



GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service

Authorized Federal Supply Schedule FSS Price List

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

Multiple Award Schedule

FSC Group: Information Technology & Cloud Related IT Professional Services

Contract Number: 47QTCA25D002J

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

Contract period: December 2, 2024 – December 1, 2029

Dantech Corporation

5335 Wisconsin Ave NW STE 440-447
Washington, District of Columbia 20015-2030
Phone: 202-882-0032
Website: <https://www.dantechcorp.com>

Contact: Dana Cottrell

President

888-868-9015

contracts@dantechcorp.com

Business size: Self Certified Small Disadvantaged Business, Minority-Owned Business, Economically Disadvantaged Women Owned Small Business, Women-Owned Small Business, Women-Owned Business, Black American Owned

Prices Shown Herein are Net (discount deducted)



CUSTOMER INFORMATION

- 1a. **Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices.**

| SINs | Recovery | SIN Title |
|---------|-----------|--|
| 54151S | 54151SRC | Information Technology Professional Services |
| 518210C | 518210CRC | Cloud Computing and Cloud Related IT Professional Services |
| OLM | OLMRC | Order Level Material |

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

See Attached

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

See Attached

2. **Maximum order:**

| SINs | Maximum Order |
|---------|---------------|
| 54151S | \$500,000 |
| 518210C | \$500,000 |
| OLM | 33% of Order |

3. **Minimum order: \$100**
4. **Geographic coverage (delivery area). Domestic**
5. **Points of production (city, county, and State or foreign country).
5335 Wisconsin Ave NW STE 440-447
Washington, District of Columbia 20015-2030**



6. **Discount from list prices or statement of net price. Government Net Prices (discounts already deducted.)**
7. **Quantity discounts. None**
8. **Prompt payment terms. Net 30 days Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.**
9. **Foreign items (list items by country of origin). Not Applicable**
- 10a. **Time of delivery. (Contractor insert number of days.) To Be Determined at the Task Order level**
- 10b. **Expedited Delivery. Items available for expedited delivery are noted in this price list. To Be Determined at the Task Order level**
- 10c. **Overnight and 2-day delivery. To Be Determined at the Task Order level**
- 10d. **Urgent Requirements. To Be Determined at the Task Order level**
11. **F.O.B. points. Destination**
- 12a. **Ordering addresses.
5335 Wisconsin Ave NW STE 440-447
Washington, District of Columbia 20015-2030**
- 12b. **Ordering procedures: See Federal Acquisition Regulation (FAR) 8.405-3.**
13. **Payment addresses.
5335 Wisconsin Ave NW STE 440-447
Washington, District of Columbia 20015-2030**
14. **Warranty provision. Standard Commercial Warranty Terms & Conditions**
15. **Export packing charges, if applicable. Not Applicable**
16. **Terms and conditions of rental, maintenance, and repair (if applicable). Not Applicable**
17. **Terms and conditions of installation (if applicable). Not Applicable**



- 18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable**
- 18b. Terms and conditions for any other services (if applicable). Not Applicable**
- 19. List of service and distribution points (if applicable). Not Applicable**
- 20. List of participating dealers (if applicable). Not Applicable**
- 21. Preventive maintenance (if applicable). Not Applicable**
- 22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable**
- 22b. If applicable, indicate that Section 508 compliance information is available for the information and communications technology (ICT) products and services and show where full details can be found (e.g. contractor's website or other location.) ICT accessibility standards can be found at: <https://www.Section508.gov/>.
Not Applicable**
- 23. Unique Entity Identifier (UEI) number. SG4ENXHFXSW9**
- 24. Notification regarding registration in System for Award Management (SAM) database. Contractor registered and active in SAM; Cage Code: 7UAL7**



