.78	\$206.48	\$215.57	\$225.06
Cloud Operations Manager (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Cloud Agile Coach (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cloud Scrum Master (OFFSITE)	\$258.56	\$269.94	\$281.82	\$294.22	\$307.17
Cloud Data Architect (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cloud Program Analyst (OFFSITE)	\$100.05	\$104.45	\$109.05	\$113.85	\$118.86
DevSecOps Engineer 1 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
DevSecOps Engineer 2 (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
DevSecOps Engineer 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cloud Customer Service and Support Technician 1 (OFFSITE)	\$84.39	\$88.10	\$91.98	\$96.03	\$100.26
Cloud Customer Service and Support Technician 2 (OFFSITE)	\$93.63	\$97.75	\$102.05	\$106.54	\$111.23
Cloud Customer Service and Support Technician 3 (OFFSITE)	\$98.32	\$102.65	\$107.17	\$111.89	\$116.81
Cloud Customer Service and Support Technician 4 (OFFSITE)	\$111.53	\$116.44	\$121.56	\$126.91	\$132.49
Cloud Customer Service and Support Supervisor 1 (OFFSITE)	\$103.61	\$108.17	\$112.93	\$117.90	\$123.09
Cloud Customer Service and Support Supervisor 2 (OFFSITE)	\$105.86	\$110.52	\$115.38	\$120.46	\$125.76
Cloud Customer Service and Support Supervisor 3 (OFFSITE)	\$111.53	\$116.44	\$121.56	\$126.91	\$132.49
Cloud Customer Service and Support Manager 1 (OFFSITE)	\$105.86	\$110.52	\$115.38	\$120.46	\$125.76
Cloud Customer Service and Support Manager 2 (OFFSITE)	\$111.53	\$116.44	\$121.56	\$126.91	\$132.49
Cloud Customer Service and Support Manager 3 (OFFSITE)	\$137.39	\$143.44	\$149.75	\$156.34	\$163.22
Cloud Systems Analyst (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Cloud Security Specialist 1 (OFFSITE)	\$105.61	\$110.26	\$115.11	\$120.17	\$125.46
Cloud Security Specialist 2 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Cloud Security Specialist 3 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cloud Business Analyst 1 (OFFSITE)	\$79.51	\$83.01	\$86.66	\$90.47	\$94.45
Cloud Business Analyst 2 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Cloud Business Analyst 3 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Cloud Business Analyst 4 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Cloud Quality Assurance Specialist (OFFSITE)	\$118.67	\$123.89	\$129.34	\$135.03	\$140.97
Cloud Network Specialist (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Cloud Enterprise Architect (OFFSITE)	\$232.55	\$242.78	\$253.46	\$264.61	\$276.25
Cloud Training Specialist (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Cloud Storage Administrator (OFFSITE)	\$118.67	\$123.89	\$129.34	\$135.03	\$140.97
Cloud Analyst 1 (OFFSITE)	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Cloud Analyst 2 (OFFSITE)	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Cloud Analyst 3 (OFFSITE)	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
<i>Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

## 2.5 SIN 561422

**Automated Contact Center Solutions (ACCS)** - ACCS is defined as any combination of products, equipment, software and/or services that are required to establish and maintain contact center capabilities managed by the contractor for an agency.

These include a wide range of automated and attended managed solutions that allow agencies to respond to inquiries from the public. Permissible offerings under this SIN may include any technologies or services required to deliver and support ACCS to agencies, including but not limited to:   
 Technology: Automated services to include but not limited to Artificial Intelligence (AI), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, Hosted FAQ Service, etc. NOTE: Subject to Cooperative Purchasing.

### 2.5.1 Labor Category Descriptions (SIN 561422)

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Contact Center Analytics Specialist - 3</b>	<p>The Contact Center Analytics Specialist - Level 3 role provides a deep understanding of the relationships that exist among the organization's various programs and databases and has responsibility for using standard and advanced methods in all stages of data collection, analysis, reporting, and data visualization. This role is responsible for supporting existing data platforms - including supplying insights and recommendations on the needs of the Contact Center based on deep understanding of the data, data relationships, etc.</p> <p>Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.</p>	5	Bachelors
<b>Contact Center Analytics Specialist - 2</b>	<p>The Contact Center Analytics Specialist - Level 2 role understands the relationships that exist among the organization's various programs and databases and has responsibility for using standard and advanced methods in all stages of data collection, analysis, reporting, and data visualization. This role is responsible for supporting existing data platforms - including identifying insights and recommendations on the needs of the Contact Center based on deep understanding of the data, data relationships, etc.</p> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	3	Bachelors
<b>Contact Center Analytics Specialist - 1</b>	<p>The Contact Center Analytics Specialist - Level 1 role understands the relationships that exist among the organization's various programs and databases and has responsibility for using standard and advanced methods in all stages of data collection, analysis, reporting, and data visualization. This role is responsible for supporting existing data platforms - including identifying insights and recommendations on the needs of the Contact Center based on deep understanding of the data, data relationships, etc.</p> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	1	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Contact Center Application Developer - 3</b>	<p>The Contact Center Application Developer - Level 3 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The Contact Center Application Developer - 3 may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs.</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work</p>	5	Bachelors
<b>Contact Center Application Developer - 2</b>	<p>The Contact Center Application Developer - Level 2 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The Contact Center Application Developer -2 may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	2	Bachelors
<b>Contact Center Application Developer - 1 **</b>	<p>The Contact Center Application Developer - Level 1 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming, and understands the business or function for which application is designed. The Contact Center Application Developer - 1 may</p> <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelors in process
<b>Contact Center Applications Systems Analyst - 3 **</b>	<p>The Application Systems Analyst - Level 3 oversees the implementation of required hardware and software components for approved applications, coordinate tests of the application system to provide proper performance, or develop diagrams and flow charts for computer programmers to follow. The Application Systems Analyst - Level 3 reviews, analyzes, and modifies programming systems, including encoding, debugging, and installing to support an organization's application systems. The Application Systems Analyst develops application specifications, identifies the required inputs, and formats the output to meet</p>	8	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	users' needs. Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.		
<b>Contact Center Applications Systems Analyst - 2 **</b>	The Application Systems Analyst - Level 2 may oversee the implementation of required hardware and software components for approved applications, coordinate tests of the application system to provide proper performance, or develop diagrams and flow charts for computer programmers to follow. The Application Systems Analyst - Level 2 reviews, analyzes, and modifies programming systems, including encoding, debugging, and installing to support an organization's application systems. The Application Systems Analyst develops application specifications, identifies the required inputs, and formats the output to meet users' needs. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	4	Bachelors
<b>Contact Center Applications Systems Analyst - 1 **</b>	The Application Systems Analyst - Level 1 supports the implementation of required hardware and software components for approved applications, coordinate tests of the application system to provide proper performance, or develop diagrams and flow charts for computer programmers to follow. The Application Systems Analyst - Level 1 modifies programming systems, including encoding, debugging, and installing to support an organization's application systems at the direction of leadership. Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	Associates
<b>Contact Center Business Analyst - Expert</b>	<p>The Contact Center Business Analyst - Expert provides knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Contact Center Business Analyst – Expert uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution. In addition, the Business Analyst – Expert may</p> <ul style="list-style-type: none"> <li>• Be sought after as an industry expert and present at public industry events</li> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge</li> </ul>	10	Bachelors
<b>Contact Center Business Analyst - 3</b>	The Contact Center Business Analyst - Level 3 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution. In addition, the Business Analyst – 3 may	7	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Contact Center Business Analyst – 2</b>	<p>The Contact Center Business Analyst - Level 2 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution. In addition, the Business Analyst – 2 may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	3	Bachelors
<b>Contact Center Business Analyst – 1</b>	<p>The Contact Center Business Analyst - Level 1 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution. In addition, the Business Analyst – 1 may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul>	0	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<p><b>Contact Center Customer Service and Support Tech - 3 **</b></p>	<p>The Customer Service and Support Technician - Level 3 may perform some/all of the following tasks:</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.</p>	<p>5</p>	<p>Associates</p>
<p><b>Contact Center Customer Service and Support Tech - 2 **</b></p>	<p>The Customer Service and Support Technician - Level 2 may perform some/all of the following tasks:</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> </ul>	<p>3</p>	<p>H.S. Diploma</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3</p>		
<b>Contact Center Customer Service and Support Tech - 1 **</b>	<p>The Customer Service and Support Technician - Level 1 may perform some/all of the following tasks:</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information.</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests.</li> <li>• Maintains call center database by entering information and document customer interaction.</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management.</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	H.S. Diploma



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Contact Center Customer Service and Support Tech Manager - 3</b>	<p>The Contact Center Customer Service and Support Tech Manager - Level 3 may perform the following tasks:</p> <ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>• Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.</p>	4	Associates
<b>Contact Center Customer Service and Support Tech Manager - 2</b>	<p>The Contact Center Customer Service and Support Tech Manager - Level 2 may perform the following tasks:</p> <ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> </ul>	3	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<b>Contact Center Customer Service and Support Tech Manager - 1</b>	<p>The Contact Center Customer Service and Support Tech Manager - Level 1 may perform the following tasks:</p> <ul style="list-style-type: none"> <li>Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	2	Associates
<b>Contact Center Customer Service and Support Tech Supervisor - 3</b>	<p>The Contact Center Customer Service and Support Tech Supervisor - Level 3 may perform the following tasks:</p> <ul style="list-style-type: none"> <li>Maintains call center database by entering and verifying information; updating contact log</li> <li>Improves quality results by recommending changes and coaching representatives</li> <li>Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>Manages representatives and ensures appropriate training</li> <li>Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.</p>	3	Associates
<b>Contact Center Customer</b>	<p>The Contact Center Customer Service and Support Tech Supervisor - Level 2 may perform the following tasks:</p>	2	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Service and Support Tech Supervisor - 2</b>	<ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<b>Contact Center Customer Service and Support Tech Supervisor - 1</b>	<p>The Contact Center Customer Service and Support Tech Supervisor - Level 1 may perform the following tasks:</p> <ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	1	Associates
<b>Contact Center Cyber Security Architect - 3</b>	<p>The Contact Center Cyber Security Architect - Level 3 provides thought leadership related to current and future customer plans with regard to protecting customer information technology from cyber threats. The Contact Center Cyber Security Architect - Level 3 possesses knowledge of the future direction and trends associated with the stated information technology, and is up to date with current threats associated with it. This individual has experience in designing and implementing protections for information architecture. The Contact Center Cyber Security Architect - Level 3 designs secure architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.</p>	10	Bachelors
<b>Contact Center Cyber Security Architect - 2</b>	<p>The Contact Center Cyber Security Architect - Level 2 provides thought leadership related to current and future customer plans with regard to protecting customer information technology from cyber threats. This individual possesses knowledge of the future direction and trends associated with the stated information technology, and is up to date with current threats associated with it. Contact Center Cyber Security Architect - Level 2 is experienced in designing and implementing protections for information architecture solutions for the stated information technology; This individual designs secure architecture to include the software, hardware, and communications to support the total</p>	7	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	requirements as well as provide for present and future cross-functional requirements and interfaces.		
<b>Contact Center Cyber Systems Administrator - 3</b>	The Contact Center Cyber Systems Administrator - Level 3 administers, develops, runs tests on, implements, and maintains operating system and related software in support of cyber related activities. The Contact Center Cyber Systems Administrator - Level 3 establishes and implements standards for computer operations, consistent with documented customer cyber policies, for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and resolves software, operating system, and networking problems identified in vulnerability scans, penetration tests, and other security testing performed on the system. The Contact Center Cyber Systems Administrator - Level 3 schedules, performs, and monitors system backups and, when necessary, performs data recoveries. Level 3 is highly competent in cyber subject matter and concepts and generally considered a specialist in area of assignment. May lead individuals assisting in the work.	7	Bachelors
<b>Contact Center Cyber Systems Administrator - 2 **</b>	The Contact Center Cyber Systems Administrator - Level 2 may develop, run tests on, implement, and maintain operating system and related software in support of cyber related activities. The Contact Center Cyber Systems Administrator - Level 2 establishes and implements standards for computer operations, consistent with documented customer cyber policies, for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and resolves software, operating system, and networking problems identified in vulnerability scans, penetration tests, and other security testing performed on the system. The Contact Center Cyber Systems Administrator - Level 2 schedules, performs, and monitors system backups and, when necessary, performs data recoveries.	3	Bachelors
<b>Contact Center Enterprise Architect - 3</b>	The Enterprise Architect - Level 3 works with stakeholders, both leadership and subject matter experts, to define the IT vision and develop the roadmaps to achieve IT business outcomes. The Enterprise Architect – Sr is a visionary directing EA teams to link the business mission, strategy, and processes of an organization to its IT strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, and adaptable manner.	12	Masters
<b>Contact Center Enterprise Architect - 2</b>	The Enterprise Architect - Level 2 works with stakeholders, both leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, and information technology assets to keep the business and IT in alignment. The Enterprise Architect - Level 2 links the business mission, strategy, and processes of an organization to its IT strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, and adaptable manner.	8	Bachelors
<b>Contact Center Enterprise Architect - 1</b>	The Enterprise Architect - Level 1 works with experienced EAs to build a holistic view of the organization's strategy, processes, information, and information technology assets to keep the	5	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	business and IT in alignment. The Enterprise Architect - Level 1 follows the business mission, strategy, and processes of an organization to its IT strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, and adaptable manner.		
<b>Contact Center Finance Analyst – 3</b>	The Finance Analyst - Level 3 role is responsible for assisting, coordinating, preparing, documenting, and presenting financial analysis of projects related to the Contact Center. Provides financial analysis and planning support for forward-looking financial forecasting and budgeting efforts. Assists in the preparation of forecasts and analysis of financial trends, including forecasting and reconciliation of internal budgets. Performs more varied and difficult tasks compared to Level 2 and is highly competent and trusted in financial management - may lead individuals assisting in the work.	7	Bachelors
<b>Contact Center Finance Analyst – 2</b>	The Finance Analyst - Level 2 role is responsible for assisting, coordinating, preparing, documenting, and presenting financial analysis of projects related to the Contact Center. Provides financial analysis and planning support for forward-looking financial forecasting and budgeting efforts. Assists in the preparation of forecasts and analysis of financial trends, including forecasting and reconciliation of internal budgets. Performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelors
<b>Contact Center Finance Analyst – 1</b>	The Finance Analyst - Level 1 role is responsible for assisting, coordinating, preparing, and documenting financial analysis of projects related to the Contact Center. Provides financial analysis and planning support for forward-looking financial forecasting and budgeting efforts. Assists in the preparation of forecasts and analysis of financial trends, including forecasting and reconciliation of internal budgets. Level 1 supports efforts with limited complexity that tend to be more routine and is supervised by higher levels.	0	Bachelors
<b>Contact Center Knowledge Manager - 3</b>	<p>Contact Center Knowledge Manager - Level 3 role is responsible for all knowledge, training, and content - including (but not limited to) the following:</p> <ul style="list-style-type: none"> <li>• ensuring the successful design, build, configuration, testing, and use of project knowledge resources - including the Knowledge Management System;</li> <li>• overseeing, managing, and coordinating Contact Center staff training and development activities;</li> <li>• developing and revise training courses and prepares appropriate training catalogs;</li> <li>• preparing instructor materials (course outline, background material, and training aids);</li> <li>• preparing statements of policy and procedure to insure best in class, customer experience focused knowledge management</li> <li>• training personnel with a variety of training delivery methods (e.g. classroom, computer based, etc.)</li> <li>• providing daily supervision and direction to staff supporting knowledge, training, and content efforts.</li> </ul>	7	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.		
<b>Contact Center Knowledge Manager - 2</b>	<p>Contact Center Knowledge Manager - Level 2 role is responsible for all knowledge, training, and content - including (but not limited to) the following:</p> <ul style="list-style-type: none"> <li>• ensuring the successful design, build, configuration, testing, and use of project knowledge resources - including the Knowledge Management System;</li> <li>• overseeing, managing, and coordinating Contact Center staff training and development activities;</li> <li>• developing and revise training courses and prepares appropriate training catalogs;</li> <li>• preparing instructor materials (course outline, background material, and training aids);</li> <li>• preparing statements of policy and procedure to insure best in class, customer experience focused knowledge management</li> <li>• training personnel with a variety of training delivery methods (e.g. classroom, computer based, etc.)</li> <li>• providing daily supervision and direction to staff supporting knowledge, training, and content efforts.</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	3	Bachelors
<b>Contact Center Knowledge Manager - 1</b>	<p>Contact Center Knowledge Manager - Level 1 role is responsible for all knowledge, training, and content - including (but not limited to) the following:</p> <ul style="list-style-type: none"> <li>• ensuring the successful design, build, configuration, testing, and use of project knowledge resources - including the Knowledge Management System;</li> <li>• overseeing, managing, and coordinating Contact Center staff training and development activities;</li> <li>• developing and revise training courses and prepares appropriate training catalogs;</li> <li>• preparing instructor materials (course outline, background material, and training aids);</li> <li>• preparing statements of policy and procedure to insure best in class, customer experience focused knowledge management</li> <li>• training personnel with a variety of training delivery methods (e.g. classroom, computer based, etc.)</li> <li>• providing daily supervision and direction to staff supporting knowledge, training, and content efforts.</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelors
<b>Contact Center Mobilization Specialist - 3</b>	<p>Contact Center Mobilization Specialist - Level 3 shall be responsible for all day-to-day transition overall implementation of Contact Center effort or of an implementation/mobilization effort. This role provides day-to-day management, oversight, and guidance for tasks that may include, but is not limited to, some/all of the following:</p> <ul style="list-style-type: none"> <li>• Planning and Project Management for Implementation/Mobilization efforts.</li> </ul>	10	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Technology - including (but not limited to) acquisition, licensing, implementation, configuration, etc.</li> <li>• Staffing - including (but not limited to) planning, recruiting, hiring, onboarding, training, etc.</li> <li>• Vendor and/or Subcontractor Management</li> </ul> <p>Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Contact Center Mobilization Specialist - 2</b>	<p>Contact Center Mobilization Specialist - Level 2 shall be responsible for all day-to-day transition overall implementation of Contact Center effort or of an implementation/mobilization effort. This role provides day-to-day management, oversight, and guidance for tasks that may include, but is not limited to, some/all of the following:</p> <ul style="list-style-type: none"> <li>• Planning and Project Management for Implementation/Mobilization efforts.</li> <li>• Technology - including (but not limited to) acquisition, licensing, implementation, configuration, etc.</li> <li>• Staffing - including (but not limited to) planning, recruiting, hiring, onboarding, training, etc.</li> <li>• Vendor and/or Subcontractor Management</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	7	Bachelors
<b>Contact Center Mobilization Specialist - 1</b>	<p>Contact Center Mobilization Specialist - Level 1 shall be responsible for all day-to-day transition overall implementation of Contact Center effort or of an implementation/mobilization effort. This role provides day-to-day management, oversight, and guidance for tasks that may include, but is not limited to, some/all of the following:</p> <ul style="list-style-type: none"> <li>• Planning and Project Management for Implementation/Mobilization efforts.</li> <li>• Technology - including (but not limited to) acquisition, licensing, implementation, configuration, etc.</li> <li>• Staffing - including (but not limited to) planning, recruiting, hiring, onboarding, training, etc.</li> <li>• Vendor and/or Subcontractor Management</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	3	Bachelors
<b>Contact Center Operations Director – 3</b>	<p>The Contact Center Operations Director - Level 3 manages, coordinates, or organizes department operation strategies and activities. The Contact Center Operations Director - Level 3 may</p> <ul style="list-style-type: none"> <li>• Collaborate in the development and implementation of organization policies, practices, procedures, and attainment of operating goals</li> <li>• Review, analyze, and prepare reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in progress, and problems encountered</li> <li>• Disseminate policies and objectives to supervisors/staff</li> </ul>	10	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Contact Center Operations Director – 2</b>	<p>The Contact Center Operations Director - Level 2 manages, coordinates, or organizes department operation strategies and activities. The Contact Center Operations Director - Level 2 may</p> <ul style="list-style-type: none"> <li>• Collaborate in the development and implementation of organization policies, practices, procedures, and attainment of operating goals</li> <li>• Review, analyze, and prepare reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in progress, and problems encountered</li> <li>• Disseminate policies and objectives to supervisors/staff</li> </ul>	7	Bachelors
<b>Contact Center Operations Director – 1</b>	<p>The Contact Center Operations Director - Level 1 manages, coordinates, or organizes department operation strategies and activities. The Contact Center Operations Director - Level 2 may</p> <ul style="list-style-type: none"> <li>• Collaborate in the development and implementation of organization policies, practices, procedures, and attainment of operating goals</li> <li>• Review, analyze, and prepare reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in progress, and problems encountered</li> <li>• Disseminate policies and objectives to supervisors/staff</li> </ul>	5	Bachelors
<b>Contact Center Program Manager - Expert</b>	<p>The Contact Center Program Manager - Expert plans and manages projects to control overall project scope, budgets and schedules for multi-project engagements. Program Managers maintain contractor interface with the senior levels of the customer's organization, and consult with customer and contractor personnel to formulate and review task plans and deliverables, and provide conformance with program and project task schedules and costs and contractual obligations.</p>	15	Bachelors
<b>Contact Center Program Manager - 3</b>	<p>The Contact Center Program Manager - Level 3 has overall accountability for business solution programs. Program Managers may be responsible for product delivery and/or financial management of client engagements. A Program Manager performs independent quality assurance reviews of program performance and deliverables. They lend thought leadership to engagement teams in developing creative solutions to client business problems.</p>	12	Bachelors
<b>Contact Center Program Manager - 2</b>	<p>The Contact Center Program Manager - Level 2 has overall accountability for business solution programs. Program Managers may be responsible for product delivery and/or financial management of client engagements. A Program Manager performs independent quality assurance reviews of program performance and deliverables. They lend thought leadership to engagement teams in developing creative solutions to client business problems.</p>	10	Bachelors
<b>Contact Center Program Manager - 1</b>	<p>The Contact Center Program Manager - Level 1 has overall accountability for business solution programs. Program Managers may be responsible for product delivery and/or financial management of client engagements. A Program Manager performs independent quality assurance reviews of program performance and deliverables. They lend thought leadership to</p>	8	Bachelors



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	engagement teams in developing creative solutions to client business problems.		
<b>Contact Center Project Manager - Expert</b>	The Contact Center Project Manager - Expert manages, plans and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Project Manager identifies functional or cross-functional requirements and resources required for each task.	12	Bachelors
<b>Contact Center Project Manager - 3</b>	The Contact Center Project Manager - Level 3 manages, plans and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Project Manager identifies functional or cross-functional requirements and resources required for each task.	8	Bachelors
<b>Contact Center Project Manager - 2</b>	The Contact Center Project Manager - Level 2 manages, plans and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Project Manager identifies functional or cross-functional requirements and resources required for each task.	6	Bachelors
<b>Contact Center Project Manager - 1</b>	The Contact Center Project Manager - Level 1 manages, plans and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Project Manager identifies functional or cross-functional requirements and resources required for each task.	4	Bachelors
<b>Contact Center Quality Specialist - 3</b>	<p>The Contact Center Quality Specialist - Level 3 may improve reliability of new product development processes, maintain company quality standards, or review products, processes and systems on an ongoing basis to determine where improvements can be made. The Contact Center Quality Specialist - 3 may:</p> <ul style="list-style-type: none"> <li>• Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures</li> <li>• Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order</li> </ul>	4	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation</li> <li>Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle</li> </ul> <p>Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Contact Center Quality Specialist - 2</b>	<p>The Contact Center Quality Specialist - Level 2 may improve reliability of new product development processes, maintain company quality standards, or review products, processes and systems on an ongoing basis to determine where improvements can be made. The Contact Center Quality Specialist - 2 may:</p> <ul style="list-style-type: none"> <li>Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures</li> <li>Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order</li> <li>Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation</li> <li>Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	2	Bachelors
<b>Contact Center Quality Specialist - 1</b>	<p>The Contact Center Quality Specialist - Level 1 may improve reliability of new product development processes, maintain company quality standards, or review products, processes and systems on an ongoing basis to determine where improvements can be made. The Contact Center Quality Specialist - 1 may:</p> <ul style="list-style-type: none"> <li>Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures</li> <li>Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order</li> <li>Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation</li> <li>Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelors
<b>Contact Center Reporting Analyst – 3</b>	<p>The Contact Center Reporting Analyst - Level 3 role is responsible for designing, creating, analyzing, building, and distributing reports based on contact center and business data to provide performance information for various audience levels in operations, project management, contract leadership, and client</p>	5	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>audiences. Tests and validates data models, reports and results. Performs analysis of data and results, and may provide interpretation and context of data as part of preparing reports. Responsibilities may include designing and building ad-hoc and recurring reports in support a variety of audiences interested in Contact Center data and performance. Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<p><b>Contact Center Reporting Analyst – 2</b></p>	<p>The Contact Center Reporting Analyst - Level 2 role is responsible for designing, creating, analyzing, building, and distributing reports based on contact center and business data to provide performance information for various audience levels in operations, project management, contract leadership, and client audiences. Tests and validates data models, reports and results. Performs analysis of data and results, and may provide interpretation and context of data as part of preparing reports. Responsibilities may include designing and building ad-hoc and recurring reports in support a variety of audiences interested in Contact Center data and performance. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	<p>3</p>	<p>Bachelors</p>
<p><b>Contact Center Reporting Analyst – 1</b></p>	<p>The Contact Center Reporting Analyst - Level 1 role is responsible for designing, creating, analyzing, building, and distributing reports based on contact center and business data to provide performance information for various audience levels in operations, project management, contract leadership, and client audiences. Tests and validates data models, reports and results. Performs analysis of data and results, and may provide interpretation and context of data as part of preparing reports. Responsibilities may include designing and building ad-hoc and recurring reports in support a variety of audiences interested in Contact Center data and performance. Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	<p>0</p>	<p>Bachelors</p>
<p><b>Contact Center Security Specialist - 3</b></p>	<p>The Security Specialist - Level 3 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.</p>	<p>7</p>	<p>Bachelors</p>
<p><b>Contact Center Security Specialist - 2</b></p>	<p>The Security Specialist - Level 2 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates</p>	<p>5</p>	<p>Bachelors</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	violations, and recommends enhancements to plug potential security gaps. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.		
<b>Contact Center Security Specialist - 1</b>	The Security Specialist - Level 1 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 1 performs more routine aspects of the position and is supervised by higher levels.	3	Bachelors
<b>Contact Center Subject Matter Expert - 3</b>	The Contact Center Subject Matter Expert - Level 3 has significant contact center industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Contact Center Subject Matter Expert - 3 is highly experienced in the contact center industry. The Contact Center Subject Matter Expert - 3 may provide thought leadership related to current and future customer plans with regard to contact center capabilities, technologies, and/or methods.	15	Bachelors
<b>Contact Center Subject Matter Expert - 2</b>	The Contact Center Subject Matter Expert - Level 2 has contact center industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Contact Center Subject Matter Expert - 2 is highly experienced in the contact center industry. The Contact Center Subject Matter Expert - 2 may provide thought leadership related to current and future customer plans with regard to contact center capabilities, technologies, and/or methods.	12	Bachelors
<b>Contact Center Subject Matter Expert - 1</b>	The Contact Center Subject Matter Expert - Level 1 has contact center industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Contact Center Subject Matter Expert - 1 is highly experienced in the contact center industry. The Contact Center Subject Matter Expert - 1 may provide thought leadership related to current and future customer plans with regard to contact center capabilities, technologies, and/or methods.	10	Bachelors
<b>Contact Center Systems Administrator - 3</b>	The Contact Center Systems Administrator - Level 3 may develop, run tests on, implement, or maintain operating system and related software. The Contact Center Systems Administrator - 3s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The Contact Center Systems Administrator - 3 schedules, performs, and/or monitors system backups and/or, when necessary, performs data recoveries. Level 3 is highly	7	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	competent in subject matter and concepts and may lead individuals assisting in the work.		
<b>Contact Center Systems Administrator - 2</b>	The Contact Center Systems Administrator - Level 2 may develop, run tests on, implement, or maintain operating system and related software. The Contact Center Systems Administrator - 2s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The Contact Center Systems Administrator - 2 schedules, performs, or monitors system backups and, when necessary, performs data recoveries. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelors
<b>Contact Center Systems Administrator - 1 **</b>	The Contact Center Systems Administrator - Level 1 may develop, run tests on, implement, or maintain operating system and related software. The Contact Center Systems Administrator - Level 1s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The Contact Center Systems Administrator - Level 1 schedules, performs, or monitors system backups or, when necessary, performs data recoveries. The Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	Bachelors in process
<b>Contact Center Systems Architect - 3</b>	The Contact Center Systems Architect - Level 3 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Contact Center Systems Architect - Level 3 possesses knowledge of the future direction and trends associated with information technology. The Contact Center Systems Architect - 3 has experience in designing and implementing information architecture solutions for contact centers, including information technology. The Contact Center Systems Architect - Level 3 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.	10	Bachelors
<b>Contact Center Systems Architect - 2</b>	The Contact Center Systems Architect - Level 2 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Contact Center Systems Architect - Level 2 possesses knowledge of the future direction and trends associated with information technology. The Contact Center Systems Architect - Level 2 has experience in designing and implementing information architecture solutions for contact centers, including information technology. The Contact Center Systems Architect - Level 2 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	8	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Contact Center Systems Architect - 1</b>	<p>The Contact Center Systems Architect - Level 1 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Contact Center Systems Architect - Level 1 possesses knowledge of the future direction and trends associated with information technology. The Contact Center Systems Architect - Level 1 has experience in designing and implementing information architecture solutions for contact centers, including information technology. The Contact Center Systems Architect - Level 1 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	6	Bachelors
<b>Contact Center Systems Engineer - 3</b>	<p>The Contact Center Systems Engineer - Level 3 provides knowledge in design, architecture, development and administration. May perform the following tasks: monitor existing systems for structural integrity , oversee the development and installation of new hardware and software, install and configure operating systems and other software and routinely test installed software for glitch detection and other issues, provide technical direction to IT support staff , design and implement security systems and redundant backups to maintain data safety , write custom scripts to reduce the need for human intervention, Create scalable, automated solutions for our customer base , establish multi-platform versions of the software package, write tests for existing and created code to ensure compatibility and stability, evaluate, recommend, and implement automated test tools and strategies, design, implement, and conduct test and evaluation procedures to ensure system requirements are met, evaluate hardware and software and resolve LAN/MAN/WAN network related problems. Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.</p>	3	Bachelors
<b>Contact Center Systems Engineer - 2</b>	<p>The Contact Center Systems Engineer - Level 2 provides knowledge in design, architecture, development and administration. May perform the following tasks: monitor existing systems for structural integrity , oversee the development and installation of new hardware and software, install and configure operating systems and other software and routinely test installed software for glitch detection and other issues, provide technical direction to IT support staff , design and implement security systems and redundant backups to maintain data safety , write custom scripts to reduce the need for human intervention, Create scalable, automated solutions for our customer base , establish multi-platform versions of the software package, write tests for existing and created code to ensure compatibility and stability, evaluate, recommend, and implement automated test tools and strategies, design, implement, and conduct test and evaluation procedures to ensure system requirements are met, evaluate hardware and software and resolve LAN/MAN/WAN network related problems. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	2	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Contact Center Systems Engineer - 1</b>	The Contact Center Systems Engineer - Level 1 provides knowledge in design, architecture, development and administration. May perform the following tasks: monitor existing systems for structural integrity , oversee the development and installation of new hardware and software, install and configure operating systems and other software and routinely test installed software for glitch detection and other issues, provide technical direction to IT support staff , design and implement security systems and redundant backups to maintain data safety , write custom scripts to reduce the need for human intervention, Create scalable, automated solutions for our customer base , establish multi-platform versions of the software package, write tests for existing and created code to ensure compatibility and stability, evaluate, recommend, and implement automated test tools and strategies, design, implement, and conduct test and evaluation procedures to ensure system requirements are met, evaluate hardware and software and resolve LAN/MAN/WAN network related problems. Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	Bachelors in process
<b>Contact Center Trainer - 3 **</b>	The Contact Center Trainer - Level 3 develops teaching outlines and determines instructional methods, using knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, or workshops. This individual prepares, organizes and heads training sessions covering standard training, specialized training or counseling in designated areas. Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.	5	Bachelors
<b>Contact Center Trainer - 2 **</b>	The Contact Center Trainer - Level 2 develops teaching outlines and determines instructional methods, using knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, or workshops. This individual prepares, organizes and heads training sessions covering standard training, specialized training or counseling in designated areas. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelors
<b>Contact Center Trainer - 1 **</b>	The Contact Center Trainer - Level 1 develops teaching outlines and determines instructional methods, using knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, or workshops. This individual prepares, organizes and heads training sessions covering standard training, specialized training or counseling in designated areas. Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	Bachelors
<b>Contact Center Workforce Analyst - 3 **</b>	The Contact Center Workforce Analyst - Level 3 role is responsible for tracking and analyzing call volume, call routing, service level performance, agent schedules and schedule adherence, as well as user profile administration. They report findings and recommend solutions to the Workforce Manager and Operations Teams to ensure productivity standards are met and that scheduling and staffing adjustments are made as authorized	5	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>by Workforce Manager, Operations, and/or Project Leadership as appropriate. May perform some/all of the following tasks:</p> <ul style="list-style-type: none"> <li>• Build resourcing plans and agent schedules meet service levels and business objectives</li> <li>• Coordinate across locations and with Operations to identify risks to and (as authorized) take appropriate action to meet service levels and business objectives</li> <li>• Assist Operations teams and agents with scheduling needs</li> <li>• Provide recommendations for improving service level performance</li> <li>• May be tasked to assist with answering phone calls or other contacts as needed to meet service levels and business objectives</li> </ul> <p>Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Contact Center Workforce Analyst - 2 **</b>	<p>The Contact Center Workforce Analyst - Level 2 role is responsible for tracking and analyzing call volume, call routing, service level performance, agent schedules and schedule adherence, as well as user profile administration. They report findings and recommend solutions to the Workforce Manager and Operations Teams to ensure productivity standards are met and that scheduling and staffing adjustments are made as authorized by Workforce Manager, Operations, and/or Project Leadership as appropriate. May perform some/all of the following tasks:</p> <ul style="list-style-type: none"> <li>• Build resourcing plans and agent schedules meet service levels and business objectives</li> <li>• Coordinate across locations and with Operations to identify risks to and (as authorized) take appropriate action to meet service levels and business objectives</li> <li>• Assist Operations teams and agents with scheduling needs</li> <li>• Provide recommendations for improving service level performance</li> <li>• May be tasked to assist with answering phone calls or other contacts as needed to meet service levels and business objectives</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	3	Associates
<b>Contact Center Workforce Analyst - 1 **</b>	<p>The Contact Center Workforce Analyst - Level 1 role is responsible for tracking and analyzing call volume, call routing, service level performance, agent schedules and schedule adherence, as well as user profile administration. They report findings and recommend solutions to the Workforce Manager and Operations Teams to ensure productivity standards are met and that scheduling and staffing adjustments are made as authorized by Workforce Manager, Operations, and/or Project Leadership as appropriate. May perform some/all of the following tasks:</p> <ul style="list-style-type: none"> <li>• Build resourcing plans and agent schedules meet service levels and business objectives</li> </ul>	0	Associates



