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**APPROVED**  
**General Services Administration**  
**Federal Acquisition Service**  
**Information Technology Schedule Pricelist**

General Purpose Commercial Information Technology  
Equipment, Software, and Services



APPROVED FEDERAL ACQUISITION SERVICE  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES

**General Description**

NetImpact Strategies Inc. is a woman-owned, small business with deep expertise in the areas of Portfolio Management, Governance, Enterprise Architecture, Performance Measurement and Quality Management. Our solutions empower sound decision-making and management practices, to enable government agencies to serve effectively as good stewards of taxpayer dollars while meeting their mission. We focus on comprehensive solutions that take into account people, process, and technology.

**Applicable Special Item Numbers, FSC Classes, and FPDS Codes**

<b>Special Item Numbers</b>	<b>FSC Class/FPDS Code</b>	<b>Products/Services</b>
132-51, Information Technology Professional Services	FPDS Code D302	IT Systems Development Services
	FDPS Code D306	IT Systems Analysis Services
	FPDS Code D307	Automated Information Systems Design and Integration Services
	FPDS Code D308	Programming Services
	FPDS Code D310	IT Backup and Security Services
	FPDS Code D311	IT Data Conversion Services
	FPDS Code D313	Computer Aided Design/Mfg Svcs
	FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services
	FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified
132 56 --- Health Information Technology Services	FPDS Code D302	IT Systems Development Services
	FDPS Code D306	IT Systems Analysis Services
	FPDS Code D307	Automated Information Systems Design and Integration Services
	FPDS Code D308	Programming Services
	FPDS Code D310	IT Backup and Security Services
	FPDS Code D311	IT Data Conversion Services
	FPDS Code D313	Computer Aided design/Mfg Svcs
	FPDS Code D317	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services
	FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

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

**Note 2:** Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

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



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Contract Number: GS-35F-0206Y

Period Covered by Contract: February 16, 2012 – February 15, 2022

**General Services Administration**

**Federal Acquisition Service**

Pricelist current through Modification 0009, dated February 10, 2017. Products and ordering information in this Authorized FAS Information Technology Schedule Pricelist are also available on the GSA *Advantage!* System. Agencies can browse GSA *Advantage!* by accessing the Federal Acquisition Service's Home Page via the Internet at <http://www.fss.gsa.gov>

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**1 CUSTOMER INFORMATION**

**1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

<u>SIN</u>	<u>DESCRIPTION</u>
132-51	IT Professional Services
132-56	Health IT Professional Services

**1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**

(Government net price based on a unit of one)

SIN 132-51	Technical Writer	\$49.59
SIN 132-56	Technical Writer 1	\$51.88

**1c. HOURLY RATES (Services only):**

**Please see the Authorized GSA Schedule pricelist starting on page 31.**

- 2. MAXIMUM ORDER\*:** The Maximum Order value for Special Item Number 132-51 - Information Technology (IT) Professional Services and Special Item Number 132-56, Health IT Professional Services is \$500,000:

NOTE TO ORDERING ACTIVITIES: \*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact 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:** The minimum dollar value of orders to be issued is \$100.00.
- 4. GEOGRAPHIC COVERAGE:** The Geographic Scope of Contract is domestic delivery only.
- 5. POINT(S) OF PRODUCTION:** N/A (services only)
- 6. DISCOUNT FROM LIST PRICES:** Basic discount of 8% from the awarded commercial price list. Negotiated discount has been applied and the IFF has been added.
- 7. QUANTITY DISCOUNT(S):** None
- 8. PROMPT PAYMENT TERMS:** 0% - 0 days from invoice date
- 9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.**
- 9.b Government Purchase Cards ARE NOT accepted above the micro-purchase threshold. Contact contractor for limit.**
- 10. FOREIGN ITEMS:** N/A (services only)
- 11a. TIME OF DELIVERY:** As negotiated between NetImpact Strategies and the ordering Activity.

- 11b. EXPEDITED DELIVERY:** Items available for expedited delivery are noted in this price list.
- 11c. OVERNIGHT AND 2-DAY DELIVERY:** Overnight and 2-day delivery are available. Contact the Contractor for rates.
- 11d. URGENT REQUIRMENTS:** Agencies can contact the Contractor's representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.
- 12. FOB POINT:** Destination
- 13a. ORDERING ADDRESS:** Agencies should address all orders to the following address.
- NetImpact Strategies, Inc.  
24917 Castleton Drive  
Chantilly, VA 20152  
Phone: 571-216-8303 / Fax: 703-462-8154  
Email: [kkalatur@netimpactstrategies.com](mailto:kkalatur@netimpactstrategies.com)
- 13b. ORDERING PROCEDURES:** Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule Homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
- 14. PAYMENT ADDRESS:** Agencies should address all payments to the following address.
- NetImpact Strategies, Inc.  
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Phone: 571-216-8303 / Fax: 703-462-8154  
Email: [kkalatur@netimpactstrategies.com](mailto:kkalatur@netimpactstrategies.com)
- 15. WARRANTY PROVISION:** N/A (services only)
- 16. EXPORT PACKING CHARGES:** N/A
- 17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.
- 18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** N/A
- 19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A

20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A
21. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A
22. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A
23. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A
- 24a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. **Section 508 Compliance for Electronic and Information Technology (EIT):** N/A
25. **DUNS NUMBER:** 014962348
26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Contractor has an Active Registration in the SAM database.
27. **SERVICE CONTRACT ACT:** The Service Contract Act (SCA) is applicable to this contract and applies to the entire IT 70 Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29CFR 5413.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and/or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and applicable wage determination (WD) number.

## **2. TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

### **1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

### **3. ORDER**

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

### **4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.



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

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
  - (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
  - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

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

## **6. INSPECTION OF SERVICES**

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

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

- a. Definitions.

