

Multiple Award Schedule

Category F - Information Technology

General Services Administration Federal Supply Services

Authorized Federal Supply Schedule Price List

Contract No.: GS-35F-0121P

Contract Period: December 2, 2018 through December 1, 2023

Modification #PS-A821, Effective June 30, 2020



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Business Size: Woman-Owned Small Business

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



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CUSTOMER INFORMATION

1. **Awarded Special Item Number:** 54151S Information Technology Professional Services – (SUBJECT TO COOPERATIVE PURCHASING) and OLM
 - a. **Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.** Please refer to the Pricing Information Section
 - b. **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** – Please refer to the Pricing Information Section

2. **Maximum order threshold:** \$500,000

If the “best value” selection places your order over this Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement; (2) offer the lowest price available under this contract; or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the Schedule contract in accordance with FAR 8.404

3. **Minimum order:** \$100.00
4. **Geographic coverage** (delivery area): Domestic Only
5. **Point of production:** N/A for Services
6. **Discount from list prices or statement of net price.** Prices are net prices; Basic discounts have been deducted.
7. **Quantity discounts** – Quantity discounts are offered based on number of positions and number of years. The following table shows the quantity discounts. Discounts can be combined up to a total of 6 percent.

Situations that lead to discounts from standard prices:
Multiple positions within a contracts and multiple year contracts will result in a discount:
3 positions within a single contract, 1% discount.
4 positions within a single contract, 2% discount.
5 positions within a single contract, 3% discount
2 year contract, 1% discount.
4 year contract, 2% discount.
5 year contract, 3% discount.

8. **Prompt payment terms** – 0%, Net 30 Days "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."
9.
 - a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold – Yes.
 - b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. - No

10. **Foreign items** – Not applicable.

11. **Delivery Terms :**

- a. Time of Delivery – determined at the task order level
- b. Expedited Delivery – contact contractor for availability.
- c. Overnight and 2-day delivery – contact contractor for availability.
- d. Urgent Requirements – Contact Contractor

12. **F.O.B. Point** : Destination

13. **Ordering address:**

- a. e&e IT Consulting Services, Inc.

5026 Arthur Avenue

Mechanicsburg, PA 17050

T (717) 975-1664

F (717) 975-1665

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

14. **Payment address:**

e&e IT Consulting Services, Inc.

5026 Arthur Avenue

Mechanicsburg, PA 17050

T (717) 975-1664

F (717) 975-1665

15. **Warranty provision** – Not Applicable for services

16. **Export packing charges** – Not Applicable

17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level)** – Contact Contractor

18. **Terms and conditions of rental, maintenance, and repair** – Not Applicable

19. **Terms and conditions of installation** – Not Applicable

20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices** – Not Applicable.

21. **List of service and distribution points** - Not Applicable

22. **List of participating dealers** – Not Applicable

23. **Preventive maintenance** – Not Applicable

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24. **a.** Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants) – Not Applicable
- b.** If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/ – See <http://www.ene-it-consulting.com/>
25. **Data Universal Number System (DUNS) number** –118325187
26. **Notification regarding registration in System for Award Management (SAM) database** – Registered. CAGE Code: 3A9X9

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

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

- a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor- Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

- a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (3) The offeror;
 - (4) Subcontractors; and/or
 - (5) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.
- c. The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

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

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

Minimum Education: Bachelor's Degree in Computer Science

17. LABOR CATEGORIES AND QUALIFICATIONS

Title: Project Manager I

Minimum Experience: This position requires the minimum experience noted below. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Functional Duties: Manages a large project ensuring that the project comes in on time and under budget. Works with the Contracting Officer's Representative (COR), the task level COR(s), government management personnel and customer agency representatives. Responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise wide horizontal integration planning and interfaces to other functional systems. Assigns and delegates tasks to analysts and developers also working on the project. Tracks the progress of a project using tools such as Microsoft's Project

Minimum Education: Degree in Computer Science, Information Systems, Engineering, Business, Physical Science, or other technology-related discipline.

Title: Business Analyst III

Minimum Experience: This position requires the minimum experience noted below in information systems, computer programming, analysis and developing systems involving computer technology. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Functional Duties: Devises, designs, or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares detailed specifications, data flow diagrams, or flowcharts from which programs will be written. Analyzes and revises existing system logic and documentation as necessary. Has full technical knowledge of all phases of applications systems analysis. May use CASE tools. Also has duties instructing, directing, and checking the work of other systems analysis personnel. Responsible for testing and quality assurance review.

Minimum Education: Degree in Computer Science, Information Systems, Engineering, Business, Finance, Physical Science, or other technology-related discipline.

Title: Enterprise Resource Planning (ERP) Package Developer II

Minimum Experience: This position requires the minimum experience noted below in information systems, computer programming, analysis and developing systems involving computer technology. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience

Functional Duties: Responsible for implementation of a large Enterprise Resource Planning Package (such as SAP, Baan, PeopleSoft, J.D. Edwards, Oracle Financials, Deltek). Duties may include task management, business analysis, data mapping and migration, or software design and modification involved in the implementation of an ERP package. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Minimum Education: Degree in Computer Science, Information Systems, Finance, Engineering, Management Information Systems, other technology-related discipline

Title: Information System Consultant (this is the standard job description with levels broken down below)

Minimum Experience: Information System Consultant I – AS-AA & 1 year relevant experience,
Information System Consultant III -BS-BA & 1 year relevant experience
Information System Consultant IV -BS-BA & 2 years' relevant experience

Functional Duties: Top level technical expert. Specializes in network software, software development on mainframe, midrange, desktop, client/server, or web platforms. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Has high level of diverse technical experience related to studying and analyzing system needs, systems development and systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, or management engineering. Typically has specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

Minimum Education: This position requires the minimum experience noted below in information systems, computer programming, analysis and developing system involving computer technology. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Title: Web Developer I

Minimum Experience: This position requires the minimum experience noted below in information systems, computer programming, analysis and developing systems involving computer technology. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Functional Duties: Responsible for planning, developing, and deploying web sites including preparation of text, graphics, audio, and video for web pages. Works directly with clients to determine project scope and specifications. Manages resources and ensures overall quality of completed web site. Requires understanding of web-based technologies and thorough knowledge of tag-based languages such as HTML, DHTML, or XML. At the higher levels, requires experience with web-based languages such as Java, J++, or VB Script. Typically requires an Associate's degree and understanding of web technologies.

Minimum Education: Degree in Computer Science, Information Systems, Engineering, Business Graphics, Physical Science, or other technology-related discipline.