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Coordinate across locations and with Operations to identify risks to and (as authorized) take appropriate action to meet service levels and business objectives</li> <li>• Assist Operations teams and agents with scheduling needs</li> <li>• Provide recommendations for improving service level performance</li> <li>• May be tasked to assist with answering phone calls or other contacts as needed to meet service levels and business objectives</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>Contact Center Workforce Manager - Expert</b>	<p>The Contact Center Workforce Manager - Expert defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. May perform the following:</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively.</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements.</li> </ul> <p>The Contact Center Workforce Manager - Expert is highly competent in subject matter and concepts and may lead individuals assisting in the work.</p>	10	Bachelors
<b>Contact Center Workforce Manager - 3</b>	<p>The Contact Center Workforce Manager - Level 3 defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. May perform the following:</p>	6	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively.</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements.</li> </ul> <p>Level 3 is highly competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Contact Center Workforce Manager - 2</b>	<p>The Contact Center Workforce Manager - Level 2 defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. May perform the following:</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> </ul>	4	Bachelors

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<b>Contact Center Workforce Manager - 1</b>	<p>The Contact Center Workforce Manager - Level 1 defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. May perform the following:</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• D58 Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements.</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> <li>• Identify and implement best practices, continuous improvements</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	2	Bachelors
<b>** Denotes Labor Category subject to Service Contract Labor Standard (SCLS)</b>			

## Education and Experience Substitutions for SIN 561422 Labor Categories:

Degree	Degree Equivalents
High School Diploma	<ul style="list-style-type: none"> <li>GED</li> </ul>
Associate's	<ul style="list-style-type: none"> <li>High School Diploma/GED plus two (2) years relevant experience</li> <li>Vocational or technical training in work-related field</li> </ul>
Bachelor's	<ul style="list-style-type: none"> <li>High School Diploma/GED plus four (4) years relevant experience</li> <li>Associate's degree plus two (2) years relevant experience</li> <li>Relevant professional certification</li> </ul>
Master's	<ul style="list-style-type: none"> <li>High School Diploma/GED plus six (6) years relevant experience</li> <li>Associate's degree plus four (4) years relevant experience</li> <li>Bachelor's degree plus two (2) years relevant experience</li> </ul>
PhD / Doctorate	<ul style="list-style-type: none"> <li>High School Diploma/GED plus eight (8) years relevant experience</li> <li>Associate's degree plus six (6) years relevant experience</li> <li>Bachelor's degree plus four (4) years relevant experience</li> <li>Master's degree plus two (2) years relevant experience</li> </ul>

## 2.5.2 Labor Categories and Rates (SIN 561422)

### 2.5.2.1 Customer Facility

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Contact Center Security Specialist - 3 (ONSITE)	\$145.04	\$151.42	\$158.08	\$165.04	\$172.30
Contact Center Security Specialist - 2 (ONSITE)	\$130.84	\$136.60	\$142.61	\$148.88	\$155.43
Contact Center Security Specialist - 1 (ONSITE)	\$122.31	\$127.69	\$133.31	\$139.18	\$145.30
Contact Center Finance Analyst - 3 (ONSITE)	\$118.20	\$123.40	\$128.83	\$134.50	\$140.42
Contact Center Finance Analyst - 2 (ONSITE)	\$99.21	\$103.58	\$108.14	\$112.90	\$117.87
Contact Center Finance Analyst - 1 (ONSITE)	\$91.80	\$95.84	\$100.06	\$104.46	\$109.06
Contact Center Enterprise Architect - 3 (ONSITE)	\$279.77	\$292.08	\$304.93	\$318.35	\$332.36
Contact Center Enterprise Architect - 2 (ONSITE)	\$247.90	\$258.81	\$270.20	\$282.09	\$294.50
Contact Center Enterprise Architect - 1 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Contact Center Customer Service and Support Tech - 3 (ONSITE) **	\$97.52	\$101.81	\$106.29	\$110.97	\$115.85
Contact Center Customer Service and Support Tech - 2 (ONSITE) **	\$73.39	\$76.62	\$79.99	\$83.51	\$87.18
Contact Center Customer Service and Support Tech - 1 (ONSITE) **	\$51.53	\$53.80	\$56.17	\$58.64	\$61.22
Contact Center Workforce Analyst - 3 (ONSITE) **	\$91.09	\$95.10	\$99.28	\$103.65	\$108.21
Contact Center Workforce Analyst - 2 (ONSITE) **	\$80.21	\$83.74	\$87.42	\$91.27	\$95.29
Contact Center Workforce Analyst - 1 (ONSITE) **	\$57.59	\$60.12	\$62.77	\$65.53	\$68.41
Contact Center Reporting Analyst - 3 (ONSITE)	\$100.58	\$105.01	\$109.63	\$114.45	\$119.49
Contact Center Reporting Analyst - 2 (ONSITE)	\$88.49	\$92.38	\$96.44	\$100.68	\$105.11
Contact Center Reporting Analyst - 1 (ONSITE)	\$82.01	\$85.62	\$89.39	\$93.32	\$97.43

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Contact Center Operations Director - 3 (ONSITE)	\$210.40	\$219.66	\$229.33	\$239.42	\$249.95
Contact Center Operations Director - 2 (ONSITE)	\$181.01	\$188.97	\$197.28	\$205.96	\$215.02
Contact Center Operations Director - 1 (ONSITE)	\$166.19	\$173.50	\$181.13	\$189.10	\$197.42
Contact Center Cyber Systems Administrator - 3 (ONSITE)	\$127.92	\$133.55	\$139.43	\$145.56	\$151.96
Contact Center Cyber Systems Administrator - 2 (ONSITE) **	\$122.02	\$127.39	\$133.00	\$138.85	\$144.96
Contact Center Cyber Security Architect - 3 (ONSITE)	\$261.88	\$273.40	\$285.43	\$297.99	\$311.10
Contact Center Cyber Security Architect - 2 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Contact Center Application Developer - 3 (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Contact Center Application Developer - 2 (ONSITE)	\$131.38	\$137.16	\$143.20	\$149.50	\$156.08
Contact Center Application Developer - 1 (ONSITE) **	\$101.94	\$106.43	\$111.11	\$116.00	\$121.10
Contact Center Analytics Specialist - 3 (ONSITE)	\$139.32	\$145.45	\$151.85	\$158.53	\$165.51
Contact Center Analytics Specialist - 2 (ONSITE)	\$108.53	\$113.31	\$118.30	\$123.51	\$128.94
Contact Center Analytics Specialist - 1 (ONSITE)	\$99.09	\$103.45	\$108.00	\$112.75	\$117.71
Contact Center Applications Systems Analyst - 3 (ONSITE) **	\$121.11	\$126.44	\$132.00	\$137.81	\$143.87
Contact Center Applications Systems Analyst - 2 (ONSITE) **	\$104.41	\$109.00	\$113.80	\$118.81	\$124.04
Contact Center Applications Systems Analyst - 1 (ONSITE) **	\$77.14	\$80.53	\$84.07	\$87.77	\$91.63
Contact Center Systems Architect - 3 (ONSITE)	\$279.77	\$292.08	\$304.93	\$318.35	\$332.36
Contact Center Systems Architect - 2 (ONSITE)	\$247.90	\$258.81	\$270.20	\$282.09	\$294.50
Contact Center Systems Architect - 1 (ONSITE)	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Contact Center Systems Engineer - 3 (ONSITE)	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Contact Center Systems Engineer - 2 (ONSITE)	\$131.38	\$137.16	\$143.20	\$149.50	\$156.08
Contact Center Systems Engineer - 1 (ONSITE)	\$101.94	\$106.43	\$111.11	\$116.00	\$121.10
Contact Center Program Manager - Expert (ONSITE)	\$410.57	\$428.64	\$447.50	\$467.19	\$487.75
Contact Center Business Analyst - 3 (ONSITE)	\$131.58	\$137.37	\$143.41	\$149.72	\$156.31
Contact Center Business Analyst - 2 (ONSITE)	\$113.05	\$118.02	\$123.21	\$128.63	\$134.29
Contact Center Business Analyst - 1 (ONSITE)	\$102.63	\$107.15	\$111.86	\$116.78	\$121.92
Contact Center Customer Service and Support Tech Supervisor - 3 (ONSITE)	\$121.59	\$126.94	\$132.53	\$138.36	\$144.45
Contact Center Customer Service and Support Tech Supervisor - 2 (ONSITE)	\$109.45	\$114.27	\$119.30	\$124.55	\$130.03
Contact Center Customer Service and Support Tech Supervisor - 1 (ONSITE)	\$87.07	\$90.90	\$94.90	\$99.08	\$103.44
Contact Center Customer Service and Support Tech Manager - 3 (ONSITE)	\$153.11	\$159.85	\$166.88	\$174.22	\$181.89

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Contact Center Customer Service and Support Tech Manager - 2 (ONSITE)	\$139.55	\$145.69	\$152.10	\$158.79	\$165.78
Contact Center Customer Service and Support Tech Manager - 1 (ONSITE)	\$134.69	\$140.62	\$146.81	\$153.27	\$160.01
Contact Center Quality Specialist - 3 (ONSITE)	\$111.12	\$116.01	\$121.11	\$126.44	\$132.00
Contact Center Quality Specialist - 2 (ONSITE)	\$95.64	\$99.85	\$104.24	\$108.83	\$113.62
Contact Center Quality Specialist - 1 (ONSITE)	\$91.51	\$95.54	\$99.74	\$104.13	\$108.71
Contact Center Systems Administrator - 3 (ONSITE)	\$127.92	\$133.55	\$139.43	\$145.56	\$151.96
Contact Center Systems Administrator - 2 (ONSITE)	\$105.82	\$110.48	\$115.34	\$120.41	\$125.71
Contact Center Systems Administrator - 1 (ONSITE) **	\$112.72	\$117.68	\$122.86	\$128.27	\$133.91
Contact Center Project Manager - Expert (ONSITE)	\$260.48	\$271.94	\$283.91	\$296.40	\$309.44
Contact Center Project Manager - 3 (ONSITE)	\$196.31	\$204.95	\$213.97	\$223.38	\$233.21
Contact Center Project Manager - 2 (ONSITE)	\$170.32	\$177.81	\$185.63	\$193.80	\$202.33
Contact Center Project Manager - 1 (ONSITE)	\$144.48	\$150.84	\$157.48	\$164.41	\$171.64
Contact Center Program Manager - 3 (ONSITE)	\$306.36	\$319.84	\$333.91	\$348.60	\$363.94
Contact Center Program Manager - 2 (ONSITE)	\$248.76	\$259.71	\$271.14	\$283.07	\$295.53
Contact Center Program Manager - 1 (ONSITE)	\$221.10	\$230.83	\$240.99	\$251.59	\$262.66
Contact Center Subject Matter Expert - 3 (ONSITE)	\$387.45	\$404.50	\$422.30	\$440.88	\$460.28
Contact Center Subject Matter Expert - 2 (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Contact Center Subject Matter Expert - 1 (ONSITE)	\$232.28	\$242.50	\$253.17	\$264.31	\$275.94
Contact Center Trainer - 3 (ONSITE) **	\$128.20	\$133.84	\$139.73	\$145.88	\$152.30
Contact Center Trainer - 2 (ONSITE) **	\$98.97	\$103.32	\$107.87	\$112.62	\$117.58
Contact Center Trainer - 1 (ONSITE) **	\$90.77	\$94.76	\$98.93	\$103.28	\$107.82
Contact Center Workforce Manager - Expert (ONSITE)	\$146.77	\$153.23	\$159.97	\$167.01	\$174.36
Contact Center Workforce Manager - 3 (ONSITE)	\$123.70	\$129.14	\$134.82	\$140.75	\$146.94
Contact Center Workforce Manager - 2 (ONSITE)	\$112.12	\$117.05	\$122.20	\$127.58	\$133.19
Contact Center Workforce Manager - 1 (ONSITE)	\$103.91	\$108.48	\$113.25	\$118.23	\$123.43
Contact Center Mobilization Specialist - 3 (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Contact Center Mobilization Specialist - 2 (ONSITE)	\$198.79	\$207.54	\$216.67	\$226.20	\$236.15
Contact Center Mobilization Specialist - 1 (ONSITE)	\$157.06	\$163.97	\$171.18	\$178.71	\$186.57
Contact Center Knowledge Manager - 3 (ONSITE)	\$132.24	\$138.06	\$144.13	\$150.47	\$157.09
Contact Center Knowledge Manager - 2 (ONSITE)	\$110.10	\$114.94	\$120.00	\$125.28	\$130.79
Contact Center Knowledge Manager - 1 (ONSITE)	\$104.05	\$108.63	\$113.41	\$118.40	\$123.61
Contact Center Business Analyst - Expert (ONSITE)	\$154.88	\$161.69	\$168.80	\$176.23	\$183.98
<i>*Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					
<i>** Denotes Labor Category subject to Service Contract Labor Standard (SCLS).</i>					

## 2.5.2.2 Contractor Facility

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Contact Center Security Specialist - 3 (OFFSITE)	\$151.61	\$158.28	\$165.24	\$172.51	\$180.10
Contact Center Security Specialist - 2 (OFFSITE)	\$136.77	\$142.79	\$149.07	\$155.63	\$162.48
Contact Center Security Specialist - 1 (OFFSITE)	\$127.85	\$133.48	\$139.35	\$145.48	\$151.88
Contact Center Finance Analyst - 3 (OFFSITE)	\$123.54	\$128.98	\$134.66	\$140.59	\$146.78
Contact Center Finance Analyst - 2 (OFFSITE)	\$103.71	\$108.27	\$113.03	\$118.00	\$123.19
Contact Center Finance Analyst - 1 (OFFSITE)	\$95.96	\$100.18	\$104.59	\$109.19	\$113.99
Contact Center Enterprise Architect - 3 (OFFSITE)	\$289.82	\$302.57	\$315.88	\$329.78	\$344.29
Contact Center Enterprise Architect - 2 (OFFSITE)	\$256.81	\$268.11	\$279.91	\$292.23	\$305.09
Contact Center Enterprise Architect - 1 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Contact Center Customer Service and Support Tech - 3 (OFFSITE) **	\$101.58	\$106.05	\$110.72	\$115.59	\$120.68
Contact Center Customer Service and Support Tech - 2 (OFFSITE) **	\$76.45	\$79.81	\$83.32	\$86.99	\$90.82
Contact Center Customer Service and Support Tech - 1 (OFFSITE) **	\$53.69	\$56.05	\$58.52	\$61.09	\$63.78
Contact Center Workforce Analyst - 3 (OFFSITE) **	\$94.88	\$99.05	\$103.41	\$107.96	\$112.71
Contact Center Workforce Analyst - 2 (OFFSITE) **	\$83.56	\$87.24	\$91.08	\$95.09	\$99.27
Contact Center Workforce Analyst - 1 (OFFSITE) **	\$59.98	\$62.62	\$65.38	\$68.26	\$71.26
Contact Center Reporting Analyst - 3 (OFFSITE)	\$105.15	\$109.78	\$114.61	\$119.65	\$124.91
Contact Center Reporting Analyst - 2 (OFFSITE)	\$92.49	\$96.56	\$100.81	\$105.25	\$109.88
Contact Center Reporting Analyst - 1 (OFFSITE)	\$85.70	\$89.47	\$93.41	\$97.52	\$101.81
Contact Center Operations Director - 3 (OFFSITE)	\$219.94	\$229.62	\$239.72	\$250.27	\$261.28
Contact Center Operations Director - 2 (OFFSITE)	\$189.22	\$197.55	\$206.24	\$215.31	\$224.78
Contact Center Operations Director - 1 (OFFSITE)	\$173.72	\$181.36	\$189.34	\$197.67	\$206.37
Contact Center Cyber Systems Administrator - 3 (OFFSITE)	\$133.70	\$139.58	\$145.72	\$152.13	\$158.82
Contact Center Cyber Systems Administrator - 2 (OFFSITE) **	\$127.10	\$132.69	\$138.53	\$144.63	\$150.99
Contact Center Cyber Security Architect - 3 (OFFSITE)	\$271.30	\$283.24	\$295.70	\$308.71	\$322.29
Contact Center Cyber Security Architect - 2 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Contact Center Application Developer - 3 (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Contact Center Application Developer - 2 (OFFSITE)	\$136.09	\$142.08	\$148.33	\$154.86	\$161.67
Contact Center Application Developer - 1 (OFFSITE) **	\$105.61	\$110.26	\$115.11	\$120.17	\$125.46
Contact Center Analytics Specialist - 3 (OFFSITE)	\$145.62	\$152.03	\$158.72	\$165.70	\$172.99
Contact Center Analytics Specialist - 2 (OFFSITE)	\$113.42	\$118.41	\$123.62	\$129.06	\$134.74

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Contact Center Analytics Specialist - 1 (OFFSITE)	\$103.60	\$108.16	\$112.92	\$117.89	\$123.08
Contact Center Applications Systems Analyst - 3 (OFFSITE) **	\$125.47	\$130.99	\$136.75	\$142.77	\$149.05
Contact Center Applications Systems Analyst - 2 (OFFSITE) **	\$108.17	\$112.93	\$117.90	\$123.09	\$128.51
Contact Center Applications Systems Analyst - 1 (OFFSITE) **	\$79.92	\$83.44	\$87.11	\$90.94	\$94.94
Contact Center Systems Architect - 3 (OFFSITE)	\$289.82	\$302.57	\$315.88	\$329.78	\$344.29
Contact Center Systems Architect - 2 (OFFSITE)	\$256.81	\$268.11	\$279.91	\$292.23	\$305.09
Contact Center Systems Architect - 1 (OFFSITE)	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Contact Center Systems Engineer - 3 (OFFSITE)	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Contact Center Systems Engineer - 2 (OFFSITE)	\$136.09	\$142.08	\$148.33	\$154.86	\$161.67
Contact Center Systems Engineer - 1 (OFFSITE)	\$105.61	\$110.26	\$115.11	\$120.17	\$125.46
Contact Center Program Manager - Expert (OFFSITE)	\$424.90	\$443.60	\$463.12	\$483.50	\$504.77
Contact Center Business Analyst - 3 (OFFSITE)	\$137.54	\$143.59	\$149.91	\$156.51	\$163.40
Contact Center Business Analyst - 2 (OFFSITE)	\$118.19	\$123.39	\$128.82	\$134.49	\$140.41
Contact Center Business Analyst - 1 (OFFSITE)	\$107.27	\$111.99	\$116.92	\$122.06	\$127.43
Contact Center Customer Service and Support Tech Supervisor - 3 (OFFSITE)	\$127.10	\$132.69	\$138.53	\$144.63	\$150.99
Contact Center Customer Service and Support Tech Supervisor - 2 (OFFSITE)	\$114.42	\$119.45	\$124.71	\$130.20	\$135.93
Contact Center Customer Service and Support Tech Supervisor - 1 (OFFSITE)	\$91.02	\$95.02	\$99.20	\$103.56	\$108.12
Contact Center Customer Service and Support Tech Manager - 3 (OFFSITE)	\$160.07	\$167.11	\$174.46	\$182.14	\$190.15
Contact Center Customer Service and Support Tech Manager - 2 (OFFSITE)	\$145.86	\$152.28	\$158.98	\$165.98	\$173.28
Contact Center Customer Service and Support Tech Manager - 1 (OFFSITE)	\$140.80	\$147.00	\$153.47	\$160.22	\$167.27
Contact Center Quality Specialist - 3 (OFFSITE)	\$116.14	\$121.25	\$126.59	\$132.16	\$137.98
Contact Center Quality Specialist - 2 (OFFSITE)	\$99.97	\$104.37	\$108.96	\$113.75	\$118.76
Contact Center Quality Specialist - 1 (OFFSITE)	\$95.65	\$99.86	\$104.25	\$108.84	\$113.63
Contact Center Systems Administrator - 3 (OFFSITE)	\$133.70	\$139.58	\$145.72	\$152.13	\$158.82
Contact Center Systems Administrator - 2 (OFFSITE)	\$110.62	\$115.49	\$120.57	\$125.88	\$131.42
Contact Center Systems Administrator - 1 (OFFSITE) **	\$117.41	\$122.58	\$127.97	\$133.60	\$139.48
Contact Center Project Manager - Expert (OFFSITE)	\$269.57	\$281.43	\$293.81	\$306.74	\$320.24
Contact Center Project Manager - 3 (OFFSITE)	\$203.38	\$212.33	\$221.67	\$231.42	\$241.60
Contact Center Project Manager - 2 (OFFSITE)	\$176.44	\$184.20	\$192.30	\$200.76	\$209.59



Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Contact Center Project Manager - 1 (OFFSITE)	\$149.68	\$156.27	\$163.15	\$170.33	\$177.82
Contact Center Program Manager - 3 (OFFSITE)	\$317.39	\$331.36	\$345.94	\$361.16	\$377.05
Contact Center Program Manager - 2 (OFFSITE)	\$257.71	\$269.05	\$280.89	\$293.25	\$306.15
Contact Center Program Manager - 1 (OFFSITE)	\$229.06	\$239.14	\$249.66	\$260.65	\$272.12
Contact Center Subject Matter Expert - 3 (OFFSITE)	\$400.96	\$418.60	\$437.02	\$456.25	\$476.33
Contact Center Subject Matter Expert - 2 (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Contact Center Subject Matter Expert - 1 (OFFSITE)	\$240.38	\$250.96	\$262.00	\$273.53	\$285.57
Contact Center Trainer - 3 (OFFSITE) **	\$133.57	\$139.45	\$145.59	\$152.00	\$158.69
Contact Center Trainer - 2 (OFFSITE) **	\$103.10	\$107.64	\$112.38	\$117.32	\$122.48
Contact Center Trainer - 1 (OFFSITE) **	\$94.54	\$98.70	\$103.04	\$107.57	\$112.30
Contact Center Workforce Manager - Expert (OFFSITE)	\$153.42	\$160.17	\$167.22	\$174.58	\$182.26
Contact Center Workforce Manager - 3 (OFFSITE)	\$129.29	\$134.98	\$140.92	\$147.12	\$153.59
Contact Center Workforce Manager - 2 (OFFSITE)	\$117.20	\$122.36	\$127.74	\$133.36	\$139.23
Contact Center Workforce Manager - 1 (OFFSITE)	\$108.61	\$113.39	\$118.38	\$123.59	\$129.03
Contact Center Mobilization Specialist - 3 (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Contact Center Mobilization Specialist - 2 (OFFSITE)	\$205.73	\$214.78	\$224.23	\$234.10	\$244.40
Contact Center Mobilization Specialist - 1 (OFFSITE)	\$162.54	\$169.69	\$177.16	\$184.96	\$193.10
Contact Center Knowledge Manager - 3 (OFFSITE)	\$138.25	\$144.33	\$150.68	\$157.31	\$164.23
Contact Center Knowledge Manager - 2 (OFFSITE)	\$115.08	\$120.14	\$125.43	\$130.95	\$136.71
Contact Center Knowledge Manager - 1 (OFFSITE)	\$108.77	\$113.56	\$118.56	\$123.78	\$129.23
Contact Center Business Analyst - Expert (OFFSITE)	\$161.88	\$169.00	\$176.44	\$184.20	\$192.30
<i>*Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					
<i>** Denotes Labor Category subject to Service Contract Labor Standard (SCLS).</i>					

### Service Contract Labor Standard Matrix – Automated Contact Center Solutions: Special Item 561422

Service Contract Labor Standard Matrix ("SCLS Matrix")		
SCLS Eligible Contract Labor Category	SCLS Equivalent Code - Title	WD Number
Contact Center Customer Service and Support Tech - 3 **	01043 - Customer Service Representative III	2015-4281
Contact Center Customer Service and Support Tech - 2 **	01042 - Customer Service Representative II	2015-4281
Contact Center Customer Service and Support Tech - 1 **	01041 - Customer Service Representative I	2015-4281

Contact Center Workforce Analyst - 3 **	01043 - Customer Service Representative III	2015-4281
Contact Center Workforce Analyst - 2 **	01042 - Customer Service Representative II	2015-4281
Contact Center Workforce Analyst - 1 **	01041 - Customer Service Representative I	2015-4281
Contact Center Cyber Systems Administrator - 2 **	14042 - Computer Operator II	2015-4281
Contact Center Systems Administrator – 1 **	14041 - Computer Operator I	2015-4281
Contact Center Trainer - 3 **	15095 - Technical Instructor/Course Developer	2015-4281
Contact Center Trainer - 2 **	15090 - Technical Instructor	2015-4281
Contact Center Trainer - 1 **	15090 - Technical Instructor	2015-4281
Contact Center Application Developer - 1 **	14045 - Computer Operator V	2015-4281
Contact Center Applications Systems Analyst - 3 **	14045 - Computer Operator V	2015-4281
Contact Center Applications Systems Analyst - 2 **	14044 - Computer Operator IV	2015-4281
Contact Center Applications Systems Analyst - 1 **	14044 - Computer Operator IV	2015-4281

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (\*\*) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

## 2.6 SIN 518210FM

**Financial Management Quality Service Management Office (FM QSMO) Core Financial Management (FM) Solutions and IT Professional Services** - Includes Core Financial Management Solutions (Core FS) and Financial Management (FM) services and solutions that are complementary to or augment Core FS and/or support agency modernizations. Offerings include financial management software suites in a cloud environment; services, applications, and modules that help agencies adopt FM QSMO solutions; and IT professional services and/or labor categories, software, cloud computing and IT training that support FM QSMO adoption.