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

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

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

- b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that

might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **11. INVOICES**

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

## **12. PAYMENTS**

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

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

## **13. RESUMES**

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

## **14. INCIDENTAL SUPPORT COSTS**

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

## 15. APPROVAL OF SUBCONTRACTS

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

## 16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
Engagement Director	<p>Engagement Director oversees multiple NetImpact engagements or projects. The Engagement Director is responsible for overall customer satisfaction. Typical duties include the following:</p> <ul style="list-style-type: none"> <li>• Provide oversight for multiple projects and serve as the highest level of escalation for all delivery, performance, and contractual issues</li> <li>• Provide expertise on governance processes, program management, and performance metrics</li> <li>• Assist the project/program manager in resource and staff management, making sure the appropriate resources are made available to the project</li> <li>• Resolve any contractual, legal or quality disputes with the customer</li> <li>• Provide mentorship to other management and technical staff</li> </ul>	<p>Masters degree in related field and 10+ years experience in project management managing multiple large scale IT system development projects.</p> <p>-Or-</p> <p>Bachelors degree in related field and 15+ years experience in project management managing multiple large scale IT system development projects.</p> <p>Plus demonstrated:</p> <ul style="list-style-type: none"> <li>• Leadership skills in project and personnel management</li> <li>• Proficiency in IT system development and implementation</li> <li>• Proficiency in topics related to project management, portfolio management, governance and enterprise architecture</li> </ul>
Functional Consultant, Level 1	<p>The Level 1 Functional Consultant assists in the analysis, design, implementation, and support of new processes for customers. Typical duties include the following:</p> <ul style="list-style-type: none"> <li>• Support Requirements definition and documentation</li> <li>• Assist with functional and process analysis and documentation</li> <li>• Assist with planning and implementing IT solutions</li> </ul>	<p>Bachelors degree in related field and 2+ years of experience in business process re-engineering and/or IT systems analysis and design.</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Complete clearly defined project tasks with supervision</li> <li>• Contribute to the content and creation of deliverables for definition, development, and validation of business</li> </ul>

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	<ul style="list-style-type: none"> <li>Assist with testing the completed solution against the functional requirements</li> <li>Train customer on new processes</li> </ul>	<p>processes and business rules</p> <ul style="list-style-type: none"> <li>Attain necessary training or certification(s) to remain aligned with NetImpact’s strategy and direction</li> </ul>
Functional Consultant, Level 2	<p>The Level 2 Functional Consultant assists with definition, analysis, design, and implementation of IT solutions around customer business processes, governance, and management issues. Typical duties include the following:</p> <ul style="list-style-type: none"> <li>Understand and advise on customer business processes that the NetImpact IT solution supports</li> <li>Support building a requirements framework and use case structure</li> <li>Plan, structure, and facilitate group requirements sessions</li> <li>Translate customer functional requirements into business and technical solutions and demonstrate that the intended outcome meets the customer requirements</li> <li>Develop business and technical solutions using COTS</li> <li>Support quality oversight</li> <li>Develop acceptance test plans and QA processes, and assist with acceptance test with customer stakeholders</li> <li>Assist with training curriculum and materials and lead customer training sessions</li> </ul>	<p>Bachelor’s degree in related field and 4+ years of experience in business process re-engineering and/or systems analysis and design.</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>Complete clearly defined project tasks with minimal supervision</li> <li>Work independently and contributes to the content and creation of deliverables for definition, development, and validation of information technology processes or solutions</li> <li>Attain necessary training or certification(s) to remain aligned with NetImpact’s strategy and direction</li> </ul>

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
Functional Subject Matter Expert (SME), Level 1	<p>The Level 1 Functional SME is an expert in a given field. Typical duties include the following:</p> <ul style="list-style-type: none"> <li>• Provide expertise in the design and development of complex business solutions that adhere to best practices and industry standards</li> <li>• Serve as expert on topics related to Business Process, Service Management, IT Portfolio Management, Program Management, Capital Planning and Investment Control and Earned Value Management.</li> <li>• Serve as expert on topics related to governance frameworks and organizational decision making models</li> <li>• Serve as an advisor to the team and the customer on major functional issues that have significant impact to the project</li> </ul>	<p>Masters degree in related field and 2+ years experience in modeling, designing, developing and managing large enterprise IT and business solutions</p> <p>-Or-</p> <p>Bachelors degree in related field and 4+ years experience in modeling, designing, developing and managing large enterprise IT and business solutions</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Successfully creates IT and business solutions for multiple concurrent projects, applying expert knowledge and understanding of technical options</li> <li>• Solve complex business and technical problems on projects that prevented project derailment or failure</li> <li>• Attain necessary training or certification(s) to remain aligned with NetImpact’s strategy and direction</li> </ul>
Functional Subject Matter Expert (SME), Level 3	<p>The Level 3 Functional SME serves as the functional authority on NetImpact engagements. Typical duties include the following:</p> <ul style="list-style-type: none"> <li>• Lead team members in planning and reviewing customer policy and industry standards and advise the customer and the team on best practices</li> <li>• Provide expertise in the design and development of complex business solutions that adhere to best practices and industry standards</li> <li>• Serve as expert on topics related to Business Process, Service Management, IT Portfolio</li> </ul>	<p>Masters degree in related field and 6+ years experience in modeling, designing, developing and managing large enterprise IT and business solutions</p> <p>-Or-</p> <p>Bachelors degree in related field and 8+ years experience in modeling, designing, developing and managing large enterprise IT and business solutions</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Successfully creates IT and business solutions for multiple concurrent projects, applying expert knowledge and</li> </ul>

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	<p>Management, Program Management, Capital Planning and Investment Control and Earned Value Management.</p> <ul style="list-style-type: none"> <li>• Serve as expert on topics related to governance frameworks and organizational decision making models</li> <li>• Serve as an advisor to the team and the customer on major functional issues that have significant impact to the project</li> </ul>	<p>understanding of technical options</p> <ul style="list-style-type: none"> <li>• Solve complex business and technical problems on projects that prevented project derailment or failure</li> <li>• Attain necessary training or certification(s) to remain aligned with NetImpact’s strategy and direction</li> </ul>
<p>Functional Subject Matter Expert (SME), Level 5</p>	<p>The Level 5 Functional SME is an industry recognized expert in a given field through professional publications, speaking engagements or organization and thought leadership. Functional SME Level 5 serves as the functional authority on NetImpact engagements. Typical duties include the following:</p> <ul style="list-style-type: none"> <li>• Lead team members in planning and reviewing customer policy and industry standards (IEEE, ANSI, ISO, CMMI) and advise the customer and the team on best practices</li> <li>• Provide expertise in the design and development of complex business solutions that adhere to best practices and industry standards</li> <li>• Serve as expert on topics related to IT Portfolio Management, Program Management, Capital Planning and Investment Control and Earned Value Management.</li> <li>• Serve as expert on topics related to governance frameworks and organizational decision making models</li> <li>• Serve as an advisor to the team and the customer on major</li> </ul>	<p>Masters degree in related field and 10+ years experience in modeling, designing, developing and managing large enterprise IT and business solutions</p> <p>-Or-</p> <p>Bachelors degree in related field and 15+ years experience in modeling, designing, developing and managing large enterprise IT and business solutions</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Successfully creates IT and business solutions for multiple concurrent projects, applying expert knowledge and understanding of technical options</li> <li>• Solve complex business and technical problems on projects that prevented project derailment or failure</li> <li>• Attain necessary training or certification(s) to remain aligned with NetImpact’s strategy and direction</li> </ul>



Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	<p>functional issues that have significant impact to the project</p> <ul style="list-style-type: none"> <li>• Provide career mentorship to staff within the practice by facilitating professional development opportunities</li> </ul>	
<p>Network Specialist, Level 2</p>	<p>The Level 2 Network Specialist is an expert in the field of computer networks who designs and implements an Enterprise Network solution for customers. Typical duties include the following:</p> <ul style="list-style-type: none"> <li>• Lead meetings to:               <ul style="list-style-type: none"> <li>○ Gather network features/services needed to implement the Enterprise network</li> <li>○ Gather user performance, SLAs and metrics to define and measure the performance of the Enterprise network</li> <li>○ Define scalability and availability objectives</li> <li>○ Define network management objectives</li> <li>○ Define service-level management using industry best practices (ITSM)</li> </ul> </li> <li>• Translate customer functional requirements into a technical solution and demonstrate the intended outcome will meet the customer requirements.</li> <li>• Provides thought-leadership to solving complex technical issues and facilitate a consistent and scalable Network architecture</li> <li>• Compare different potential network designs in relation to industry best practices, compliance with ITSM and customer policies</li> <li>• Analyze the network design and identify all potential capacity or scaling issues relative to the</li> </ul>	<p>Masters degree in related field and 4+ years experience in design and implementation of Enterprise networks</p> <p>-Or-</p> <p>Bachelors degree in related field and 6+ years experience in design and implementation of Enterprise networks</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Provide thought-leadership to solving complex technical issues and facilitate a consistent and scalable Network architecture</li> <li>• Ensure that the architecture of the network solution is according to network engineering principles</li> <li>• Accept ultimate responsibility for the overall network solution to business problems presented on the project, and ensured the solutions were appropriately implemented</li> <li>• Stay abreast with the latest technology and propose recommendations as applicable</li> <li>• Attains necessary training or certification(s) to remain aligned with NetImpact’s strategy and direction</li> </ul>



Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	solution requirements <ul style="list-style-type: none"> <li>Recommend different testing strategies and document all aspects of testing validation of the new solution in accordance with industry best practices and customer policies</li> </ul>	
Program Manager, Level 1	Serves as a Program Manager on a medium NetImpact project or multiple small size projects <ul style="list-style-type: none"> <li>Responsible for overall performance with oversight from an Engagement Director</li> <li>Provide Program Management for one medium or multiple small size projects and serve as the main client liaison to manage scope, performance, and customer expectations</li> <li>Provide oversight to project managers or team leads on the development of project work plan</li> <li>Manage or monitor project delivery and ensure project cost, schedule, and scope are adhering to the agreed upon work plan</li> <li>Act as the first level of escalation for all delivery, performance, and contractual issues</li> <li>Provide expertise on governance processes, program management, and performance metrics</li> <li>Provide quality control over the work of the entire team.</li> </ul>	Masters degree in related field and 2+ years experience -Or- Bachelors degree in related field and 4+ years experience  Plus demonstrated ability to: <ul style="list-style-type: none"> <li>Manage multiple concurrent programs and conducted project reviews with project managers</li> <li>Exhibit management skills through promotion to levels of higher responsibility (more staff, longer projects, greater complexity)</li> <li>Successfully manage relationships with client senior management and executives to ensure issue resolution and provide recommendations for additional NetImpact IT services</li> <li>Attain necessary training or certification(s) to remain aligned with NetImpact's IT strategy and direction</li> </ul>
Program Manager, Level 4	Serves as a Program Manager on a large NetImpact project or multiple small to medium size projects. Responsible for overall performance with minimal supervision from an Engagement Director. Typical duties include the following:	Masters degree in related field and 8+ years program management experience managing large or multiple small/medium projects concurrently -Or- Bachelors degree in related field and

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	<ul style="list-style-type: none"> <li>• Provide Program Management for one large or multiple small size projects and serve as the main client liaison to manage scope, performance, and customer expectations</li> <li>• Provide oversight to project managers or team leads on the development of project work plan</li> <li>• Manage or monitor project delivery and ensure project cost, schedule, and scope are adhering to the agreed upon work plan</li> <li>• Act as the first level of escalation for all delivery, performance, and contractual issues</li> <li>• Provide expertise on governance processes, program management, and performance metrics</li> <li>• Provide quality control over the work of the entire team.</li> </ul>	<p>12+ years program management experience managing large or multiple small/medium projects concurrently</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Manage multiple concurrent programs and conducted project reviews with project managers</li> <li>• Exhibit management skills through promotion to levels of higher responsibility (more staff, longer projects, greater complexity)</li> <li>• Successfully manage relationships with client senior management and executives to ensure issue resolution and provide recommendations for additional NetImpact IT services</li> <li>• Attain necessary training or certification(s) to remain aligned with NetImpact’s IT strategy and direction</li> </ul>
Program Manager, Level 5	<p>Serves as a Program Manager on a large NetImpact project or multiple medium to large size projects</p> <ul style="list-style-type: none"> <li>• Responsible for overall performance with minimal or no supervision from an Engagement Director</li> <li>• Provide Program Management for one large or multiple medium size projects and serve as the main client liaison to manage scope, performance, and customer expectations</li> <li>• Provide oversight to project managers or team leads on the development of project work plan</li> <li>• Manage or monitor project delivery and ensure project cost, schedule, and scope are</li> </ul>	<p>Masters degree in related field and 10+ years program management experience managing large or multiple small/medium projects concurrently</p> <p>-Or-</p> <p>Bachelors degree in related field and 14+ years program management experience managing large or multiple small/medium projects concurrently</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Manage multiple concurrent programs and conducted project reviews with project managers</li> <li>• Exhibit management skills through promotion to levels of higher responsibility (more staff, longer projects, greater</li> </ul>

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	<p>adhering to the agreed upon work plan</p> <ul style="list-style-type: none"> <li>Act as the first level of escalation for all delivery, performance, and contractual issues</li> <li>Provide expertise on governance processes, program management, and performance metrics</li> <li>Provide quality control over the work of the entire team.</li> </ul>	<p>complexity)</p> <ul style="list-style-type: none"> <li>Successfully manage relationships with client senior management and executives to ensure issue resolution and provide recommendations for additional NetImpact IT services</li> <li>Attain necessary training or certification(s) to remain aligned with NetImpact’s IT strategy and direction</li> </ul>
Project Manager, Level 3	<p>Serves as a Project Manager on a NetImpact engagement</p> <ul style="list-style-type: none"> <li>Lead a small size project and serves as the main client liaison to manage scope, performance, and customer expectations</li> <li>Build project work plan that includes all aspects of delivering the NetImpact IT solution from project start to finish</li> <li>Deliver on-time and on-budget against the agreed upon work plan.</li> <li>Understand and advise on customer business processes that the NetImpact IT solution supports</li> <li>Plan, structure, and facilitate group requirements sessions</li> <li>Define governance processes and performance metrics</li> <li>Provide quality control over the work of entire team</li> </ul>	<p>Masters degree in related field and 3+ years experience -Or- Bachelors degree in related field and 5+ years experience</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>Serve as the project manager responsible for the overall execution of the project, managing project resource, schedule and cost, ensuring compliance to contractual agreement and quality requirement</li> <li>Independently create and/or review project work plans</li> <li>Oversee project teams to ensure administrative, and delivery occur as planned</li> <li>Develop relationships with client management to facilitate project issue resolution</li> </ul>
Project Manager, Level 4	<p>Serves as a Project Manager on a NetImpact engagement. Duties include the following:</p> <ul style="list-style-type: none"> <li>Lead a small to medium size project and serves as the main client liaison to manage scope, performance, and customer expectations</li> </ul>	<p>Masters degree in related field and 4+ years project management and team lead experience managing small to medium size projects -Or- Bachelors degree in related field and 6+ years project management and team lead experience managing small</p>