Title: Database Architect III

Minimum Experience: This position requires the minimum experience noted below in information systems, computer programming, analysis and developing systems involving computer technology. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Functional Duties: A Database specialist experienced in data normalization, data modeling, database administration, database design, or SQL programming. Experienced with a data modeling tool capable of producing an entity-relationship diagram and capable of forward or reverse engineering (such tools include ERWIN, System Architect, and Designer 2000). Experienced with a large-scale relational database (such as Oracle, Sybase, or SQL Server). May also be experienced in database development using SQL or a Computer Aided Software Engineering (CASE) tool. At the higher levels, may also have Database Administration (DBA) skills. Also at the higher levels, may be capable of fine tuning a database and database optimization.

Minimum Education: Degree in Computer Science, Information System Engineering, Management Information Systems, or other technology-related discipline.

Title: Network Engineer I

Minimum Experience: This position requires experience in PC/LAN Administration including a good knowledge of Network Operating Systems such as Windows NT Server, and Novell NetWare. This position requires the minimum experience noted below in information systems, computer programming, analysis and developing systems involving computer technology. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Functional Duties: Manages LAN performance and maintains LAN security. Installs network software. Troubleshoots LAN problems and network configuration problems. Implements network LAN policies, standards, and procedures. Administers and manages User Accounts, File and Print Sharing services including server file system security policies and procedures. Administers and manages Electronic Mail accounts and policies. Troubleshoots LAN Server problems.

At the more senior levels, responsible for the overall integration of the network including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN. At the enterprise level, recommend enterprise network policies and procedures including network security and firewall configuration and policies. Knowledgeable in a multi-platform, multi-protocol environment. Knowledgeable in troubleshooting and testing equipment and tools.

Minimum Education: Degree or Profession Certifications such as MCSE, CNE, CCNA, CCNP, or CCIE.

Title: LAN Administrator I

Minimum Experience: This position requires the minimum experience noted below in information systems, computer programming, analysis and developing systems involving computer technology. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Functional Duties: Studies vendor products to determine those which best meet company needs; assists in presentation of information to management resulting in purchase and installation of hardware, software, and telecommunication equipment. Manages LAN performance and maintains LAN security. Ensures that security procedures are implemented and enforced. Adds, alters, and removes users from the system. Establishes and implements LAN policies, procedures and standards and ensures their conformance with information systems and company's objectives.

Minimum Education: Associates degree or Technical Product Certifications such as MCP, MCSE, CAN, A+, and CNE.

Title: Help Desk Coordinator III

Minimum Experience: This position requires the minimum experience noted below in information systems and computer technology. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Functional Duties: Responds to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation and resolution steps. Typically, is able to resolve less complex problems immediately, while more complex problems are elevated to higher level Help Desk tiers. May involve use of problem management database and help desk systems.

Minimum Education: High School or G.E.D.

Title: P.C. Technician II

Minimum Experience: This position requires the minimum experience noted below in information systems, computer programming, analysis and developing systems involving computer technology. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Functional Duties: Responds to and diagnoses problems related to PC hardware and software issues. Problems may be passed by the Help Desk. Problem resolution steps include problem recognition, research, isolation, and correction. Installs and configures PC software and hardware components and configure PCs as standalone or as network devices. A good knowledge in office automation software and tools, networking concept, and network client software are also required.

Minimum Education: High School, Technical School, Vendor Certifications, or A+ Certification.

Title: Technical Writer I

Minimum Experience: This position requires the minimum experience noted below in technical writing and/or editing technical documents. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Functional Duties: Develops, drafts, revises, and edits reports, articles, manuals, specifications, presentation materials, and other technical documents. Interprets information obtained through research and provided by technical specialists. Applies knowledge of documentation content and format standards to prepare, edit, and publish technical materials. Proficient in the use of Help Editors or tools such as Microsoft's Word or PowerPoint.

Minimum Education: Bachelor's Degree

Title: Information Systems Consultant IX

Minimum Experience: This position requires the minimum experience noted below in information systems, computer programming, analysis and developing system involving computer technology. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Functional Duties: Top level technical expert. Specializes in network software, software development on mainframe, midrange, desktop, client/server, or web platforms. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Has high level of diverse technical experience related to studying and analyzing system needs, systems development and systems process analysis, design, and re-engineering. Have skills and experience related to business management, systems engineering, operations research, or management engineering. Typically has specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

Minimum Education: Degree in Computer Science, Information Systems, Engineering, Business, Finance, Physical Science, or other technology-related discipline.

Title: Technical Writer II

Minimum Experience: This position requires the minimum experience noted below in technical writing and/or editing technical documents. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Functional Duties: Develops, drafts, revises, and edits reports, articles, manuals, specifications, presentation materials, and other technical documents. Interprets information obtained through research and provided by technical specialists. Applies knowledge of documentation content and format standards to prepare, edit, and publish technical materials. Proficient in the use of Help Editors or tools such as Microsoft's Word or PowerPoint.

Minimum Education: Bachelor's Degree

Title: Information Systems Consultant X

Minimum Experience: This position requires the minimum experience noted below in information systems, computer programming, analysis and developing system involving computer technology. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Functional Duties: Top level technical expert. Specializes in network software, software development on mainframe, midrange, desktop, client/server, or web platforms. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Has high level of diverse technical experience related to studying and analyzing system needs, systems development and systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, or management engineering. Typically has specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

Minimum Education: Degree in Computer Science, Information Systems, Engineering, Business, Finance, Physical Science, or other technology-related discipline.

Title: Web Developer V

Minimum Experience: This position requires the minimum experience noted below in information systems, computer programming, analysis and developing systems involving computer technology. An AS-AA Degree is equivalent to two years of experience. A BS-BA Degree is equivalent to four years of experience. A MS-MA Degree is equivalent to two additional years of experience.

Functional Duties: Responsible for planning, developing, and deploying web sites including preparation of text, graphics, audio, and video for web pages. Works directly with clients to determine project scope and specifications. Manages resources, and ensures overall quality of completed web site. Requires understanding of web-based technologies and thorough knowledge of tag-based languages such as HTML, DHTML, or XML. At the higher levels, requires experience with web-based languages such as Java, J++, or VB Script. Typically requires an Associate's degree and understanding of web technologies.

Minimum Education: Degree in Computer Science, Information Systems, Engineering, Business, Graphics, Physical Science, or other technology-related discipline.

Title: Applications Development Analyst Advanced

Minimum Experience: Typically has a minimum of 3 years of programming/systems analysis experience.

Functional Duties: Works closely with customers, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions. These solutions must be aligned with business and IT strategies and comply with the organization's architectural standards. Involved in the full systems life cycle and is responsible for designing, coding, testing, implementing, maintaining and supporting applications software that is delivered on time and within budget. Makes recommendations towards the development of new code or reuse of existing code. Responsibilities may also include participation in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations. Has experience in systems analysis, design and a solid understanding of development, quality assurance and integration methodologies.

Complexity: Intermediate professional level role. Develops solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one or more projects as a project team member or occasionally as a project lead. May coach more junior technical staff

Minimum Education: Bachelor's Degree in Computer Science, Information Systems or other related field. Or equivalent work experience.