SIN 518210FM is comprised of four (4) subgroups, as follows:

1. Core Financial Management Solutions (Core FS)
2. Additional Financial Management (FM) Solutions
3. **Financial Management (FM) Solution/Service Adoption and Transition Services**
4. **Financial Management (FM) Technology Operations Support Services**

*\*Bold text indicates subgroups currently under contract*

### 2.6.1 Labor Category Descriptions (SIN 518210FM)

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>FM QSMO Senior Program Manager</b>	The Senior FM QSMO Program Manager has overall accountability for business solution programs. Senior FM QSMO Program Managers may be responsible for product delivery and/or financial management of client engagements. A Senior FM QSMO Program Manager performs	15	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	independent quality assurance reviews of program performance and deliverables. They lend thought leadership to engagement teams in developing creative solutions to client business problems.		
<b>FM QSMO Program Manager</b>	FM QSMO Program Managers plan and manage projects to control overall project scope, budgets and schedules for multiproject engagements. FM QSMO Program Managers maintain contractor interface with the senior levels of the customer's organization, and consult with customer and contractor personnel to formulate and review task plans and deliverables, and provide conformance with program and project task schedules and costs and contractual obligations.	12	Bachelor's
<b>FM QSMO Project Manager</b>	The FM QSMO Project Manager manages, plans, and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The FM QSMO Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The FM QSMO Project Manager identifies functional or crossfunctional requirements and resources required for each task.	10	Bachelor's
<b>FM QSMO Task Manager</b>	FM QSMO Task Managers apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations. The FM QSMO Task Manager monitors quality across multiple projects. This individual establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the assigned tasks.	7	Bachelor's
<b>FM QSMO Subject Matter Expert 1</b>	The FM QSMO Subject Matter Expert 1 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The FM QSMO Subject Matter Expert 1 is highly experienced in the industry with regard to information technology. The FM QSMO Subject Matter Expert 1 provides thought leadership related to current and future customer plans with regard to the stated information technology.	10	Bachelor's
<b>FM QSMO Subject Matter Expert 2</b>	The FM QSMO Subject Matter Expert 2 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The FM QSMO Subject Matter Expert 2 is highly experienced in the industry with regard to information technology. The FM QSMO Subject Matter Expert 2 provides thought leadership related to current and future customer plans with regard to the stated information technology.	12	Bachelor's
<b>FM QSMO Subject Matter Expert 3</b>	The FM QSMO Subject Matter Expert 3 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification.	15	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	The FM QSMO Subject Matter Expert 3 is highly experienced in the industry with regard to the stated information technology. The FM QSMO Subject Matter Expert 3 provides thought leadership related to current and future customer plans with regard to the stated information technology.		
<b>FM QSMO Technical Architect 1</b>	The FM QSMO Technical Architect 1 provides thought leadership related to current and future customer plans with regard to the stated information technology. The FM QSMO Technical Architect 1 possesses knowledge of the future direction and trends associated with information technology. The FM QSMO Technical Architect 1s have experience in designing or implementing information architecture solutions for information technology. The FM QSMO Technical Architect 1 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future crossfunctional requirements and interfaces.	7	Bachelor's
<b>FM QSMO Technical Architect 2</b>	The FM QSMO Technical Architect 2 provides thought leadership related to current and future customer plans with regard to the stated information technology. The FM QSMO Technical Architect 2 possesses knowledge of the future direction and trends associated with information technology. The FM QSMO Technical Architect 2s have experience in designing and implementing information architecture solutions for \ information technology. The FM QSMO Technical Architect 2 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future crossfunctional requirements and interfaces.	10	Bachelor's
<b>FM QSMO System Administrator 1</b>	FM QSMO System Administrator 1s may develop, run tests on, implement, or maintain operating system and related software. The FM QSMO System Administrator 1s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The FM QSMO System Administrator 1 schedules, performs, or monitors system backups or, when necessary, performs data recoveries. The Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	HS Diploma
<b>FM QSMO System Administrator 2</b>	FM QSMO System Administrator 2s may develop, run tests on, implement, or maintain operating system and related software. The FM QSMO System Administrator 2s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The FM QSMO System Administrator 2 schedules, performs, or monitors system backups and, when necessary, performs data recoveries. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>FM QSMO System Administrator 3</b>	FM QSMO System Administrator 3s may develop, run tests on, implement, or maintain operating system and related software. The FM QSMO System Administrator 3s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The FM QSMO System Administrator 3 schedules, performs, and/or monitors system backups and/or, when necessary, performs data recoveries. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelor's
<b>FM QSMO Database Administrator 1</b>	FM QSMO Database Administrator 1 administers organization's databases, using database management system to organize and store data. The FM QSMO Database Administrator 1 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	HS Diploma
<b>FM QSMO Database Administrator 2</b>	FM QSMO Database Administrator 2 administers organization's databases, using database management system to organize and store data. The FM QSMO Database Administrator 2 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelor's
<b>FM QSMO Database Administrator 3</b>	FM QSMO Database Administrator 3 administers organization's databases, using database management system to organize and store data. The FM QSMO Database Administrator 3 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelor's
<b>FM QSMO Functional Specialist 1</b>	The FM QSMO Functional Specialist 1s provide knowledge in industry, process or technology areas. The FM QSMO Functional Specialist 1 responsibilities may include: <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> </ul>	3	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>FM QSMO Functional Specialist 2</b>	<p>The FM QSMO Functional Specialist 2s provide knowledge in industry, process or technology areas. The FM QSMO Functional Specialist 1 responsibilities may include:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	5	Bachelor's
<b>FM QSMO Functional Specialist 3</b>	<p>The FM QSMO Functional Specialist 3s provide knowledge in industry, process or technology areas. The FM QSMO Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams;</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	8	Bachelor's
<b>FM QSMO Consultant 1</b>	<p>FM QSMO Consultant 1s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, FM QSMO Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> </ul>	3	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>Assist in project budget preparation.</li> </ul> Level 1 performs more routine aspects of the position and is supervised by higher levels.		
<b>FM QSMO Consultant 2</b>	FM QSMO Consultant 2s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, FM QSMO Consultants may perform tasks such as <ul style="list-style-type: none"> <li>Develop functional and technical information system designs</li> <li>Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>Lead business process redesign teams in the development of new business process architectures</li> <li>Design training programs for information systems users</li> <li>Participate in quality reviews to ensure work complies with specified standards</li> <li>Develop team work plans</li> <li>Perform workflow analyses</li> <li>Design and manage databases</li> <li>Define information systems requirements</li> <li>Assist in project budget preparation</li> </ul> Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	5	Bachelor's
<b>FM QSMO Consultant 3</b>	FM QSMO Consultant 3s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, FM QSMO Consultants may perform tasks such as <ul style="list-style-type: none"> <li>Develop functional and technical information system designs</li> <li>Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>Lead business process redesign teams in the development of new business process architectures</li> <li>Design training programs for information systems users</li> <li>Participate in quality reviews to ensure work complies with specified standards</li> <li>Develop team work plans</li> <li>Perform workflow analyses</li> <li>Design and manage databases</li> <li>Define information systems requirements</li> <li>Assist in project budget preparation</li> </ul> Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	8	Bachelor's
<b>FM QSMO Engineer 1</b>	The FM QSMO Engineer 1 provides knowledge in design, architecture, development and administration. The FM QSMO Engineer may <ul style="list-style-type: none"> <li>Monitor existing systems for structural integrity.</li> </ul>	0	HS Diploma

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Oversee the development and installation of new hardware and software.</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>FM QSMO Engineer 2</b>	<p>The FM QSMO Engineer 2 provides knowledge in design, architecture, development and administration. The FM QSMO Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity.</li> <li>• Oversee the development and installation of new hardware and software.</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	2	Bachelor's
<b>FM QSMO Engineer 3</b>	<p>The FM QSMO Engineer 3 provides knowledge in design, architecture, development and administration. The FM QSMO Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity</li> </ul>	3	Bachelor's



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Oversee the development and installation of new hardware and software</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>FM QSMO Technical Writer</b>	The FM QSMO Technical Writer writes and updates material such as reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance.	2	Bachelor's
<b>FM QSMO Help Desk Manager</b>	<p>The FM QSMO Help Desk Manager supervises and coordinates activities of FM QSMO Help Desk Specialists, Coordinators or Technicians. This individual identifies, troubleshoots, or resolves information systems problems to minimize down time of applications and personnel. The FM QSMO Help Desk Manager may</p> <ul style="list-style-type: none"> <li>• Assist computer users with hardware and software questions and problems,</li> <li>• Field telephone calls and e-mail messages from customers seeking guidance on technical problems</li> <li>• Diagnose nature of problems, and assisting customers through problem solving steps</li> </ul>	2	Associates
<b>FM QSMO Help Desk Specialist</b>	The FM QSMO Help Desk Specialist analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems through phone, email, or chat. This individual resolves computer software and hardware problems of users, and acts as a contact for users having problems using computer software, hardware, and operating systems. The FM QSMO Help Desk Specialist answers questions, applying knowledge of computer software, hardware, systems, and procedures.	0	Associates
<b>FM QSMO Programmer 1</b>	The FM QSMO Programmer 1 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming, and understands the business or function	0	HS Diploma

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	for which application is designed. The FM QSMO Programmer may <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs</li> </ul> Level 1 performs more routine aspects of the position and is supervised by higher levels.		
<b>FM QSMO Programmer 2</b>	The FM QSMO Programmer 2 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The FM QSMO Programmer may <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs</li> </ul> Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	2	Bachelor's
<b>FM QSMO Programmer 3</b>	The FM QSMO Programmer 3 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The FM QSMO Programmer may <ul style="list-style-type: none"> <li>• Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>• Update, repair, modify and expand existing computer programs.</li> </ul> Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work	5	Bachelor's
<b>FM QSMO Operations Manager</b>	The FM QSMO Operations Manager manages, coordinates, or organizes department operation strategies and activities. The FM QSMO Operations Manager may <ul style="list-style-type: none"> <li>• Collaborate in the development and implementation of organization policies, practices, procedures, and attainment of operating goals</li> <li>• Review, analyze, and prepare reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in progress, and problems encountered</li> <li>• Disseminate policies and objectives to supervisors/staff</li> </ul>	3	Bachelor's
<b>FM QSMO Agile Coach</b>	The FM QSMO Agile Coach may assist or lead teams to apply Agile thinking to the specific environment and impediments they face. The Coach works as an advisor and	8	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	helps the team adapt the methodology to their environment, and challenge the existing environment.		
<b>FM QSMO Scrum Master</b>	The FM QSMO Scrum Master may facilitate or guide a software development product owner, team, and organization on how to use Agile/Scrum concepts, values, practices, and principles focusing on improving team effectiveness. The FM QSMO Scrum Master leads discussions and decision making, and assists in mediation of conflict resolution.	6	Bachelor's
<b>FM QSMO Financial Analyst</b>	The FM QSMO Financial Analyst analyzes past and present financial data of organization and estimates future revenues and expenditures, applying principles of finance. The FM QSMO Financial Analyst may <ul style="list-style-type: none"> <li>• Run and document financial analysis projects,</li> <li>• Aid organization with financial functions, such as assessing, auditing, planning, budgeting, taxes, consolidation, cost control, and project control</li> <li>• Evaluate and analyze capital expenditures, depreciation, proposals, investment opportunities, rate of return, profit plans, operating records, financial statements, etc.</li> </ul>	3	Bachelor's
<b>FM QSMO Data Architect</b>	The FM QSMO Data Architect may define, design, or develop relational and/or multi-dimensional databases for warehousing of data. The FM QSMO Data Architect reviews current data structures and recommends optimizations and reconfigurations as warranted.	7	Bachelor's
<b>FM QSMO Program Analyst</b>	The FM QSMO Program Analyst analyzes and critiques computer programs and systems, or develops new programs. The FM QSMO Program Analyst may <ul style="list-style-type: none"> <li>• Review user's requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities</li> <li>• Outline steps required to develop programs, using structured analysis and design</li> <li>• Plan, develop, test, and document computer programs, applying knowledge of programming techniques and computer systems</li> </ul>	2	Bachelor's
<b>FM QSMO Application Architect 1</b>	The FM QSMO Application Architect 1 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The FM QSMO Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 1 performs more routine aspects of the position and is supervised by higher levels.	3	Bachelor's
<b>FM QSMO Application Architect 2</b>	The FM QSMO Application Architect 2 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The FM QSMO Application	5	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.		
<b>FM QSMO Application Architect 3</b>	The FM QSMO Application Architect 3 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The FM QSMO Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelor's
<b>FM QSMO Customer Service and Support Technician</b>	<p>The FM QSMO Customer Service and Support Technician 3 may perform some of the following tasks</p> <ul style="list-style-type: none"> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Answers inquiries by clarifying desired information; researching, locating, and providing information</li> <li>• Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems</li> <li>• Fulfills requests by clarifying desired information; completing transactions; forwarding requests</li> <li>• Maintains call center database by entering information and document customer interaction</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Develops appropriate reporting requirements by supervisor or manager</li> <li>• Handles Subject Matter Expert inquiries and assist other team members</li> <li>• Assists in the training of new-hires and assist in quality assurance activities</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	2	Associates
<b>FM QSMO Customer Service and</b>	The FM QSMO Customer Service and Support Supervisor 3 may perform the following tasks	3	Associates

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Support Supervisor</b>	<ul style="list-style-type: none"> <li>• Maintains call center database by entering and verifying information; updating contact log</li> <li>• Improves quality results by recommending changes and coaching representatives</li> <li>• Updates job knowledge by participating in educational opportunities and knowledge management</li> <li>• Manages representatives and ensures appropriate training</li> <li>• Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>FM QSMO Customer Service and Support Manager</b>	<p>The FM QSMO Customer Service and Support Manager 3 may perform the following tasks</p> <ul style="list-style-type: none"> <li>• Determines call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the art technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer service standards; contributing information and analysis to organizational strategic plans and reviews</li> <li>• Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing audits and analyses; managing process improvement and quality assurance programs</li> <li>• Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures</li> <li>• Prepares call center performance reports by collecting, analyzing, and summarizing data and trends</li> <li>• Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	4	Associates
<b>FM QSMO Application Systems Analyst</b>	<p>The FM QSMO Application Systems Analyst may oversee the implementation of required hardware and software components for approved applications, coordinate tests of the application system to provide proper performance, or develop diagrams and flow charts for computer programmers to follow. The FM QSMO Application Systems Analyst reviews, analyzes, and modifies programming systems, including encoding, debugging, and installing to support an organization's application systems. The FM QSMO Application Systems Analyst develops application specifications, identifies the required inputs, and formats the output to meet users' needs.</p>	4	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>FM QSMO Security Specialist 1</b>	<p>The FM QSMO Security Specialist 1 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The FM QSMO Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelor's
<b>FM QSMO Security Specialist 2</b>	<p>The FM QSMO Security Specialist 2 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The FM QSMO Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	3	Bachelor's
<b>FM QSMO Security Specialist 3</b>	<p>The FM QSMO Security Specialist 3 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The FM QSMO Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	7	Bachelor's
<b>FM QSMO Business Analyst 1</b>	<p>The FM QSMO Business Analyst 1 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The FM QSMO Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution. In addition, the FM QSMO Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> </ul>	0	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>FM QSMO Business Analyst 2</b>	<p>The FM QSMO Business Analyst 2 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The FM QSMO Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution. In addition, the FM QSMO Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	3	Bachelor's
<b>FM QSMO Business Analyst 3</b>	<p>The FM QSMO Business Analyst 3 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The FM QSMO Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution. In addition, the FM QSMO Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul>	7	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.		
<b>FM QSMO Quality Assurance Specialist</b>	<p>The FM QSMO Quality Assurance Specialist may improve reliability of new product development processes, maintain company quality standards, or review products, processes and systems on an ongoing basis to determine where improvements can be made. The FM QSMO Quality Assurance Specialist may</p> <ul style="list-style-type: none"> <li>• Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures</li> <li>• Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order</li> <li>• Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation</li> <li>• Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle</li> </ul>	3	Bachelor's
<b>FM QSMO Network Administrator</b>	<p>The FM QSMO Network Administrators administers design, organization, or implementation of network, and heads technical support staff who manage and maintain hubs, servers, and routers. This individual uses knowledge and understanding of both networking and telecommunications theory and practice. The FM QSMO Network Administrator communicates with users, technical teams, and vendors on new technology and system upgrades and to determine software and hardware installation requirements.</p>	3	Bachelor's
<b>FM QSMO Enterprise Architect</b>	<p>The FM QSMO Enterprise architects work with stakeholders, both leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, and information technology assets to keep the business and IT in alignment. The FM QSMO Enterprise Architect links the business mission, strategy, and processes of an organization to its IT strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, and adaptable manner.</p>	8	Bachelor's
<b>FM QSMO ITIL Service Manager</b>	<p>The FM QSMO ITIL Service Manager defines and maintains organizational structure, roles and responsibilities or staffing for the Service Management Team. The FM QSMO ITIL Service Manager may perform the following:</p> <ul style="list-style-type: none"> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Responsible for supporting in audit activities and take steps to ensure all gaps are addressed in a timely manner</li> <li>• Ensuring that all KPI targets are being achieved</li> <li>• Provide periodic status reports/communications to stakeholders on Major incidents, other priority incidents and issues</li> </ul>	6	Bachelor's



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Weekly communication to management on issues, risks, accomplishments, SLA breaches, and KPIs</li> <li>• Communicate status updates to executive leadership</li> <li>• Manage the entire Service Delivery unit or a sub-segment of the Service Delivery unit according to the agreed-upon Service Level Agreements and Operational Level Agreements</li> <li>• Ensure compliance to the Service Delivery Operating Model and Service Delivery processes, leverage tool</li> <li>• Plan for and manage demand fulfillment based on priority</li> <li>• Measure and monitor demand to make sure demand is met on a timely basis and within budget, and expectations are met or exceeded</li> <li>• Identify resource requirements defined by skills and experience using resources effectively.</li> <li>• Define team member roles and expectations, and gain timely feedback</li> <li>• Manage day-to-day relationships with teaming partners and suppliers</li> </ul> <p>Identify and implement best practices, continuous improvements.</p> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>FM QSMO Training Specialist</b>	The FM QSMO Training Specialist develops teaching outlines and determines instructional methods, using knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, or workshops. This individual prepares, organizes and heads training sessions covering standard training, specialized training or counseling in designated areas.	2	Bachelor's
<b>FM QSMO Storage Administrator</b>	The FM QSMO Storage Administrator administers and safeguards efficient and reliable centralized electronic storage area networks (SAN), such as Network Attached Storage, Content Addressable Storage, DAS environments, or other technologies classified as storage technology. This individual may oversee, evaluate, implement, monitor, troubleshoot, or maintain SAN and related technologies, system upgrades, or optimization storage strategies. The FM QSMO Storage Administrator monitors the data storage needs of the company so that business can run efficiently.	3	Bachelor's
<b>FM QSMO Analyst 1</b>	<p>The FM QSMO Analyst 1 applies their analytical and technical skills to assist in implementing business solutions. An FM QSMO Analyst 1 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization's current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> </ul> <p>Identify and document functional requirements for information systems</p> <ul style="list-style-type: none"> <li>• Develop project documentation and user training materials according to program specifications</li> </ul>	0	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	Conduct user training sessions <ul style="list-style-type: none"> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance.</li> </ul> Level 1 performs more routine aspects of the position and is supervised by higher levels.		
<b>FM QSMO Analyst 2</b>	The FM QSMO Analyst 2 applies their analytical and technical skills to assist in implementing business solutions. An FM QSMO Analyst 2 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	2	Bachelor's
<b>FM QSMO Analyst 3</b>	The FM QSMO Analyst 3 applies their analytical and technical skills to assist in implementing business solutions. An FM QSMO Analyst 3 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	4	Bachelor's
<b>FM QSMO Web Designer</b>	The FM QSMO Analyst 3 applies their analytical and technical skills to assist in implementing business solutions. An FM QSMO Analyst 3 is directed to exercise core skills on	4	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		

### Education and Experience Substitutions SIN 518210FM Labor Categories:

Degree	Degree Equivalents
High School Diploma	<ul style="list-style-type: none"> <li>• GED</li> </ul>
Associate’s	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus two (2) years relevant experience</li> <li>• Vocational or technical training in work-related field</li> </ul>
Bachelor’s	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus four (4) years relevant experience</li> <li>• Associate’s degree plus two (2) years relevant experience</li> <li>• Relevant professional certification</li> </ul>
Master’s	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus six (6) years relevant experience</li> <li>• Associate’s degree plus four (4) years relevant experience</li> <li>• Bachelor’s degree plus two (2) years relevant experience</li> </ul>
PhD / Doctorate	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus eight (8) years relevant experience</li> <li>• Associate’s degree plus six (6) years relevant experience</li> <li>• Bachelor’s degree plus four (4) years relevant experience</li> <li>• Master’s degree plus two (2) years relevant experience</li> </ul>

## 2.6.2 Labor Categories and Rates (SIN 518210FM)

### 2.6.2.1 Customer Facility

Services at Customer Facility ("Government Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
FM QSMO Senior Program Manager (ONSITE)	-	\$476.45	\$497.41	\$519.30	\$542.15
FM QSMO Program Manager (ONSITE)	-	\$334.08	\$348.78	\$364.13	\$380.15
FM QSMO Project Manager (ONSITE)	-	\$299.53	\$312.71	\$326.47	\$340.83
FM QSMO Task Manager (ONSITE)	-	\$223.37	\$233.20	\$243.46	\$254.17
FM QSMO Subject Matter Expert 1 (ONSITE)	-	\$265.73	\$277.42	\$289.63	\$302.37

Services at Customer Facility ("Government Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
FM QSMO Subject Matter Expert 2 (ONSITE)	-	\$321.62	\$335.77	\$350.54	\$365.96
FM QSMO Subject Matter Expert 3 (ONSITE)	-	\$386.20	\$403.19	\$420.93	\$439.45
FM QSMO Technical Architect 1 (ONSITE)	-	\$223.37	\$233.20	\$243.46	\$254.17
FM QSMO Technical Architect 2 (ONSITE)	-	\$299.53	\$312.71	\$326.47	\$340.83
FM QSMO System Administrator 1 (ONSITE)	-	\$122.74	\$128.14	\$133.78	\$139.67
FM QSMO System Administrator 2 (ONSITE)	-	\$179.41	\$187.30	\$195.54	\$204.14
FM QSMO System Administrator 3 (ONSITE)	-	\$223.37	\$233.20	\$243.46	\$254.17
FM QSMO Database Administrator 1 (ONSITE)	-	\$122.74	\$128.14	\$133.78	\$139.67
FM QSMO Database Administrator 2 (ONSITE)	-	\$179.41	\$187.30	\$195.54	\$204.14
FM QSMO Database Administrator 3 (ONSITE)	-	\$211.80	\$221.12	\$230.85	\$241.01
FM QSMO Functional Specialist 1 (ONSITE)	-	\$138.69	\$144.79	\$151.16	\$157.81
FM QSMO Functional Specialist 2 (ONSITE)	-	\$179.41	\$187.30	\$195.54	\$204.14
FM QSMO Functional Specialist 3 (ONSITE)	-	\$228.19	\$238.23	\$248.71	\$259.65
FM QSMO Consultant 1 (ONSITE)	-	\$136.60	\$142.61	\$148.88	\$155.43
FM QSMO Consultant 2 (ONSITE)	-	\$179.41	\$187.30	\$195.54	\$204.14
FM QSMO Consultant 3 (ONSITE)	-	\$216.73	\$226.27	\$236.23	\$246.62
FM QSMO Engineer 1 (ONSITE)	-	\$122.74	\$128.14	\$133.78	\$139.67
FM QSMO Engineer 2 (ONSITE)	-	\$153.00	\$159.73	\$166.76	\$174.10
FM QSMO Engineer 3 (ONSITE)	-	\$179.41	\$187.30	\$195.54	\$204.14
FM QSMO Technical Writer (ONSITE)	-	\$136.60	\$142.61	\$148.88	\$155.43
FM QSMO Help Desk Manager (ONSITE)	-	\$138.69	\$144.79	\$151.16	\$157.81
FM QSMO Help Desk Specialist (ONSITE)	-	\$99.39	\$103.76	\$108.33	\$113.10
FM QSMO Programmer 1 (ONSITE)	-	\$99.39	\$103.76	\$108.33	\$113.10
FM QSMO Programmer 2 (ONSITE)	-	\$138.69	\$144.79	\$151.16	\$157.81
FM QSMO Programmer 3 (ONSITE)	-	\$223.37	\$233.20	\$243.46	\$254.17
FM QSMO Operations Manager (ONSITE)	-	\$179.41	\$187.30	\$195.54	\$204.14
FM QSMO Agile Coach (ONSITE)	-	\$223.37	\$233.20	\$243.46	\$254.17
FM QSMO Scrum Master (ONSITE)	-	\$236.46	\$246.86	\$257.72	\$269.06
FM QSMO Financial Analyst (ONSITE)	-	\$179.41	\$187.30	\$195.54	\$204.14
FM QSMO Data Architect (ONSITE)	-	\$223.37	\$233.20	\$243.46	\$254.17
FM QSMO Program Analyst (ONSITE)	-	\$136.60	\$142.61	\$148.88	\$155.43
FM QSMO Application Architect 1 (ONSITE)	-	\$153.00	\$159.73	\$166.76	\$174.10
FM QSMO Application Architect 2 (ONSITE)	-	\$189.08	\$197.40	\$206.09	\$215.16
FM QSMO Application Architect 3 (ONSITE)	-	\$223.37	\$233.20	\$243.46	\$254.17
FM QSMO Customer Service and Support Technician (ONSITE)	-	\$114.47	\$119.51	\$124.77	\$130.26
FM QSMO Customer Service and Support Supervisor (ONSITE)	-	\$119.73	\$125.00	\$130.50	\$136.24

Services at Customer Facility ("Government Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
FM QSMO Customer Service and Support Manager (ONSITE)	-	\$137.06	\$143.09	\$149.39	\$155.96
FM QSMO Application Systems Analyst (ONSITE)	-	\$179.41	\$187.30	\$195.54	\$204.14
FM QSMO Security Specialist 1 (ONSITE)	-	\$122.74	\$128.14	\$133.78	\$139.67
FM QSMO Security Specialist 2 (ONSITE)	-	\$153.00	\$159.73	\$166.76	\$174.10
FM QSMO Security Specialist 3 (ONSITE)	-	\$223.37	\$233.20	\$243.46	\$254.17
FM QSMO Business Analyst 1 (ONSITE)	-	\$122.74	\$128.14	\$133.78	\$139.67
FM QSMO Business Analyst 2 (ONSITE)	-	\$179.41	\$187.30	\$195.54	\$204.14
FM QSMO Business Analyst 3 (ONSITE)	-	\$255.29	\$266.52	\$278.25	\$290.49
FM QSMO Quality Assurance Specialist (ONSITE)	-	\$153.00	\$159.73	\$166.76	\$174.10
FM QSMO Network Administrator (ONSITE)	-	\$179.41	\$187.30	\$195.54	\$204.14
FM QSMO Enterprise Architect (ONSITE)	-	\$265.73	\$277.42	\$289.63	\$302.37
FM QSMO ITIL Service Manager (ONSITE)	-	\$173.52	\$181.15	\$189.12	\$197.44
FM QSMO Training Specialist (ONSITE)	-	\$138.69	\$144.79	\$151.16	\$157.81
FM QSMO Storage Administrator (ONSITE)	-	\$153.00	\$159.73	\$166.76	\$174.10
FM QSMO Web Designer (ONSITE)	-	\$138.69	\$144.79	\$151.16	\$157.81
FM QSMO Analyst 1 (ONSITE)	-	\$122.74	\$128.14	\$133.78	\$139.67
FM QSMO Analyst 2 (ONSITE)	-	\$138.69	\$144.79	\$151.16	\$157.81
FM QSMO Analyst 3 (ONSITE)	-	\$179.41	\$187.30	\$195.54	\$204.14
<i>*Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

### 2.6.2.2 Contractor Facility

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
FM QSMO Senior Program Manager (OFFSITE)	-	\$489.02	\$510.54	\$533.00	\$556.45
FM QSMO Program Manager (OFFSITE)	-	\$342.90	\$357.99	\$373.74	\$390.18
FM QSMO Project Manager (OFFSITE)	-	\$307.44	\$320.97	\$335.09	\$349.83
FM QSMO Task Manager (OFFSITE)	-	\$229.25	\$239.34	\$249.87	\$260.86
FM QSMO Subject Matter Expert 1 (OFFSITE)	-	\$272.76	\$284.76	\$297.29	\$310.37
FM QSMO Subject Matter Expert 2 (OFFSITE)	-	\$330.12	\$344.65	\$359.81	\$375.64
FM QSMO Subject Matter Expert 3 (OFFSITE)	-	\$396.39	\$413.83	\$432.04	\$451.05
FM QSMO Technical Architect 1 (OFFSITE)	-	\$229.25	\$239.34	\$249.87	\$260.86
FM QSMO Technical Architect 2 (OFFSITE)	-	\$307.44	\$320.97	\$335.09	\$349.83
FM QSMO System Administrator 1 (OFFSITE)	-	\$125.97	\$131.51	\$137.30	\$143.34
FM QSMO System Administrator 2 (OFFSITE)	-	\$184.12	\$192.22	\$200.68	\$209.51
FM QSMO System Administrator 3 (OFFSITE)	-	\$229.25	\$239.34	\$249.87	\$260.86