Dantech Corporation GSA Rates

| SIN | Service Title | Unit of Issue | December 2, 2024 – December 1, 2025 | December 2, 2025 – December 1, 2026 | December 2, 2026 – December 1, 2027 | December 2, 2027 – December 1, 2028 | December 2, 2028 – December 1, 2029 |
|--------|------------------------------------|---------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 54151S | Technical IT SME | Hourly | \$296.22 | \$306.59 | \$317.32 | \$328.42 | \$339.92 |
| 54151S | SME IT Consultant | Hourly | \$222.17 | \$229.94 | \$237.99 | \$246.33 | \$254.95 |
| 54151S | Senior Architect | Hourly | \$222.17 | \$229.94 | \$237.99 | \$246.33 | \$254.95 |
| 54151S | Program/ Project Oversight Manager | Hourly | \$182.67 | \$189.07 | \$195.69 | \$202.54 | \$209.63 |
| 54151S | Senior Project Manager | Hourly | \$172.80 | \$178.84 | \$185.10 | \$191.58 | \$198.28 |
| 54151S | Project Manager | Hourly | \$133.30 | \$137.96 | \$142.79 | \$147.79 | \$152.96 |
| 54151S | Architect | Hourly | \$172.80 | \$178.84 | \$185.10 | \$191.58 | \$198.28 |
| 54151S | Analyst | Hourly | \$118.49 | \$122.64 | \$126.93 | \$131.38 | \$135.97 |
| 54151S | Sr. Ops IT Manager | Hourly | \$182.67 | \$189.07 | \$195.69 | \$202.54 | \$209.63 |
| 54151S | Engineer/ Analyst | Hourly | \$162.92 | \$168.62 | \$174.53 | \$180.63 | \$186.95 |
| 54151S | UI/UX Designer | Hourly | \$98.74 | \$102.20 | \$105.77 | \$109.47 | \$113.30 |
| 54151S | QA Engineer | Hourly | \$98.74 | \$102.20 | \$105.77 | \$109.47 | \$113.30 |
| 54151S | IT Analyst | Hourly | \$113.55 | \$117.52 | \$121.63 | \$125.89 | \$130.30 |
| 54151S | Database Administrator | Hourly | \$113.55 | \$117.52 | \$121.63 | \$125.89 | \$130.30 |
| 54151S | Applications Developer I | Hourly | \$138.24 | \$143.07 | \$148.08 | \$153.26 | \$158.62 |
| 54151S | DevOps Engineer | Hourly | \$113.55 | \$117.52 | \$121.63 | \$125.89 | \$130.30 |
| 54151S | Application Architect I | Hourly | \$143.17 | \$148.18 | \$153.37 | \$158.74 | \$164.29 |
| 54151S | Application Architect II | Hourly | \$182.67 | \$189.07 | \$195.69 | \$202.54 | \$209.63 |
| 54151S | Application Architect III | Hourly | \$207.36 | \$214.61 | \$222.13 | \$229.90 | \$237.95 |
| 54151S | Applications Developer III | Hourly | \$172.80 | \$178.84 | \$185.10 | \$191.58 | \$198.28 |
| 54151S | Applications Developer IV | Hourly | \$192.54 | \$199.28 | \$206.26 | \$213.47 | \$220.95 |
| 54151S | Data Consultant I | Hourly | \$153.05 | \$158.41 | \$163.95 | \$169.69 | \$175.63 |
| 54151S | Data Consultant II | Hourly | \$167.86 | \$173.73 | \$179.82 | \$186.12 | \$192.63 |
| 54151S | Data Scientist I | Hourly | \$182.67 | \$189.07 | \$195.69 | \$202.54 | \$209.63 |
| 54151S | Data Scientist II | Hourly | \$202.42 | \$209.50 | \$216.84 | \$224.42 | \$232.28 |
| 54151S | IT Software Specialist I | Hourly | \$123.43 | \$127.75 | \$132.22 | \$136.85 | \$141.63 |