Title: Business Analyst Advanced

Minimum Experience: Typically has a minimum of 3 years of relevant technical or business work experience.

Functional Duties: Serves as a liaison between the business community and the IT organization in order to provide technical solutions to meet user needs. Possesses expertise in the business unit(s) they support, as well as, an understanding of the IT organization's systems and capabilities. Analyzes business partner's operations to understand their strengths and weaknesses to determine opportunities to automate processes and functions. Assists in the business process redesign and documentation as needed for new technology. Translates high level business requirements into functional specifications for the IT organization and manages changes to such specifications. Educates the IT organization on the direction of the business. Negotiates agreements and commitments by facilitating communication between business unit(s) and IT from initial requirements to final implementation. Possesses an understanding of technological trends and uses this knowledge to bring solutions to business units supported to enhance the enterprise's competitive edge. May make recommendations for buy vs. build decision.

Complexity: Intermediate professional level role. Works with business partners within one business function to align technology solutions with business strategies. Demonstrates an informed knowledge of a business area to resolve problems on an ongoing business. Supports several moderately complex business processes. Works on multiple projects as a project team member, occasionally as a project leader. May coach more junior staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business Administration, or other related field. Or equivalent work experience.

Title: Business Management Specialist

Minimum Experience: Typically has a minimum of 3 years of relevant IT and business work experience

Functional Duties: Assists with the daily operations and provides general administrative support to the assigned IT organization. Responsibilities may include participating and assisting in the preparation of annual business plan for the assigned IT functional area, coordinating the contract management efforts, such as the development of requests for proposals (RFP) and supporting the development and final execution of contracts. Maintains annual expense budgets utilizing proper accounting/budgeting controls, enters financial data into tracking system and provides regular and ad-hoc financial status reports. Implements cost allocation program, and responds to basic questions and concerns from the business areas. Reviews contract invoices, identifies disparities and resolves basic issues with the vendors. May serve as the liaison between IT technical teams, resource manager and human resources organization to develop and implement appropriate IT talent management activities. May participate in the development, implementation and maintenance of IT communication strategies and plans.

Complexity: Intermediate professional level role. Performs assigned tasks of moderate to high complexity using established procedures, standards and guidelines. Works independently or on multiple projects as a project team member, occasionally as a project leader. Works on small to large, complex projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business Administration or other related field. Or equivalent work experience.

Title: Business Process Consultant Advanced

Minimum Experience: Typically a minimum of 4 years of relevant IT and business work experience.

Functional Duties: Facilitates the optimization of business unit performance by enhancing the alignment between business processes and information technology. Responsible for actively resolving day-to-day technology needs of the business unit with a focus on the analysis of processes—dissecting problems and suggesting solutions. Includes complex systems process analysis, design and simulation. Must understand technical problems and solutions in relation to the current, as well as the future business environment. Must be able to suggest plans to integrate new and existing processes. Provides input and supports planning and prioritization for business process engineering related activities, including developing the business unit process engineering plan and integrating that plan with the corporate plan. Possesses knowledge and experience leveraging both IT solutions and business process improvements.

Participates in continuous review and update to ensure that processes meet changing business unit conditions. Identifies processes for improvement, documents existing processes, identifies and analyzes gaps between current processes and the desired state, designs new processes, develops process performance measures and plans the transition to a new process. Provides counsel and leadership on future use of technology and business process improvements. This requires a high level of understanding of the organization's business systems and processes as well as industry-wide requirements. Must demonstrate expertise in strategic planning, tactical execution, project management, process management and business systems requirements definition.

Complexity: Expert/lead technical role. Works on large, complex projects that have enterprise-wide impact and require subject matter expertise of multiple process improvement areas and mastery of process improvement tools. Works as a project team member on multiple projects to facilitate process improvements involving multiple sites or business areas, often as a project leader. Coaches and mentors more junior staff

Minimum Education: Bachelor's or Master's Degree in Computer Science, Information Systems, Business Administration, or other related field. Or equivalent work experience.

Title: Data Modeler Advanced

Minimum Experience: Typically has a minimum of 4 years of IT work experience in data modeling, data analysis, relational DBMS design and support and relevant computing environments

Functional Duties: Accountable for analyzing and developing complex logical database designs, logical data models and relational data definitions in support of corporate and customer information systems requirements. Understands the methodologies and technologies that depict the flow of data within and between technology systems and business functions/operations. Responsible for the identification and resolution of information flow, content issues and the transformation of business requirements into logical data models.

Knowledgeable in most aspects of designing and constructing data architectures, operational data stores, and data marts. Focuses on enterprise-wide data modeling and database design. Defines data architecture standards, policies and procedures for the organization, structure, attributes and nomenclature of data elements, and applies accepted data content standards to technology projects. Responsible for enterprise-wide data design, balancing optimization of data access with batch loading and resource utilization factors. Also responsible for business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy and load strategy design and implementation.

This position identifies opportunities to reduce data redundancy, trends in data uses and single sources of data.

Complexity: Intermediate professional level role. Designs logical data models of low to medium complexity. Works on small to large, complex projects that require increased skill in multiple technical environments.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Data Warehouse Analyst Advanced

Minimum Experience: Typically has a minimum of 3 years of IT work experience in business intelligence tools and systems.

Functional Duties: Responsible for gathering and assessing business information needs and preparing system requirements. Performs analyses, development and evaluation of data mining in a data warehouse environment which includes data design, database architecture, metadata and repository creation. Uses data mining and data analysis tools. Reviews and validates data loaded into the data warehouse for accuracy. Interacts with user community to produce reporting requirements. Provides technical consulting to users of the various data warehouses and advises users on conflicts and inappropriate data usage.

Responsible for prototyping solutions, preparing test scripts, and conducting tests and for data replication, extraction, loading, cleansing, and data modeling for data warehouses. Maintains knowledge of software tools, languages, scripts,

and shells that effectively support the data warehouse environment in different operating system environments. Possesses working knowledge of Relational Database Management Systems (RDBMS) and data warehouse front-end tools. Must have an extensive knowledge of data warehouse and data mart concepts. Develops SQL/PLSQL/TSQL complex function, procedure and packages. Develops DDL scripts to build any database objects (table, view, index, constraint, trigger, materialized views, etc.). Creates data import/export processes from/to data files, other databases, external tables, etc. Creates Extract, Transform Load (ETL) Process.

Complexity: Intermediate professional level role. Provides data warehouse architectural design, development and support in multi-platform environments. Works on multiple projects as a team member and may lead projects of moderate complexity. May coach more junior technical staff

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Database Administrator Advanced

Minimum Experience: Typically has a minimum of 3 years of experience working with various database management systems in database design, testing, implementation, maintenance and administration in a multiple platform environment.