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
FM QSMO Database Administrator 1 (OFFSITE)	-	\$125.97	\$131.51	\$137.30	\$143.34
FM QSMO Database Administrator 2 (OFFSITE)	-	\$184.12	\$192.22	\$200.68	\$209.51
FM QSMO Database Administrator 3 (OFFSITE)	-	\$217.37	\$226.93	\$236.91	\$247.33
FM QSMO Functional Specialist 1 (OFFSITE)	-	\$142.35	\$148.61	\$155.15	\$161.98
FM QSMO Functional Specialist 2 (OFFSITE)	-	\$184.12	\$192.22	\$200.68	\$209.51
FM QSMO Functional Specialist 3 (OFFSITE)	-	\$234.22	\$244.53	\$255.29	\$266.52
FM QSMO Consultant 1 (OFFSITE)	-	\$140.20	\$146.37	\$152.81	\$159.53
FM QSMO Consultant 2 (OFFSITE)	-	\$184.12	\$192.22	\$200.68	\$209.51
FM QSMO Consultant 3 (OFFSITE)	-	\$222.45	\$232.24	\$242.46	\$253.13
FM QSMO Engineer 1 (OFFSITE)	-	\$125.97	\$131.51	\$137.30	\$143.34
FM QSMO Engineer 2 (OFFSITE)	-	\$157.04	\$163.95	\$171.16	\$178.69
FM QSMO Engineer 3 (OFFSITE)	-	\$184.12	\$192.22	\$200.68	\$209.51
FM QSMO Technical Writer (OFFSITE)	-	\$140.20	\$146.37	\$152.81	\$159.53
FM QSMO Help Desk Manager (OFFSITE)	-	\$142.35	\$148.61	\$155.15	\$161.98
FM QSMO Help Desk Specialist (OFFSITE)	-	\$102.01	\$106.50	\$111.19	\$116.08
FM QSMO Programmer 1 (OFFSITE)	-	\$102.01	\$106.50	\$111.19	\$116.08
FM QSMO Programmer 2 (OFFSITE)	-	\$142.35	\$148.61	\$155.15	\$161.98
FM QSMO Programmer 3 (OFFSITE)	-	\$229.25	\$239.34	\$249.87	\$260.86
FM QSMO Operations Manager (OFFSITE)	-	\$184.12	\$192.22	\$200.68	\$209.51
FM QSMO Agile Coach (OFFSITE)	-	\$229.25	\$239.34	\$249.87	\$260.86
FM QSMO Scrum Master (OFFSITE)	-	\$242.72	\$253.40	\$264.55	\$276.19
FM QSMO Financial Analyst (OFFSITE)	-	\$184.12	\$192.22	\$200.68	\$209.51
FM QSMO Data Architect (OFFSITE)	-	\$229.25	\$239.34	\$249.87	\$260.86
FM QSMO Program Analyst (OFFSITE)	-	\$140.20	\$146.37	\$152.81	\$159.53
FM QSMO Application Architect 1 (OFFSITE)	-	\$157.04	\$163.95	\$171.16	\$178.69
FM QSMO Application Architect 2 (OFFSITE)	-	\$194.06	\$202.60	\$211.51	\$220.82
FM QSMO Application Architect 3 (OFFSITE)	-	\$229.25	\$239.34	\$249.87	\$260.86
FM QSMO Customer Service and Support Technician (OFFSITE)	-	\$117.52	\$122.69	\$128.09	\$133.73
FM QSMO Customer Service and Support Supervisor (OFFSITE)	-	\$122.92	\$128.33	\$133.98	\$139.88
FM QSMO Customer Service and Support Manager (OFFSITE)	-	\$140.73	\$146.92	\$153.38	\$160.13
FM QSMO Application Systems Analyst (OFFSITE)	-	\$184.12	\$192.22	\$200.68	\$209.51
FM QSMO Security Specialist 1 (OFFSITE)	-	\$125.97	\$131.51	\$137.30	\$143.34
FM QSMO Security Specialist 2 (OFFSITE)	-	\$157.04	\$163.95	\$171.16	\$178.69
FM QSMO Security Specialist 3 (OFFSITE)	-	\$229.25	\$239.34	\$249.87	\$260.86
FM QSMO Business Analyst 1 (OFFSITE)	-	\$125.97	\$131.51	\$137.30	\$143.34
FM QSMO Business Analyst 2 (OFFSITE)	-	\$184.12	\$192.22	\$200.68	\$209.51

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
FM QSMO Business Analyst 3 (OFFSITE)	-	\$262.04	\$273.57	\$285.61	\$298.18
FM QSMO Quality Assurance Specialist (OFFSITE)	-	\$157.04	\$163.95	\$171.16	\$178.69
FM QSMO Network Administrator (OFFSITE)	-	\$184.12	\$192.22	\$200.68	\$209.51
FM QSMO Enterprise Architect (OFFSITE)	-	\$272.76	\$284.76	\$297.29	\$310.37
FM QSMO ITIL Service Manager (OFFSITE)	-	\$178.15	\$185.99	\$194.17	\$202.71
FM QSMO Training Specialist (OFFSITE)	-	\$142.35	\$148.61	\$155.15	\$161.98
FM QSMO Storage Administrator (OFFSITE)	-	\$157.04	\$163.95	\$171.16	\$178.69
FM QSMO Web Designer (OFFSITE)	-	\$142.35	\$148.61	\$155.15	\$161.98
FM QSMO Analyst 1 (OFFSITE)	-	\$125.97	\$131.51	\$137.30	\$143.34
FM QSMO Analyst 2 (OFFSITE)	-	\$142.35	\$148.61	\$155.15	\$161.98
FM QSMO Analyst 3 (OFFSITE)	-	\$184.12	\$192.22	\$200.68	\$209.51
<i>*Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

### 3.0 Category: Human Capital (HC)

#### 3.1 SIN 541612HC

**SIN 541612HC Agency Human Capital Strategy, Policy and Operations** - Professional services include but are not limited to development of effective human capital management strategies and enhanced policy. This Function contains the following Sub-Functions: A.1.1 Workforce Planning; A.1.2 Human Capital Strategy; A.1.3 Organizational Design and Position Classification; A.1.4 Diversity and Inclusion; A.1.5 Employee Engagement and Communications; A.1.6 Organizational Development (OPM\Federal Human Capital Business Reference Model).

- A.1.1 Workforce Planning – the continual, systematic process for identifying and addressing the gaps between the workforce of today and the human capital needs of tomorrow (e.g., size, type, experience, knowledge, skills, mission, competencies, etc.) including the strategic succession management to strengthen current and future organization leadership capacity, to achieve organizational objectives and remain resilient to internal and environmental changes.
  - Contractor shall provide support in systematic approaches to forecasting the future demand for and supply of employees.
- A.1.2 Human Capital Strategy – Human Capital Strategy includes identifying strategic HR needs, defining HR and business function roles and accountabilities, determining HR costs, establishing HR measures, developing/administering HR programs and policies, developing strategies for HR systems, tools, and technologies, and developing a Human Capital service delivery plan.
- A.1.3 – Organization Design & Position Classification-Organizational Design and Position Classification involves assessing workforce composition, including the types, grades, numbers of positions, and employee skills along with workloads and work processes to align organizational and positional structures with the strategic mission and objectives of the organization.
  - Incumbents must provide HR Management Consulting, Position Classification, Integration, Change Management, Internal Placement, Succession Planning, and Internships. Position Classification.
  - Contractor must provide support services in a range of classification functions for a variety of occupations and grades in the General Schedule, the Federal Wage System, or other Federal classification systems, in accordance with Title 5, United States Code (USC) or other appropriate authorities.
- A.1.4 Diversity and Inclusion – Diversity and Inclusion involves bringing together individuals with a range of similarities and differences (including but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability, religious or ethical values system, national origin, and political beliefs) to create an environment of involvement, fairness, and respect where employees have equal access to opportunities and resources, and where the richness of ideas, experiences, backgrounds, and perspectives are harnessed to create business value.
  - Function Review: Contractor shall provide a review of the human resources department and other offices relating to the implementation function outsourced.
  - Function review SHALL NOT include consultation on the business improvement process or preliminary studies under OMB Circular A-76 (GSA)
- A.1.5 – Employee Engagement and Communications- Employee engagement and communications involves enhancing employees' involvement in, commitment to, and satisfaction with organizational



objectives, and developing internal communications plans to manage ongoing dialogue between the organization and its employees.

- A.1.6 – Organizational Development: (Optimization)- Organization Development is a system-wide application and transfer of behavioral science knowledge to the planned development, improvement, and reinforcement of strategies, structures, and processes that lead to organization effectiveness.

### 3.2 SIN 541612LOB

**Human Resources Line of Business (HRLOB)** - Technology Solutions in support of other SINS in the Human Capital Category. Including, but not limited to: Software, technology, systems and related solutions. Services and products offered under this SIN must be in support of one or more of the 15 Functions/ 54 Sub-functions in the Human Capital Lifecycle. Please see the Human Capital Business Reference Model (HCBRM) for a full list of these functions or refer to the other SINS in this category. The HCBRM as developed by the Office of Personnel Management (OPM) as of August 2017 is available here: <https://www.opm.gov/services-for-agencies/hr-line-of-business/hc-business-reference-model/hcbrm-map.pdf>. The Human Capital Business Reference Model as of August 2017 or later may be used.

#### 3.2.1 Labor Category Descriptions SIN 541612HC & SIN 541612LOB

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Partner 1</b>	<p><b>General Experience.</b> Partner (1)s possess at least 10 years of experience in outsourcing services, business process redesign, change management efforts or information systems implementation.</p> <p><b>Functional Responsibility.</b> Partner (1)s have overall accountability for business solution programs. Partner (1) s are responsible for product delivery and financial management of client engagements. A Partner 1 performs independent quality assurance reviews of program performance and deliverables to ensure that contractual obligations are being met. Partner (1)s also are recognized experts in the areas of business process redesign, technical architecture, organizational change or specific industries. They lend thought leadership to engagement teams in developing creative solutions to client business problems.</p>	10	Bachelor's Degree
<b>Associate Partner 2</b>	<p><b>General Experience.</b> Associate Partner (2)s possess at least 11 years of experience in outsourcing services, business process redesign, change management efforts or information systems implementation.</p> <p><b>Functional Responsibility.</b> Associate Partner (2)s have management authority for client engagements. In this capacity, they apply their extensive experience in planning and managing large scale, complex projects to control overall project scope, budgets and schedules for multi-project engagements. Associate Partner (2)s perform such duties as:</p> <ul style="list-style-type: none"> <li>• Set overall policy direction for client engagements</li> <li>• Communicate with Partner and client executive management to ensure critical issues are addressed</li> </ul>	11	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Provide expert guidance to projects in industry and functional areas</li> <li>• Act as senior client liaison</li> <li>• Oversee contract and financial management of one or more client engagements.</li> </ul>		
<b>Program Manager 1</b>	<p><b>General Experience.</b> Program Manager (1)s at least 8 years of experience in outsourcing services, business process redesign, change management efforts or information systems implementation.</p> <p><b>Functional Responsibility.</b> Program Manager (1)s apply their broad management skills and specialized functional and technical expertise to lead complex, large projects in delivering client solutions or to manage the operations of multiple Accenture projects. Program Managers provide subject matter expertise in industry, process or technology areas. A Program Manager (1) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Work with client executives to facilitate organizational change programs and realize business goals</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Ensure consistency of quality across multiple projects</li> <li>• Manage client contracts.</li> </ul>	8	Bachelor's Degree
<b>Program Manager 2</b>	<p><b>General Experience.</b> Program Manager (2)s at least 9 years of experience in outsourcing services, business process redesign, change management efforts or information systems implementation.</p> <p><b>Functional Responsibility.</b> Program Manager (2)s apply their broad management skills and specialized functional and technical expertise to lead complex, large projects in delivering client solutions or to manage the operations of multiple Accenture projects. Program Manager (2)s provide subject matter expertise in industry, process or technology areas. A Program Manager (2) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Work with client executives to facilitate organizational change programs and realize business goals</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Ensure consistency of quality across multiple projects</li> <li>• Manage client contracts.</li> </ul>	9	Bachelor's Degree
<b>Program Manager 3</b>	<p><b>General Experience.</b> Program Manager (3)s at least 10 years of experience in outsourcing services, business process redesign,</p>	10	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>change management efforts or information systems implementation.</p> <p><b>Functional Responsibility.</b> Program Manager (3)s apply their broad management skills and specialized functional and technical expertise to lead complex, large projects in delivering client solutions or to manage the operations of multiple Accenture projects. Program Manager (3)s provide subject matter expertise in industry, process or technology areas. A Program Manager (3) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Work with client executives to facilitate organizational change programs and realize business goals</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Ensure consistency of quality across multiple projects</li> <li>• Manage client contracts.</li> </ul>		
<p><b>Project Manager 1</b></p>	<p><b>General Experience.</b> Project Manager (1)s possess at least 6 years of experience in outsourcing services, business process redesign, change management efforts or information systems implementation.</p> <p><b>Functional Responsibility.</b> Project Manager (1)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Project Manager (1)s provide subject matter expertise in HR processes or technology areas. A Project Manager (1) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets.</li> </ul>	<p>6</p>	<p>Bachelor's Degree</p>
<p><b>Project Manager 2</b></p>	<p><b>General Experience.</b> Project Manager (2)s possess at least 7 years of experience in outsourcing services, business process redesign, change management efforts or information systems implementation.</p> <p><b>Functional Responsibility.</b> Project Manager (2)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Project Manager (2)s provide subject matter expertise in HR processes or technology areas. A Project Manager (2) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Design and implement new organization structures</li> </ul>	<p>7</p>	<p>Bachelor's Degree</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets.</li> </ul>		
<b>Project Manager 3</b>	<p><b>General Experience.</b> Project Manager (3)s possess at least 8 years of experience in outsourcing services, business process redesign, change management efforts or information systems implementation.</p> <p><b>Functional Responsibility.</b> Project Manager (3)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Project Manager (3)s provide subject matter expertise in HR processes or technology areas. A Project Manager (3) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets.</li> </ul>	8	Bachelor's Degree
<b>Project Manager 4</b>	<p><b>General Experience.</b> Project Manager (4)s possess at least 9 years of experience in outsourcing services, business process redesign, change management efforts or information systems implementation.</p> <p><b>Functional Responsibility.</b> Project Manager (4)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Project Manager (4)s provide subject matter expertise in HR processes or technology areas. A Project Manager (4) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets.</li> </ul>	9	Bachelor's Degree
<b>Project Manager 5</b>	<p><b>General Experience.</b> Project Manager (5)s possess at least 10 years of experience in outsourcing services, business process redesign, change management efforts or information systems implementation.</p> <p><b>Functional Responsibility.</b> Project Manager (5)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to</p>	10	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>manage the day-to-day operations of Accenture projects. Project Manager (5)s provide subject matter expertise in HR processes or technology areas. A Project Manager (5) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets.</li> </ul>		
<b>Project Manager 6</b>	<p><b>General Experience.</b> Project Manager (6)s possess at least 11 years of experience in outsourcing services, business process redesign, change management efforts or information systems implementation.</p> <p><b>Functional Responsibility.</b> Project Manager (6)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Project Manager (6)s provide subject matter expertise in HR processes or technology areas. A Project Manager (6) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets.</li> </ul>	11	Bachelor's Degree
<b>Project Manager 7</b>	<p><b>General Experience.</b> Project Manager (7)s possess at least 12 years of experience in outsourcing services, business process redesign, change management efforts or information systems implementation.</p> <p><b>Functional Responsibility.</b> Project Manager (7)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Project Manager (7)s provide subject matter expertise in HR processes or technology areas. A Project Manager (7) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets.</li> </ul>	12	Bachelor's Degree
<b>HR Senior Specialist 1</b>	<p><b>General Experience.</b> HR Senior Specialist (1)s possess at least 2 years of experience in Human Resource business processes.</p>	2	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p><b>Functional Responsibility.</b> HR Senior Specialist (1)s apply their advanced skills and experience in processing personnel transactions, detailed knowledge of business processes, and supervisory skills to administer human resource processes. On Accenture projects, HR Senior Specialist (1)s provide HR process services and interact with clients at the supervisory level. A HR Senior Specialist (1) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Input data into Human Resource Information Systems (HRIS)</li> <li>• Provide assistance on employee records</li> <li>• Process personnel transactions</li> <li>• Prepare human resource reports</li> <li>• Provide daily supervision and direction to staff</li> </ul>		
<p><b>HR Senior Specialist 2</b></p>	<p><b>General Experience.</b> HR Senior Specialist (2)s possess at least 3 years of experience in Human Resource business processes or training development and administration.</p> <p><b>Functional Responsibility.</b> HR Senior Specialist (2)s apply their advanced skills and experience in processing personnel transactions, detailed knowledge of business processes, and supervisory skills to administer human resource processes. On Accenture projects, HR Senior Specialist (2)s provide HR process services and interact with clients at the supervisory level. A HR Senior Specialist (2) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Input data into Human Resource Information Systems (HRIS)</li> <li>• Provide assistance on employee records</li> <li>• Process personnel transactions</li> <li>• Prepare human resource reports</li> <li>• Provide daily supervision and direction to staff</li> </ul>	<p>3</p>	<p>Bachelor's Degree</p>
<p><b>HR Senior Specialist 3</b></p>	<p><b>General Experience.</b> HR Senior Specialist (3)s possess at least 4 years of experience in Human Resource business processes.</p> <p><b>Functional Responsibility.</b> HR Senior Specialist (3)s apply their advanced skills and experience in processing personnel transactions, detailed knowledge of business processes, and supervisory skills to administer human resource processes. On Accenture projects, HR Senior Specialist (3)s provide HR process services and interact with clients at the supervisory level. A HR Senior Specialist (3) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Input data into Human Resource Information Systems (HRIS)</li> <li>• Provide assistance on employee records</li> <li>• Process personnel transactions</li> <li>• Prepare human resource reports</li> <li>• Provide daily supervision and direction to staff</li> </ul>	<p>4</p>	<p>Bachelor's Degree</p>
<p><b>HR Senior Specialist 4</b></p>	<p><b>General Experience.</b> HR Senior Specialist (4)s possess at least 5 years of experience in Human Resource business processes.</p> <p><b>Functional Responsibility.</b> HR Senior Specialist (4)s apply their advanced skills and experience in processing personnel transactions, detailed knowledge of business processes, and supervisory skills to administer human resource processes. On Accenture projects, HR Senior Specialist (4)s provide HR process</p>	<p>5</p>	<p>Bachelor's Degree</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>services and interact with clients at the supervisory level. A HR Senior Specialist (4) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Input data into Human Resource Information Systems (HRIS)</li> <li>• Provide assistance on employee records</li> <li>• Process personnel transactions</li> <li>• Prepare human resource reports</li> <li>• Provide daily supervision and direction to staff</li> </ul>		
<b>HR Senior Specialist 5</b>	<p><b>General Experience.</b> HR Senior Specialist (5)s possess at least 6 years of experience in Human Resource business processes.</p> <p><b>Functional Responsibility.</b> HR Senior Specialist (5)s apply their advanced skills and experience in processing personnel transactions, detailed knowledge of business processes, and supervisory skills to administer human resource processes. On Accenture projects, HR Senior Specialist (5)s provide HR process services and interact with clients at the supervisory level. A HR Senior Specialist (5) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Input data into Human Resource Information Systems (HRIS)</li> <li>• Provide assistance on employee records</li> <li>• Process personnel transactions</li> <li>• Prepare human resource reports</li> <li>• Provide daily supervision and direction to staff</li> </ul>	6	Bachelor's Degree
<b>HR Senior Specialist 6</b>	<p><b>General Experience.</b> HR Senior Specialist (6)s possess at least 7 years of experience in Human Resource business processes.</p> <p><b>Functional Responsibility.</b> HR Senior Specialist (6)s apply their advanced skills and experience in processing personnel transactions, detailed knowledge of business processes, and supervisory skills to administer human resource processes. On Accenture projects, HR Senior Specialist (6)s provide HR process services and interact with clients at the supervisory level. A HR Senior Specialist (6) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Input data into Human Resource Information Systems (HRIS)</li> <li>• Provide assistance on employee records</li> <li>• Process personnel transactions</li> <li>• Prepare human resource reports</li> <li>• Provide daily supervision and direction to staff</li> </ul>	7	Bachelor's Degree
<b>HR Specialist 1</b>	<p><b>General Experience.</b> HR Specialist (1)s possess at least 1 year of experience in Human Resource business processes.</p> <p><b>Functional Responsibility.</b> HR Specialist (1)s apply their advanced skills and experience in processing personnel transactions and detailed knowledge of business processes to administer human resource processes. On Accenture projects, HR Specialist (1)s provide HR processing services. A HR Specialist (1) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Input data into Human Resource Information Systems (HRIS)</li> <li>• Provide assistance on employee records</li> <li>• Process personnel transactions</li> <li>• Prepare human resource reports</li> </ul>	1	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>HR Specialist 2</b>	<p><b>General Experience.</b> HR Specialist (2)s possess at least 2 years experience in Human Resource business processes.</p> <p><b>Functional Responsibility.</b> HR Specialist (2)s apply their advanced skills and experience in processing personnel transactions and detailed knowledge of business processes to administer human resource processes. On Accenture projects, HR Specialist (2)s provide HR process services. A HR Specialist (2) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Input data into Human Resource Information Systems (HRIS)</li> <li>• Provide assistance on employee records</li> <li>• Process personnel transactions</li> <li>• Prepare human resource reports</li> </ul>	2	Bachelor's Degree
<b>HR Specialist 3</b>	<p><b>General Experience.</b> HR Specialist (3)s possess at least 3 years experience in Human Resource business processes.</p> <p><b>Functional Responsibility.</b> HR Specialist (3)s apply their advanced skills and experience in processing personnel transactions and detailed knowledge of business processes to administer human resource and training processes. On Accenture projects, HR Specialist (3)s provide HR process services. A HR Specialist (3) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Input data into Human Resource Information Systems (HRIS)</li> <li>• Provide assistance on employee records</li> <li>• Process personnel transactions</li> <li>• Prepare human resource reports</li> </ul>	3	Bachelor's Degree
<b>HR Senior Advisor 1</b>	<p><b>General Experience:</b> HR Senior Advisor (1)'s possess at least 8 years of experience in federal HR.</p> <p><b>Functional Responsibility:</b> HR Senior Advisor (1)'s use their federal HR expertise to provide input for complex HR situations, monitor quality and compliance of federal HR operations, assist in the formulation and validation of standard operating procedures, and provide functional support for training efforts.</p>	8	Bachelor's Degree
<b>HR Senior Advisor 2</b>	<p><b>General Experience:</b> HR Senior Advisor (2)'s possess at least 10 years of experience in federal HR.</p> <p><b>Functional Responsibility:</b> HR Senior Advisor (2)'s use their federal HR expertise to provide input for complex HR situations, monitor quality and compliance of federal HR operations, assist in the formulation and validation of standard operating procedures, and provide functional support for training efforts</p>	10	Bachelor's Degree
<b>Training Senior Specialist 1</b>	<p><b>General Experience:</b> Training Senior Specialist (1)s possess at least 2 years of experience in Human Resource business processes or training development and administration.</p> <p><b>Functional Responsibility:</b> Training Senior Specialist (1)s apply their advanced functional knowledge and training experience to develop and administer training programs and classes. On Accenture projects, Training Senior Specialist (1)s provide training development and administration services and interact</p>	2	Bachelor's Degree



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>with clients at the supervisory level. A Training Senior Specialist (1) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Conduct the research necessary to develop and revise training courses</li> <li>• Prepare appropriate training catalogs</li> <li>• Develop all instructor materials including course outline, background material, and training aids</li> <li>• Develop all student materials including course manuals, workbooks, handouts, completion certificates, and course critique forms</li> <li>• Conduct formal classroom courses, workshops, seminars, and/or computer based/computer aided training</li> <li>• Provide daily supervision and direction to staff</li> </ul>		
<b>Training Senior Specialist 2</b>	<p><b>General Experience:</b> Training Senior Specialist (2)s possess at least 3 years of experience in Human Resource business processes or training development and administration.</p> <p><b>Functional Responsibility:</b> Training Senior Specialist (2)s apply their advanced functional knowledge and training experience to develop and administer training programs and classes. On Accenture projects, Training Senior Specialist (2)s provide training development and administration services and interact with clients at the supervisory level. A Training Senior Specialist (2) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Conduct the research necessary to develop and revise training courses</li> <li>• Prepare appropriate training catalogs</li> <li>• Develop all instructor materials including course outline, background material, and training aids</li> <li>• Develop all student materials including course manuals, workbooks, handouts, completion certificates, and course critique forms</li> <li>• Conduct formal classroom courses, workshops, seminars, and/or computer based/computer aided training</li> <li>• Provide daily supervision and direction to staff</li> </ul>	3	Bachelor's Degree
<b>Training Senior Specialist 3</b>	<p><b>General Experience:</b> Training Senior Specialist (3)s possess at least 4 years of experience in Human Resource business processes or training development and administration.</p> <p><b>Functional Responsibility:</b> Training Senior Specialist (3)s apply their advanced functional knowledge and training experience to develop and administer training programs and classes. On Accenture projects, Training Senior Specialist (3)s provide training development and administration services and interact with clients at the supervisory level. A Training Senior Specialist (3) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Conduct the research necessary to develop and revise training courses</li> <li>• Prepare appropriate training catalogs</li> <li>• Develop all instructor materials including course outline, background material, and training aids</li> </ul>	4	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Develop all student materials including course manuals, workbooks, handouts, completion certificates, and course critique forms</li> <li>• Conduct formal classroom courses, workshops, seminars, and/or computer based/computer aided training</li> <li>• Provide daily supervision and direction to staff</li> </ul>		
<b>Training Senior Specialist 4</b>	<p><b>General Experience:</b> Training Senior Specialist (4)s possess at least 5 years of experience in Human Resource business processes or training development and administration.</p> <p><b>Functional Responsibility:</b> Training Senior Specialist (4)s apply their advanced functional knowledge and training experience to develop and administer training programs and classes. On Accenture projects, Training Senior Specialist (4)s provide training development and administration services and interact with clients at the supervisory level. A Training Senior Specialist (4) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Conduct the research necessary to develop and revise training courses</li> <li>• Prepare appropriate training catalogs</li> <li>• Develop all instructor materials including course outline, background material, and training aids</li> <li>• Develop all student materials including course manuals, workbooks, handouts, completion certificates, and course critique forms</li> <li>• Conduct formal classroom courses, workshops, seminars, and/or computer based/computer aided training</li> <li>• Provide daily supervision and direction to staff</li> </ul>	5	Bachelor's Degree
<b>Training Senior Specialist 5</b>	<p><b>General Experience:</b> Training Senior Specialist (5)s possess at least 6 years of experience in Human Resource business processes or training development and administration.</p> <p><b>Functional Responsibility:</b> Training Senior Specialist (5)s apply their advanced functional knowledge and training experience to develop and administer training programs and classes. On Accenture projects, Training Senior Specialist (5)s provide training development and administration services and interact with clients at the supervisory level. A Training Senior Specialist (5) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Conduct the research necessary to develop and revise training courses</li> <li>• Prepare appropriate training catalogs</li> <li>• Develop all instructor materials including course outline, background material, and training aids</li> <li>• Develop all student materials including course manuals, workbooks, handouts, completion certificates, and course critique forms</li> <li>• Conduct formal classroom courses, workshops, seminars, and/or computer based/computer aided training</li> <li>• Provide daily supervision and direction to staff</li> </ul>	6	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Training Senior Specialist 6</b>	<p><b>General Experience:</b> Training Senior Specialist (6)s possess at least 7 years of experience in Human Resource business processes or training development and administration.</p> <p><b>Functional Responsibility:</b> Training Senior Specialist (6)s apply their advanced functional knowledge and training experience to develop and administer training programs and classes. On Accenture projects, Training Senior Specialist (6)s provide training development and administration services and interact with clients at the supervisory level. A Training Senior Specialist (6) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Conduct the research necessary to develop and revise training courses</li> <li>• Prepare appropriate training catalogs</li> <li>• Develop all instructor materials including course outline, background material, and training aids</li> <li>• Develop all student materials including course manuals, workbooks, handouts, completion certificates, and course critique forms</li> <li>• Conduct formal classroom courses, workshops, seminars, and/or computer based/computer aided training</li> <li>• Provide daily supervision and direction to staff</li> </ul>	7	Bachelor's Degree
<b>Training Specialist 1</b>	<p><b>General Experience:</b> Training Specialist (1)s possess at least 1 year of experience in Human Resource business processes or training development and administration.</p> <p><b>Functional Responsibility:</b> Training Specialist (1)s apply their advanced functional knowledge and training experience to develop and administer training programs and classes. A Training Specialist (1) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Conduct the research necessary to develop and revise training courses</li> <li>• Prepare appropriate training catalogs</li> <li>• Develop all instructor materials including course outline, background material, and training aids</li> <li>• Develop all student materials including course manuals, workbooks, handouts, completion certificates, and course critique forms</li> <li>• Conduct formal classroom courses, workshops, seminars, and/or computer based/computer aided training</li> </ul>	1	Bachelor's Degree
<b>Training Specialist 2</b>	<p><b>General Experience:</b> Training Specialist (2)s possess at least 2 years experience in Human Resource business processes or training development and administration.</p> <p><b>Functional Responsibility:</b> Training Specialist (2)s apply their advanced functional knowledge and training experience to develop and administer training programs and classes. A Training Specialist (2) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Conduct the research necessary to develop and revise training courses</li> <li>• Prepare appropriate training catalogs</li> </ul>	2	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Develop all instructor materials including course outline, background material, and training aids</li> <li>• Develop all student materials including course manuals, workbooks, handouts, completion certificates, and course critique forms</li> <li>• Conduct formal classroom courses, workshops, seminars, and/or computer based/computer aided training</li> </ul>		
<b>Training Specialist 3</b>	<p><b>General Experience:</b> Training Specialist (3)s possess at least 3 years experience in Human Resource business processes or training development and administration.</p> <p><b>Functional Responsibility:</b> Training Specialist (3)s apply their advanced functional knowledge and training experience to develop and administer training programs and classes. A Training Specialist (3) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Conduct the research necessary to develop and revise training courses</li> <li>• Prepare appropriate training catalogs</li> <li>• Develop all instructor materials including course outline, background material, and training aids</li> <li>• Develop all student materials including course manuals, workbooks, handouts, completion certificates, and course critique forms</li> <li>• Conduct formal classroom courses, workshops, seminars, and/or computer based/computer aided training</li> </ul>	3	Bachelor's Degree
<b>Senior Program Manager</b>	<p>The Senior Program Manager has overall accountability for business solution programs. Senior Program Managers may be responsible for product delivery and/or financial management of client engagements. A Senior Program Manager performs independent quality assurance reviews of program performance and deliverables. They lend thought leadership to engagement teams in developing creative solutions to client business problems.</p>	15	Bachelor's Degree
<b>Program Manager</b>	<p>Program Managers plan and manage projects to control overall project scope, budgets and schedules for multi-project engagements. Program Managers maintain contractor interface with the senior levels of the customer's organization, and consult with customer and contractor personnel to formulate and review task plans and deliverables, and provide conformance with program and project task schedules and costs and contractual obligations.</p>	12	Bachelor's Degree
<b>Project Manager</b>	<p>The Project Manager manages, plans and coordinates activities of projects. This individual reviews project proposals or plans to determine schedule, funding limitations, procedures for accomplishing projects, staffing requirements and allotment of available resources to various phases of projects. The Project Manager establishes work plans and coordinates staffing for each phase of project and arranges for recruitment or assignment of project personnel. The Project Manager identifies functional or cross-functional requirements and resources required for each task.</p>	10	Bachelor's Degree
<b>Task Manager</b>	<p>Task Managers apply their broad management skills and specialized functional and technical expertise to guide project</p>	7	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	teams in delivering client solutions or to manage the day-to-day operations. The Task Manager monitors quality across multiple projects. This individual establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the assigned tasks.		
<b>Subject Matter Expert 1</b>	The Subject Matter Expert 1 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 1 is highly experienced in the industry with regard to information technology. The Subject Matter Expert 1 provides thought leadership related to current and future customer plans with regard to the stated information technology.	10	Bachelor's Degree
<b>Subject Matter Expert 2</b>	The Subject Matter Expert 2 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 2 is an highly experienced in the industry with regard to information technology. The Subject Matter Expert 2 provides thought leadership related to current and future customer plans with regard to the stated information technology.	12	Bachelor's Degree
<b>Subject Matter Expert 3</b>	The Subject Matter Expert 3 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 3 is highly experienced in the industry with regard to the stated information technology. The Subject Matter Expert 3 provides thought leadership related to current and future customer plans with regard to the stated information technology.	15	Bachelor's Degree
<b>Technical Architect 1</b>	The Technical Architect 1 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Technical Architect 1 possesses knowledge of the future direction and trends associated with information technology. The Technical Architect 1s have experience in designing or implementing information architecture solutions for information technology. The Technical Architect 1 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.	7	Bachelor's Degree
<b>Technical Architect 2</b>	The Technical Architect 2 provides thought leadership related to current and future customer plans with regard to the stated information technology. The Technical Architect 2 possesses knowledge of the future direction and trends associated with information technology. The Technical Architect 2s have experience in designing and implementing information architecture solutions for \ information technology. The Technical Architect 2 designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces.	10	Bachelor's Degree
<b>System Administrator 1</b>	System Administrator 1s may develop, run tests on, implement, or maintain operating system and related software. The System	0	Bachelor's in process