| SIN | Service Title | Unit of Issue | December 2, 2024 – December 1, 2025 | December 2, 2025 – December 1, 2026 | December 2, 2026 – December 1, 2027 | December 2, 2027 – December 1, 2028 | December 2, 2028 – December 1, 2029 |
|---------|--|---------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 54151S | IT Software Specialist II | Hourly | \$148.11 | \$153.30 | \$158.67 | \$164.22 | \$169.96 |
| 54151S | IT Software Specialist III | Hourly | \$182.67 | \$189.07 | \$195.69 | \$202.54 | \$209.63 |
| 54151S | Security Consultant I | Hourly | \$133.30 | \$137.96 | \$142.79 | \$147.79 | \$152.96 |
| 54151S | Security Consultant II | Hourly | \$148.11 | \$153.30 | \$158.67 | \$164.22 | \$169.96 |
| 54151S | Security Consultant III | Hourly | \$172.80 | \$178.84 | \$185.10 | \$191.58 | \$198.28 |
| 54151S | Technical Analyst I | Hourly | \$123.43 | \$127.75 | \$132.22 | \$136.85 | \$141.63 |
| 54151S | Technical Analyst II | Hourly | \$143.17 | \$148.18 | \$153.37 | \$158.74 | \$164.29 |
| 518210C | Technical Cloud SME | Hourly | \$296.22 | \$306.59 | \$317.32 | \$328.42 | \$339.92 |
| 518210C | SME Cloud Consultant | Hourly | \$222.17 | \$229.94 | \$237.99 | \$246.33 | \$254.95 |
| 518210C | Senior Cloud Architect | Hourly | \$222.17 | \$229.94 | \$237.99 | \$246.33 | \$254.95 |
| 518210C | Cloud Program/ Project Oversight Manager | Hourly | \$182.67 | \$189.07 | \$195.69 | \$202.54 | \$209.63 |
| 518210C | Cloud Senior Project Manager | Hourly | \$172.80 | \$178.84 | \$185.10 | \$191.58 | \$198.28 |
| 518210C | Cloud Project Manager | Hourly | \$133.30 | \$137.96 | \$142.79 | \$147.79 | \$152.96 |
| 518210C | Cloud Architect | Hourly | \$172.80 | \$178.84 | \$185.10 | \$191.58 | \$198.28 |
| 518210C | Cloud Analyst | Hourly | \$118.49 | \$122.64 | \$126.93 | \$131.38 | \$135.97 |
| 518210C | Sr. Cloud Ops IT Manager | Hourly | \$182.67 | \$189.07 | \$195.69 | \$202.54 | \$209.63 |
| 518210C | Cloud Engineer/ Analyst | Hourly | \$162.92 | \$168.62 | \$174.53 | \$180.63 | \$186.95 |
| 518210C | Cloud UI/UX Designer | Hourly | \$98.74 | \$102.20 | \$105.77 | \$109.47 | \$113.30 |
| 518210C | Cloud QA Engineer | Hourly | \$98.74 | \$102.20 | \$105.77 | \$109.47 | \$113.30 |
| 518210C | Cloud IT Analyst | Hourly | \$113.55 | \$117.52 | \$121.63 | \$125.89 | \$130.30 |
| 518210C | Cloud Database Administrator | Hourly | \$113.55 | \$117.52 | \$121.63 | \$125.89 | \$130.30 |
| 518210C | Cloud Applications Developer I | Hourly | \$138.24 | \$143.07 | \$148.08 | \$153.26 | \$158.62 |
| 518210C | Cloud DevOps Engineer | Hourly | \$98.74 | \$102.20 | \$105.77 | \$109.47 | \$113.30 |