Functional Duties: Manages and maintains all production and non-production databases. Responsible for standards and design of physical data storage, maintenance, access and security administration. Performs backup and recovery on Database Management Systems, configures database parameters, and prototype designs against logical data models, defines data repository requirements, data dictionaries and warehousing requirements. This position optimizes database access and allocates/re-allocates database resources for optimum configuration, database performance and cost.

Complexity: Intermediate professional level role. Supports multiple services and multiple databases of medium to high complexity (complexity defined by database size, technology used, systems feeds and interfaces) with multiple concurrent users, ensuring control, integrity and accessibility of data. Works on multiple projects as a project leader or sometimes as a project advisor. May coach more junior technical staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Database Analyst Intermediate

Minimum Experience: Typically has a minimum of 3 years of IT work experience in DBA, DBMS design and support and relevant computing environments.

Functional Duties: Responsible for designing, modeling, developing and supporting Database Management Systems (DBMS). Analyzes data requirements, application and processing architectures, data dictionaries, and database schema(s), and then designs, develops, amends, optimizes, and certifies database schema design to meet system(s) requirements. Gathers, analyzes, and normalizes relevant information related to, and from business processes, functions, and operations to evaluate data credibility and determine relevance and meaning. Develops database and warehousing designs across multiple platforms and computing environments. Develops an overall data architecture that supports the information needs of the business in a flexible but secure environment. Develops SQL/PLSQL/TSQL complex function, procedure and packages. Develops DDL scripts to build any database objects (table, view, index, constraint, trigger, materialized views, etc.). Creates data import/export processes from/to data files, other databases, external tables, etc.

Complexity: Intermediate professional level role. Designs and supports DBMS of low to medium complexity. Works on one or more projects as a project team member or sometimes as a project leader. May coach more junior technical staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Database Manager Senior

Minimum Experience: Typically has a minimum of 4 years of experience in development, implementation and maintenance of database management systems across multiple platforms. Requires prior management, supervisory or team leader experience including project management experience.

Functional Duties: Responsible for ensuring the design, maintenance and implementation of database management systems, which provides the organization with orderly methods of data storage and controlled access to data. Possesses the technical expertise to provide leadership and manage the design and development of the organization's database environment. Ensures the design and installation of database management system applications and the establishment of the appropriate linkages to existing database applications and to other data processing systems. Ensures the development of a backup and recovery scheme for the database environment and the development and implementation of disaster recovery and business continuance procedures.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Breadth: Middle level management in database management and administration functions. Works under general direction of senior level management. Typically manages and mentor's supervisors, project leaders and/or technical staff. Frequently reports to a Chief Technology Officer, IT Chief Operating Officer, Director, Systems and Programming, Operating Unit IT Executive or Departmental IT Executive.

Title: Documentation Specialist/Technical Writer Advanced

Minimum Experience: Typically has a minimum of 3 years of business or technical writing experience and working knowledge of multiple software and graphics packages.

Functional Duties: Responsible for creation and maintenance of IT documentation. Translates technical and/or complicated information into clear, concise documents appropriate for various target audiences. Works with Development, Quality Assurance and Technical Support to produce a wide variety of technical publications including instructional materials, technical manuals, product documentation and the like for use by both the IT and business community. Interviews subject matter experts and technical staff to collect information, prepare written text, and coordinate layout and material organization. Researches information such as drawings, design reports, equipment and test specifications to fill any gaps.

Reviews, critiques, and edits documentation including design documents, programmer notes and system overviews. Requires knowledge of company product lines and document structure. Depending on the industry/work environment, such documents may include various media, including written and video. Responsibilities include maintenance of internal documentation library, providing and/or coordinating special documentation services as required, and oversight of special projects. Must have strong organizational and project management skills and excellent writing and editing skills.

Complexity: Intermediate professional level role. Works on several moderately complex, to complex document management projects as a project team member. May coach more junior staff.

Minimum Education: Bachelor's Degree in Journalism, Technical Writing, Business Administration, Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Enterprise Architect

Minimum Experience: Typically has a minimum of 5 years of relevant IT work experience in multiple IT areas and 2 to 3 years of relevant enterprise-wide architecture experience in one or more specialty areas.

Functional Duties: Provides overall direction, guidance and definition of an enterprise's architecture to effectively support the corporate business strategy. Responsibilities include researching, analyzing, designing, proposing, and delivering solutions that are appropriate for the business and technology strategies. Must have significant business knowledge and have one or more areas of technical expertise in which they concentrate. Interfaces across several

business areas, acting as visionary to proactively assist in defining the direction for future projects. Responsible for conception of solutions, building consensus and the selling and execution of such solutions.

Complexity: Expert/lead technical role. Defines enterprise-wide architectures and designs across multiple IT functional areas. Works on multiple projects as a project leader or as the subject matter expert. Works on highly complex projects that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

Minimum Education: Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Web Applications Programmer Advanced

Minimum Experience: Typically has a minimum of 3 years of IT work experience in software development, installation and modification in an online environment.

Functional Duties: Develops, maintains, and supports applications for the organization's Internet/Intranet sites. Gathers and analyzes requirements. Programs all or selected components of Web applications. Documents components and applications. Develops automation techniques to enable end-user content publishing; programs, tests and implements mapped graphic images, forms and HTML pages; handles client browser support inquiries; maintains links to external sites and accuracy on internal links while ensuring up-to-date information. Researches, evaluates and recommends new Internet tools and applications for use in assigned responsibilities. The senior level Web Applications Programmer has experience in a variety of the more difficult Web tools and languages. Designs, architects and develops IT application for the Internet/Web in **Complexity:** Intermediate professional level role. Develops solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one or more projects as a project team member or occasionally as a project leader. May coach more junior technical staff. any framework as required by the Client including multitier, MVC framework structure.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Internet/Web Architect Advanced

Minimum Experience: Typically has a minimum of 4 years of IT work experience with demonstrated knowledge in architecture design, software development, database management systems and systems integration in multi-platform environments.

Functional Duties: Responsible for gathering business requirements and translating them into Internet/Web architecture to achieve business objectives. Analyzes assigned specifications, planning, designing, and developing solutions, utilizing appropriate Internet/Intranet/Extranet architecture processes supporting a wide range of content—either individually or in concert with project team members. Provides appropriate documentation for object design decisions, estimating assumptions, applets, and performance metrics—as required by organization architecture process standards, or as assigned. Responsible for minimizing the issues between the client and the server applications and for the overall set-up and design of the Internet and Web server architecture. Impact and complexity of this job increases if organization is utilizing Internet solutions (vs. only Intranet), especially those with significant business impact (e.g., e-business). Designs, architects and develops IT application for the Internet/Web in a multitier, MVC framework structure.

Complexity: Advanced professional level role. Defines Web architectures and design for the enterprise. Works on multiple projects as a project leader or frequently as the subject matter expert. Works on projects/issues of medium to high complexity that require demonstrated knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

Minimum Education: Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Web Designer Advanced

Minimum Experience: Typically has a minimum of 3 years of combined IT and graphic design experience. Able to understand HTML and strong working knowledge of Web generators and photographic libraries. Possesses a portfolio of Web sites or solutions.