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	<ul style="list-style-type: none"> <li>• Build project work plan that includes all aspects of delivering the NetImpact IT solution from project start to finish</li> <li>• Deliver on-time and on-budget against the agreed upon work plan.</li> <li>• Understand and advise on customer business processes that the NetImpact IT solution supports</li> <li>• Plan, structure, and facilitate group requirements sessions</li> <li>• Define governance processes and performance metrics</li> <li>• Provide quality control over the work of entire team</li> </ul>	<p>to medium size projects</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Serve as the project manager responsible for the overall execution of the project, managing project resource, schedule and cost, ensuring compliance to contractual agreement and quality requirement</li> <li>• Independently create and/or review project work plans</li> <li>• Oversee project teams to ensure administrative, and delivery occur as planned</li> <li>• Develop relationships with client management to facilitate project issue resolution</li> <li>• Attain necessary training or certification(s) to remain aligned with NetImpact’s IT strategy and direction</li> </ul>
Project Manager, Level 5	<p>Serves as a Project Manager on a NetImpact engagement</p> <ul style="list-style-type: none"> <li>• Lead a medium to large size project and serves as the main client liaison to manage scope, performance, and customer expectations</li> <li>• Build project work plan that includes all aspects of delivering the NetImpact IT solution from project start to finish</li> <li>• Deliver on-time and on-budget against the agreed upon work plan.</li> <li>• Understand and advise on customer business processes that the NetImpact IT solution supports</li> <li>• Plan, structure, and facilitate group requirements sessions</li> </ul>	<p>Masters degree in related field and 6+ years project management and team lead experience managing small to medium size projects</p> <p>-Or-</p> <p>Bachelors degree in related field and 8+ years project management and team lead experience managing small to medium size projects</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Serve as the project manager responsible for the overall execution of the project, managing project resource, schedule and cost, ensuring compliance to contractual agreement and quality requirement</li> <li>• Independently create and/or review project work plans</li> </ul>

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	<ul style="list-style-type: none"> <li>• Define governance processes and performance metrics</li> <li>• Provide quality control over the work of entire team</li> </ul>	<ul style="list-style-type: none"> <li>• Oversee project teams to ensure administrative, and delivery occur as planned</li> <li>• Develop relationships with client management to facilitate project issue resolution</li> <li>• Attain necessary training or certification(s) to remain aligned with NetImpact’s IT strategy and direction</li> </ul>
QA Analyst, Level 4	<p>Develops and executes software plans to identify software problems and their causes</p> <ul style="list-style-type: none"> <li>• Develop and implement procedures and test plans for assuring quality in a system development environment which supports large databases and applications.</li> <li>• Provide development of project Software Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract.</li> <li>• Provide an independent assessment of how the project's software development process is being implemented relative to the defined process and recommends methods to optimize the organization's process.</li> <li>• Responsible for all activities involving quality assurance and compliance with applicable regulatory requirements.</li> <li>• Conduct audits and reviews/analyzes data and documentation.</li> </ul>	<p>Masters degree in related field and 3+ years experience -Or- Bachelors degree in related field and 5+ years experience</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Knowledge of the principles, practices and procedures of quality assurance testing and the ability to apply knowledge and skills to a range of professional assignments including the most difficult and complex</li> <li>• Design, write, test and document efficient testing solutions to meet customer needs</li> <li>• Strong written and verbal communication skills</li> <li>• Work with minimal supervision and demonstrate initiative and good judgment</li> </ul>

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
Software Architect, Level 1	<p>The Level 1 Software Architect is an IT technologist who is able, with assistance assess, design, develop, and implement IT solutions to solve customer’s business problems with oversight from a project manager. The type of duties includes the following.</p> <ul style="list-style-type: none"> <li>• Assist the Project Manager in planning and reviewing customer technical/architectural standards and advise the customer and the team on industry best practices</li> <li>• Assist with the design and development of IT technical solutions that adhere to best practices and industry standards</li> <li>• Provide some expertise in enterprise architecture (EA) framework and modeling techniques such as DoDAF, BEA, FEAF, FSAM etc.</li> </ul>	<p>Bachelor’s degree in related field and 4+ years of combined experience in modeling, designing, developing and managing large enterprise systems</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Successfully assists with creating IT solutions for multiple projects, applying knowledge and understanding of technical options</li> <li>• Attains necessary training or certification(s) to remain aligned with NetImpact’s IT strategy and direction</li> </ul>
Software Architect, Level 2	<p>The Level 2 Software Architect is an IT technologist who is able to independently assess, design, develop, and implement IT solutions to solve customer’s business problems with minimal oversight from a project manager. The type duties include</p> <ul style="list-style-type: none"> <li>• Assist the Project Manager in planning and reviewing customer technical/architectural standards and advise the customer and the team on industry best practices</li> <li>• Assist with the design and development of complex IT technical solutions that adhere to best practices and industry standards</li> <li>• Provide expertise in enterprise architecture (EA) framework and</li> </ul>	<p>Bachelor’s degree in related field and 6+ years of combined experience in modeling, designing, developing and managing large enterprise systems. Plus:</p> <ul style="list-style-type: none"> <li>• Successfully creates IT solutions for multiple projects, applying broad knowledge and understanding of technical options</li> <li>• Attained technical certification(s) to remain aligned with NetImpact’s strategy and direction</li> <li>• Attains necessary training or certification(s) to remain aligned with NetImpact’s strategy and direction</li> </ul>