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	Administrator 1s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Administrator 1 schedules, performs, or monitors system backups or, when necessary, performs data recoveries. The Level 1 performs more routine aspects of the position and is supervised by higher levels.		
<b>System Administrator 2</b>	System Administrator 2s may develop, run tests on, implement, or maintain operating system and related software. The System Administrator 2s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Administrator 2 schedules, performs, or monitors system backups and, when necessary, performs data recoveries. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelor's Degree
<b>System Administrator 3</b>	System Administrator 3s may develop, run tests on, implement, or maintain operating system and related software. The System Administrator 3s establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Administrator 3 schedules, performs, and/or monitors system backups and/or, when necessary, performs data recoveries. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelor's Degree
<b>Database Administrator 1</b>	Database Administrator 1 administers organization's databases, using database management system to organize and store data. The Database Administrator 1 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	Bachelor's in process
<b>Database Administrator 2</b>	Database Administrator 2 administers organization's databases, using database management system to organize and store data. The Database Administrator 2 ascertains user requirements, creates computer databases, and tests and coordinates changes. This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelor's Degree
<b>Database Administrator 3</b>	Database Administrator 3 administers organization's databases, using database management system to organize and store data. The Database Administrator 3 ascertains user requirements, creates computer databases, and tests and coordinates changes.	7	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>This individual interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<p><b>Functional Specialist 1</b></p>	<p>The Functional Specialist 1s provide knowledge in industry, process or technology areas. The Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	<p>3</p>	<p>Bachelor's Degree</p>
<p><b>Functional Specialist 2</b></p>	<p>The Functional Specialist 2s provide knowledge in industry, process or technology areas. The Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	<p>5</p>	<p>Bachelor's Degree</p>
<p><b>Functional Specialist 3</b></p>	<p>The Functional Specialist 3s provide knowledge in industry, process or technology areas. The Functional Specialist 1 responsibilities may include</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of information systems project teams;</li> <li>• Design and implement new organization structures, conceptual design and development of training curricula</li> <li>• Assist an organization to translate its vision and strategy into core human resource and business process</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	<p>8</p>	<p>Bachelor's Degree</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Consultant 1</b>	<p>Consultant 1s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation.</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	3	Bachelor's Degree
<b>Consultant 2</b>	<p>Consultant 2s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	5	Bachelor's Degree
<b>Consultant 3</b>	<p>Consultant 3s apply their skills in such areas as systems development, knowledge of business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as</p> <ul style="list-style-type: none"> <li>• Develop functional and technical information system designs</li> <li>• Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula</li> </ul>	8	Bachelor's Degree



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Lead business process redesign teams in the development of new business process architectures</li> <li>• Design training programs for information systems users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team work plans</li> <li>• Perform workflow analyses</li> <li>• Design and manage databases</li> <li>• Define information systems requirements</li> <li>• Assist in project budget preparation</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Engineer 1</b>	<p>The Engineer 1 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity.</li> <li>• Oversee the development and installation of new hardware and software.</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>• Establish multi-platform versions of the software package</li> <li>• Write tests for existing and created code to ensure compatibility and stability</li> <li>• Evaluate, recommend, and implement automated test tools and strategies</li> <li>• Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>• Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelor's in process
<b>Engineer 2</b>	<p>The Engineer 2 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>• Monitor existing systems for structural integrity.</li> <li>• Oversee the development and installation of new hardware and software.</li> <li>• Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>• Provide technical direction to IT support staff</li> <li>• Design and implement security systems and redundant backups to maintain data safety</li> <li>• Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> </ul>	2	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>Establish multi-platform versions of the software package</li> <li>Write tests for existing and created code to ensure compatibility and stability</li> <li>Evaluate, recommend, and implement automated test tools and strategies</li> <li>Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>		
<b>Engineer 3</b>	<p>The Engineer 3 provides knowledge in design, architecture, development and administration. The Engineer may</p> <ul style="list-style-type: none"> <li>Monitor existing systems for structural integrity</li> <li>Oversee the development and installation of new hardware and software</li> <li>Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues.</li> <li>Provide technical direction to IT support staff</li> <li>Design and implement security systems and redundant backups to maintain data safety</li> <li>Write custom scripts to reduce the need for human intervention, Create scaleable, automated solutions for our customer base</li> <li>Establish multi-platform versions of the software package</li> <li>Write tests for existing and created code to ensure compatibility and stability</li> <li>Evaluate, recommend, and implement automated test tools and strategies</li> <li>Design, implement, and conduct test and evaluation procedures to ensure system requirements are met</li> <li>Evaluate hardware and software and resolve LAN/MAN/WAN network related problems</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	3	Bachelor's Degree
<b>Technical Writer</b>	<p>The Technical Writer writes and updates material such as reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications concerned with work methods and procedures, and installation, operation, and maintenance.</p>	2	Bachelor's Degree
<b>Programmer 1</b>	<p>The Programmer 1 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming, and understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> <li>Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> </ul>	0	Bachelor's in process

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>Programmer 2</b>	<p>The Programmer 2 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> <li>Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>Update, repair, modify and expand existing computer programs</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	2	Bachelor's Degree
<b>Programmer 3</b>	<p>The Programmer 3 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming. Understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> <li>Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists</li> <li>Update, repair, modify and expand existing computer programs.</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work</p>	5	Bachelor's Degree
<b>Operations Manager</b>	<p>The Operation Manager manages, coordinates, or organizes department operation strategies and activities. The Operation Manager may</p> <ul style="list-style-type: none"> <li>Collaborate in the development and implementation of organization policies, practices, procedures, and attainment of operating goals</li> <li>Review, analyze, and prepare reports, records, and directives, and confers with managers/supervisors to obtain data required for planning activities, such as new commitments, status of work in progress, and problems encountered</li> <li>Disseminate policies and objectives to supervisors/staff</li> </ul>	3	Bachelor's Degree
<b>Agile Coach</b>	<p>The Agile Coach may assist or lead teams to apply Agile thinking to the specific environment and impediments they face. The Coach works as an advisor and helps the team adapt the methodology to their environment, and challenge the existing environment.</p>	8	Bachelor's Degree
<b>Scrum Master</b>	<p>The Scrum Master may facilitate or guide a software development product owner, team, and organization on how to use Agile/Scrum concepts, values, practices, and principles focusing on improving team effectiveness. The Scrum Master leads discussions and decision making, and assists in mediation of conflict resolution.</p>	6	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Financial Analyst</b>	<p>The Financial Analyst analyzes past and present financial data of organization and estimates future revenues and expenditures, applying principles of finance. The Financial Analyst may</p> <ul style="list-style-type: none"> <li>• Run and document financial analysis projects,</li> <li>• Aid organization with financial functions, such as assessing, auditing, planning, budgeting, taxes, consolidation, cost control, and project control</li> <li>• Evaluate and analyze capital expenditures, depreciation, proposals, investment opportunities, rate of return, profit plans, operating records, financial statements, etc.</li> </ul>	3	Bachelor's Degree
<b>Data Architect</b>	<p>The Data Architect may define, design, or develop relational and/or multi-dimensional databases for warehousing of data. The Data Architect reviews current data structures and recommends optimizations and reconfigurations as warranted.</p>	7	Bachelor's Degree
<b>Program Analyst</b>	<p>The Program Analyst analyzes and critiques computer programs and systems, or develops new programs. The Program Analyst may</p> <ul style="list-style-type: none"> <li>• Review user's requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities</li> <li>• Outline steps required to develop programs, using structured analysis and design</li> <li>• Plan, develop, test, and document computer programs, applying knowledge of programming techniques and computer systems</li> </ul>	2	Bachelor's Degree
<b>Application Architect 1</b>	<p>The Application Architect 1 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	3	Bachelor's Degree
<b>Application Architect 2</b>	<p>The Application Architect 2 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	5	Bachelor's Degree
<b>Application Architect 3</b>	<p>The Application Architect 3 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide</p>	7	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	instructions that help the client better understand the nature and applications of a specific product. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.		
<b>Application Systems Analyst</b>	The Application Systems Analyst may oversee the implementation of required hardware and software components for approved applications, coordinate tests of the application system to provide proper performance, or develop diagrams and flow charts for computer programmers to follow. The Application Systems Analyst reviews, analyzes, and modifies programming systems, including encoding, debugging, and installing to support an organization's application systems. The Application Systems Analyst develops application specifications, identifies the required inputs, and formats the output to meet users' needs.	4	Bachelor's Degree
<b>Security Specialist 1</b>	The Security Specialist 1 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 1 performs more routine aspects of the position and is supervised by higher levels.	0	Bachelor's Degree
<b>Security Specialist 2</b>	The Security Specialist 2 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.	3	Bachelor's Degree
<b>Security Specialist 3</b>	The Security Specialist 3 may identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal. The Security Specialist designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. This individual responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	7	Bachelor's Degree
<b>Business Analyst 1</b>	The Business Analyst 1 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available	0	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<b>Business Analyst 2</b>	<p>The Business Analyst 2 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	3	Bachelor's Degree
<b>Business Analyst 3</b>	<p>The Business Analyst 3 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The Business Analyst uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress</li> </ul>	7	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Determine and document user requirements for business processes and abide by those requirements for future projects</li> <li>• Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures</li> <li>• Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Quality Assurance Specialist</b>	<p>The Quality Assurance Specialist may improve reliability of new product development processes, maintain company quality standards, or review products, processes and systems on an ongoing basis to determine where improvements can be made. The Quality Assurance Specialist may</p> <ul style="list-style-type: none"> <li>• Develop and implement quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures</li> <li>• Develop and define major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order</li> <li>• Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation</li> <li>• Conduct and/or participate in formal and informal reviews at pre-determined points throughout the development life cycle</li> </ul>	3	Bachelor's Degree
<b>Network Administrator</b>	<p>The Network Administrators administers design, organization, or implementation of network, and heads technical support staff who manage and maintain hubs, servers, and routers. This individual uses knowledge and understanding of both networking and telecommunications theory and practice. The Network Administrator communicates with users, technical teams, and vendors on new technology and system upgrades and to determine software and hardware installation requirements.</p>	3	Bachelor's Degree
<b>Enterprise Architect</b>	<p>The Enterprise architects work with stakeholders, both leadership and subject matter experts, to build a holistic view of the organization's strategy, processes, information, and information technology assets to keep the business and IT in alignment. The Enterprise Architect links the business mission, strategy, and processes of an organization to its IT strategy, and documents this using multiple architectural models or views that show how the current and future needs of an organization will be met in an efficient, sustainable, agile, and adaptable manner.</p>	8	Bachelor's Degree
<b>Training Specialist</b>	<p>The Training Specialist develops teaching outlines and determines instructional methods, using knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, or workshops. This individual prepares, organizes and heads training sessions covering standard training, specialized training or counseling in designated areas.</p>	2	Bachelor's Degree
<b>Storage Administrator</b>	<p>The Storage Administrator administers and safeguards efficient and reliable centralized electronic storage area networks (SAN),</p>	3	Bachelor's Degree

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	such as Network Attached Storage, Content Addressable Storage, DAS environments, or other technologies classified as storage technology. This individual may oversee, evaluate, implement, monitor, troubleshoot, or maintain SAN and related technologies, system upgrades, or optimization storage strategies. The Storage Administrator monitors the data storage needs of the company so that business can run efficiently.		
<b>Analyst 1</b>	<p>The Analyst 1 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 1 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance.</li> </ul> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	0	Bachelor's Degree
<b>Analyst 2</b>	<p>The Analyst 2 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 2 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	2	Bachelor's Degree
<b>Analyst 3</b>	<p>The Analyst 3 applies their analytical and technical skills to assist in implementing business solutions. An Analyst 3 is directed to exercise core skills on projects, or may direct small teams. They are qualified to perform tasks such as</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> </ul>	4	Bachelor's Degree



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Design, code and test functional components of information systems according to project specifications</li> <li>• Identify and document functional requirements for information systems</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Perform program management support tasks, such as status reporting and work plan maintenance</li> </ul> <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>		
<b>Web Designer</b>	<p>The Web Designer may design, plan, or execute the design and layout for Internet sites and web pages, which may include combining text with sounds, pictures, graphics, and video-clips. The Web Designer may</p> <ul style="list-style-type: none"> <li>• Question or communicate with clients to assess their needs, discuss requirements, and clarify their goals for establishing a website.</li> <li>• Meet with clients on a regular basis to evaluate and modify site as it seems appropriate and keeps them informed of project progress.</li> <li>• Design custom-tailored plan for a proposed site using combination of graphic and written material, and modifies proposal as necessary until the client is satisfied.</li> <li>• Design, maintain, and update information and digitized images, banners, bullets, charts, image maps, and other graphics to enhance appearance of site and keep the content and graphics current.</li> <li>• Maintain site appearance by developing and enforcing content and display standards.</li> </ul>	2	Bachelor's Degree

**Service Descriptions for Human Capital - Human Resources Line of Business (“HR LOB”)  
Private Shared Center Services**

Accenture is certified to provide solutions and services across the range of core and non-core Human Resources Line of Business functions. Accenture was certified based on a Core Human Resources (Core-HR) Services platform for solution and services supporting Personnel Action Processing, Benefits Management and Compensation Management. Accenture offers implementation services to support transition to Accenture’s Shared Service Center.

Accenture can provide support for the implementation of Non-Core Human Resources (Non-Core HR) solution and services requirements areas including Compensation Management, HR Development, HR Strategy, Organization and Position Management, Talent Management, Performance Management, Success Planning, Staff Acquisition, Employee Relations, Labor Relations and Separations Management.

Customer implementation and migration services are offered as professional services on a per-hour basis including but not limited to support for:

- Project Planning
- System design, configuration, testing and training
- Data modeling, conversion and migration
- Custom development enhancements, extensions, interfaces and reports
- Legacy application management
- Application upgrades
- Data modeling, conversion and migration

Post-implementation, the provisioning of steady-state application management operations and maintenance and hosting services including support for:

- Virtualized Hosting Environment
- System Administration
- Application Management
- Production Monitoring
- Tier 2 Help Desk

The Core-HR offering assumes a customer-specific hosting environment. Where availability and mutual customer agreement exists for a shared environment, Accenture would seek to discount the base service price. Accenture provides hosting and application management services of core and non-core software to be government-furnished equipment (GFE). Pricing assumes the provision of a standard set of solutions and services under a three-year service period though shorter periods are possible. Solutions are hosted in a secure, US-based center.

Accenture also offers management consulting, technical integration and business process support services as professional services on a per-hour basis for:

- **Private Shared Service Center for Core HR Services (Special Item: 541612LOB)** - Benefits Management, Personnel Action Processing, Records Management, and Compensation Management. The technical requirements for this SIN are defined by the Office of Personnel Management's Business Reference Model for the HR Line of Business.
- **Private Shared Service Center for HR Services "Non-Core Human Resources Services" (Special Item: 541612LOB)**. These services comprise HR Strategy, Organization and Position Management, Staff Acquisition, Performance Management, Compensation Management, Human Resource Development, Employee Relations, Labor Relations, Separation Management, Personnel Action Processing, Benefits Management, and Payroll Services. The technical requirements for this SIN are defined by the Office of Personnel Management's Business Reference Model for the HR Line of Business.

Prices include the General Services Administration's Industrial Funding Fee (IFF). The Core HR Services (Special Item 541612OPM) are performed at a standard contractor site unless unique customer facilities are required. In accordance with the Schedule Contract, we assume that provisions for travel and per diem will be identified and negotiated with each task order.

**Education and Experience Substitutions for SIN 541612LOB Labor Categories:**

Degree	Degree Equivalents
High School Diploma	<ul style="list-style-type: none"> <li>• GED</li> </ul>
Associate's	<ul style="list-style-type: none"> <li>• High School Diploma/GED plus two (2) years relevant experience</li> <li>• Vocational or technical training in work-related field</li> </ul>

Degree	Degree Equivalents
<b>Bachelor's</b>	<ul style="list-style-type: none"> <li>High School Diploma/GED plus four (4) years relevant experience</li> <li>Associate's degree plus two (2) years relevant experience</li> <li>Relevant professional certification</li> </ul>
<b>Master's</b>	<ul style="list-style-type: none"> <li>High School Diploma/GED plus six (6) years relevant experience</li> <li>Associate's degree plus four (4) years relevant experience</li> <li>Bachelor's degree plus two (2) years relevant experience</li> </ul>
<b>PhD / Doctorate</b>	<ul style="list-style-type: none"> <li>High School Diploma/GED plus eight (8) years relevant experience</li> <li>Associate's degree plus six (6) years relevant experience</li> <li>Bachelor's degree plus four (4) years relevant experience</li> <li>Master's degree plus two (2) years relevant experience</li> </ul>

## 3.2.2 Labor Categories and Rates SIN 541612HC & SIN 541612LOB

### 3.2.2.1 Customer Facility

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Partner 1 (ONSITE)	\$474.72	\$495.61	\$517.42	\$540.19	\$563.96
Associate Partner 2 (ONSITE)	\$318.22	\$332.22	\$346.84	\$362.10	\$378.03
Program Manager 1 (ONSITE)	\$221.62	\$231.37	\$241.55	\$252.18	\$263.28
Program Manager 2 (ONSITE)	\$251.05	\$262.10	\$273.63	\$285.67	\$298.24
Program Manager 3 (ONSITE)	\$283.91	\$296.40	\$309.44	\$323.06	\$337.27
Project Manager 1 (ONSITE)	\$136.61	\$142.62	\$148.90	\$155.45	\$162.29
Project Manager 2 (ONSITE)	\$159.04	\$166.04	\$173.35	\$180.98	\$188.94
Project Manager 3 (ONSITE)	\$184.59	\$192.71	\$201.19	\$210.04	\$219.28
Project Manager 4 (ONSITE)	\$179.50	\$187.40	\$195.65	\$204.26	\$213.25
Project Manager 5 (ONSITE)	\$209.72	\$218.95	\$228.58	\$238.64	\$249.14
Project Manager 6 (ONSITE)	\$244.21	\$254.96	\$266.18	\$277.89	\$290.12
Project Manager 7 (ONSITE)	\$261.53	\$273.04	\$285.05	\$297.59	\$310.68
HR Senior Specialist 1 (ONSITE)	\$84.21	\$87.92	\$91.79	\$95.83	\$100.05
HR Senior Specialist 2 (ONSITE)	\$103.77	\$108.34	\$113.11	\$118.09	\$123.29
HR Senior Specialist 3 (ONSITE)	\$115.05	\$120.11	\$125.39	\$130.91	\$136.67
HR Senior Specialist 4 (ONSITE)	\$122.32	\$127.70	\$133.32	\$139.19	\$145.31
HR Senior Specialist 5 (ONSITE)	\$132.62	\$138.46	\$144.55	\$150.91	\$157.55
HR Senior Specialist 6 (ONSITE)	\$159.04	\$166.04	\$173.35	\$180.98	\$188.94
HR Specialist 1 (ONSITE)	\$64.72	\$67.57	\$70.54	\$73.64	\$76.88
HR Specialist 2 (ONSITE)	\$70.07	\$73.15	\$76.37	\$79.73	\$83.24
HR Specialist 3 (ONSITE)	\$79.93	\$83.45	\$87.12	\$90.95	\$94.95
HR Senior Advisor 1 (ONSITE)	\$179.50	\$187.40	\$195.65	\$204.26	\$213.25
HR Senior Advisor 2 (ONSITE)	\$233.48	\$243.75	\$254.48	\$265.68	\$277.37
Training Senior Specialist 1 (ONSITE)	\$88.17	\$92.05	\$96.10	\$100.33	\$104.74
Training Senior Specialist 2 (ONSITE)	\$103.77	\$108.34	\$113.11	\$118.09	\$123.29

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Training Senior Specialist 3 (ONSITE)	\$115.05	\$120.11	\$125.39	\$130.91	\$136.67
Training Senior Specialist 4 (ONSITE)	\$122.32	\$127.70	\$133.32	\$139.19	\$145.31
Training Senior Specialist 5 (ONSITE)	\$132.62	\$138.46	\$144.55	\$150.91	\$157.55
Training Senior Specialist 6 (ONSITE)	\$159.04	\$166.04	\$173.35	\$180.98	\$188.94
Training Specialist 1 (ONSITE)	\$64.72	\$67.57	\$70.54	\$73.64	\$76.88
Training Specialist 2 (ONSITE)	\$70.07	\$73.15	\$76.37	\$79.73	\$83.24
Training Specialist 3 (ONSITE)	\$79.93	\$83.45	\$87.12	\$90.95	\$94.95
Senior Program Manager (ONSITE) *	\$481.22	\$502.39	\$524.50	\$547.58	\$571.67
Program Manager (ONSITE) *	\$411.01	\$429.09	\$447.97	\$467.68	\$488.26
Project Manager (ONSITE) *	\$297.18	\$310.26	\$323.91	\$338.16	\$353.04
Task Manager (ONSITE) *	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Subject Matter Expert 1 (ONSITE) *	\$261.88	\$273.40	\$285.43	\$297.99	\$311.10
Subject Matter Expert 2 (ONSITE) *	\$318.09	\$332.09	\$346.70	\$361.95	\$377.88
Subject Matter Expert 3 (ONSITE) *	\$390.76	\$407.95	\$425.90	\$444.64	\$464.20
Technical Architect 1 (ONSITE) *	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Technical Architect 2 (ONSITE) *	\$297.18	\$310.26	\$323.91	\$338.16	\$353.04
System Administrator 1 (ONSITE) *	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
System Administrator 2 (ONSITE) *	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
System Administrator 3 (ONSITE) *	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Database Administrator 1 (ONSITE) *	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Database Administrator 2 (ONSITE) *	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Database Administrator 3 (ONSITE) *	\$206.11	\$215.18	\$224.65	\$234.53	\$244.85
Functional Specialist 1 (ONSITE) *	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Functional Specialist 2 (ONSITE) *	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Functional Specialist 3 (ONSITE) *	\$224.48	\$234.36	\$244.67	\$255.44	\$266.68
Consultant 1 (ONSITE) *	\$131.38	\$137.16	\$143.20	\$149.50	\$156.08
Consultant 2 (ONSITE) *	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Consultant 3 (ONSITE) *	\$218.07	\$227.67	\$237.69	\$248.15	\$259.07
Engineer 1 (ONSITE) *	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Engineer 2 (ONSITE) *	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Engineer 3 (ONSITE) *	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Technical Writer (ONSITE) *	\$131.38	\$137.16	\$143.20	\$149.50	\$156.08
Programmer 1 (ONSITE) *	\$97.28	\$101.56	\$106.03	\$110.70	\$115.57
Programmer 2 (ONSITE) *	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Programmer 3 (ONSITE) *	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Operations Manager (ONSITE) *	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Agile Coach (ONSITE) *	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Scrum Master (ONSITE) *	\$249.59	\$260.57	\$272.04	\$284.01	\$296.51
Financial Analyst (ONSITE) *	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Data Architect (ONSITE) *	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Program Analyst (ONSITE) *	\$131.38	\$137.16	\$143.20	\$149.50	\$156.08
Application Architect 1 (ONSITE) *	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Application Architect 2 (ONSITE) *	\$182.88	\$190.93	\$199.33	\$208.10	\$217.26
Application Architect 3 (ONSITE) *	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Application Systems Analyst (ONSITE) *	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Security Specialist 1 (ONSITE) *	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Security Specialist 2 (ONSITE) *	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Security Specialist 3 (ONSITE) *	\$213.36	\$222.75	\$232.55	\$242.78	\$253.46
Business Analyst 1 (ONSITE) *	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Business Analyst 2 (ONSITE) *	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Business Analyst 3 (ONSITE) *	\$249.59	\$260.57	\$272.04	\$284.01	\$296.51
Quality Assurance Specialist (ONSITE) *	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Network Administrator (ONSITE) *	\$177.75	\$185.57	\$193.74	\$202.26	\$211.16
Enterprise Architect (ONSITE) *	\$261.88	\$273.40	\$285.43	\$297.99	\$311.10
Training Specialist (ONSITE) *	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Storage Administrator (ONSITE) *	\$146.78	\$153.24	\$159.98	\$167.02	\$174.37
Analyst 1 (ONSITE) *	\$124.54	\$130.02	\$135.74	\$141.71	\$147.95
Analyst 2 (ONSITE) *	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
Analyst 3 (ONSITE) *	\$190.10	\$198.46	\$207.19	\$216.31	\$225.83
Web Designer (ONSITE) *	\$137.72	\$143.78	\$150.11	\$156.71	\$163.61
<i>Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					
<i>* Denotes Labor Categories also on contract under SIN 54151S.</i>					

### 3.2.2.2 Contractor Facility

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Partner 1 (OFFSITE)	\$491.68	\$513.31	\$535.90	\$559.48	\$584.10
Associate Partner 2 (OFFSITE)	\$329.59	\$344.09	\$359.23	\$375.04	\$391.54
Program Manager 1 (OFFSITE)	\$229.52	\$239.62	\$250.16	\$261.17	\$272.66
Program Manager 2 (OFFSITE)	\$260.00	\$271.44	\$283.38	\$295.85	\$308.87
Program Manager 3 (OFFSITE)	\$294.04	\$306.98	\$320.49	\$334.59	\$349.31
Project Manager 1 (OFFSITE)	\$141.49	\$147.72	\$154.22	\$161.01	\$168.09
Project Manager 2 (OFFSITE)	\$164.72	\$171.97	\$179.54	\$187.44	\$195.69