Functional Duties: Responsible for the design, development and creation of user-centered designs for Web sites. Responsibilities include human factors engineering, heuristic evaluations and usability testing for Web and client based applications as well as metrics setting and monitoring for assessing the usability of the Web application. Works to improve the usability, usefulness, and desirability of Web sites in collaboration with Graphic Designers, Product Managers, Engineering Staff and other Web Designers. Must be able to perform usability tests, provide design prototypes and provide ad hoc user interface consulting.

Responsible for requirements gathering and articulation of user interface issues—including development of page/site prototypes. Must be knowledgeable of user-centered design methodology, user scenarios, usability testing, storyboarding, paper and interactive prototypes.

Must have demonstrated skills in graphic applications, HTML development tools and other applicable authoring tools, Web production, front-end development using programming and scripting languages. Must be able to integrate design into program rules and system architecture and create innovative approaches to improving the end-user experience. Must be familiar with platform/browser compatibility and basic usability issues.

Complexity: Intermediate professional level role. Works on moderately complex, to complex projects that require a solid understanding of Web design and layout. Works on multiple projects as a team member and sometimes as a project leader. May coach more junior technical staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Graphic Design, or other related field. Or equivalent work experience.

Title: Internet/Web Engineer Advanced

Minimum Experience: Typically has a minimum of 4 years of IT work experience in systems analysis, development and engineering in an online environment.

Functional Duties: Integrally involved in the development and support of all Internet/Intranet/Extranet sites and supporting systems. Works closely with other IT groups and customers to define the system design and user interface based on customer needs and objectives. Participates in all phases of the development and implementation process, and may act as a project manager on special projects. Ensures the integration of the Web servers and all other supporting systems. Responsible for system tuning, optimization of information/data processing, maintenance and support of the production environment. May directly design, architect and develop.

Complexity: Intermediate professional level role. Develops solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one or more projects as a project team member or occasionally as a project leader. May coach more junior technical staff.
IT application for the Internet/Web in a multitier, MVC framework structure.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Internet/Web Systems Administrator Advanced

Minimum Experience: Typically has a minimum of 3 years of IT work experience with Web-related software and hardware products, and web-server administration experience with multi-platform environments.

Functional Duties: Responsible for ensuring the control, integrity, and accessibility of the Internet/Intranet for the enterprise. Responsible for change management procedures regarding the installation and testing of all upgrades and enhancements for the Internet/Intranet infrastructure. Responsible for proper initial installation as well as subsequent

installations of updates/patches; preparation of system documentation; proactive, regular checks of system components for errors and application of necessary corrective action; set-up and maintenance of Web servers. Knowledgeable in all levels of Internet/Web security and the associated requirements for their application. Designs, develops and administers firewalls as a means of preventing unauthorized access to enterprise networks. Provides technical support to internal users and external customers; troubleshoots problems and takes corrective action on a timely, effective basis. Responsible for initial installation as well as subsequent installations of updates/patches of middle tier servers, including web servers, on different platform and operating systems.

Complexity: Intermediate professional level role. Works on small to large, moderately complex Web sites. Works on multiple Web sites as a project team member, occasionally as a project leader. May coach more junior technical staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: IT Business Consultant Advanced

Minimum Experience: Typically has a minimum of 4 years of relevant technical and business work experience.

Functional Duties: Works with business leaders and acts as a liaison between IT and business units (typically leadership for assigned business units) or vendors. Viewed as integral to the business in any decisions that may be impacted by technology. Acts as a business relationship manager responsible for the collection, analysis, review, documentation and communication of business needs and requirements to the IT organization. Leads the gathering of business needs as well as the design of solutions through direct interaction with business unit leaders. Focuses on developing and improving business processes at all times, assisting with the development of metrics, both within the technology and business organizations.

Has a strong understanding of Information Systems, Engineering, business processes, the key drivers and measures of success for the business, and the short- and long-term direction of the business and technology. Identifies, proposes and influences business solutions, negotiates deliverables and requirements across multiple business customers or organizations. Ensures that the design and integration of proposed system, software and hardware solutions leads to the development and growth of the business through effective use of technology. Integrally involved in 'buy vs. build' decisions.

Complexity: Works with business senior management in one business segment and corporate staff executives to align technology solutions with business strategies. Demonstrates breadth and in-depth knowledge of a business area to identify and communicate how IT solutions can add value. Supports one or more key business functions. Issues and interactions tend to be highly complex and have significant strategic importance. Serves as a project team member for strategic planning or as a team lead.

Minimum Education: Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, Business Administration, or other related field. Or equivalent work experience.

Title: Mgmt. Applications Development – Sr. Manager

Minimum Experience: Typically has 3 years of IT and business work experience including managing team(s) in systems analysis and/or programming functions.

Functional Duties: Coordinates systems analysis and applications development activities through direct and indirect staff. Directs development teams in the areas of scheduling, technical direction, future planning and standard development practices. Participates in budgeting and capital equipment processes and quality improvement activities for the development organization. Meets scheduled milestones to ensure project/ program objectives are met in a timely manner and has an in-depth knowledge of the principles, theories, practices and techniques for managing the activities related to planning, managing and implementing systems analysis and applications development projects and programs.

Minimum Education:

Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Title: Network Administrator Advanced

Minimum Experience: Typically has a minimum of 3 years of IT work experience in infrastructure/network environments in network operations, support, maintenance and administration.

Functional Duties: Monitors, troubleshoots and maintains network (LAN, WAN and wireless) multiplexers, hubs and routers, and uses remote monitoring tools. The duties of this position can be broad and may include such tasks as installing new workstations and other devices, adding and removing individuals from the list of authorized users, archiving files, overseeing password protection and other security measures, monitoring usage of shared resources, and handling malfunctioning equipment. Selects, develops, integrates and implements network management applications for Internet components.

Complexity: Intermediate professional level role. Works on projects/systems/issues of medium to high complexity. Provides daily operations support, maintenance and administration for network systems. Works on one or more projects as a project team member, occasionally as a project leader. May coach more junior technical staff.

Minimum Education: Bachelor's Degree or technical institute degree/certificate in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Network Analyst Advanced

Minimum Experience: Typically has a minimum of 3 years of IT work experience in infrastructure/network environments in network design, implementation, administration and support.

Functional Duties: Responsible for designing, installing and troubleshooting network systems (including wireless) to meet the functional objectives of the business. Involved with the configuration and maintenance of physical and logical network components. Assists in the design of the network architecture, designs the network infrastructure, and plans and designs LAN/WAN/wireless solutions. Performs capacity and resource planning, assessing network risks and contingency planning. Responsible for the implementation and maintenance of network management software; researching, analyzing and implementing software patches or hardware changes to fix any network deficiencies. Provides Tier 2 support. Involved in the evaluation of new products and services, may manage vendor service level agreements.