Dantech Corporation Professional Services Descriptions

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|-------------------|--|-------------------|-----------------------------|---|
| Technical IT SME | Supports enterprise scale and/or highly complex technical projects/programs. Advises and counsels organizational technical leadership regarding subject matter. Maintains specialized technical knowledge and serves as expert information systems consultant to management, information technologists, and customers. Assesses problems and develops solutions to resolve complex issues which promote efficiency and improve day-to-day information management efficiency. Expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, and by reading technical journals. | Masters | 10 | Bachelors + 4 years of IT or Associates + 7 years of IT |
| SME IT Consultant | Supports programs and offers advice and counsel to organizations regarding subject matter. Delivers expert counsel to define project/program requirements and fulfill quality objectives. Responsible for directing and monitoring strategic planning for the development, implementation, and maintenance of applications, databases and web applications in support of current and future customer needs. | Masters | 7 | Bachelors + 4 years of IT or Associates + 7 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|------------------------------------|--|-------------------|-----------------------------|---|
| Senior Architect | Works closely with the Technical IT SME and/or Program/Project Oversight Manager as the sole or shared Technical lead to ensure that the analysis, development, and deployment remains on schedule and in line with agreed upon scope, best practice and, optionally, future direction. Leads and collaborates with engineers, architects, and non technical stakeholders to architect, design and develop integrated business/engineering systems and products to support the achievement of the customer’s mission. Maintains a strong awareness of technical trends in information technology. | Masters | 7 | Bachelors + 4 years of IT or Associates + 7 years of IT |
| Program/ Project Oversight Manager | Oversees complex contract programs, ensuring alignment with contract objectives and timely delivery. Manages multiple interconnected projects, coordinating cross-functional teams, and collaborating with stakeholders to achieve strategic outcomes. Defines program scope, timelines, and budgets, mitigating risks, tracking progress, and ensuring resource allocation across engagements. Leverages senior experience in project management methodologies (Agile, Waterfall), strong leadership, communication, and problem-solving skills, as well as a deep understanding of IT infrastructure, software development, or digital transformation initiatives. | Masters | 7 | Bachelors + 4 years of IT or Associates + 7 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|------------------------|--|-------------------|-----------------------------|----------------------------|
| Senior Project Manager | <p>Leads the planning, executing, and delivering of impactful technology projects within scope, budget, and timeline. Leads project teams, manage resources, and coordinate with stakeholders to ensure project objectives align with business needs. Utilizes expertise in project management methodologies (Agile, Waterfall, or hybrid), risk management, and effective communication to drive project success. Monitors progress, resolves issues, and ensures alignment with organizational goals. Manages mid to large-size teams or multiple teams. Supports the activities of the Program Manager.</p> | Bachelors | 7 | Associates + 7 years of IT |
| Project Manager | <p>Manages and delivers technology projects that support contract objectives. Coordinates project activities, manage timelines and budgets, and works with cross-functional teams to ensure successful execution. Communicates with stakeholders, tracking progress, resolving issues, and ensuring projects stay aligned with scope and requirements. Leverages experience in project management methodologies and effectively balances multiple priorities. Manages small to mid-sized teams. Supports the activities of the Senior Project Manager and/or Program Manager.</p> | Bachelors | 2 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|---------------|--|-------------------|-----------------------------|----------------------------|
| Architect | <p>Designs and oversees the architecture of technology solutions, ensuring they meet business requirements, scalability, and performance standards. Collaborate with stakeholders, developers, and IT teams to create architectural solutions that align with the contract's technology objectives and industry best practices. Evaluates technologies, defines application frameworks, and provides guidance on software design and integration. Employs a strong technical background, excellent problem-solving skills, and experience with enterprise-level systems. Works closely with the Technical IT SME and/or Senior Architect to ensure that the analysis, development, and deployment remains on schedule and in line with agreed upon scope, best practice and, optionally, future direction.</p> | Bachelors | 3 | Associates + 3 years of IT |
| Analyst | <p>Gathers, analyzes, and documents business and technical requirements. Collaborates with stakeholders to define project scope and objectives. Translates business needs into clear, actionable technical specifications. Works with IT teams to ensure requirements are understood and implemented correctly. Supports testing efforts by validating solutions against business requirements. Reviews, analyzes, and evaluates capabilities, processes, and/or systems. Authors</p> | Bachelors | 3 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|--------------------|---|-------------------|-----------------------------|--|
| | <p>or maintains process flows, diagrams, and requirements documentation. Familiar with the concepts, practices, and procedures for analyzing IT systems.</p> | | | |
| Sr. Ops IT Manager | <p>Supports the execution of the project/program and ensures that all task order requirements are met, such as, but not limited to Customer End User Support Services, Desktop Support Services, Performance and Quality Assurance in Ticketing Queue Management, Service Desk, Change Management and Communications, Training, Technical Security, and Asset Management. Oversees the day-to-day management of IT infrastructure, systems, and operational processes to ensure seamless business continuity. Leads IT operations teams, manages service levels, and ensures the availability, performance, and security of IT services. Develops operational strategies, monitors KPIs, resolves incidents, and collaborates with cross-functional teams. Leverages senior experience in IT operations, vendor management, and process optimization.</p> | Masters | 5 | Bachelors + 7 years of IT or Associates + 10 years |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|-------------------|--|-------------------|-----------------------------|----------------------------|