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Project Manager 3 (OFFSITE)	\$191.16	\$199.57	\$208.35	\$217.52	\$227.09
Project Manager 4 (OFFSITE)	\$185.90	\$194.08	\$202.62	\$211.54	\$220.85
Project Manager 5 (OFFSITE)	\$217.20	\$226.76	\$236.74	\$247.16	\$258.04
Project Manager 6 (OFFSITE)	\$252.92	\$264.05	\$275.67	\$287.80	\$300.46
Project Manager 7 (OFFSITE)	\$270.87	\$282.79	\$295.23	\$308.22	\$321.78
HR Senior Specialist 1 (OFFSITE)	\$87.21	\$91.05	\$95.06	\$99.24	\$103.61
HR Senior Specialist 2 (OFFSITE)	\$107.47	\$112.20	\$117.14	\$122.29	\$127.67
HR Senior Specialist 3 (OFFSITE)	\$119.16	\$124.40	\$129.87	\$135.58	\$141.55
HR Senior Specialist 4 (OFFSITE)	\$126.68	\$132.25	\$138.07	\$144.15	\$150.49
HR Senior Specialist 5 (OFFSITE)	\$137.36	\$143.40	\$149.71	\$156.30	\$163.18
HR Senior Specialist 6 (OFFSITE)	\$164.72	\$171.97	\$179.54	\$187.44	\$195.69
HR Specialist 1 (OFFSITE)	\$67.04	\$69.99	\$73.07	\$76.29	\$79.65
HR Specialist 2 (OFFSITE)	\$72.59	\$75.78	\$79.11	\$82.59	\$86.22
HR Specialist 3 (OFFSITE)	\$82.79	\$86.43	\$90.23	\$94.20	\$98.34
HR Senior Advisor 1 (OFFSITE)	\$185.90	\$194.08	\$202.62	\$211.54	\$220.85
HR Senior Advisor 2 (OFFSITE)	\$241.81	\$252.45	\$263.56	\$275.16	\$287.27
Training Senior Specialist 1 (OFFSITE)	\$91.31	\$95.33	\$99.52	\$103.90	\$108.47
Training Senior Specialist 2 (OFFSITE)	\$107.47	\$112.20	\$117.14	\$122.29	\$127.67
Training Senior Specialist 3 (OFFSITE)	\$119.16	\$124.40	\$129.87	\$135.58	\$141.55
Training Senior Specialist 4 (OFFSITE)	\$126.68	\$132.25	\$138.07	\$144.15	\$150.49
Training Senior Specialist 5 (OFFSITE)	\$137.36	\$143.40	\$149.71	\$156.30	\$163.18
Training Senior Specialist 6 (OFFSITE)	\$164.72	\$171.97	\$179.54	\$187.44	\$195.69
Training Specialist 1 (OFFSITE)	\$67.04	\$69.99	\$73.07	\$76.29	\$79.65
Training Specialist 2 (OFFSITE)	\$72.59	\$75.78	\$79.11	\$82.59	\$86.22
Training Specialist 3 (OFFSITE)	\$82.79	\$86.43	\$90.23	\$94.20	\$98.34
Senior Program Manager (OFFSITE) *	\$498.52	\$520.45	\$543.35	\$567.26	\$592.22
Program Manager (OFFSITE) *	\$425.79	\$444.52	\$464.08	\$484.50	\$505.82
Project Manager (OFFSITE) *	\$307.86	\$321.41	\$335.55	\$350.31	\$365.72
Task Manager (OFFSITE) *	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Subject Matter Expert 1 (OFFSITE) *	\$271.30	\$283.24	\$295.70	\$308.71	\$322.29
Subject Matter Expert 2 (OFFSITE) *	\$329.51	\$344.01	\$359.15	\$374.95	\$391.45
Subject Matter Expert 3 (OFFSITE) *	\$404.82	\$422.63	\$441.23	\$460.64	\$480.91
Technical Architect 1 (OFFSITE) *	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Technical Architect 2 (OFFSITE) *	\$307.86	\$321.41	\$335.55	\$350.31	\$365.72
System Administrator 1 (OFFSITE) *	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
System Administrator 2 (OFFSITE) *	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
System Administrator 3 (OFFSITE) *	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Database Administrator 1 (OFFSITE) *	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Database Administrator 2 (OFFSITE) *	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Database Administrator 3 (OFFSITE) *	\$213.51	\$222.90	\$232.71	\$242.95	\$253.64
Functional Specialist 1 (OFFSITE) *	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Functional Specialist 2 (OFFSITE) *	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Functional Specialist 3 (OFFSITE) *	\$232.55	\$242.78	\$253.46	\$264.61	\$276.25
Consultant 1 (OFFSITE) *	\$136.09	\$142.08	\$148.33	\$154.86	\$161.67
Consultant 2 (OFFSITE) *	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Consultant 3 (OFFSITE) *	\$225.90	\$235.84	\$246.22	\$257.05	\$268.36
Engineer 1 (OFFSITE) *	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Engineer 2 (OFFSITE) *	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Engineer 3 (OFFSITE) *	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Technical Writer (OFFSITE) *	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Programmer 1 (OFFSITE) *	\$100.79	\$105.22	\$109.85	\$114.68	\$119.73
Programmer 2 (OFFSITE) *	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Programmer 3 (OFFSITE) *	\$213.51	\$222.90	\$232.71	\$242.95	\$253.64
Operations Manager (OFFSITE) *	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Agile Coach (OFFSITE) *	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Scrum Master (OFFSITE) *	\$258.56	\$269.94	\$281.82	\$294.22	\$307.17
Financial Analyst (OFFSITE) *	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Data Architect (OFFSITE) *	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Program Analyst (OFFSITE) *	\$136.09	\$142.08	\$148.33	\$154.86	\$161.67
Application Architect 1 (OFFSITE) *	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Application Architect 2 (OFFSITE) *	\$189.44	\$197.78	\$206.48	\$215.57	\$225.06
Application Architect 3 (OFFSITE) *	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Application Systems Analyst (OFFSITE) *	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Security Specialist 1 (OFFSITE) *	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Security Specialist 2 (OFFSITE) *	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Security Specialist 3 (OFFSITE) *	\$221.03	\$230.76	\$240.91	\$251.51	\$262.58
Business Analyst 1 (OFFSITE) *	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Business Analyst 2 (OFFSITE) *	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Business Analyst 3 (OFFSITE) *	\$258.56	\$269.94	\$281.82	\$294.22	\$307.17
Quality Assurance Specialist (OFFSITE) *	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Network Administrator (OFFSITE) *	\$184.13	\$192.23	\$200.69	\$209.52	\$218.74
Enterprise Architect (OFFSITE) *	\$271.30	\$283.24	\$295.70	\$308.71	\$322.29
Training Specialist (OFFSITE) *	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
Storage Administrator (OFFSITE) *	\$152.06	\$158.75	\$165.74	\$173.03	\$180.64
Analyst 1 (OFFSITE) *	\$129.02	\$134.70	\$140.63	\$146.82	\$153.28
Analyst 2 (OFFSITE) *	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Analyst 3 (OFFSITE) *	\$196.93	\$205.59	\$214.64	\$224.08	\$233.94
Web Designer (OFFSITE) *	\$142.68	\$148.96	\$155.51	\$162.35	\$169.49
<i>Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					
<i>* Denotes Labor Categories also on contract under SIN 54151S.</i>					

### 3.2.3 Services and Pricing (SIN 541612LOB)

Service Description	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
1 – 10,000 Employees	\$792.21	\$827.07	\$863.46	\$901.45	\$941.11
10,001 – 25,000 Employees	\$753.89	\$787.06	\$821.69	\$857.84	\$895.58
25,001 – 50,000 Employees	\$441.02	\$460.42	\$480.68	\$501.83	\$523.91
50,001 – 350,000 and above Employees	\$298.64	\$311.78	\$325.50	\$339.82	\$354.77
Core HR Processing Services	<i>Offered as Professional Services</i>				
Core Payroll Services	<i>Offered as Professional Services</i>				
Core Managed Time and Labor Services	<i>Offered as Professional Services</i>				

#### Notes:

- Prices include the 0.75% Industrial Funding Fee (IFF).
- The services and associated prices assume use of a shared software instance but unique database for agencies smaller than 50,000 employees.
- The services and associated prices offered represent post-implementation, on-going operating state. The prices for client-specific implementation (i.e. for Design, Configuration, Data Migration, Interface and Reports Development, Testing and One-Time Hosting Infrastructure Setup) are not included in this price.
- Assumes a one-year, post-migration service commitment.



## 4.0 Category: Professional Services

### 4.1 Marketing and Public Relations SINs

The intended scope of Special Item 512110, 541430, 541511, 541613, 541810, 541820, 541910, 541922 is to offer Marketing and Public Relations Professional Services per the descriptions below:

**512110 Video/Film Production** - Services include writing, directing, shooting, arranging for talent / animation, narration, music and sound effects, duplication, distribution, video scoring; and editing. Videotape and film production services will be provided to inform the public and Government agencies about the latest products, services, and/or issues in various outputs such as: industry standard formats, accessibility and video streaming development. Filming in studios, on location, live shows or events may also be required. NOTE: Any commissions received for media placement will either (a) be returned to the ordering agency or (b) applied as a credit to the cost of the project, whichever the ordering agency prefers.

**541430 Graphic Design Services** - Services include planning, designing, and managing the production of visual communication in order to convey specific messages or concepts, clarify complex information, or project visual identities. These services can include the design of printed materials, packaging, advertising, signage systems, and corporate identification (logos) and can include commercial artists engaged exclusively in generating drawings and illustrations requiring technical accuracy or interpretative skills. Examples include commercial art, graphic design, special effects services that educate the consumer market about product(s) and/or service(s); updating, rewriting, and/or editing pre existing materials: developing conceptual design and layouts, creating sketches, drawings, publication designs, and typographic layouts; and furnishing custom or stock artwork (including electronic artwork). NOTE: Any commissions received for media placement, conference planning, etc. will either (a) be returned to the ordering agency or (b) applied as a credit to the cost of the project, whichever the ordering agency prefers.

**541511 Web Based Marketing** - Services include, but are not limited to writing, modifying, testing, and supporting software to meet the needs of a particular customer. This can include website design and maintenance services, search engine development, email marketing, interactive marketing, web based advertising (including marketing and social media outlets), webcasting, video conferencing via the web, section 508 compliance, including captioning services, online media management; and related activities to web based services. Media will be provided in a format that is compatible with the ordering agency's software requirements. Continual website updates and maintenance may also be required. NOTE: Any commissions received for media placement, conference planning, etc. will either (a) be returned to the ordering agency or (b) applied as a credit to the cost of the project, whichever the ordering agency prefers.

**541613 Marketing Consulting Services** - Services include providing operating advice and assistance on marketing issues, such as developing marketing objectives and policies, sales forecasting, marketing planning and strategy, and development of multi-media campaigns. Services relating to providing assistance with challenges, contests, and competitions, such as providing marketing and advertising support, assistance with conducting the challenge / contest / competition, facilitating events; and supporting the judging of events are included. The challenge / contest / competition may be to identify a solution to a particular problem or to accomplish a particular goal. Prizes or other incentives may be offered by customers to find innovative or cost-effective solutions to improving open government. Solutions may be ideas, designs, proofs of concept or finished products. SIN 541810ODC must be used in conjunction with the payment for prizes or other incentives. NOTE: Any commissions received for media placement, conference planning, etc. will either (a) be returned to the ordering agency or (b) applied as a credit to the cost of the project, whichever the ordering agency prefers.

**541810 Advertising Services** - Services provided under this SIN will promote public awareness of an agency's mission and initiatives, enable public understanding of complex technical and social issues, disseminate information to industry and consumer advocacy groups and engage in recruitment campaigns. Services include, but are not limited to the following components: advertising objective determination, message decision / creation, media selection, outdoor marketing and media services, broadcast media (radio, TV, internet and public service announcements), direct mail services, media planning, media placement services, advertising evaluation, related activities to advertising services. NOTE: Any commissions received for advertising agencies will either (a) be returned to the ordering agency or (b) applied as a credit to the cost of the project, whichever the ordering agency prefers.

**541820 Public Relations Services** - Services provided include providing customized media and public relation services such as the development of media messages and strategies; providing recommendations of media sources for placement of campaigns; preparing media materials such as, background materials, press releases, speeches and presentations and press kits: executing media programs, conducting press conferences, scheduling broadcast and/or print interviews, media alerts and press clipping services related activities to public relations services. NOTE: Any commissions received for media placement, conference planning, etc. will either (a) be returned to the ordering agency or (b) applied as a credit to the cost of the project, whichever the ordering agency prefers.

**541910 Marketing Research and Analysis** - Services include customizing strategic marketing plans, branding initiatives, creating public awareness of products, services, and issues; targeting market identification and analysis, establishing measurable marketing objectives; determining market trends and conditions, identifying and implementing appropriate strategies, conducting focus groups, telemarketing, individual interviews, preparing/distributing surveys, and compiling/analyzing results, establishing call centers (in relation to services provided under this schedule). NOTE: Any commissions received for media placement, conference planning, etc. will either (a) be returned to the ordering agency or (b) applied as a credit to the cost of the project, whichever the ordering agency prefers.

**541922 Commercial Photography Services** - Services include photography which may be used for commercial advertisements and/or illustrations that will appear in books, magazines, and/or other forms of media such as: black and white, color photography, digital photography, aerial photography, architectural photography, still photographs, field and studio photography; and related photography services such as photo editing and high-resolution scans. NOTE: Any commissions received for commercial photography services will either (a) be returned to the ordering agency or (b) applied as a credit to the cost of the project, whichever the ordering agency prefers.

#### 4.1.1 Labor Category Descriptions (SINs 512110, 541430, 541511, 541613, 541810, 541820, 541910, 541922)

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Marketing Strategist (Level 1)</b>	<ul style="list-style-type: none"> <li>Provides marketing/advertising planning, management and strategic services in a direct or consulting role.</li> <li>Often manages the brand experience, consumer experience or overall strategy for a marketing project.</li> <li>Could work across many digital or offline marketing channels, develop customer research approaches, customer experiences, workshops, brand value proposition, creative experiences or provide best practices across communications, marketing and advertising strategy to support client initiatives.</li> </ul>	0	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Marketing Strategist (Level 2)</b>	<ul style="list-style-type: none"> <li>Provides marketing/advertising planning, management and strategic services in a direct or consulting role.</li> <li>Often manages the brand experience, consumer experience or overall strategy for a marketing project.</li> <li>Could work across many digital or offline marketing channels, develop customer research approaches, customer experiences, workshops, brand value proposition, creative experiences or provide best practices across communications, marketing and advertising strategy to support client initiatives.</li> </ul>	2	Bachelor's
<b>Marketing Strategist (Level 3)</b>	<ul style="list-style-type: none"> <li>Provides marketing/advertising planning, management and strategic services in a direct or consulting role.</li> <li>Often manages the brand experience, consumer experience or overall strategy for a marketing project.</li> <li>Could work across many digital or offline marketing channels, develop customer research approaches, customer experiences, workshops, brand value proposition, creative experiences or provide best practices across communications, marketing and advertising strategy to support client initiatives.</li> <li>May oversee the team, providing marketing strategy development or implementation process, leaving execution to junior team members</li> </ul>	5	Bachelor's
<b>Marketing Strategist (Level 4)</b>	<ul style="list-style-type: none"> <li>Provides marketing/advertising planning, management and strategic services in a direct or consulting role.</li> <li>Often manages the brand experience, consumer experience or overall strategy for a marketing project.</li> <li>Could work across many digital or offline marketing channels, develop customer research approaches, customer experiences, workshops, brand value proposition, creative experiences or provide best practices across communications, marketing and advertising strategy to support client initiatives.</li> <li>May oversee the team, providing marketing strategy development or implementation process, leaving execution to junior team members</li> </ul>	8	Bachelor's
<b>Marketing Strategist (Level 5)</b>	<ul style="list-style-type: none"> <li>Provides marketing/advertising planning, management and strategic services in a direct or consulting role.</li> <li>Often manages the brand experience, consumer experience or overall strategy for a marketing project.</li> <li>Could work across many digital or offline marketing channels, develop customer research approaches, customer experiences, workshops, brand value proposition, creative experiences or provide best practices across communications, marketing and advertising strategy to support client initiatives.</li> </ul>	11	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• May oversee the team, providing marketing strategy development or implementation process, leaving execution to junior team members</li> <li>• Additionally: Experience in senior leadership and strategic planning as part of large scale, multi-channel initiatives</li> </ul>		
<b>Producer (Level 1)</b>	<p>Provides video/photography/content management services in a direct or consulting role. Plans project strategies and organizes resources to achieve project objectives. Manages and oversees video/photography pre-production planning, casting, logistics, negotiations and on-site production activities for clients. Delivers high quality product(s) on time and within budget. Anticipates and responds to needs and requests from clients. Supervises additional staff during video/photography/content production.</p> <p>Specifics may include:</p> <ul style="list-style-type: none"> <li>• meeting the producer/director/photographer and other senior production staff to examine scripts or program ideas</li> <li>• drawing up a shooting schedule and estimating cost</li> <li>• hiring crews and contractors, and negotiating rates of pay</li> <li>• negotiating costs and approving the booking of resources, equipment and suppliers</li> <li>• overseeing location bookings and arranging any necessary permissions and risk assessments</li> <li>• making sure that the production runs to schedule, and reporting to the producer on progress</li> <li>• managing the production schedule and budget</li> <li>• managing the production team</li> <li>• making sure that insurance, health and safety rules, copyright laws and union agreements are followed</li> </ul>	0	Bachelor's
<b>Producer (Level 2)</b>	<p>Provides video/photography/content management services in a direct or consulting role. Plans project strategies and organizes resources to achieve project objectives. Manages and oversees video/photography pre-production planning, casting, logistics, negotiations and on-site production activities for clients. Delivers high quality product(s) on time and within budget. Anticipates and responds to needs and requests from clients. Supervises additional staff during video/photography/content production.</p> <p>Specifics may include:</p> <ul style="list-style-type: none"> <li>• meeting the producer/director/photographer and other senior production staff to examine scripts or program ideas</li> <li>• drawing up a shooting schedule and estimating cost</li> <li>• hiring crews and contractors, and negotiating rates of pay</li> </ul>	2	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• negotiating costs and approving the booking of resources, equipment and suppliers</li> <li>• overseeing location bookings and arranging any necessary permissions and risk assessments</li> <li>• making sure that the production runs to schedule, and reporting to the producer on progress</li> <li>• managing the production schedule and budget</li> <li>• managing the production team</li> <li>• making sure that insurance, health and safety rules, copyright laws and union agreements are followed</li> </ul>		
<b>Producer (Level 3)</b>	<p>Provides video/photography/content management services in a direct or consulting role. Plans project strategies and organizes resources to achieve project objectives. Manages and oversees video/photography pre-production planning, casting, logistics, negotiations and on-site production activities for clients. Delivers high quality product(s) on time and within budget. Anticipates and responds to needs and requests from clients. Supervises additional staff during video/photography/content production.</p> <p>Specifics may include:</p> <ul style="list-style-type: none"> <li>• meeting the producer/director/photographer and other senior production staff to examine scripts or program ideas</li> <li>• drawing up a shooting schedule and estimating cost</li> <li>• hiring crews and contractors, and negotiating rates of pay</li> <li>• negotiating costs and approving the booking of resources, equipment and suppliers</li> <li>• overseeing location bookings and arranging any necessary permissions and risk assessments</li> <li>• making sure that the production runs to schedule, and reporting to the producer on progress</li> <li>• managing the production schedule and budget</li> <li>• managing the production team</li> <li>• making sure that insurance, health and safety rules, copyright laws and union agreements are followed</li> <li>• may manage a team of other specialized producers, agents and logistics professionals as part of the production process</li> </ul>	5	Bachelor's
<b>Producer (Level 4)</b>	<p>Provides video/photography/content management services in a direct or consulting role. Plans project strategies and organizes resources to achieve project objectives. Manages and oversees video/photography pre-production planning, casting, logistics, negotiations and on-site production activities for clients. Delivers high quality product(s) on time and within budget. Anticipates and responds to needs and requests from clients. Supervises additional staff during video/photography/content production.</p>	8	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>Specifics may include:</p> <ul style="list-style-type: none"> <li>• meeting the producer/director/photographer and other senior production staff to examine scripts or program ideas</li> <li>• drawing up a shooting schedule and estimating cost</li> <li>• hiring crews and contractors, and negotiating rates of pay</li> <li>• negotiating costs and approving the booking of resources, equipment and suppliers</li> <li>• overseeing location bookings and arranging any necessary permissions and risk assessments</li> <li>• making sure that the production runs to schedule, and reporting to the producer on progress</li> <li>• managing the production schedule and budget</li> <li>• managing the production team</li> <li>• making sure that insurance, health and safety rules, copyright laws and union agreements are followed</li> <li>• may manage a team of other specialized producers, agents and logistics professionals as part of the production process</li> </ul>		
<p><b>Producer (Level 5)</b></p>	<p>Provides video/photography/content management services in a direct or consulting role. Plans project strategies and organizes resources to achieve project objectives. Manages and oversees video/photography pre-production planning, casting, logistics, negotiations and on-site production activities for clients. Delivers high quality product(s) on time and within budget. Anticipates and responds to needs and requests from clients. Supervises additional staff during video/photography/content production.</p> <p>Specifics may include:</p> <ul style="list-style-type: none"> <li>• meeting the producer/director/photographer and other senior production staff to examine scripts or program ideas</li> <li>• drawing up a shooting schedule and estimating cost</li> <li>• hiring crews and contractors, and negotiating rates of pay</li> <li>• negotiating costs and approving the booking of resources, equipment and suppliers</li> <li>• overseeing location bookings and arranging any necessary permissions and risk assessments</li> <li>• making sure that the production runs to schedule, and reporting to the producer on progress</li> <li>• managing the production schedule and budget</li> <li>• managing the production team</li> <li>• making sure that insurance, health and safety rules, copyright laws and union agreements are followed</li> <li>• may manage a team of other specialized producers, agents and logistics professionals as part of the production process</li> </ul>	<p>11</p>	<p>Bachelor's</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• additionally, experience as a Team Leader of multiple aspects of production and possibly a large team of other producer's projects may be required for some Task Orders.</li> </ul>		
<b>Digital Media Specialist (Level 1)</b>	Provides day-to-day or support level services in a direct or consulting role. Plans digital strategies, plans, channels, digital media reporting, research and executes on those digital media plans to achieve project objectives. Performs timely execution of the project activities through all phases of digital media (research, planning, digital media channel negotiations, set-up, execution, reporting) and ultimate completion of the project. Experience in certain digital media (social, display, native, search, etc.) channels and platform specific certifications (google, facebook, linkedin, twitter, MRI, emarketer, etc.) may be required.	0	Bachelor's
<b>Digital Media Specialist (Level 2)</b>	Provides day-to-day or support level services in a direct or consulting role. Plans digital strategies, plans, channels, digital media reporting, research and executes on those digital media plans to achieve project objectives. Performs timely execution of the project activities through all phases of digital media (research, planning, digital media channel negotiations, set-up, execution, reporting) and ultimate completion of the project. Experience in certain digital media (social, display, native, search, etc.) channels and platform specific certifications (google, facebook, linkedin, twitter, MRI, emarketer, etc.) may be required.	2	Bachelor's
<b>Digital Media Specialist (Level 3)</b>	Provides day-to-day or support level services in a direct or consulting role. Plans digital strategies, plans, channels, digital media reporting, research and executes on those digital media plans to achieve project objectives. Performs timely execution of the project activities through all phases of digital media (research, planning, digital media channel negotiations, set-up, execution, reporting) and ultimate completion of the project. Experience in certain digital media (social, display, native, search, etc.) channels and platform specific certifications (google, facebook, linkedin, twitter, MRI, emarketer, etc.) may be required. <ul style="list-style-type: none"> <li>• may oversee the team or planning process, leaving execution to junior team members</li> </ul>	5	Bachelor's
<b>Digital Media Specialist (Level 4)</b>	Provides day-to-day or support level services in a direct or consulting role. Plans digital strategies, plans, channels, digital media reporting, research and executes on those digital media plans to achieve project objectives. Performs timely execution of the project activities through all phases of digital media (research, planning, digital media channel negotiations, set-up, execution, reporting) and ultimate completion of the project. Experience in certain digital media (social, display, native, search, etc.) channels and platform specific certifications (google, facebook, linkedin, twitter, MRI, emarketer, etc.) may be required.	8	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>may oversee the team or planning process, leaving execution to junior team members</li> </ul>		
<b>Digital Media Specialist (Level 5)</b>	<p>Provides day-to-day or support level services in a direct or consulting role. Plans digital strategies, plans, channels, digital media reporting, research and executes on those digital media plans to achieve project objectives. Performs timely execution of the project activities through all phases of digital media (research, planning, digital media channel negotiations, set-up, execution, reporting) and ultimate completion of the project. Experience in certain digital media (social, display, native, search, etc.) channels and platform specific certifications (google, facebook, linkedin, twitter, MRI, emarketer, etc.) may be required.</p> <ul style="list-style-type: none"> <li>may oversee the team or planning process, leaving execution to junior team members</li> <li>additionally, experience in senior leadership and strategic planning as part of large scale, multi-channel initiatives</li> </ul>	11	Bachelor's
<b>Marketing Practitioner (Level 1)</b>	<p>Provides various marketing or advertising support level services in a direct role to meet the needs of a project, likely digital or a combination of digital and offline marketing channels. Support level services to achieve project objectives include any or a combination of the following:</p> <ul style="list-style-type: none"> <li>Performs timely execution of the project activities through specific specialty areas like: communications, copywriting, design, advertising concepting/ideation, graphics and other content.</li> <li>Experience in certain digital media (social, display, native, search, etc...) channels and knowledge of digital marketing programs (Adobe Creative Suite, Flash) be required.</li> </ul>	0	Bachelor's
<b>Marketing Practitioner (Level 2)</b>	<p>Provides various marketing or advertising support level services in a direct role to meet the needs of a project, likely digital or a combination of digital and offline marketing channels. Support level services to achieve project objectives include any or a combination of the following:</p> <ul style="list-style-type: none"> <li>Performs timely execution of the project activities through specific specialty areas like: communications, copywriting, design, advertising concepting/ideation, graphics and other content.</li> <li>Experience in certain digital media (social, display, native, search, etc...) channels and knowledge of digital marketing programs (Adobe Creative Suite, Flash) be required.</li> </ul>	2	Bachelor's
<b>Marketing Practitioner (Level 3)</b>	<p>Provides various marketing or advertising support level services in a direct role to meet the needs of a project, likely digital or a combination of digital and offline marketing channels. Support level services to achieve project objectives include any or a combination of the following:</p>	5	Bachelor's