Complexity: Intermediate professional level role. Works on projects/systems/issues of medium to high complexity. Provides support in designing, implementing, supporting and maintaining network systems. Works on one or more projects as a project team member, occasionally as a project leader. May coach more junior technical staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Network Architect Advanced

Minimum Experience: Typically has a minimum of 4 years of IT work experience in infrastructure/network environments performing network planning, architecture design, engineering (hardware and software) and optimization.

Functional Duties: Responsible for high-level network planning, design, and optimization. Develops strategies and direction for network systems solutions using current and emerging technologies (including wireless). Translates business requirements into network or process designs. Plans and recommends network hardware, systems management software and architecture. Approves and modifies network design and architecture to ensure compliance. Configures and maintains routers, switches, and hubs for the network systems (including wireless). Evaluates and recommends new products, maintains knowledge of emerging technologies for application to the enterprise. Monitors network performance, ensures capacity planning is performed, and is proactive in assessing and making recommendations for improvement. Performs troubleshooting procedures and designs resolution scripts. May take on role of Project Leader for special enterprise-wide assignments.

Complexity: Expert/lead technical role. Defines network architectures and design for the enterprise. Works on multiple projects as a project leader or as the subject matter expert. Works on projects/issues of high complexity that require in-

depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

Minimum Education: Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Network Engineer Advanced

Minimum Experience: Typically has a minimum of 3 years of IT work experience in infrastructure/network environments performing network engineering (hardware and/or software), design, planning and implementation.

Functional Duties: Assists in the planning, forecasting, implementation, and identification of resource requirements for network systems (including wireless) of moderate complexity. Participates in network planning, network architecture design and engineering. Integrates and schematically depicts communication architectures, topologies, hardware, software, transmission and signaling links and protocols into complete network configurations. Evaluates new products, performs network problem resolution and assists in the development and documentation of technical standards and interface applications. Monitors protocol compatibility, performs system tuning and makes recommendations for improvement.

Complexity: Intermediate professional level role. Works on projects/ systems/issues of medium to high complexity surrounding network planning, configuration and optimization. Works on one or more projects as a project team member, occasionally as a project team lead. May coach more junior technical staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Network Technician Advanced

Minimum Experience: Typically has a minimum of 3 years of IT work experience in infrastructure/network environments.

Functional Duties: Provides daily operations support and maintenance for network systems (including wireless). Proactively monitors networks to provide stable, dependable network services across multiple platforms. Configures and troubleshoots computer networks. Maintains LAN/WAN/wireless operations by working with network facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other.

Complexity: Works on projects/systems/issues of small to medium complexity. Provides daily operations support and maintenance for network systems. Works on one project at a time as a project team member. Functions, somewhat independently, under general direction of senior technicians/engineers, supervisors or managers. Generally, follows documented procedures and checklists.

Minimum Education: Associate's or Bachelor's Degree, or technical institute degree/certificate in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Title: Program Manager Senior

Minimum Experience: Typically has a minimum of 5 years in managing IT projects, with at least 3 years of leadership experience.

Breadth: Senior level management with overall responsibility for the management of one highly complex or enterprise-wide program consisting of multiple projects. Responsible for managing all aspects of the design, development and implementation of the program. Directs and mentors a team of project managers, portfolio managers and/or other project management staff.

Functional Duties: Responsible for managing one or more highly complex or enterprise-wide IT program(s) consisting of multiple projects. Develops the program strategy, supporting business case and various enterprise-wide high-level project plans. Ensures integration of projects and adjusts project scope, timing, and budgets as needed, based on the needs of the business. Communicates with IT leadership, business leadership and IT Business Consultants to communicate program strategy, direction and changes. Responsible for delivering all projects contained in the IT project portfolio on time, within budget and meeting the strategic and business requirements. Responsible for tracking key project milestones and recommending adjustments to Project Managers. Partners with senior leadership of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of Project Management methodologies and tools. This is a single or multiple incumbent(s) position that typically exists in a small to medium size enterprise with multiple project managers, project leaders and/or project support staff as direct reports.

Minimum Education: Bachelor's or Master's Degree in Computer Science, Business Administration, or other related field. Or equivalent work experience. Project Management certification is preferred or completion of a recognized project management curriculum is required.

Title: Project Leader Advanced

Minimum Experience: Typically has a minimum of 4 years of IT work experience, including 2 or more years managing projects.

Functional Duties: Responsible for overall coordination, status reporting and stability of project oriented work efforts. Establishes and implements project management processes and methodologies for the IT community to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations. Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk, and resources of the work effort being managed. Assists Project Manager(s) and/or Program Manager(s) in identifying and prioritizing opportunities for utilizing IT to achieve the goals of the enterprise. Must possess advanced knowledge and proficiency in the use of project management methodologies and tools, resource management practices and change management techniques. This is an individual contributor role without human resource management responsibilities (e.g., hiring, performance management). Manages one or more projects of medium to high complexity. More senior role has responsibility for large, complex, cross-functional or multiple projects with greater impact to the enterprise.

Complexity: Intermediate professional level role. Responsible for the management of one or more small to high-sized, moderate-high complex projects. Leads, assigns and tracks results for a project team under general direction of project/program managers.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business Administration, or other related field. Or equivalent work experience.

Title: Project Management Specialist

Minimum Experience: Typically has a minimum of 3 years of project support/management experience.

Functional Duties: Designs, implements, evaluates and audits project management processes and templates for the project management office (PMO). Compiles metrics relating to IT project success, project attributes, and individual productivity and adherence to defined processes. May track costs and performance, service levels and other metrics required to ensure project goals and objectives are met. Serves as a resource to project managers and project leaders to educate and assist them with implementing project management processes and making improvement/changes. Provides administrative support to project managers and project leaders. Ensures project control systems are in place and integrates project data for decision makers. Administers and maintains project management software and tools (e.g., Microsoft Project). Organizes and publishes project-related documentation in various sources. Knowledge of project management tools, methods and best practices such as those defined by the Project Management Body of Knowledge (PMBOK).

Complexity: Intermediate professional level role. Works independently or on a team. Performs tasks of low to medium complexity that require increased knowledge of multiple technical environments and knowledge of business areas that IT supports. May coach more junior staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business Administration, or other related field. Or equivalent work experience.

Title: Project Manager Senior

Minimum Experience: Typically has a minimum of 4 years managing projects. Experience with projects in multiple technologies and functions.

Functional Duties: Responsible for overall coordination, status reporting and stability of project oriented work efforts. Establishes and implements project management processes and methodologies for the IT community to ensure projects are delivered on time, within budget, adhere to high quality standards and meet customer expectations. Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk and resources of the work effort being managed. Assists Program Manager(s) in partnering with senior management of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the enterprise. Must possess extensive knowledge and expertise in the use of project management methodologies and tools, resource management practices and change management techniques. This is a management role with human resource management responsibilities (e.g., hiring, performance management). Manages one or more cross-functional projects of medium to high complexity. More senior role has responsibility for multiple large, complex projects with greater impact to the enterprise.