| Engineer/ Analyst | <p>Bridges the gap between software development and business analysis by designing, developing, and maintaining software solutions while ensuring alignment with business needs. Collaborates with stakeholders to gather requirements, analyze system functionality, and develop technical solutions. Performs coding and troubleshooting to optimize applications while also contributing to requirements analysis and documentation. Employs strong programming skills, analytical abilities, and a good understanding of business processes.</p> | Bachelors | 2 | Associates + 3 years of IT |
| UI/UX Designer | <p>Plans, designs, and implements 1 or sites/applications. Performs user research and analysis needed to inform the creation of highly usable web pages, application interfaces, and other dynamic solutions. Designs user interfaces (UI) that are visually appealing and easy to use. Conducts user research and analyze feedback to inform design decisions. Creates wireframes, prototypes, and user flows to communicate design concepts. Collaborates with developers to ensure seamless implementation of designs. Ensures consistency in design across platforms and follow UX best practices.</p> | Bachelors | 2 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|---------------|--|-------------------|-----------------------------|----------------------------|
| QA Engineer | <p>Applies comprehensive testing methodologies, technical expertise, and a deep understanding of requirements to validate systems/applications from conception to deployment. Develops and executes test plans, cases, and scripts for manual and automated testing. Identifies, reports, and tracks software defects and inconsistencies. Collaborates with developers to troubleshoot and resolve issues. Ensures products meet quality standards and business requirements. Maintains and statuses test documentation. Participates in continuous improvement efforts.</p> | Bachelors | 2 | Associates + 3 years of IT |
| IT Analyst | <p>Design, develops, operations, and/or deploys solutions with the aim of optimizing operational efficiency. Defines the problem and develops system requirements and program specifications. Supports the organization by analyzing, troubleshooting, and improving IT systems and processes. Works closely with business units and technical teams to understand needs, identify issues, and recommend technology solutions. Gathers and interprets process and data. Documents requirements and ensures that IT services align with business objectives. Utilizes strong analytical skills, technical knowledge, and the ability to</p> | Bachelors | 2 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|--------------------------|---|-------------------|-----------------------------|----------------------------|
| | communicate effectively across teams. | | | |
| Database Administrator | Configures, provisions, operates, tunes, and administers database management systems and related software, as well as backend storage server and hardware platforms applications. Creates scripts and models to create and populate data repositories. Ensures high availability, performance, and reliability of databases while managing backup and recovery processes. Optimizes database performance, implementing security measures, and collaborating with development and IT teams to support application requirements. | Bachelors | 4 | Associates + 3 years of IT |
| Applications Developer I | Works with more senior developers or project leads to learn and complete assigned tasks. Often takes on assignments that allow them to become familiar with the development process. Under their guidance they are responsible for assisting in developing, testing, implementing, and maintaining complex applications and/or databases. Assists with writing clean, scalable, and basic code in programming languages such as Java, C#, or Python. Collaborates with cross-functional teams to gather and analyze requirements. Facilitates testing and debugging to ensure application functionality and performance. Assists with the implementation of updates and | Bachelors | 4 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|-------------------------|--|-------------------|-----------------------------|----------------------------|
| | optimizations to improve application performance. | | | |
| DevOps Engineer | Implements infrastructure, automates deployment processes, and ensures the reliability and scalability of applications. Constructs, configures, and maintains infrastructure using experience with networking, security, development, testing, and technology best practices | Bachelors | 3 | Associates + 3 years of IT |
| Application Architect I | Assists in Design and Development: Works under the guidance of more senior architects to learn architecture principles and assist in application design and development. Assists with Coding and Configuration: Involved in coding, configuration, and initial testing of applications with straightforward functionality. Learning of Architecture Standards: Familiarizes with established architecture frameworks, best practices, and development methodologies in the organization. Assists with Supporting Documentation and Diagrams: Helps create and maintain technical documentation, including basic architectural diagrams, under supervision. Participates in Code Reviews: Engages in code and architecture reviews to learn best practices and contribute minor improvements. | Bachelors | 4 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|---------------------------|--|-------------------|-----------------------------|---|
| Application Architect II | <p>Designs and Implements Solutions: Takes on more responsibility in designing components of larger applications and developing more complex solutions, with moderate guidance.</p> <p>Guides Development Teams: Provides technical guidance to developers on application architecture standards, patterns, and integration points.</p> <p>Reviews Code and Architecture: Conducts code and architecture reviews to ensure adherence to established guidelines, improving application performance and security.</p> <p>Collaborates on Roadmaps and Standards: Contributes to defining technology roadmaps, application standards, and best practices in collaboration with senior architects.</p> <p>Assists with Enhancing Documentation and Diagrams: Develops technical documentation, architecture diagrams, and user guides with minimal supervision, ensuring they meet department standards.</p> | Bachelors | 6 | Associates + 3 years of IT |