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Performs timely execution of the project activities through specific specialty areas like: communications, copywriting, design, advertising concepting/ideation, graphics and other content.</li> <li>• Experience in certain digital media (social, display, native, search, etc...) channels and knowledge of digital marketing programs (Adobe Creative Suite, Flash) be required.</li> <li>• May oversee the team in addition to execution of specific marketing/advertising hands on tasks in their area of specialty</li> </ul>		
<b>Marketing Practitioner (Level 4)</b>	<p>Provides various marketing or advertising support level services in a direct role to meet the needs of a project, likely digital or a combination of digital and offline marketing channels. Support level services to achieve project objectives include any or a combination of the following:</p> <ul style="list-style-type: none"> <li>• Performs timely execution of the project activities through specific specialty areas like: communications, copywriting, design, advertising concepting/ideation, graphics and other content.</li> <li>• Experience in certain digital media (social, display, native, search, etc...) channels and knowledge of digital marketing programs (Adobe Creative Suite, Flash) be required.</li> <li>• May oversee the team in addition to execution of specific marketing/advertising hands on tasks in their area of specialty</li> </ul>	8	Bachelor's
<b>Marketing Practitioner (Level 5)</b>	<p>Provides various marketing or advertising support level services in a direct role to meet the needs of a project, likely digital or a combination of digital and offline marketing channels. Support level services to achieve project objectives include any or a combination of the following:</p> <ul style="list-style-type: none"> <li>• Performs timely execution of the project activities through specific specialty areas like: communications, copywriting, design, advertising concepting/ideation, graphics and other content.</li> <li>• Experience in certain digital media (social, display, native, search, etc...) channels and knowledge of digital marketing programs (Adobe Creative Suite, Flash) be required.</li> <li>• May oversee the team in addition to execution of specific marketing/advertising hands on tasks in their area of specialty</li> <li>• Additionally, experience in senior leadership and large scale, multi-channel marketing campaigns</li> </ul>	11	Bachelor's
<b>Market Researcher (Level 1)</b>	<p>Provides quantitative and/or qualitative research methodology, planning, execution, or analysis of findings for the purpose of marketing, branding, communications, or advertising. Could include a variety of research methods, such as individual interviews, surveys, focus groups, etc.</p>	0	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Market Researcher (Level 2)</b>	Provides quantitative and/or qualitative research methodology, planning, execution, or analysis of findings for the purpose of marketing, branding, communications, or advertising. Could include a variety of research methods, such as individual interviews, surveys, focus groups, etc.	2	Bachelor's
<b>Market Researcher (Level 3)</b>	Provides quantitative and/or qualitative research methodology, planning, execution, or analysis of findings for the purpose of marketing, branding, communications, or advertising. Could include a variety of research methods, such as individual interviews, surveys, focus groups, etc. May oversee the team with strategic guidance or managerial oversight.	5	Bachelor's
<b>Market Researcher (Level 4)</b>	Provides quantitative and/or qualitative research methodology, planning, execution, or analysis of findings for the purpose of marketing, branding, communications, or advertising. Could include a variety of research methods, such as individual interviews, surveys, focus groups, etc. May oversee the team with strategic guidance or managerial oversight.	8	Bachelor's
<b>Market Researcher (Level 5)</b>	Provides quantitative and/or qualitative research methodology, planning, execution, or analysis of findings for the purpose of marketing, branding, communications, or advertising. Could include a variety of research methods, such as individual interviews, surveys, focus groups, etc. May oversee the team with strategic guidance or managerial oversight. May provide experience in senior leadership, strategic guidance or directing.	11	Bachelor's
<b>Marketing Technologist (Level 1)</b>	Provides marketing technology support in a direct role to meet the needs of a project. Could include website creation and design, UX/UI design, integrating website with marketing campaign, CRM tool implementation and management, digital coding/development (fter Effects, HTML5, Jiira, etc.), testing, QA, backend and frontend support.	0	Bachelor's
<b>Marketing Technologist (Level 2)</b>	Provides marketing technology support in a direct role to meet the needs of a project. Could include website creation and design, UX/UI design, integrating website with marketing campaign, CRM tool implementation and management, digital coding/development (fter Effects, HTML5, Jiira, etc.), testing, QA, backend and frontend support.	2	Bachelor's
<b>Marketing Technologist (Level 3)</b>	Provides marketing technology support in a direct role to meet the needs of a project. Could include website creation and design, UX/UI design, integrating website with marketing campaign, CRM tool implementation and management, digital coding/development (fter Effects, HTML5, Jiira, etc.), testing, QA, backend and frontend support. May oversee the team, leading strategy or implementation process, delegating execution to junior team members.	5	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Marketing Technologist (Level 4)</b>	Provides marketing technology support in a direct role to meet the needs of a project. Could include website creation and design, UX/UI design, integrating website with marketing campaign, CRM tool implementation and management, digital coding/development (fter Effects, HTML5, Jiira, etc.), testing, QA, backend and frontend support. May oversee the team, leading strategy or implementation process, delegating execution to junior team members.	8	Bachelor's
<b>Marketing Technologist (Level 5)</b>	Provides marketing technology support in a direct role to meet the needs of a project. Could include website creation and design, UX/UI design, integrating website with marketing campaign, CRM tool implementation and management, digital coding/development (fter Effects, HTML5, Jiira, etc.), testing, QA, backend and frontend support. May oversee the team, leading strategy or implementation process, delegating execution to junior team members. May provide experience in senior leadership, strategic guidance or directing.	11	Bachelor's
<b>Production Specialist (Level 1)</b>	Provides specialty production skills to conduct indoor or outdoor video or photography shoot and/or create post-production deliverables (retouching, cutting, color correcting, sound correcting, finishing). Medium could be digital or film. Follow guidance of marketing strategists and producer to create content to be used as part of a marketing or advertising campaign.	0	Bachelor's
<b>Production Specialist (Level 2)</b>	Provides specialty production skills to conduct indoor or outdoor video or photography shoot and/or create post-production deliverables (retouching, cutting, color correcting, sound correcting, finishing). Medium could be digital or film. Follow guidance of marketing strategists and producer to create content to be used as part of a marketing or advertising campaign.	2	Bachelor's
<b>Production Specialist (Level 3)</b>	Provides specialty production skills to conduct indoor or outdoor video or photography shoot and/or create post-production deliverables (retouching, cutting, color correcting, sound correcting, finishing). Medium could be digital or film. Follow guidance of marketing strategists and producer to create content to be used as part of a marketing or advertising campaign. May oversee certain team members, give direction, could work with marketing practitioners for concepting, video storyboarding, script, etc.	5	Bachelor's
<b>Production Specialist (Level 4)</b>	Provides specialty production skills to conduct indoor or outdoor video or photography shoot and/or create post-production deliverables (retouching, cutting, color correcting, sound correcting, finishing). Medium could be digital or film. Follow guidance of marketing strategists and producer to create content to be used as part of a marketing or advertising campaign. May oversee certain team members, give direction, could work with marketing practitioners for concepting, video storyboarding, script, etc.	8	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Production Specialist (Level 5)</b>	Provides specialty production skills to conduct indoor or outdoor video or photography shoot and/or create post-production deliverables (retouching, cutting, color correcting, sound correcting, finishing). Medium could be digital or film. Follow guidance of marketing strategists and producer to create content to be used as part of a marketing or advertising campaign. May oversee certain team members, give direction, could work with marketing practitioners for concepting, video storyboarding, script, etc. May provide experience in senior leadership, strategic guidance, or directing.	11	Bachelor's
<b>Designer (Level 1)</b>	Provides design capabilities including, but not limited to, development of concepts, strategies, or visual design artifacts utilizing user-centered design practices and methods.	0	Bachelor's
<b>Designer (Level 2)</b>	Provides design expertise and capabilities including, but not limited to, development of concepts, strategies, or visual design artifacts utilizing user-centered design practices and methods.	2	Bachelor's
<b>Designer (Level 3)</b>	Provides hands-on design expertise, shaping the concept and seeing it through to detailed design and implementation across a variety of devices and platforms utilizing human-centered design practices and methods. Responsible for managing and overseeing the delivery of a range of projects, defining project scope, goals, and deliverables in collaboration with key stakeholders.	5	Bachelor's
<b>Designer (Level 4)</b>	Provides hands-on design expertise, shaping the concept and seeing it through to detailed design and implementation across a variety of devices and platforms utilizing human-centered design practices and methods. Responsible for managing and overseeing the delivery of a range of projects, defining project scope, goals, and deliverables in collaboration with key stakeholders. May have project ownership responsibilities.	8	Bachelor's
<b>Designer (Level 5)</b>	Provides hands-on design expertise, shaping the concept and seeing it through to detailed design and implementation across a variety of devices and platforms utilizing human-centered design practices and methods. Responsible for managing and overseeing the delivery of a range of projects, defining project scope, goals, and deliverables in collaboration with key stakeholders. May have project ownership responsibilities. May have additional years of experience in project oversight	11	Bachelor's
<b>Program/Account Manager (Level 1)</b>	Apply broad management skills and specialized expertise to guide project teams in delivering client solutions. Manage the day-to-day operations and tasks of the project delivery. Support project controls related to scope, budgets and schedules. Perform straightforward assignments and report results to management.	0	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Program/Account Manager (Level 2)</b>	Apply broad management skills and specialized expertise to guide project teams in delivering client solutions. Manage the day-to-day operations and tasks of the project delivery. Support project controls related to scope, budgets and schedules. Perform straightforward to more complex assignments and report results to management.	2	Bachelor's
<b>Program/Account Manager (Level 3)</b>	Apply broad management skills and specialized expertise to guide project teams in delivering client solutions. Manage the day-to-day operations and tasks of the project delivery. Support project controls related to scope, budgets and schedules. Perform more complex assignments in support of managerial goals. May oversee certain team members or give direction.	5	Bachelor's
<b>Program/Account Manager (Level 4)</b>	Apply broad management skills and specialized expertise to guide project teams in delivering client solutions. Plan and manage projects to control overall project scope, budgets and schedules for project engagements. Maintain contractor interface with the senior levels of the customer's organization, and consult with customer and contractor personnel to formulate and review task plans and deliverables. May oversee certain team members or give direction.	8	Bachelor's
<b>Program/Account Manager (Level 5)</b>	Apply broad management skills and specialized expertise to guide project teams in delivering client solutions. Plan and manage projects to control overall project scope, budgets and schedules for project engagements. Maintain contractor interface with the senior levels of the customer's organization, and consult with customer and contractor personnel to formulate and review task plans and deliverables. May oversee certain team members or give direction. May provide experience in senior leadership, strategic guidance, or directing.	11	Bachelor's
<b>Business Analyst (Level 1)</b>	<p>Business Analysts may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into requirements. The Business Analyst uses available resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan and hold regular status meetings</li> <li>• Determine and document user requirements for business processes</li> <li>• Provide reviews and analyze information, processes and procedures and any other aspects of the proposed solution</li> <li>• Assist by providing their experience in multiple disciplines including but not limited to: Configuration</li> </ul>	0	Bachelor's

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</p> <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>		
<p><b>Business Analyst (Level 2)</b></p>	<p>Business Analysts may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into requirements. The Business Analyst uses available resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan and hold regular status meetings</li> <li>• Determine and document user requirements for business processes</li> <li>• Provide reviews and analyze information, processes and procedures and any other aspects of the proposed solution</li> <li>• Assist by providing their experience in multiple disciplines including but not limited to: Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 2 performs more varied and difficult tasks compared to Level 1, yet has less autonomy than Level 3.</p>	<p>2</p>	<p>Bachelor's</p>
<p><b>Business Analyst (Level 3)</b></p>	<p>Business Analysts may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into requirements. The Business Analyst uses available resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan and hold regular status meetings</li> <li>• Determine and document user requirements for business processes</li> <li>• Provide reviews and analyze information, processes and procedures and any other aspects of the proposed solution</li> <li>• Assist by providing their experience in multiple disciplines including but not limited to: Configuration Management, Strategic Planning, Knowledge</li> </ul>	<p>5</p>	<p>Bachelor's</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>Management, Business Analysis and Technical Analysis</p> <p>Level 3 performs more varied and difficult tasks compared to Level 2, and may assist with supervisory tasks</p>		
<p><b>Business Analyst (Level 4)</b></p>	<p>Business Analysts may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into requirements. The Business Analyst uses available resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan and hold regular status meetings</li> <li>• Determine and document user requirements for business processes</li> <li>• Provide reviews and analyze information, processes and procedures and any other aspects of the proposed solution</li> <li>• Assist by providing their experience in multiple disciplines including but not limited to: Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul> <p>Level 4 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	<p>8</p>	<p>Bachelor's</p>
<p><b>Business Analyst (Level 5)</b></p>	<p>Business Analysts may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into requirements. The Business Analyst uses available resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution.</p> <p>In addition, the Business Analyst may</p> <ul style="list-style-type: none"> <li>• Implement a comprehensive management plan and hold regular status meetings</li> <li>• Determine and document user requirements for business processes</li> <li>• Provide reviews and analyze information, processes and procedures and any other aspects of the proposed solution</li> <li>• Assist by providing their experience in multiple disciplines including but not limited to: Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis</li> </ul>	<p>11</p>	<p>Bachelor's</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	Level 5 is competent in subject matter and concepts and may have project ownership responsibilities. May have additional years of experience in project oversight.		

**Education and Experience Substitutions for SINS 512110, 541430, 541511, 541613, 541810, 541820, 541910, 541922 Labor Categories:**

Degree	Degree Equivalents
<b>High School Diploma</b>	<ul style="list-style-type: none"> <li>GED</li> </ul>
<b>Associate's</b>	<ul style="list-style-type: none"> <li>High School Diploma/GED plus two (2) years relevant experience</li> <li>Vocational or technical training in work-related field</li> </ul>
<b>Bachelor's</b>	<ul style="list-style-type: none"> <li>High School Diploma/GED plus four (4) years relevant experience</li> <li>Associate's degree plus two (2) years relevant experience</li> <li>Relevant professional certification</li> </ul>
<b>Master's</b>	<ul style="list-style-type: none"> <li>High School Diploma/GED plus six (6) years relevant experience</li> <li>Associate's degree plus four (4) years relevant experience</li> <li>Bachelor's degree plus two (2) years relevant experience</li> </ul>
<b>PhD / Doctorate</b>	<ul style="list-style-type: none"> <li>High School Diploma/GED plus eight (8) years relevant experience</li> <li>Associate's degree plus six (6) years relevant experience</li> <li>Bachelor's degree plus four (4) years relevant experience</li> <li>Master's degree plus two (2) years relevant experience</li> </ul>

**4.1.2 Labor Categories and Rates (SINS 512110, 541430, 541511, 541613, 541810, 541820, 541910, 541922)**

**4.1.2.1 Customer Facility**

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Marketing Strategist (Level 1) (ONSITE)	\$125.43	\$130.95	\$136.71	\$142.73	\$149.01
Marketing Strategist (Level 2) (ONSITE)	\$157.06	\$163.97	\$171.18	\$178.71	\$186.57
Marketing Strategist (Level 3) (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92
Marketing Strategist (Level 4) (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Marketing Strategist (Level 5) (ONSITE)	\$381.77	\$398.57	\$416.11	\$434.42	\$453.53
Producer (Level 1) (ONSITE)	\$125.43	\$130.95	\$136.71	\$142.73	\$149.01
Producer (Level 2) (ONSITE)	\$157.06	\$163.97	\$171.18	\$178.71	\$186.57
Producer (Level 3) (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92
Producer (Level 4) (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Producer (Level 5) (ONSITE)	\$381.77	\$398.57	\$416.11	\$434.42	\$453.53
Digital Media Specialist (Level 1) (ONSITE)	\$125.43	\$130.95	\$136.71	\$142.73	\$149.01
Digital Media Specialist (Level 2) (ONSITE)	\$157.06	\$163.97	\$171.18	\$178.71	\$186.57
Digital Media Specialist (Level 3) (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92



Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Digital Media Specialist (Level 4) (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Digital Media Specialist (Level 5) (ONSITE)	\$381.77	\$398.57	\$416.11	\$434.42	\$453.53
Marketing Practitioner (Level 1) (ONSITE)	\$125.43	\$130.95	\$136.71	\$142.73	\$149.01
Marketing Practitioner (Level 2) (ONSITE)	\$157.06	\$163.97	\$171.18	\$178.71	\$186.57
Marketing Practitioner (Level 3) (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92
Marketing Practitioner (Level 4) (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Marketing Practitioner (Level 5) (ONSITE)	\$381.77	\$398.57	\$416.11	\$434.42	\$453.53
Market Researcher (Level 1) (ONSITE)	\$125.43	\$130.95	\$136.71	\$142.73	\$149.01
Market Researcher (Level 2) (ONSITE)	\$157.06	\$163.97	\$171.18	\$178.71	\$186.57
Market Researcher (Level 3) (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92
Market Researcher (Level 4) (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Market Researcher (Level 5) (ONSITE)	\$381.77	\$398.57	\$416.11	\$434.42	\$453.53
Marketing Technologist (Level 1) (ONSITE)	\$125.43	\$130.95	\$136.71	\$142.73	\$149.01
Marketing Technologist (Level 2) (ONSITE)	\$157.06	\$163.97	\$171.18	\$178.71	\$186.57
Marketing Technologist (Level 3) (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92
Marketing Technologist (Level 4) (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Marketing Technologist (Level 5) (ONSITE)	\$381.77	\$398.57	\$416.11	\$434.42	\$453.53
Production Specialist (Level 1) (ONSITE)	\$125.43	\$130.95	\$136.71	\$142.73	\$149.01
Production Specialist (Level 2) (ONSITE)	\$157.06	\$163.97	\$171.18	\$178.71	\$186.57
Production Specialist (Level 3) (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92
Production Specialist (Level 4) (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Production Specialist (Level 5) (ONSITE)	\$381.77	\$398.57	\$416.11	\$434.42	\$453.53
Designer (Level 1) (ONSITE)	\$125.43	\$130.95	\$136.71	\$142.73	\$149.01
Designer (Level 2) (ONSITE)	\$157.06	\$163.97	\$171.18	\$178.71	\$186.57
Designer (Level 3) (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92
Designer (Level 4) (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Designer (Level 5) (ONSITE)	\$381.77	\$398.57	\$416.11	\$434.42	\$453.53
Program/Account Manager (Level 1) (ONSITE)	\$125.43	\$130.95	\$136.71	\$142.73	\$149.01
Program/Account Manager (Level 2) (ONSITE)	\$157.06	\$163.97	\$171.18	\$178.71	\$186.57
Program/Account Manager (Level 3) (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92
Program/Account Manager (Level 4) (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Program/Account Manager (Level 5) (ONSITE)	\$381.77	\$398.57	\$416.11	\$434.42	\$453.53
Business Analyst (Level 1) (ONSITE)	\$125.43	\$130.95	\$136.71	\$142.73	\$149.01
Business Analyst (Level 2) (ONSITE)	\$157.06	\$163.97	\$171.18	\$178.71	\$186.57
Business Analyst (Level 3) (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92
Business Analyst (Level 4) (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Business Analyst (Level 5) (ONSITE)	\$381.77	\$398.57	\$416.11	\$434.42	\$453.53

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
<i>Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

#### 4.1.2.2 Contractor Facility

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Marketing Strategist (Level 1) (OFFSITE)	\$129.80	\$135.51	\$141.47	\$147.69	\$154.19
Marketing Strategist (Level 2) (OFFSITE)	\$162.54	\$169.69	\$177.16	\$184.96	\$193.10
Marketing Strategist (Level 3) (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
Marketing Strategist (Level 4) (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Marketing Strategist (Level 5) (OFFSITE)	\$395.09	\$412.47	\$430.62	\$449.57	\$469.35
Producer (Level 1) (OFFSITE)	\$129.80	\$135.51	\$141.47	\$147.69	\$154.19
Producer (Level 2) (OFFSITE)	\$162.54	\$169.69	\$177.16	\$184.96	\$193.10
Producer (Level 3) (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
Producer (Level 4) (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Producer (Level 5) (OFFSITE)	\$395.09	\$412.47	\$430.62	\$449.57	\$469.35
Digital Media Specialist (Level 1) (OFFSITE)	\$129.80	\$135.51	\$141.47	\$147.69	\$154.19
Digital Media Specialist (Level 2) (OFFSITE)	\$162.54	\$169.69	\$177.16	\$184.96	\$193.10
Digital Media Specialist (Level 3) (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
Digital Media Specialist (Level 4) (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Digital Media Specialist (Level 5) (OFFSITE)	\$395.09	\$412.47	\$430.62	\$449.57	\$469.35
Marketing Practitioner (Level 1) (OFFSITE)	\$129.80	\$135.51	\$141.47	\$147.69	\$154.19
Marketing Practitioner (Level 2) (OFFSITE)	\$162.54	\$169.69	\$177.16	\$184.96	\$193.10
Marketing Practitioner (Level 3) (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
Marketing Practitioner (Level 4) (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Marketing Practitioner (Level 5) (OFFSITE)	\$395.09	\$412.47	\$430.62	\$449.57	\$469.35
Market Researcher (Level 1) (OFFSITE)	\$129.80	\$135.51	\$141.47	\$147.69	\$154.19
Market Researcher (Level 2) (OFFSITE)	\$162.54	\$169.69	\$177.16	\$184.96	\$193.10
Market Researcher (Level 3) (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
Market Researcher (Level 4) (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Market Researcher (Level 5) (OFFSITE)	\$395.09	\$412.47	\$430.62	\$449.57	\$469.35
Marketing Technologist (Level 1) (OFFSITE)	\$129.80	\$135.51	\$141.47	\$147.69	\$154.19
Marketing Technologist (Level 2) (OFFSITE)	\$162.54	\$169.69	\$177.16	\$184.96	\$193.10
Marketing Technologist (Level 3) (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
Marketing Technologist (Level 4) (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Marketing Technologist (Level 5) (OFFSITE)	\$395.09	\$412.47	\$430.62	\$449.57	\$469.35
Production Specialist (Level 1) (OFFSITE)	\$129.80	\$135.51	\$141.47	\$147.69	\$154.19

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Production Specialist (Level 2) (OFFSITE)	\$162.54	\$169.69	\$177.16	\$184.96	\$193.10
Production Specialist (Level 3) (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
Production Specialist (Level 4) (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Production Specialist (Level 5) (OFFSITE)	\$395.09	\$412.47	\$430.62	\$449.57	\$469.35
Designer (Level 1) (OFFSITE)	\$129.80	\$135.51	\$141.47	\$147.69	\$154.19
Designer (Level 2) (OFFSITE)	\$162.54	\$169.69	\$177.16	\$184.96	\$193.10
Designer (Level 3) (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
Designer (Level 4) (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Designer (Level 5) (OFFSITE)	\$395.09	\$412.47	\$430.62	\$449.57	\$469.35
Program/Account Manager (Level 1) (OFFSITE)	\$129.80	\$135.51	\$141.47	\$147.69	\$154.19
Program/Account Manager (Level 2) (OFFSITE)	\$162.54	\$169.69	\$177.16	\$184.96	\$193.10
Program/Account Manager (Level 3) (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
Program/Account Manager (Level 4) (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Program/Account Manager (Level 5) (OFFSITE)	\$395.09	\$412.47	\$430.62	\$449.57	\$469.35
Business Analyst (Level 1) (OFFSITE)	\$129.80	\$135.51	\$141.47	\$147.69	\$154.19
Business Analyst (Level 2) (OFFSITE)	\$162.54	\$169.69	\$177.16	\$184.96	\$193.10
Business Analyst (Level 3) (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
Business Analyst (Level 4) (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Business Analyst (Level 5) (OFFSITE)	\$395.09	\$412.47	\$430.62	\$449.57	\$469.35
<i>Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

## 4.2 Business Administration Services SINs

A key component of our ability to help our clients change to become more successful is hiring, training, and maintaining highly skilled professional personnel. We are pleased to offer you the service of our professionals using the following Business Functions labor categories. Accenture Federal Business Functions professionals deliver world-class business solutions through business process redesign, business architecture design implementation, and organizational design and human resource development. The general experience and functional responsibility represent the minimum qualifications for each category. Substitution of years of experience and/or education is permitted in accordance with the information provided in the "Education and Experience Substitution" tables. Resumes will be provided upon request.

### 4.2.1 Labor Category Descriptions (SIN 541611; SIN 611430)

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Business Functions Analyst 1</b>	<p><b>General Experience.</b> Business Functions Analysts (1)s have been trained in business support, systems development, analysis, and/or training methodologies. No experience is required</p> <p><b>Functional Responsibility.</b> Business Functions Analyst (1)s apply their strong analytical and technical skills to assist in implementing</p>	0	Bachelor's Degree or equivalent experience

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>business solutions. Business Functions Analysts are directed to exercise core skills on projects, or they may direct small teams. A Business Functions Analyst (1) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Identify and document functional requirements for business architecture design</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide technical support to software development teams</li> <li>• Conduct research and analysis</li> <li>• Perform program management support tasks, such as status reporting and workplan maintenance. .</li> </ul>		
<b>Business Functions Analyst 2</b>	<p><b>General Experience.</b> Business Functions Analysts (2)s possess 1 year of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Analyst (2)s apply their strong analytical and technical skills to assist in implementing business solutions. Business Functions Analysts are directed to exercise core skills on projects, or they may direct small teams. A Business Functions Analyst (2) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Identify and document functional requirements for business architecture design</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide business and technical support to software development teams</li> <li>• Conduct research and analysis</li> <li>• Perform program management support tasks, such as status reporting and workplan maintenance.</li> </ul>	1	Bachelor’s Degree or equivalent experience
<b>Business Functions Analyst 3</b>	<p><b>General Experience.</b> Business Functions Analysts (3)s possess 2 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Analyst (3)s apply their strong analytical and technical skills to assist in implementing business solutions. Business Functions Analysts are directed to exercise core skills on projects, or they may direct small teams. A Business Functions Analyst (3) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Identify and document functional requirements for</li> </ul>	2	Bachelor’s Degree or equivalent experience

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• business architecture design</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide business and technical support to software development teams</li> <li>• Conduct research and analysis</li> <li>• Perform program management support tasks, such as status reporting and workplan maintenance.</li> </ul>		
<b>Business Functions Analyst 4</b>	<p><b>General Experience.</b> Business Functions Analysts (4)s possess 3 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Analyst (4)s apply their strong analytical and technical skills to assist in implementing business solutions. Business Functions Analysts are directed to exercise core skills on projects, or they may direct small teams. A Business Functions Analyst (4) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Document an organization’s current business process flows</li> <li>• Identify and document functional requirements for business architecture design</li> <li>• Develop project documentation and user training materials according to program specifications</li> <li>• Conduct user training sessions</li> <li>• Prepare communications plans</li> <li>• Produce database extracts</li> <li>• Provide business and technical support to Business Functions development teams</li> <li>• Conduct research and analysis</li> <li>• Perform program management support tasks, such as status reporting and workplan maintenance.</li> </ul>	3	Bachelor’s Degree or equivalent experience
<b>Business Functions Consultant 1</b>	<p><b>General Experience.</b> Business Functions Consultant (1)s possess 2 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Consultant (1)s apply their advanced skills and experience in systems development, detailed knowledge of business processes, technical background and supervisory skills to implement business solutions. On Accenture projects, Business Functions Consultants provide direction to project teams and interact with clients at the supervisory level. A Business Functions Consultant (1) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Supervise Business Functions analysts in the development of technical or business solutions, or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures.</li> </ul>	2	Bachelor’s Degree or equivalent experience

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Design training programs for business</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team workplans / Perform workflow analyses</li> <li>• Define business architecture design requirements</li> <li>• Conduct or provide guidance on research and analysis</li> <li>• Assist in project budget preparation.</li> </ul>		
<b>Business Functions Consultant 2</b>	<p><b>General Experience.</b> Business Functions Consultant (2)s possess 3 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process.</p> <p><b>Functional Responsibility.</b> Business Functions Consultant (2)s apply their advanced skills and experience in systems development, detailed knowledge of business processes, technical background and supervisory skills to implement business solutions. On Accenture projects, Business Functions Consultants provide direction to project teams and interact with clients at the supervisory level. A Business Functions Consultant (2) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Supervise Business Functions analysts in the development of technical or business solutions, testing or assessment reviews, or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures.</li> <li>• Design training programs for business architecture design users</li> <li>• Participate in quality reviews to ensure work complies with specified standards</li> <li>• Develop team workplans</li> <li>• Perform workflow analyses</li> <li>• Define business architecture design requirements</li> <li>• Conduct or provide guidance on research and analysis</li> <li>• Assist in project budget preparation.</li> </ul>	3	Bachelor's Degree or equivalent experience
<b>Business Functions Consultant 3</b>	<p><b>General Experience.</b> Business Functions Consultant (3)s possess 4 years of experience in business architecture design implementation, change management efforts, business support, analysis or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Consultant (3)s apply their advanced skills and experience in systems development, detailed knowledge of business processes, technical background and supervisory skills to implement business solutions. On Accenture projects, Business Functions Consultants provide direction to project teams and interact with clients at the supervisory level. A Business Functions Consultant (3) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>• Supervise Business Functions analysts in the development of software designs, computer programming, system testing or training curricula</li> <li>• Lead business process redesign teams in the development of new business process architectures.</li> <li>• Design training programs for business architecture</li> <li>• design users</li> </ul>	4	Bachelor's Degree or related experience

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>Participate in quality reviews to ensure work complies with specified standards</li> <li>Develop team workplans / Perform workflow analyses</li> <li>Define business architecture design requirements</li> <li>Assist in project budget preparation.</li> </ul>		
<b>Business Functions Consultant 4</b>	<p><b>General Experience.</b> Business Functions Consultant (4)s possess 5 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Consultant (4)s apply their advanced skills and experience in systems development, detailed knowledge of business processes, technical background and supervisory skills to implement business solutions. On Accenture projects, Business Functions Consultants provide direction to project teams and interact with clients at the supervisory level. A Business Functions Consultant (4) is qualified to perform tasks such as:</p> <ul style="list-style-type: none"> <li>Supervise Business Functions analysts in the development of technical or business solutions, testing or assessment reviews, or training curricula</li> <li>Lead business process redesign teams in the development of new business process architectures.</li> <li>Design training programs for business architecture design users</li> <li>Participate in quality reviews to ensure work complies with specified standards</li> <li>Develop team workplans / Perform workflow analyses</li> <li>Define business architecture design requirements</li> <li>Conduct or provide guidance on research analysis</li> <li>Assist in project budget preparation.</li> </ul>	5	Bachelor's Degree or equivalent experience
<b>Business Functions Manager 1</b>	<p><b>General Experience.</b> Business Functions Manager (1)s possess 5 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Manager (1)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Business Functions Managers provide subject matter expertise in industry, process or business process redesign. A Business Functions Manager (1) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>Plan and manage the work of business architecture design project teams</li> <li>Design and implement new organization structures</li> <li>Conceptual design and development of training curricula</li> <li>Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>Lead clients through streamlining, reengineering and transforming business processes</li> <li>Develop and execute project budgets.</li> </ul>	5	Bachelor's Degree or equivalent experience

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
<b>Business Functions Manager 2</b>	<p><b>General Experience.</b> Business Functions Manager (2)s possess 6 years of experience in business architecture, design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Manager (2)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Business Functions Managers provide subject matter expertise in industry, process or business process redesign. A Business Functions Manager (2) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of business architecture design project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop and execute project budgets.</li> </ul>	6	Bachelor's Degree or equivalent experience
<b>Business Functions Manager 3</b>	<p><b>General Experience.</b> Business Functions Manager (3)s possess 7 years of experience in business architecture design implementation, change management efforts business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Manager (3)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Business Functions Managers provide subject matter expertise in industry, process or business process redesign. A Business Functions Manager (3) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of business architecture design project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop business solutions and supervise analysis</li> <li>• Develop and execute project budgets.</li> </ul>	7	Bachelor's Degree or equivalent experience
<b>Business Functions Manager 4</b>	<p><b>General Experience.</b> Business Functions Manager (4)s possess 8 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions</p>	8	Bachelor's Degree or equivalent experience



Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>Manager (4)s apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. Business Functions Managers provide subject matter expertise in industry, process or business process redesign. A Business Functions Manager (4) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of business architecture design project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Assist an organization translate its vision and strategy into core human resource and business processes</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Develop business solutions and supervise analysis</li> <li>• Develop and execute project budgets</li> </ul>		
<b>Business Functions Senior Manager 1</b>	<p><b>General Experience.</b> Business Functions Senior Manager (1)s possess 8 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Senior Manager (1)s apply their broad management skills and specialized functional and business expertise to lead complex, large projects in delivering client solutions or to manage the operations of multiple Accenture projects. Business Functions Senior Managers provide subject matter expertise in industry, process or business process redesign. A Business Functions Senior Manager (1) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of business architecture design project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Work with client executives to facilitate organizational change programs and realize business goals</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Ensure consistency of quality across multiple projects</li> <li>• Develop business solutions and supervise analysis</li> <li>• Manage client contracts.</li> </ul>	8	Bachelor's Degree or equivalent experience
<b>Business Functions Senior Manager 2</b>	<p><b>General Experience.</b> Business Functions Senior Manager (2)s 9 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Senior Manager (2)s apply their broad management skills and specialized functional and technical expertise to lead complex, large projects in delivering client solutions or to manage the operations of multiple Accenture projects. Business Functions Senior Managers provide subject matter</p>	9	Bachelor's Degree or equivalent experience