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	modeling techniques such as DoDAF, BEA, FEA, FSAM etc.	
Software Architect, Level 3	<p>The Level 3 Software Architect is an IT technologist who is able to independently assess, design, develop, and implement IT solutions to solve customer's business problems with no oversight from a project manager. The type duties include the following:</p> <ul style="list-style-type: none"> <li>• Assist the Project Manager in planning and reviewing customer technical/architectural standards and advise the customer and the team on industry best practices</li> <li>• Lead the design and development of complex IT technical solutions that adhere to best practices and industry standards</li> <li>• Provide expertise in enterprise architecture (EA) framework and modeling techniques such as DoDAF, BEA, FEA, FSAM etc.</li> <li>• Assess customer's technical and business architecture and develop roadmaps to reach the desired end target state</li> </ul>	<p>Master's degree in related field and 6+ years experience</p> <p>-Or-</p> <p>Bachelor's degree in related field and 10+ years of combined experience in modeling, designing, developing and managing large enterprise systems</p> <p>Plus:</p> <ul style="list-style-type: none"> <li>• Successfully creates IT solutions for multiple projects, applying expert knowledge and understanding of technical options</li> <li>• Lead the development of architectural deliverables</li> <li>• Attains technical certification(s) to remain aligned with NetImpact's IT strategy and direction</li> </ul>
Software Developer/Programmer, Level 5	<p>Designs and develops software applications</p> <ul style="list-style-type: none"> <li>• Design, develop, enhance, debug, and implement software. Troubleshoot production problems related to software applications.</li> <li>• Research, test, build, and coordinate the conversion and/or integration of new products based on client requirements.</li> <li>• Design and develop new software products or major enhancements to existing</li> </ul>	<p>Masters degree in related field and 6+ years experience in designing and developing software applications</p> <p>-Or-</p> <p>Bachelors degree in related field and 8+ years experience in designing and developing software applications</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Fluency in multiple programming languages</li> <li>• Knowledge of software development principles and best practices.</li> <li>• Strong analytical thinking and</li> </ul>

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	<p>software.</p> <ul style="list-style-type: none"> <li>• Address problems of systems integration, compatibility, and multiple platforms.</li> <li>• Consult with project teams and end users to identify application requirements.</li> <li>• Perform feasibility analysis on potential future projects to management.</li> <li>• Assist in the evaluation and recommendation of application software packages, application integration and testing tools.</li> <li>• Resolve problems with software and responds to suggestions for improvements and enhancements.</li> <li>• Act as team leader on projects.</li> <li>• Instruct, assign, direct, and check the work of other software developers on development team.</li> <li>• Participate in development of software user manuals.</li> </ul>	<p>problem solving skills</p> <ul style="list-style-type: none"> <li>• Strong written and verbal communication skills</li> <li>• Work with minimal supervision and demonstrate initiative and good judgment</li> </ul>
<p>Technical Consultant, Level 2</p>	<p>The Level 2 Technical Consultant assists the team in the physical implementation of technology solutions, which includes planning software implementation procedures, reviewing technical standards, developing and applying software, and development of custom interfaces. Duties include the following:</p> <ul style="list-style-type: none"> <li>• Serve as a liaison with client technical staff to support planning for the new solution</li> <li>• Design, develop, and implement software solutions that automate and/or integrate customer business processes and functions</li> <li>• Perform installation and</li> </ul>	<p>Bachelors degree in related field and 4+ years of experience in designing, developing, and managing software applications.</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Complete clearly defined project tasks with minimum supervision</li> <li>• Contribute significantly to the design, implementation, and testing of technical IT solutions</li> <li>• Attain necessary training or certification(s) to remain aligned with NetImpact’s strategy and direction</li> </ul>



Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	<p>detailed configuration of COTS applications</p> <ul style="list-style-type: none"> <li>• Carry-out testing and quality assurance (QA) processes</li> <li>• Coordinate production roll-out activities</li> <li>• Application support after roll-out</li> </ul>	
<p>Technical Consultant, Level 3</p>	<p>The Level 3 Technical Consultant leads the requirement, design, development, and implementation of IT solutions in support of automation and integration of customer business processes. Typical duties include the following:</p> <ul style="list-style-type: none"> <li>• Assist the Project Manager in planning and reviewing customer technical and architectural standards</li> <li>• Lead the development of Technical Concept of Operations documents, DITSCAP, C&amp;A or other required technical documentations</li> <li>• Assist client technical staff in setting up IT solutions and serve as the POC for issue resolution</li> <li>• Assist in facilitating group requirements sessions and work with individual stakeholders in gathering technical requirements</li> <li>• Design, develop, and implement COTS or custom software solutions that automate and/or integrate customer business processes and functions based on industry best practice</li> <li>• Provide quality oversight to the team</li> <li>• Develop acceptance test</li> </ul>	<p>Masters degree in related field with 2+ years experience in designing, developing, and managing large enterprise applications</p> <p>-Or-</p> <p>Bachelors degree in related field and 6+ years experience in designing, developing, and managing large enterprise applications</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Successfully creates IT technical solutions independently</li> <li>• Demonstrate technical proficiency in at least one of NetImpact’s targeted information technologies through performance and/or certification</li> <li>• Provides review and QA for the work of others on the team</li> <li>• Accepts ultimate responsibility for the overall IT solution to business problems presented on the project, and ensured the solutions were appropriately implemented</li> <li>• Attains necessary training or certification(s) to remain aligned with NetImpact’s strategy and direction</li> </ul>

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	<p>plans and QA processes and lead/execute acceptance test with customer stakeholders.</p> <ul style="list-style-type: none"> <li>• Ongoing application support post roll-out</li> </ul>	
<p>Technical Subject Matter Expert, Level 3</p>	<p>The Level 3 Technical Subject Matter Expert performs in highly specialized IT subject areas. Duties included the following.</p> <ul style="list-style-type: none"> <li>• Provides expert training, guidance and insight into specific technologies and methodologies and their application.</li> <li>• Independently plans and performs research, design assessment, development, integration and other assignments where a specific subject matter expertise is necessary.</li> <li>• Provide subject matter expertise in enterprise architecture (EA) framework and modeling techniques such as DoDAF, BEA, FEAF, FSAM etc.</li> </ul>	<p>Masters degree in related field with 5+ years experience in designing, developing, and managing large enterprise applications</p> <p>-Or-</p> <p>Bachelor's degree and 8+ years of related technical experience in the IT field directly related to the required area of expertise.</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Successfully create IT solutions for multiple projects, applying broad knowledge and understanding of technical options</li> <li>• Demonstrate technical proficiency and expert knowledge related to the required area of expertise through industry recognition and/or actual performance</li> <li>• Attain necessary training or certification(s) to remain aligned with NetImpact's IT strategy and direction</li> </ul>
<p>Technical Subject Matter Expert, Level 4</p>	<p>The Level 4 Technical Subject Matter Expert, Senior, performs in highly specialized IT subject areas. Duties included the following.</p> <ul style="list-style-type: none"> <li>• Provides expert training, guidance and insight into specific technologies and methodologies and their application.</li> <li>• Independently plans and performs research, design assessment, development, integration and other</li> </ul>	<p>Masters degree in related field and 8+ years of related technical experience in the IT field directly related to the required area of expertise.</p> <p>-Or-</p> <p>Bachelor's degree and 12+ years of related technical experience in the IT field directly related to the required area of expertise.</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Successfully create IT solutions</li> </ul>