| Application Architect III | <p>Architects Enterprise Solutions: Leads the design of enterprise-wide applications and system integrations, focusing on scalability, security, and performance.</p> <p>Sets Standards and Strategy: Defines architectural standards, strategies, and best practices across the organization, ensuring</p> | Masters | 8 | Bachelors + 4 years of IT or Associates + 7 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|----------------------------|--|-------------------|-----------------------------|----------------------------|
| | <p>they align with business goals.</p> <p>Mentors and Leads Teams: Provides mentorship and leadership to junior and mid-level architects, fostering skill development and architectural knowledge.</p> <p>Evaluates Emerging Technologies: Researches and evaluates new technologies and methodologies, recommending adoption to improve system efficiency and innovation.</p> <p>Handles Complex Problem Resolution: Leads troubleshooting for high-priority, complex issues and optimizes existing architecture to improve functionality and reduce costs.</p> <p>Collaborates with Business Leadership: Works closely with executives and stakeholders to align architecture decisions with business needs and strategic initiatives.</p> | | | |
| Applications Developer III | Responsible for developing, testing, implementing, and maintaining complex applications and/or databases with limited supervision. Provides input on architecture and design decisions, sometimes taking on responsibilities for specific components or modules within a larger application. Leads unit and integration testing for their projects and optimizes existing code for performance. Also conducts code reviews and mentors junior developers on | Bachelors | 8 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|----------------------------------|---|-------------------|-----------------------------|---|
| | <p>coding practices. Manages timelines and deliverables for assigned tasks, collaborates with stakeholders to refine requirements, and works across departments to ensure project alignment. Responsibilities also include technical program documentation, such as end-user operational instructions and for developing and maintaining software applications and/or databases, including web applications and user interfaces. Expected to troubleshoot and resolve complex technical issues with minimal assistance.</p> | | | |
| <p>Applications Developer IV</p> | <p>Develops and oversees the creation of complex software applications, often acting as the lead architect on projects. Primarily responsible for high-impact, high-priority codebases. Leads architectural decisions and contributes to long-term technology strategy, often defining standards for code quality, structure, and frameworks. Establishes testing strategies, leads quality assurance for entire projects, and implements best practices to enhance maintainability and scalability. Regularly performs code reviews and sets standards for code quality. Actively mentors developers at lower levels, provides technical guidance, and ensures knowledge transfer within the team. Has ultimate responsibility for</p> | <p>Masters</p> | <p>10</p> | <p>Bachelors + 7 years of IT or Associates + 10 years of IT</p> |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|-------------------|---|-------------------|-----------------------------|----------------------------|
| | <p>developing, testing, implementing, and maintaining complex applications and/or databases. Oversees and approves written technical program documentation, such as end-user operational instructions for developing and maintaining software applications and/or databases, including web applications and user interfaces. Works closely with business leaders, product owners, and other stakeholders to ensure that the development team’s output aligns with business objectives. May handle high-level project management and resource allocation.</p> | | | |
| Data Consultant I | <p>Supports projects by performing specific data tasks, often under the guidance of a more senior consultant. Responsibilities might include cleaning data, preparing reports, and performing standard data queries. Conducts basic data analysis using pre-defined methods and tools. Assists in the delivery of scalable data solutions that meet business goals of the customer. Applies knowledge and experience with data lakes, analytics technologies, database technologies, reporting systems, or analysis techniques to advise customers on data strategy and technology.</p> | Bachelors | 4 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|--------------------|---|-------------------|-----------------------------|---|
| Data Consultant II | <p>Lead data collection efforts, manage aspects of the data pipeline, and presents findings directly to clients. Performs complex analyses, potentially designing custom models or analytical frameworks. May include using statistical or machine learning models, integrating multiple data sources, and creating insights from semi-structured or unstructured data. Capable of optimizing queries, customizing dashboards, and automating parts of the analysis process. Delivers scalable data solutions that meet business goals of the customer. Applies knowledge and experience with data lakes, analytics technologies, database technologies, reporting systems, or analysis techniques to advise customers on data strategy and technology. Analyzes, develops and implements data structures, data standards, data policies, reporting and dashboard capabilities, databases, data warehouses and other data solutions to meet customer needs.</p> | Bachelors | 6 | Associates + 3 years of IT |
| Data Scientist I | <p>Under the supervision of more senior scientists, executes pre-defined data science tasks, such as data cleaning, exploratory data analysis, and applying pre-built models. May perform tasks such as data wrangling, feature engineering, and basic model training and evaluation. Serves as a data specialist supporting the</p> | Masters | 4 | Bachelors + 4 years of IT or Associates + 7 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|--------------------------|--|-------------------|-----------------------------|---|
| | development of decision support capabilities. Possesses a combination of basic analytic, data mining, or statistical analysis skills. | | | |
| Data Scientist II | Takes on more advanced and independent projects, often handling end-to-end project ownership. Works on complex data problems, builds custom models, and implements advanced machine learning techniques. Engages in advanced modeling, including optimization, statistical analysis, and potentially deep learning. Works on productionizing models, refining them for scalability, and optimizing performance. Serves as a data specialist supporting the development of decision support capabilities. Possesses a combination of analytic, data mining, or statistical analysis skills combined with algorithmic subject matter and/or software development coding expertise. | Masters | 7 | Bachelors + 4 years of IT or Associates + 7 years of IT |