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p>expertise in industry, process or business process redesign. A Business Functions Senior Manager (2) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of business architecture design project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Work with client executives to facilitate organizational change programs and realize business goals</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Ensure consistency of quality across multiple projects</li> <li>• Develop business solutions and supervise analysis</li> <li>• Manage client contracts.</li> </ul>		
<b>Business Functions Senior Manager 3</b>	<p><b>General Experience.</b> Business Functions Senior Manager (3)s 10 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Senior Manager (3)s apply their broad management skills and specialized functional and technical expertise to lead complex, large projects in delivering client solutions or to manage the operations of multiple Accenture projects. Business Functions Senior Managers provide subject matter expertise in industry, process or business process redesign. A Business Functions Senior Manager (3) is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> <li>• Plan and manage the work of business architecture design project teams</li> <li>• Design and implement new organization structures</li> <li>• Conceptual design and development of training curricula</li> <li>• Work with client executives to facilitate organizational change programs and realize business goals</li> <li>• Lead clients through streamlining, reengineering and transforming business processes</li> <li>• Ensure consistency of quality across multiple projects</li> <li>• Develop business solutions and supervise analysis</li> <li>• Manage client contracts.</li> </ul>	10	Bachelor's Degree or equivalent experience
<b>Business Functions Associate Partner 1</b>	<p><b>General Experience.</b> Business Functions Associate Partner (1)s possess 10 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Associate Partner (1)s have management authority for client engagements. In this capacity, they apply their extensive experience in planning and managing large scale, complex projects to control overall project scope, budgets and schedules for multi-project engagements. Business Functions Associate Partner (1)s perform such duties as:</p> <ul style="list-style-type: none"> <li>• Set overall policy direction for client engagements</li> </ul>	10	Bachelor's Degree or equivalent experience

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<ul style="list-style-type: none"> <li>• Communicate with Business Functions Partner and client executive management to ensure critical issues are addressed</li> <li>• Provide expert guidance to projects in industry and functional areas</li> <li>• Act as senior client liaison</li> <li>• Provide oversight to business function resources</li> <li>• Oversee contract and financial management of one or more client engagements.</li> </ul>		
<b>Business Functions Associate Partner 2</b>	<p><b>General Experience.</b> Business Functions Associate Partner (2)s possess 11 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Associate Partner (2)s have management authority for client engagements. In this capacity, they apply their extensive experience in planning and managing large scale, complex projects to control overall project scope, budgets and schedules for multi- project engagements. Business Functions Associate Partner (2)s perform such duties as:</p> <ul style="list-style-type: none"> <li>• Set overall policy direction for client engagements</li> <li>• Communicate with Business Functions Partner and client executive management to ensure critical issues are addressed</li> <li>• Provide expert guidance to projects in industry and functional areas</li> <li>• Act as senior client liaison</li> <li>• Provide oversight to business function resources</li> <li>• Oversee contract and financial management of one or more client engagements.</li> </ul>	11	Bachelor's Degree or equivalent experience
<b>Business Functions Associate Partner 3</b>	<p><b>General Experience.</b> Business Functions Associate Partner (3)s possess 12 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> Business Functions Associate Partner (3)s have management authority for client engagements. In this capacity, they apply their extensive experience in planning and managing large scale, complex projects to control overall project scope, budgets and schedules for multi- project engagements. Business Functions Associate Partner (3)s perform such duties as:</p> <ul style="list-style-type: none"> <li>• Set overall policy direction for client engagements</li> <li>• Communicate with Business Functions Partner and client executive management to ensure critical issues are addressed</li> <li>• Provide expert guidance to projects in industry and functional areas</li> <li>• Act as senior client liaison</li> <li>• Provide oversight to business function resources</li> <li>• Oversee contract and financial management of one or more client engagements.</li> </ul>	12	Bachelor's Degree or equivalent experience
<b>Business Functions Associate Partner 4</b>	<p><b>General Experience.</b> Business Functions Associate Partner (4)s possess 13 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p>	13	Bachelor's Degree or equivalent experience

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
	<p><b>Functional Responsibility.</b> Business Functions Associate Partner (4)s have management authority for client engagements. In this capacity, they apply their extensive experience in planning and managing large scale, complex projects to control overall project scope, budgets and schedules for multi- project engagements. Business Functions Associate Partner (4)s perform such duties as:</p> <ul style="list-style-type: none"> <li>• Set overall policy direction for client engagements</li> <li>• Communicate with Business Functions Partner and client executive management to ensure critical issues are addressed</li> <li>• Provide expert guidance to projects in industry and functional areas</li> <li>• Act as senior client liaison</li> <li>• Provide oversight to business function resources</li> </ul>		
<p><b>Business Functions Partner 1</b></p>	<p>Oversee contract and financial management of one or more client engagements.</p> <p><b>General Experience.</b> A Business Functions Partner 1 possess 12 years of experience in business architecture design implementation, change management efforts, business support, analysis, or business process redesign.</p> <p><b>Functional Responsibility.</b> A Business Functions Partner has overall accountability for business solution programs. Business Functions Partners are responsible for product delivery and financial management of client engagements. A Business Functions Partner performs independent quality assurance reviews of program performance and deliverables to ensure that contractual obligations are being met. Business Functions Partners also are recognized experts in the areas of business process redesign, business architectures, organizational change or specific industries. They lend thought leadership to engagement teams in developing creative solutions to client business problems.</p>	<p>12</p>	<p>Bachelor's Degree or equivalent experience</p>
<p><b>Lean Six Sigma Master Black Belt</b></p>	<p><b>Minimum/General Experience:</b> Master Black belts have at 5 years of Six Sigma experience, completed a Master Black Belt technical examination, and lead the training and successful project execution of at least two waves of candidate Black Belts. Must be highly trained and experienced experts in the deployment of Lean Six Sigma methods and tools.</p> <p><b>Functional Responsibility:</b> Master Black Belts deliver Lean Six Sigma Black Belt training, Design for Lean Six Sigma Training, and improvements projects, Kaizen Events, Master Black Belt Training, Green Belt training, Executive Sessions, Champion training and provide coaching to organizational leaders during the Lean Six Sigma deployment.</p> <p>Master Black Belts are certified through corporations and the American Society of Quality (ASQ). Master Black Belts are the technical experts on Lean Six Sigma methodologies and tools. Leads larger, more complex Lean Six Sigma program initiatives and improvement projects.</p>	<p>5</p>	<p>Bachelor's degree or equivalent</p>

Labor Category Name	Labor Category Description	Min Years Experience	Min Education
Lean Six Sigma Black Belt	<p><b>Minimum/General Experience:</b> Lean Six Sigma Black Belts must be trained experts on the application of Lean Six Sigma methods and tools in the improvement of processes with 2 years of Lean Six Sigma experience. Black Belts must complete training, pass all written examinations and the successfully complete two improvement projects.</p> <p><b>Functional Responsibility:</b> Black Belts deliver Kaizen Events, Belt training, Executive Sessions, Champion training and provide coaching during the course of their projects. Black Belts are certified by corporations and through the American Society of Quality.</p> <p><b>Minimum Education:</b> Bachelor's degree or equivalent</p>	2	Bachelor's degree or equivalent

### Education and Experience Substitutions for SINS 541611 and 611430 Labor Categories:

Degree	Degree Equivalents
High School Diploma	<ul style="list-style-type: none"> <li>GED</li> </ul>
Associate's	<ul style="list-style-type: none"> <li>High School Diploma/GED plus two (2) years relevant experience</li> <li>Vocational or technical training in work-related field</li> </ul>
Bachelor's	<ul style="list-style-type: none"> <li>High School Diploma/GED plus four (4) years relevant experience</li> <li>Associate's degree plus two (2) years relevant experience</li> <li>Relevant professional certification</li> </ul>
Master's	<ul style="list-style-type: none"> <li>High School Diploma/GED plus six (6) years relevant experience</li> <li>Associate's degree plus four (4) years relevant experience</li> <li>Bachelor's degree plus two (2) years relevant experience</li> </ul>
PhD / Doctorate	<ul style="list-style-type: none"> <li>High School Diploma/GED plus eight (8) years relevant experience</li> <li>Associate's degree plus six (6) years relevant experience</li> <li>Bachelor's degree plus four (4) years relevant experience</li> <li>Master's degree plus two (2) years relevant experience</li> </ul>

### Facilitation Session – Kaizen Workshop

Kaizen is a focused, high energy, high velocity cross-functional team breakthrough event. The 1- week Kaizen Event, following a tightly scoped 3-day Define phase of the Lean Six Sigma DMAIC (Define, Measure, Analyze, Improve, Control) process focuses cross-functional teams on the Measure-Analyze-Improve-Control phases of the DMAIC process. Teams define current state via value stream maps, process walkthroughs, videotape, pictures, and data. Teams analyze the process to identify root causes, then design, pilot, and implement improvements, train affected employees, and ensure new processes are capable. Findings, results and remaining actions presented to management are completed with facilitation following the event in a tightly scoped 2-day follow-up to the Control phase to ensure gains are being sustained.

The total 2-week effort is typically divided into Kaizen Event Prep and Kaizen Event. Participants learn a continuous improvement implementation strategy that is quick and effective. They will also learn how to use a wide array of tools and problem solving techniques as well as how to map, measure, analyze, plan, implement, and sustain significant process improvements.

Typical Kaizen results are a 20-50% reduction in Lead Time, 5-20% improvement in productivity, 20-50% reduction in inventory, and significant improvements to quality, on-time performance, and safety, Improved work area (cleaner, safer, better organized). Typical results range from \$10K-\$250K per Kaizen. Workshop size is 10-12 client participants.

## 4.2.2 Descriptions for Professional and Management Development Training (SIN 611430)

### Design for Lean Six Sigma Black Belt

**Objectives of the Course:** Design for Lean Six Sigma (DFLSS) is similar to Six Sigma in that the focus is on improving quality, time to market, and delivering measurable financial results. However, where Six Sigma is focused on improving existing processes, DFLSS is focused on creating new designs or new processes (transactional and/or manufacturing). DFLSS is focused on designing-in quality rather than addressing quality problems down the road.

Achieve a flawless launch of new high-value products that meet the cost and timing goals of the business while delighting customers. This course includes:

- Comprehensive curriculum that incorporates all phases of new product development including market segmentation, requirements gathering, concept selection, system design, detailed design, pilot, and production.
- Emphasis on Voice of the Customer throughout design and development ensures market enthusiasm for the new product offerings.
- Integrated Lean methods focus on speed and efficiency.
- Well-balanced curriculum incorporates both human factors and technical toolkits.

The workshop size is 25-30 client participants. The four weeks of classroom (50% instruction, 50% hands-on exercises) are spread out over 4-6 months to allow work on projects in between training weeks.

To obtain certification, it is expected that Black Belt candidates complete pre-work assigned prior to class, pass all examinations (scoring at least 80%) and successfully complete an assigned improvement project. The course is staffed with 2 instructors.

### Green Belt Training—Lean Six Sigma

This two-week course provides Green Belt candidates with the understanding of Lean Six Sigma, Lean Six Sigma improvement tools and project management fundamentals to be active contributors to a Black Belt project or lead small-scale Lean Six Sigma improvement projects.

Topics addressed in this course include establishing effective improvement teams, understanding the voice of the customer, process mapping, Pareto charts, histograms, Failure Modes and Effect Analysis, the value of process cycle time compression, control charts, measurement system analysis, sampling and data collection, process capability, Kaizen events, 5S, Setup reduction, process value analysis, introduction to DOE, ANOVA and process control. This course is a mix of case studies, simulations and presentation.

There is a final exam where 70% is a passing score. The workshop size is 25-30 client participants. The course is staffed with 2 instructors.

### Kaizen Leadership Training

This training is for providing instructions to Black Belts and Green Belts on how to facilitate and direct Kaizen events. Kaizen events are intensive, action-oriented, cross-functional, accelerated mini-DMAIC projects, focusing on realization of immediate improvements within a targeted process area. This workshop is taught as a combination of lecture, case studies and simulations. This intensive training teaches participants processes for Kaizen event selection, scoping, preparation, facilitation, and post-work. This course assumes attendees have completed Black Belt and/or Green Belt training and certification. Class size is 10 to 12, and the length is 4-days. It is staffed with two instructors.

### Lean Six Sigma Executive Training

This 2-day course is designed to prepare key managers to perform their oversight roles during a Lean Six Sigma deployment. The course provides managers with a working knowledge of the Lean Six

Sigma program, methodology and processes. The course also provides guidelines for performing their management roles.

The first day of the course is delivered as an interactive, business simulation. This simulation has the participants assume roles within an organization and apply the DMAIC improvement methodology and improvement tools on the simulated process. As a team, they move a poorly functioning process to higher levels of performance through the use of the methods and tools including project chartering, process capability, process mapping, narrowing critical process variables, Pareto charts, histograms, box plots, descriptive statistics, run charts, cause and effect matrix and developing and implementing pilot solutions.

The second day provides additional information on the history of Lean, Six Sigma, and Lean Six Sigma, the key roles in a deployment, additional tools and key management processes to support a Lean Six Sigma deployment including project identification, project selection, selection of Black Belts and Green Belts, performing Gate Reviews, communication of the program goals and status and sharing organizational best practices. After completing the course, participants will apply the concepts to overseeing their own BB project for the next 3-5 months. The workshop size is 25-30 client participants. The course is staffed with 2 instructors.

### **Lean Six Sigma Executive (1-Day)**

This course is delivered to all levels of an organization to provide an overview of the history of Lean Six Sigma, describe the improvement approach, allow all participants to experience an actual project implementation lifecycle through a business simulation. This simulation has the participants assume roles within an organization and apply the DMAIC improvement methodology and improvement tools on the simulated process. As a team, they move a poorly functioning process to higher levels of performance through the use of the methods and tools including project chartering, process capability, process mapping, narrowing critical process variables, Pareto charts, histograms, box plots, descriptive statistics, run charts, cause and effect matrix and developing and implementing pilot solutions. The workshop size is 25-30 client participants. The course is staffed with 2 instructors.

### **Lean Six Sigma Black Belt Course**

This five week course provides the Lean Six Sigma Black Belt candidate with an integrated Lean and Six Sigma curriculum enabling them to apply the DMAIC methodology (Design— Measure—Analyze— Improve—Control), Six Sigma problem solving tools including; Process Mapping, value-stream mapping, Value Analysis, Brainstorming, Statistical Process Control, Check Sheets, Run Charts, Histograms, Scatter Diagrams, Control Charts, Pareto Analysis, Cause & Effect/Fishbone Diagrams, Nominal Group Technique/Multi-voting, Affinity , Interrelationship Digraphs (ID), Force Field Analysis, Gage R&R, Cp & Cpk, Multivari Chart, Boxplots, Main Effects Plots, Interaction Plots, Regression Analysis, Analysis of Variance (ANOVA), C&E Matrices/QFD, Failure Modes & Effects Analysis (FMEA), Design of Experiments (DOE), Hypothesis Testing and Response Surface Methodology and critical Lean Improvement tools including; "Time Trap" identification and improvement, Process Flow Analysis, Lean Production design, Poka-Yoke, Sales and operations planning, stocking strategy, Materials management, Shop floor controls, Kaizen Blitz, Vendor certification/scorecards/ lead- time reduction, pull system design and cycle time reduction.

This unique course is particularly applicable in complex processes where quality improvement, speed and process cycle time reduction are critical for organizational success. Successful completion of the Black Belt course requires attendance of all 4 weeks of training and passing three quizzes and final exam with a grade of 70% or higher.

Minitab statistical analysis software is recommended. This training is delivered over the course of 4-5 months with three weeks of improvement project work between the four or five one week training classes. The workshop size is 25-30 client participants. The course is staffed with 2 instructors.

### **Introduction to Lean Six Sigma**

This training provides participants with a working knowledge of the Lean Six Sigma program, methodology and processes. The course methodology is delivered as an interactive, business simulation. This simulation has the participants assume roles within an organization and apply the DMAIC improvement methodology and improvement tools on the simulated process. As a team, they move a poorly functioning process to higher levels of performance through the use of methods and tools including project chartering, process capability, process mapping, narrowing critical process variables, Pareto charts, histograms, box plots, descriptive statistics, run charts, cause and effect matrix and developing and implementing pilot solutions.

The training also provides additional information on the history of Lean, Six Sigma and Lean Six Sigma, the key roles in a deployment, and additional tools used to support a Lean Six Sigma deployment.

The workshop size is 25-30 client participants. The course is one day in length and is staffed with two instructors.

### **Lean Six Sigma Project Sponsor Training (3 days)**

At the heart of any continuous improvement initiative is the establishment of process ownership and accountability. Lean Six Sigma accomplishes this by actively engaging P&L managers, process owners, key stakeholders and enablers as Project Sponsors. This workshop also builds on the foundation of the Executive Workshop and further encompasses:

- Process Owner Roles—Understand expected roles and responsibilities for process owners
- Improved accountability and ownership for project results
- Fundamental Lean Six Sigma concepts/tools
- Project Impact—Understand how financial guidelines work; how to value project results
- Gating Process—Training on Process Owner's role in gating process to ensure effective and thorough completion of each phase within DMAIC
- Project Charter—Understand how to create the document that serves as project contract or "blueprint" that may ultimately enable enterprise-wide best practice sharing

The workshop size is 25-30 client participants. The course is 3-days in length and staff with two instructors.

### **Lean Six Sigma Master Black Belt Training (3 weeks)**

Master Black Belts are the in house experts for disseminating Lean Six Sigma knowledge and learning. Master Black Belt training was designed to ensure:

- Competency in the necessary skills to be a successful Master Black Belt
- Technical ability at a level necessary for successful instruction
- Technical and Management ability at a level necessary for coaching successful project completion
- Technical and Management ability at a level necessary for successful completion of complex, cross-functional projects
- Coaching and mentoring ability at a level necessary for successful Black Belt leadership
- Leadership ability at a level necessary for causing successful organizational change.

**Course Overview.** Our approach requires a significant number of hours in off-line study and



preparation and includes:

- Two weeks of in class training to build deeper coaching and teaching capabilities in Lean Six Sigma and reinforce key behavioral concepts
- One week of Lean Six Sigma curriculum "teachbacks" in which candidates instruct modules to trainee peers with full coaching from MBBs

The workshop size is 25-30 client participants. The course is 3-weeks in length and is staffed with two instructors.

### **Lean Six Sigma Deployment Planning Kaizen**

The Deployment Planning workshop is designed to dramatically accelerate the process of completing the many decisions necessary for an organization to successfully deploy Lean Six Sigma (LSS). Accenture Federal Services LLC staffs the workshop with senior resources that have broad experience deploying Lean Six Sigma in organizations similar to that of the client. They provide broad subject matter expertise in each area of deployment decision making. In addition to significantly accelerating the deployment decision making process, the workshop provides for a much improved and coordinated decision making process.

The workshop is facilitated as a Kaizen event, i.e. one week, full-time participation by the core team and Deployment Champions (as well as 'as-needed' participation by other subject matter experts (SME's), high-energy and with an eye towards making as many decisions as possible. A significant amount of pre-work and preparation is necessary for a successful event. The results of the event include a coordinated set of deployment decisions with high 'buy-in' from the broader organization. Further, the one-week event will usually accelerate the deployment decision making process by 3 months or more, pulling forward in time the launch of projects. It dramatically reduces the time to financial results, enabling the deployment to pay for itself much quicker.

It is not expected that 100% of deployment decisions are completed during the workshop, but about 50%-75% of the 'A' decisions will be thoroughly vetted. Various deployment elements requiring further study, action and approval will be completed post workshop. Specific deployment decisions are covered in the workshop. These include, but are not limited to, the following:

- Deployment Strategy
- Candidate Selection and Retention
- Financial Control
- Change and Communications
- Project Realization
- Training Coordination and Support
- Project Management and Deployment Tracking

The Workshop class size is generally 5 to 20 participants who are Core team, Deployment Champions, and Subject Matter Experts. It is 4 days in length and staffed with 2 instructors.

### **Project Identification & Selection Workshop**

The Project ID and Selection workshop includes (1) providing participants with cycles of learning on applying the project identification and selection methodology in a tightly scoped and managed workshop environment, (2) identifying, screening/selecting, and scoping BB & GB projects for Lean Six Sigma training and deployment (including scheduling prioritization session), and (3) demonstrating the power of project selection methodology to site/unit management teams.

This workshop focuses on an analysis of the Voice of the Business, Voice of the Customer and Voice of the Process to identify project opportunities. The activities include:

- Pre-work distribution to onsite team and assessment attendees (as pre-work).
- Kick-off workshop with site tour for onsite team, and session with local leadership team for review of strategic agenda and establish areas of focus (value drivers).

- Quick review of site budget (benchmarks, gaps, goals).
- Conduct current state performance assessment of existing processes and products to identify improvement opportunities and projects.
- Identify gaps in performance based on budget benchmarks and/or analysis of shortfalls (Voice of the Business).
- Identify gaps in performance to internal and external customer requirements (Voice of the Customer).
- Conduct interviews in functional areas and organization levels to value stream map the macro processes, deep-dive into problem areas and/or integration points (Voice of the Process).
- Survey workforce and human resources for environmental, health, safety, morale, and similar issues (Voice of the Environmental/Health/Safety/Regulatory/Employee)
- Conduct benefit / effort screening of potential projects.
- Create project charters for identified projects - first drafts.
- Assign project charter completion to process owners (sponsors) and schedule prioritization session.
- Report-out session with top local leadership

One facilitator is supplied for the workshop. A process of a client co-facilitator has the added benefit of a train-the-trainer approach to client organization self-sustainability. Workshop size is 8 to 12 client participants, and the class work is conducted in 3 1/2 days and staffed with one instructor and one client facilitator. There is also 1 1/2 days of preparation done prior to the workshop.

## 4.2.3 Labor Categories and Rates (SIN 541611; SIN 611430)

### 4.2.3.1 Customer Facility

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Business Functions Analyst 1 (ONSITE)	\$105.42	\$110.06	\$114.90	\$119.96	\$125.24
Business Functions Analyst 2 (ONSITE)	\$107.95	\$112.70	\$117.66	\$122.84	\$128.24
Business Functions Analyst 3 (ONSITE)	\$116.56	\$121.69	\$127.04	\$132.63	\$138.47
Business Functions Analyst 4 (ONSITE)	\$128.03	\$133.66	\$139.54	\$145.68	\$152.09
Business Functions Consultant 1 (ONSITE)	\$139.24	\$145.37	\$151.77	\$158.45	\$165.42
Business Functions Consultant 2 (ONSITE)	\$157.06	\$163.97	\$171.18	\$178.71	\$186.57
Business Functions Consultant 3 (ONSITE)	\$166.48	\$173.81	\$181.46	\$189.44	\$197.78
Business Functions Consultant 4 (ONSITE)	\$189.70	\$198.05	\$206.76	\$215.86	\$225.36
Business Functions Manager 1 (ONSITE)	\$198.79	\$207.54	\$216.67	\$226.20	\$236.15
Business Functions Manager 2 (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92
Business Functions Manager 3 (ONSITE)	\$260.48	\$271.94	\$283.91	\$296.40	\$309.44
Business Functions Manager 4 (ONSITE)	\$296.34	\$309.38	\$322.99	\$337.20	\$352.04
Business Functions Senior Manager 1 (ONSITE)	\$307.01	\$320.52	\$334.62	\$349.34	\$364.71
Business Functions Senior Manager 2 (ONSITE)	\$329.99	\$344.51	\$359.67	\$375.50	\$392.02
Business Functions Senior Manager 3 (ONSITE)	\$381.77	\$398.57	\$416.11	\$434.42	\$453.53
Business Functions Associate Partner 1 (ONSITE)	\$387.45	\$404.50	\$422.30	\$440.88	\$460.28

Services at Customer Facility ("Government site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Business Functions Associate Partner 2 (ONSITE)	\$410.57	\$428.64	\$447.50	\$467.19	\$487.75
Business Functions Associate Partner 3 (ONSITE)	\$537.44	\$561.09	\$585.78	\$611.55	\$638.46
Business Functions Associate Partner 4 (ONSITE)	\$575.37	\$600.69	\$627.12	\$654.71	\$683.52
Business Functions Partner 1 (ONSITE)	\$575.37	\$600.69	\$627.12	\$654.71	\$683.52
Lean Six Sigma Black Belt (ONSITE)	\$157.06	\$163.97	\$171.18	\$178.71	\$186.57
Lean Six Sigma Master Black Belt (ONSITE)	\$228.05	\$238.08	\$248.56	\$259.50	\$270.92
<i>Note: Prices include the 0.75% Industrial Funding Fee (IFF)</i>					

#### 4.2.3.2 Contractor Site

Services at Contractor Facility ("Contractor Site")	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Business Functions Analyst 1 (OFFSITE)	\$109.10	\$113.90	\$118.91	\$124.14	\$129.60
Business Functions Analyst 2 (OFFSITE)	\$111.72	\$116.64	\$121.77	\$127.13	\$132.72
Business Functions Analyst 3 (OFFSITE)	\$120.63	\$125.94	\$131.48	\$137.27	\$143.31
Business Functions Analyst 4 (OFFSITE)	\$132.49	\$138.32	\$144.41	\$150.76	\$157.39
Business Functions Consultant 1 (OFFSITE)	\$144.11	\$150.45	\$157.07	\$163.98	\$171.20
Business Functions Consultant 2 (OFFSITE)	\$162.54	\$169.69	\$177.16	\$184.96	\$193.10
Business Functions Consultant 3 (OFFSITE)	\$172.27	\$179.85	\$187.76	\$196.02	\$204.64
Business Functions Consultant 4 (OFFSITE)	\$196.33	\$204.97	\$213.99	\$223.41	\$233.24
Business Functions Manager 1 (OFFSITE)	\$205.73	\$214.78	\$224.23	\$234.10	\$244.40
Business Functions Manager 2 (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
Business Functions Manager 3 (OFFSITE)	\$269.57	\$281.43	\$293.81	\$306.74	\$320.24
Business Functions Manager 4 (OFFSITE)	\$306.69	\$320.18	\$334.27	\$348.98	\$364.34
Business Functions Senior Manager 1 (OFFSITE)	\$317.73	\$331.71	\$346.31	\$361.55	\$377.46
Business Functions Senior Manager 2 (OFFSITE)	\$341.50	\$356.53	\$372.22	\$388.60	\$405.70
Business Functions Senior Manager 3 (OFFSITE)	\$395.09	\$412.47	\$430.62	\$449.57	\$469.35
Business Functions Associate Partner 1 (OFFSITE)	\$400.96	\$418.60	\$437.02	\$456.25	\$476.33
Business Functions Associate Partner 2 (OFFSITE)	\$424.90	\$443.60	\$463.12	\$483.50	\$504.77
Business Functions Associate Partner 3 (OFFSITE)	\$556.20	\$580.67	\$606.22	\$632.89	\$660.74
Business Functions Associate Partner 4 (OFFSITE)	\$595.46	\$621.66	\$649.01	\$677.57	\$707.38
Business Functions Partner 1 (OFFSITE)	\$595.46	\$621.66	\$649.01	\$677.57	\$707.38
Lean Six Sigma Black Belt (OFFSITE)	\$162.54	\$169.69	\$177.16	\$184.96	\$193.10
Lean Six Sigma Master Black Belt (OFFSITE)	\$236.02	\$246.40	\$257.24	\$268.56	\$280.38
<i>Note: Prices include the 0.75% Industrial Funding Fee (IFF).</i>					

### 4.2.3.3 Facilitation Courses (SIN 541611)

Course Rates Services at BOTH Facilities (Customer & Contractor Sites)	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Kaizen Workshop	\$23,106.50	\$24,123.19	\$25,184.61	\$26,292.73	\$27,449.61

*Note: Prices include the 0.75% Industrial Funding Fee (IFF).*

### 4.2.3.4 Training Courses (SIN 611430)

Course Rates Services at BOTH Facilities (Customer & Contractor Sites)	Option Period 1				
	Year 6	Year 7	Year 8	Year 9	Year 10
	7/12/22 - 7/11/23	7/12/23 - 7/11/24	7/12/24 - 7/11/25	7/12/25 - 7/11/26	7/12/26 - 7/11/27
Design for Lean Six Sigma Black Belt (4 weeks)	\$61,617.33	\$64,328.49	\$67,158.94	\$70,113.93	\$73,198.94
Green Belt Training - Lean Six Sigma (2 weeks)	\$30,808.66	\$32,164.24	\$33,579.47	\$35,056.97	\$36,599.48
Kaizen Leadership Training	\$12,323.47	\$12,865.70	\$13,431.79	\$14,022.79	\$14,639.79
Lean Six Sigma Executive Training	\$6,161.73	\$6,432.85	\$6,715.90	\$7,011.40	\$7,319.90
Lean Six Sigma Executive (1-Day)	\$3,080.87	\$3,216.43	\$3,357.95	\$3,505.70	\$3,659.95
Lean Six Sigma Black Belt Course	\$77,021.66	\$80,410.61	\$83,948.68	\$87,642.42	\$91,498.69
Introduction to Lean Six Sigma	\$3,080.87	\$3,216.43	\$3,357.95	\$3,505.70	\$3,659.95
Lean Six Sigma Project Sponsor Training (3 days)	\$9,242.60	\$9,649.27	\$10,073.84	\$10,517.09	\$10,979.84
Lean Six Sigma Master Black Belt Training	\$54,732.09	\$57,140.30	\$59,654.47	\$62,279.27	\$65,019.56
Lean Six Sigma Deployment Planning Kaizen	\$14,595.22	\$15,237.41	\$15,907.86	\$16,607.81	\$17,338.55
Project Identification & Selection Workshop	\$18,244.03	\$19,046.77	\$19,884.83	\$20,759.76	\$21,673.19

*Note: Prices include the 0.75% Industrial Funding Fee (IFF).*

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