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	<p>assignments where a specific subject matter expertise is necessary.</p> <ul style="list-style-type: none"> <li>• Provides subject matter expertise in enterprise architecture (EA) framework and modeling techniques such as DoDAF, BEA, FEA, FSAM etc.</li> </ul>	<p>for multiple projects, applying broad knowledge and understanding of technical options</p> <ul style="list-style-type: none"> <li>• Demonstrate superior technical proficiency and expert knowledge related to the required area of expertise through industry recognition and/or actual performance</li> <li>• Attain necessary training or certification(s) to remain aligned with NetImpact's IT strategy and direction</li> </ul>
<p>Technical Subject Matter Expert, Level 5</p>	<p>Performs in highly specialized IT subject areas.</p> <ul style="list-style-type: none"> <li>• Provides expert training, guidance and insight into specific technologies and methodologies and their application.</li> <li>• Independently plans and performs research, design assessment, development, integration and other assignments where a specific subject matter expertise is necessary.</li> <li>• Provides subject matter expertise in enterprise architecture (EA) framework and modeling techniques such as DoDAF, BEA, FEA, FSAM etc.</li> </ul>	<p>Masters degree in related field and 12+ years of related technical experience in the IT field directly related to the required area of expertise</p> <p>-Or-</p> <p>Bachelors degree and 14+ years of related technical experience in the IT field directly related to the required area of expertise.</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Successfully create IT solutions for multiple projects, applying broad knowledge and understanding of technical options</li> <li>• Demonstrate technical proficiency and expert knowledge related to the required area of expertise through industry recognition and/or actual performance</li> <li>• Attain necessary training or certification(s) to remain aligned with NetImpact's IT strategy and direction</li> </ul>
<p>Technical Writer</p>	<p>The Technical Writer performs technical writing, editing or descriptive copy of manuals,</p>	<p>Associates degree in English, Communications, or a related field and 3+ years work experience related</p>

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	<p>contracts, and other related documents according to industry and government standards. Typical duties include the following:</p> <ul style="list-style-type: none"> <li>• Organizes project/schedule and manages progress and client expectations relative to the project plan.</li> <li>• Develops initial design and organization of deliverables.</li> <li>• Supports the team in research about product by interviewing subject matter experts, reviewing existing documentation and using the application.</li> <li>• Authors end-user documentation.</li> <li>• Edits documentation projects, including copy, pre-press and accuracy editing.</li> <li>• Follows through on documentation project to its completion, including client sign off, production and archiving.</li> </ul>	<p>to creating or editing technical documents.</p>
Trainer, Level 2	<p>Develops training/course material and trains personnel by conducting formal classroom courses, workshops, and seminars</p> <ul style="list-style-type: none"> <li>• Prepare customized training material in a variety of formats based on needs of the organization</li> <li>• Develop lesson plans and curriculums as required</li> <li>• Understand the needs of the client and successfully link needs and solutions.</li> <li>• Understand client operations and translate to training requirements</li> <li>• Support Change Management processes and play pivotal support role for tool adoption</li> </ul>	<p>Masters degree in related field and 2+ years experience -Or- Bachelors degree in related field and 4+ years experience</p> <p>Plus demonstrated ability to:</p> <ul style="list-style-type: none"> <li>• Assess, design, and conceptualize training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies.</li> <li>• Identify the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral</li> </ul>

Title	Roles/Responsibilities	Educational Requirements and Demonstrated Competencies
	<ul style="list-style-type: none"> <li>• Create references and guides for end users as well as system administrators</li> </ul>	<p>examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement.</p> <ul style="list-style-type: none"> <li>• Develop and revise training courses. Prepare training catalogs and course materials.</li> <li>• Excellent presentation and communication skills in both written and oral form</li> <li>• Ability to work with minimal supervision and demonstrate initiative and good judgment</li> </ul>

*The following applies to all labor categories.*

*In some cases, the following can be considered in place of stated minimum education and experience requirements: unique education, specialized experience, skills, knowledge, training or certification; quality of experience; and national recognition. Related experience can be substituted for education. Education and experience requirements will be determined jointly by NetImpact Strategies and the customer, based on task requirements.*

### **3. TERMS AND CONDITIONS APPLICABLE TO HEALTH INFORMATION TECHNOLOGY (IT) SERVICES (SPECIAL ITEM NUMBER 132-56)**

#### **1. SCOPE**

- a. The labor categories, prices, terms and conditions stated under Special Item Number 132-56 Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.
- b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8).
- c. This SIN provides ordering activities with access to Health IT services.
- d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.
- e. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

#### **2. ORDER**

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

#### **3. PERFORMANCE OF SERVICES**

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

use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor's travel.

#### **4. INSPECTION OF SERVICES**

In accordance 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.

#### **5. RESPONSIBILITIES OF THE CONTRACTOR**

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

#### **6. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

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

#### **7. INDEPENDENT CONTRACTOR**

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

#### **8. ORGANIZATIONAL CONFLICTS OF INTEREST**

a. Definitions.

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

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

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

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

provided at FAR 9.508.

## 9. INVOICES

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

## 10. RESUMES

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

## 11. INCIDENTAL SUPPORT COSTS

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

## 12. 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.

## 13. DESCRIPTION OF HEALTH IT SERVICES

Health IT Professional Service	Minimum Years' Experience	Minimum Education and applicable Certifications	Functional Responsibilities
Business Administrator / Coordinator 1	1 year of professional experience	Associate Degree	Assists with detailed administrative responsibilities, including planning, coordinating, scheduling, and communication for Health IT engagements. Serves as the primary point of contact for customers. Supports day-to-day activities such as budgeting, documentation, reporting, logistics, and analysis.
Business Administrator / Coordinator 3	2 years of professional experience	Bachelor's Degree	Supports detailed administrative responsibilities, including planning, coordinating, scheduling, and communication for Health IT engagements. Serves as the primary point of contact for customers. Supports day-to-day activities such as budgeting, documentation, reporting,