Middle level management. Works under general direction of senior level management. Responsible for the management of one or more medium to large-sized, moderately to highly complex projects. Typically manages and mentors project leaders and project management staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business Administration, or other related field. Or equivalent work experience. Completion of a recognized project management curriculum is required.

Title: Quality Assurance Analyst Advanced

Minimum Experience: Typically has a minimum of 3 years of systems development, testing and/or business experience.

Functional Duties: Responsible for developing and executing formal test plans to ensure the delivery of quality software applications. Involved in test planning, writing test cases/scripts, test case automation and test execution. Defines and tracks quality assurance metrics such as defects, defect counts, test results and test status. Collects and analyzes data for software process evaluation and improvements, and integrates them into business processes to address the business needs. Documents all problems and assists in their resolution. Delivers quality process training to technical staff and acts as an internal quality consultant to advise or influence business or technical partners. Performs quality audits across the various IT functions to ensure quality standards, procedures and methodologies are being followed.

Complexity: Intermediate professional level role. Works on projects of moderate to high complexity within one or more development environments. Works on multiple programs/systems as a project team member. Considered a subject matter expert for a single program/system. May coach more junior technical staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or similar. Or equivalent work experience.

Title: Systems Administrator Advanced

Minimum Experience: Typically has 3 years of IT work experience. Requires expertise in multiple system environments.

Functional Duties: Deploys the release of new technologies as well as designs, installs, configures, maintains and performs system integration testing of PC/server operating systems, related utilities and hardware. Responsible for trouble shooting server problems as reported by users. Researches, evaluates and recommends software and hardware products. Supports Web access and electronic messaging services and maintains a secure systems environment. Provides new hardware specifications to users based on application needs and anticipated growth, installs new servers and maintains the server infrastructure.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, or other related field. Or equivalent work experience.

Title: Systems Analyst Advanced

Minimum Experience: Typically has a minimum of 3 years of systems analysis/programming experience.

Functional Duties: Responsible for the design and development of IT systems. Develops design and functional specifications, produces deliverables related to the project(s) assigned and assists in post implementation support and system enhancements. Responsible for selecting appropriate C.A.S.E. tools to develop systems and software. Responsible for gathering, compiling and synthesizing information with regard to technology processes or systems. Possesses experience in minicomputer or client/server environments including the implementation and support of resource planning, sales automation, marketing, financial and distribution systems.

Complexity: Intermediate professional level role. Develops systems solutions requiring analysis and research. Works on small to large, complex projects that require increased skill in multiple technical environments and possesses knowledge in a specific business area. Works on one or more projects as a project team member or sometimes as a project lead. May coach more junior technical staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Engineering, or other related field. Or equivalent work experience.

Title: Systems Architect Advanced

Minimum Experience: Typically has a minimum of 4 years of experience in multiple IT areas and 2–3 years of relevant architecture experience. Requires advanced level knowledge and understanding of architecture, applications systems design and integration.

Functional Duties: Responsible for providing senior level expertise on decisions and priorities regarding the enterprise's overall systems architecture. Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems and applications across the enterprise. Reviews, advises and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the enterprise business process and goals.

Provides design recommendations based on long-term IT organization strategy. Develops enterprise level application and custom integration solutions including major enhancements and interfaces, functions and features. Uses a variety of platforms to provide automated systems applications to customers. Provides expertise regarding the integration of applications across the business. Determines specifications, then plans, designs, and develops the most complex and business critical software solutions, utilizing appropriate software engineering processes—either individually or in concert with project team. Will assist in the most difficult support problems.

Develops programming and development standards and procedures as well as programming architectures for code reuse. Has in-depth knowledge of state-of-the art programming languages and object-oriented approaches in designing, coding, testing and debugging programs. Understands and consistently applies the attributes and processes of current application development methodologies. Researches and maintains knowledge in emerging technologies

and possible application to the business. Viewed both internally and externally as a technical expert and critical technical resource across multiple disciplines. Acts as an internal consultant, advocate, mentor and change agent.

Complexity: Typically works on multiple IT projects as a project leader. Works on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. Coaches and mentors more junior technical staff.

Minimum Education: Bachelor's or Master's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Systems Software Programmer Advanced

Experience: Typically has a minimum of 3 years of relevant IT work experience in systems administration and programming.

Functional Duties: Responsible for the analysis, development, modification, installation, testing and maintenance of operating systems software. Possesses a strong understanding of systems programming, graphical user interfaces and control languages. Evaluates vendor supplied software packages and makes recommendations to IT management. Modifies and/or debugs vendor-supplied utilities and packages. Modifies, installs and prepares technical documentation for system software applications. Diagnoses, isolates and de-bugs software problems and performs problem resolution. Monitors systems capacity and performance, plans and executes disaster recovery procedures and provides Tier 2 technical support.

Complexity: Intermediate professional level role. Works on multiple products, activities and projects as a project team member, occasionally as a project leader. Works on moderately complex tasks, projects, activities or support issues that require increased skill in multiple technical environments and has expertise in one product/system. May coach more junior technical staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related field. Or equivalent work experience.

Title: Technical Trainer Advanced

Minimum Experience: Typically has a minimum of 3 years of relevant IT and business work experience including Training (IT course development and delivery) experience.

Functional Duties: Responsible for the creation, and delivery of training and development programs to all levels of end-users and IT professionals. Involved in training needs assessment process and vendor selection. Works closely with both IT and the business to understand system and training needs for applications and packages supported. Develops documentation for custom applications and packaged applications, using a variety of mediums as needed. Designs training programs, classes, workshops, and Computer Based Training (CBT) and on-line help. Delivers training to a variety of audiences, understanding and applying adult learning principles. More junior position works on and delivers training programs for standard packages and productivity tools (e.g., Word, Excel, e-mail). More senior position delivers technical training to IT professionals, and requires in-depth knowledge and experience in the systems/applications/programming languages supported (e.g., Oracle, NT, C++).

Complexity: Intermediate professional level role. Works independently or on multiple IT training projects as a project team member, occasionally as a project leader. Works on small to large, complex IT training projects that require increased skill in multiple technical environments and knowledge of a specific business area. May coach more junior staff.

Minimum Education: Bachelor's Degree in Instructional Technology, Computer Science, Information Systems, Engineering, Education, or other related field. Or equivalent work experience.