| IT Software Specialist I | Performs a variety of engineering analysis, development, integration, testing, and maintenance tasks for purposes of implementing, integrating, and optimizing packaged application (COTS) Platform as a Service (PaaS), software as a service (SaaS), and/or other solutions into | Bachelors | 3 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|----------------------------|---|-------------------|-----------------------------|----------------------------|
| | customer environments. Maintains specialized technical knowledge of enterprise IT solutions. | | | |
| IT Software Specialist II | <p>Performs a variety of engineering analysis, development, integration, testing, and maintenance tasks for purposes of implementing, integrating, and optimizing packaged application (COTS) Platform as a Service (PaaS), software as a service (SaaS), and/or other solutions into customer environments. Maintains specialized technical knowledge of enterprise IT solutions.</p> <p>Oversees the release management process, ensuring smooth and controlled deployment of software releases. Leads other junior staff through code reviews. May represent a team of IT software specialists in client meetings or collaboration meetings.</p> | Bachelors | 5 | Associates + 3 years of IT |
| IT Software Specialist III | Performs a variety of engineering analysis, development, integration, testing, and maintenance tasks for purposes of implementing, integrating, and optimizing packaged application (COTS) Platform as a Service (PaaS), software as a service (SaaS), and/or other solutions into customer environments. Maintains | Bachelors | 8 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|------------------------|---|-------------------|-----------------------------|----------------------------|
| | <p>specialized technical knowledge of enterprise IT solutions.</p> <p>Responsible for complex troubleshooting, advanced system administration, and technical project leadership. May plan, organize, and track the tasks of other IT Software Specialists. Trains and mentors junior staff, handling the most intricate software issues within an organization, often requiring in-depth knowledge of specific software platforms and coding practices.</p> | | | |
| Security Consultant I | <p>Serves in the roles of security engineer or security consultant. Possesses proficient understanding of network and security protocols, and knowledge of the tools and solutions utilized in performing security functions. Possesses knowledge of security analysis methodologies of threats and vulnerabilities.</p> | Bachelors | 2 | Associates + 3 years of IT |
| Security Consultant II | <p>Serves in the roles of security engineer or security consultant. Possesses proficient understanding of network and security protocols, and knowledge of the tools and solutions utilized in performing security functions. Possesses knowledge of security analysis methodologies of threats and vulnerabilities.</p> <p>Works with clients to assess their security needs and develop plans to protect their information,</p> | Bachelors | 4 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|--------------------------------|---|-------------------|-----------------------------|-----------------------------------|
| | <p>systems, and networks. Acts as a technology lead for security consultant deliverables, such as but not limited to: audits, plans, testing, policies, reports. Trains and mentors security consultants as needed.</p> | | | |
| <p>Security Consultant III</p> | <p>Serves in the roles of security engineer or security consultant. Possesses proficient understanding of network and security protocols, and knowledge of the tools and solutions utilized in performing security functions. Possesses knowledge of security analysis methodologies of threats and vulnerabilities.</p> <p>Drives the delivery of high-quality cyber security services, including long-term staffing contracts, as well as short-term services, which focus on unique requirements for each engagement. Leverage technical experience to manage security projects and perform oversight of security engagements.</p> | <p>Bachelors</p> | <p>6</p> | <p>Associates + 3 years of IT</p> |
| <p>Technical Analyst I</p> | <p>Responsible for conducting business and systems process analysis and design to automate processes when applicable, with a focus on continuous quality and process improvement. Responsible for analyzing internal and external customer needs. Provides in-depth requirements analysis for technical and functional needs. Reviews and validates requirements</p> | <p>Bachelors</p> | <p>3</p> | <p>Associates + 3 years of IT</p> |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|----------------------|--|-------------------|-----------------------------|----------------------------|
| | collaborating with development teams, customers, and service providers to identify new requirements and changes. | | | |
| Technical Analyst II | <p>Responsible for conducting business and systems process analysis and design to automate processes when applicable, with a focus on continuous quality and process improvement. Responsible for analyzing internal and external customer needs. Provides in-depth requirements analysis for technical and functional needs. Reviews and validates requirements collaborating with development teams, customers, and service providers to identify new requirements and changes.</p> <p>Performs business process modeling (includes logical modeling, data retention, and business process modeling) for simple to complex projects. May liaise between the stakeholders and other IT teams with a focus on business and system interfacing, user flow, data flow, and/or compliance. Mentors other analysts by providing oversight of projects or day to day support efforts.</p> | Bachelors | 5 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|----------------------|---|-------------------|-----------------------------|---------------------------|
| Technical Cloud SME | <p>Supports enterprise scale and/or highly complex technical projects/programs. Advises and counsels organizational technical leadership regarding subject matter. Maintains specialized technical knowledge and serves as expert information systems consultant to management, information technologists, and customers. Assesses problems and develops solutions to resolve complex issues which promote efficiency and improve day-to-day information management efficiency. Expected to maintain currency on technical job knowledge through attending courses, seminars, workshops, and by reading technical journals.</p> <p>Leverages deep knowledge and hands-on experience with multiple cloud platforms (AWS, Azure, GCP, etc.) and acts as a trusted advisor to senior management, internal teams and stakeholders. Offers a mix of strategic insight and technical execution, maximizing the benefits of cloud technologies while aligning with client critical objectives.</p> | Masters | 10 | Bachelors + 7 years of IT |