Health IT Professional Service	Minimum Years' Experience	Minimum Education and applicable Certifications	Functional Responsibilities
			logistics, and analysis.
Business Administrator / Coordinator 4	3 years of professional experience	Bachelor's Degree	Independently performs detailed administrative responsibilities, including planning, coordinating, scheduling, and communication for Health IT engagements. Serves as primary point of contact for customers. Supports day-to-day activities such as budgeting, documentation, reporting, logistics, and analysis. Has a thorough understanding of program requirements and serves as the primary point of contact for the Health IT Program or Project Manager. Recommends and develops techniques for improving the program.
Business Analyst 1	<1 year of experience (entry level position.)	Bachelor's Degree	Assists with gathering and analyzing organizational Health IT-related goals and objectives. Coordinates with and provides support for stakeholders to define requirements for Health IT engagements.
Business Analyst 2	1 year of related experience	Bachelor's Degree	Assists with gathering and analyzing organizational Health IT -related goals and objectives. Coordinates with and provides support for stakeholders to define requirements for Health IT engagements.
Business Analyst 4	4 years of related experience	Bachelor's Degree	Gathers and analyzes organizational Health IT-related goals and objectives. Coordinates with and provides support for stakeholders to define requirements for Health IT engagements.
Data Analyst 1	1 year of related experience	Associate Degree	Collects, analyzes, and reports data to provide information to assist in making decisions related to Health IT engagements.
Functional Analyst 2	2 years of related experience	Bachelor's Degree	Supports planning, coordinating, and reporting duties for engagements related to Health IT. Includes gathering requirements, coordinating change management procedures, and reporting

Health IT Professional Service	Minimum Years' Experience	Minimum Education and applicable Certifications	Functional Responsibilities
			performance metrics.
Functional Analyst 3	3 years of related experience	Bachelor's Degree	Independently performs planning, coordinating, and reporting duties for engagements related to Health IT. Includes gathering requirements, coordinating change management procedures, and reporting performance metrics.
Functional Analyst 5	6 years of related experience	Bachelor's Degree	Independently performs planning, coordinating, and reporting duties for engagements related to Health IT. Include gathering requirements, coordinating change management procedures, and reporting performance metrics. Has a thorough understanding of Health IT program requirements and provides leadership to others.
Functional Consultant 1	<1 year of experience (entry level position.)	Bachelor's Degree	Assists with analyzing requirements for Health IT engagements and coordinating implementation of process improvements, organizational redesign, and change management related to Health IT engagements. Performs work under the supervision of an experienced team member.
Functional SME 1	6 years of related experience	Bachelor's Degree	Provides expertise and recommends solutions for continuous process improvement strategies, strategic planning, organizational redesign, change management projects, and performance measures related to Health IT engagements. Provides integral support in requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation.
Functional SME 3	10 years of related experience	Bachelor's Degree	Provides expertise and recommends solutions for continuous process improvement strategies, strategic planning, organizational redesign,

Health IT Professional Service	Minimum Years' Experience	Minimum Education and applicable Certifications	Functional Responsibilities
			change management projects, and performance measures related to Health IT engagements. Provides integral support in requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation. Has a thorough understanding of Health IT program requirements and provides leadership to others.
Functional SME 4	12 years of related experience	Bachelor's Degree	Provides expertise and recommends solutions for continuous process improvement strategies, strategic planning, organizational redesign, change management projects, and performance measures related to Health IT engagements. Provides integral support in requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation. Has a thorough understanding of Health program requirements and provides leadership to others.
HR Consultant 4	8 years of related experience	Bachelor's Degree	Independently gathers and analyzes Human Resource (HR) requirements and coordinates implementation of process improvements, organizational redesign, and change management related to Health IT engagements. Supports requirements determination, conceptualization, design, development, testing, verification and validation, documentation, or implementation of Human Resource Information Systems. Knowledgeable of HR policies, procedures, laws, standards, and regulations. Provides leadership to others.

Health IT Professional Service	Minimum Years' Experience	Minimum Education and applicable Certifications	Functional Responsibilities
Integration SME 4	12 years of related experience	Bachelor's Degree	Provides technical expertise and recommends solutions for complex Health IT software or systems integration. Provides leadership for technical staff. Requires relevant programming expertise.
Program Manager 1	6 years of related experience	Bachelor's Degree	Oversees multiple small Health IT -related projects or one large project, including managing scope, performance, quality, cost, and schedule to ensure client expectations are met. Serves as the primary liaison to the client. Provides leadership and supervision to others.
Program Manager 2	8 years of related experience	Bachelor's Degree	Oversees multiple Health IT -related projects or one large/complex project, including managing scope, performance, quality, cost, and schedule to ensure client expectations are met. Serves as the primary liaison to the client. Provides leadership and supervision to others.
Project Manager 2	6 years of related experience	Bachelor's Degree	Manages a small to medium Health IT-related project's scope, performance, quality, cost, and schedule to ensure client expectations are met. Serves as the primary liaison to the client. Provides leadership and supervision to others.
Project Manager 3	8 years of related experience	Bachelor's Degree	Manages a large Health IT-related project's scope, performance, quality, cost, and schedule to ensure client expectations are met. Serves as the primary liaison to the client. Provides leadership and supervision to others.
Project Manager 5	12 year of related experience	Bachelor's Degree	Manages a large and complex Health IT-related project's scope, performance, quality, cost, and schedule to client expectations are met. Serves as the primary liaison to the client. Provides leadership and supervision to others.

Health IT Professional Service	Minimum Years' Experience	Minimum Education and applicable Certifications	Functional Responsibilities
QA Analyst 4	6 years of related experience	Bachelor's Degree	Independently tests and analyzes implementations related to Health IT engagements to assure quality, including compliance with applicable regulations and conformance to requirements. Develops and implements procedures for testing quality. Makes recommendations to optimize processes and implementations.
Research Analyst 1	4 years of related experience	Bachelor's Degree	Assists with research activities that provide input into stakeholder decisions, requirements gathering, or procurement strategies related to Health IT engagements.
Research Analyst 3	6 years of related experience	Bachelor's Degree	Develops research design and sampling patterns and supports research activities that provide input into stakeholder decisions, requirements gathering, or procurement strategies related to Health IT engagements.
Research Analyst 4	8 years of related experience	Bachelor's Degree	Develops research design and sampling patterns, identifies parameters, builds models, and supports research activities that provide input into stakeholder decisions, requirements gathering, or procurement strategies related to Health IT engagements. Provides leadership to others.
Software Architect 2	6 years of related experience	Bachelor's Degree	Responsible for overall technical quality and integration of a Health IT solution, including requirements definition, conceptualization, design, and development. Evaluates vendor capabilities for products/services required.
Software/Systems Designer 1	6 years of related experience	Bachelor's Degree	Supports the conceptualization and design of Health IT solutions and coordinates efforts of technical staff.
Software/Systems Developer 2	6 years of related	Bachelor's Degree	Provides programming and technical expertise for implementation of Health