18. LABOR CATEGORY RATES

SIN	GSA SERVICE (e.g. Labor Category/Task)	UNIT OF ISSUE (e.g. Hour, Task, or Sq ft)	GSA Rate 12/2/18-12/1/19	GSA Rate 12/2/19-12/1/20	GSA Rate 12/2/20-12/1/21	GSA Rate 12/2/21-12/1/22	GSA Rate 12/2/22-12/1/23
SIN 54151S - Information Technology Professional Services							
	Project Manager I*	Hour	\$96.96	\$99.87	\$102.87	\$105.96	\$109.13
	Business Analyst III	Hour	\$70.08	\$72.18	\$74.35	\$76.58	\$78.88
	Information Systems Consultant I	Hour	\$50.25	\$51.76	\$53.31	\$54.91	\$56.56
	Information Systems Consultant III	Hour	\$69.39	\$71.47	\$73.62	\$75.83	\$78.10
	Information Systems Consultant IV	Hour	\$75.26	\$77.52	\$79.85	\$82.24	\$84.71
	Information Systems Consultant IX	Hour	\$107.71	\$110.94	\$114.27	\$117.69	\$121.23
	Information Systems Consultant X	Hour	\$185.94	\$191.51	\$197.26	\$203.18	\$209.27
	Web Developer I	Hour	\$51.56	\$53.11	\$54.70	\$56.34	\$58.03
	Web Developer V	Hour	\$87.19	\$89.81	\$92.50	\$95.27	\$98.13
	ERP Developer II	Hour	\$95.71	\$98.58	\$101.54	\$104.58	\$107.72
	Database Architect III	Hour	\$82.89	\$85.38	\$87.94	\$90.58	\$93.30
	Network Engineer I	Hour	\$76.68	\$78.98	\$81.35	\$83.79	\$86.31
	LAN Administrator I	Hour	\$75.26	\$77.52	\$79.85	\$82.24	\$84.71
	Help Desk Coordinator III	Hour	\$83.88	\$86.40	\$88.99	\$91.66	\$94.41
	PC Technician II	Hour	\$65.09	\$67.04	\$69.05	\$71.12	\$73.25
	Technical Writer I	Hour	\$41.25	\$42.49	\$43.76	\$45.08	\$46.43
	Technical Writer II	Hour	\$55.14	\$56.79	\$58.49	\$60.25	\$62.06
	Applications Development Analyst Advanced	Hour	\$105.61	\$108.78	\$112.05	\$115.41	\$118.87
	Business Analyst Advanced	Hour	\$92.94	\$95.73	\$98.60	\$101.56	\$104.61
	Business Management Specialist	Hour	\$104.56	\$107.69	\$110.93	\$114.25	\$117.68

SIN	GSA SERVICE (e.g. Labor Category/Task)	UNIT OF ISSUE (e.g. Hour, Task, or Sq ft)	GSA Rate 12/2/18-12/1/19	GSA Rate 12/2/19-12/1/20	GSA Rate 12/2/20-12/1/21	GSA Rate 12/2/21-12/1/22	GSA Rate 12/2/22-12/1/23
SIN 54151S - Information Technology Professional Services							
	Business Process Consultant Advanced	Hour	\$108.78	\$112.05	\$115.41	\$118.87	\$122.44
	Data Modeler Advanced	Hour	\$110.89	\$114.22	\$117.65	\$121.18	\$124.81
	Data Warehouse Analyst Advanced	Hour	\$106.67	\$109.87	\$113.17	\$116.56	\$120.06
	Database Administrator Advanced	Hour	\$121.46	\$125.10	\$128.85	\$132.72	\$136.70
	Database Analyst Intermediate	Hour	\$97.17	\$100.08	\$103.08	\$106.17	\$109.36
	Database Manager Sr	Hour	\$137.30	\$141.42	\$145.66	\$150.03	\$154.53
	Documentation Specialist/Technical Writer Advanced	Hour	\$83.44	\$85.94	\$88.52	\$91.17	\$93.91
	Enterprise Architect	Hour	\$139.41	\$143.59	\$147.90	\$152.34	\$156.91
	Internet/Web Applications Programmer Advanced	Hour	\$105.61	\$108.78	\$112.05	\$115.41	\$118.87
	Internet/Web Architect Advanced	Hour	\$115.12	\$118.57	\$122.13	\$125.79	\$129.57
	Internet/Web Designer Advanced	Hour	\$100.33	\$103.34	\$106.44	\$109.64	\$112.93
	Internet/Web Engineer Advanced	Hour	\$106.67	\$109.87	\$113.17	\$116.56	\$120.06
	Internet/Web Systems Administrator Advanced	Hour	\$95.05	\$97.90	\$100.84	\$103.87	\$106.98
	IT Business Consultant Advanced	Hour	\$97.17	\$100.08	\$103.08	\$106.17	\$109.36
	Mgmt. Applications Development - Sr. Manager	Hour	\$135.19	\$139.24	\$143.42	\$147.72	\$152.15
	Network Administrator Advanced	Hour	\$92.94	\$95.73	\$98.60	\$101.56	\$104.61
	Network Analyst Advanced	Hour	\$95.05	\$97.90	\$100.84	\$103.87	\$106.98
	Network Architect Advanced	Hour	\$120.40	\$124.01	\$127.73	\$131.56	\$135.51
	Network Engineer Advanced	Hour	\$115.12	\$118.57	\$122.13	\$125.79	\$129.57
	Network Technician Advanced	Hour	\$66.54	\$68.53	\$70.59	\$72.71	\$74.89
	Program Manager Sr.	Hour	\$126.74	\$130.54	\$134.46	\$138.49	\$142.64
	Project Leader Advanced	Hour	\$115.12	\$118.57	\$122.13	\$125.79	\$129.57
	Project Management Specialist	Hour	\$78.68	\$81.04	\$83.47	\$85.98	\$88.56
	Project Manager Sr.	Hour	\$115.12	\$118.57	\$122.13	\$125.79	\$129.57
	Quality Assurance Analyst Advanced	Hour	\$92.94	\$95.73	\$98.60	\$101.56	\$104.61
	Systems Administrator Advanced	Hour	\$99.81	\$102.80	\$105.88	\$109.06	\$112.33
	Systems Analyst Advanced	Hour	\$100.33	\$103.34	\$106.44	\$109.64	\$112.93
	Systems Architect Advanced	Hour	\$129.91	\$133.80	\$137.82	\$141.95	\$146.21
	Systems Software Programmer Advanced	Hour	\$109.84	\$113.13	\$116.53	\$120.02	\$123.62
	Technical Trainer Advanced	Hour	\$78.15	\$80.50	\$82.91	\$85.40	\$87.96

Note 1: Method for Determining Price Adjustments: An escalation method will be negotiated prior to award in accordance with the clause I-FSS-969, Economic Price Adjustment – FSS Multiple Award Schedule, utilizing any of the methods available in the solicitation under that clause. The 3.0% proposed escalation rate is based upon the Bureau of Labor Statistics' Employment Cost Index (ECI), Table 5: Compensation – Not Seasonally Adjusted – Employment Cost Index for Total Compensation, for Private Industry Workers (Professional, Scientific, and Technical Services) – for the 12 months ended December 2017. This table is attached for your review.