Health IT Professional Service	Minimum Years' Experience	Minimum Education and applicable Certifications	Functional Responsibilities
	experience		IT solutions. Requires relevant programming expertise.
Software/Systems Developer 4	10 years of related experience	Bachelor's Degree	Provides programming and technical expertise for complex Health IT solutions. Plans and directs technical implementation and coordinates efforts of technical staff. Requires relevant programming expertise.
Software/Systems Developer 5	12 years of related experience	Bachelor's Degree	Provides programming and technical expertise for complex Health IT solutions. Plans and directs technical implementation and coordinates efforts of technical staff. Requires relevant programming expertise.
Systems Analyst 1	<1 year of experience (entry level position.)	Bachelor's Degree	Under supervision, provides analytical assistance throughout the Systems Development Life Cycle (SDLC) of a Health IT solution. Includes identifying issues, defining objectives, analyzing user requirements, and preparing design specifications. Requires relevant technical skills.
Systems Analyst 4	6 years of related experience	Bachelor's Degree	Provides analytical assistance throughout the Systems Development Life Cycle (SDLC) of a Health IT solution. Includes identifying issues, defining objectives, analyzing user requirements, and preparing design specifications. Requires relevant technical skills. Provides oversight to junior members of the team.
Technical Analyst 1	2 years of related experience	Bachelor's Degree	Under supervision, provides technical assistance throughout the Systems Development Life Cycle (SDLC) of a Health IT solution, including planning, coordination, and reporting. Requires relevant technical skills.
Technical Analyst 3	6 years of related experience	Bachelor's Degree	Provides technical support throughout the Systems Development Life Cycle (SDLC) of a Health IT solution, including planning, coordination, and reporting.

Health IT Professional Service	Minimum Years' Experience	Minimum Education and applicable Certifications	Functional Responsibilities
			Duties include software troubleshooting, system modeling and analysis, product/service capability analysis, and technical documentation. Provides oversight for junior members of the team. Requires relevant technical skills.
Technical Consultant 5	10 years of related experience	Bachelor's Degree	Provides technical expertise throughout the Systems Development Life Cycle (SDLC) of a Health IT solution. Include software design recommendations, development plans, system modeling and analysis, product/service capability analysis, and technical documentation. Requires relevant technical and/or programming skills. Provides leadership for technical staff and provides oversight for more junior members of the team.
Technical SME 2	6 years of related experience	Bachelor's Degree	Provides technical expertise and recommends solutions throughout the Systems Development Life Cycle (SDLC) of a Health IT solution. Requires relevant technical and/or programming skills. Provides leadership to technical staff.
Technical SME 5	14 years of related experience	Bachelor's Degree	Provides technical expertise and recommends solutions throughout the Systems Development Life Cycle (SDLC) of a Health IT solution. Requires relevant technical and/or programming skills. Provides leadership to technical staff.
Technical Writer 1	1 year of related experience	Associate Degree	Assists with compiling technical data and documentation such as manuals, procedures, and specifications related to Health IT.
Technical Writer 2	2 years of related experience	Bachelor's Degree	Supports researching and compilation of technical data and documentation such as manuals, procedures, and specifications related to Health IT.

Health IT Professional Service	Minimum Years' Experience	Minimum Education and applicable Certifications	Functional Responsibilities
			Requires relevant technical knowledge.
Trainer 2	4 years of related experience	Bachelor's Degree	Supports the development, testing, maintenance, and delivery of training programs and related materials for Health IT engagements.

*The following applies to all labor categories.*

*In some cases, the following can be considered in place of stated minimum education and experience requirements: unique education, specialized experience, skills, knowledge, training or certification; quality of experience; and national recognition. Related experience can be substituted for education. Education and experience requirements will be determined jointly by NetImpact Strategies and the customer, based on task requirements.*



#### 4. FAS INFORMATION TECHNOLOGY SCHEDULE PRICELIST SIN 132-51

IT PROFESSIONAL SERVICE	GSA HOURLY RATE WITH IFF (ON-AND OFF-SITE)
Engagement Director	\$198.37
Functional Consultant (Level 1)	\$89.91
Functional Consultant (Level 2)	\$103.36
Functional Subject Matter Expert (Level 1)	\$134.41
Functional Subject Matter Expert (Level 3)	\$190.03
Functional Subject Matter Expert (Level 5)	\$247.96
Network Specialist (Level 2)	\$139.04
Program Manager (Level 1)	\$120.50
Program Manager (Level 4)	\$188.63
Program Manager (Level 5)	\$203.93
Project Manager (Level 3)	\$134.41
Project Manager (Level 4)	\$168.71
Project Manager (Level 5)	\$196.51
QA Analyst (Level 4)	\$115.87
Software Architect (Level 1)	\$129.31
Software Architect (Level 2)	\$148.78
Software Architect (Level 3)	\$173.80
Software Developer/Programmer (Level 5)	\$157.58
Technical Consultant (Level 2)	\$124.21
Technical Consultant (Level 3)	\$148.31
Technical Subject Matter Expert (Level 3)	\$151.09
Technical Subject Matter Expert (Level 4)	\$185.39
Technical Subject Matter Expert (Level 5)	\$241.01
Technical Writer	\$49.59
Trainer (Level 2)	\$83.43

**FAS INFORMATION TECHNOLOGY SCHEDULE PRICELIST SIN 132-56**

<b>HEALTH IT PROFESSIONAL SERVICE</b>	<b>GSA HOURLY RATE WITH IFF (ON-AND OFF-SITE)</b>
Business Administrator / Coordinator 1	\$53.58
Business Administrator / Coordinator 3	\$73.65
Business Administrator / Coordinator 4	\$88.37
Business Analyst 1	\$79.55
Business Analyst 2	\$85.87
Business Analyst 4	\$103.54
Data Analyst 1	\$52.32
Functional Analyst 2	\$71.36
Functional Analyst 3	\$90.39
Functional Analyst 5	\$123.69
Functional Consultant 1	\$58.49
Functional SME 1	\$141.50
Functional SME 3	\$171.82
Functional SME 4	\$189.62
HR Consultant 4	\$108.00
Integration SME 4	\$256.14
Program Manager 1	\$126.96
Program Manager 2	\$156.98
Project Manager 2	\$130.44
Project Manager 3	\$147.27
Project Manager 5	\$204.01
QA Analyst 4	\$115.38
Research Analyst 1	\$87.01
Research Analyst 3	\$122.16
Research Analyst 4	\$149.16

HEALTH IT PROFESSIONAL SERVICE	GSA HOURLY RATE WITH IFF (ON-AND OFF-SITE)
Software Architect 2	\$122.60
Software/Systems Designer 1	\$128.81
Software/Systems Developer 2	\$114.50
Software/Systems Developer 4	\$151.34
Software/Systems Developer 5	\$167.64
Systems Analyst 1	\$60.55
Systems Analyst 4	\$116.36
Technical Analyst 1	\$78.89
Technical Analyst 3	\$121.79
Technical Consultant 5	\$167.64
Technical SME 2	\$140.09
Technical SME 5	\$199.77
Technical Writer 1	\$51.88
Technical Writer 2	\$66.07
Trainer 2	\$88.51