| SME Cloud Consultant | Supports programs and offers advise and counsel to organizations regarding subject matter. Delivers expert counsel to define project/program requirements and fulfill quality objectives. Responsible for directing and monitoring strategic | Masters | 7 | Bachelors + 7 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|------------------------|--|-------------------|-----------------------------|--|
| | <p>planning for the development, implementation, and maintenance of applications, databases and web applications in support of current and future customer needs.</p> <p>Leads and coordinates large-scale cloud initiatives across organizations. Oversees the planning, execution, and delivery of multiple cloud programs and projects, ensuring alignment with business goals and driving cloud transformation efforts. Utilize deep experience in managing cloud-based projects, strong leadership skills, and the ability to collaborate with cross-functional teams in a fast-paced environments.</p> | | | |
| Senior Cloud Architect | <p>Works closely with the Technical IT SME and/or Program/Project Oversight Manager as the sole or shared Technical lead to ensure that the analysis, development, and deployment remains on schedule and in line with agreed upon scope, best practice and, optionally, future direction. Leads and collaborates with engineers, architects, and non technical stakeholders to architect, design and develop integrated business/engineering systems and products to support the achievement of the customer's mission. Maintains a strong awareness of technical trends in information technology.</p> | Masters | 7 | Bachelors + 7 years of IT or Associates + 10 years |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|---|--|-------------------|-----------------------------|---|
| | <p>Designs, implements, and optimizes scalable, secure, and reliable cloud solutions. Leads the development of enterprise-level cloud strategies and architectures across multiple platforms (e.g., AWS, Azure, GCP). Leverage a deep understanding of cloud infrastructure, hybrid/multi-cloud architectures, and hands-on experience with modern technologies. Collaborate with stakeholders and various groups to align technical solutions with business objectives, achieving capability and operational goals.</p> | | | |
| <p>Cloud Program/ Project Oversight Manager</p> | <p>Directs and oversees a program or engagement’s operational policies, objectives, and initiatives. Will manage and direct 1 or more cloud project managers.</p> <p>Oversee the planning, coordination, and execution of cloud initiatives. Manages multiple cloud-related projects, ensuring they align with business goals and are delivered on time, within scope, and on budget. Possesses strong leadership, communication, and problem-solving skills, as well as experience working with cloud platforms like AWS, Azure, or Google Cloud.</p> | <p>Masters</p> | <p>7</p> | <p>Bachelors + 7 years of IT or Associates + 10 years</p> |
| <p>Cloud Senior Project Manager</p> | <p>Manages mid to large-size teams or multiple teams. Supports the activities of the Program Manager.</p> <p>Define project scope, goals,</p> | <p>Bachelors</p> | <p>7</p> | <p>Associates + 7 years of IT</p> |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|------------------------------|---|-------------------|-----------------------------|-----------------------------------|
| | <p>deliverables, and key milestones in alignment with business requirements. Develop detailed project plans, timelines, and resource allocations. Monitor and track project progress, ensuring milestones are achieved and deliverables meet quality standards. Manage dependencies across multiple cloud projects and initiatives. Serve as the primary point of contact for internal and external stakeholders, including executives, engineers, and vendors. Provide regular project status updates, reports, and dashboards to leadership and other stakeholders. Manage stakeholder expectations and ensure alignment on project goals and timelines. Ensure all projects align with cloud governance, security policies, and regulatory compliance standards. Monitor cloud spending and recommend optimizations to stay within budget. Utilizes a strong blend of project management expertise, cloud technology knowledge, and leadership skills.</p> | | | |
| <p>Cloud Project Manager</p> | <p>Manages small to mid-sized teams. Supports the activities of the Senior Project Manager and/or Program Manager.</p> <p>Leads the planning, execution, and delivery of cloud-based technology initiatives. Leverages skilled blend of project management expertise, cloud</p> | <p>Bachelors</p> | <p>2</p> | <p>Associates + 3 years of IT</p> |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|-----------------|---|-------------------|-----------------------------|----------------------------|
| | <p>technology knowledge, technical problem-solving skills, and hands-on experience with cloud platforms such as AWS, Azure, or Google Cloud. Act as the primary driver of cloud projects. Coordinate cross-functional teams, manage stakeholders, and ensure successful delivery within scope, budget, and timelines. Work effectively with various cloud and technical roles as well as stakeholders.</p> | | | |
| Cloud Architect | <p>Works closely with the SME Cloud Consultant and/or Senior Cloud Architect to ensure that the analysis, development, and deployment remains on schedule and in line with agreed upon scope, best practice and, optionally, future direction.</p> <p>Design scalable, secure, and cost-effective cloud infrastructure and applications. Develop architecture roadmaps and best practices to guide the organization's cloud adoption strategy. Create cloud-native and hybrid cloud solutions to meet diverse business needs. Collaborate with DevOps, security, engineering, and business teams to translate requirements into cloud solutions. Provide technical leadership and guidance to engineering and development teams throughout the project lifecycle. Lead architectural reviews to ensure designs align with organizational goals and best</p> | Bachelors | 3 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|---------------|---|-------------------|-----------------------------|--------------------------------------|
| | <p>practices. Develop and execute migration strategies for on-premises applications to cloud environments. Monitor cloud performance and implement optimizations to reduce costs and improve efficiency. Ensure cloud solutions adhere to security best practices and compliance standards (e.g., SOC 2, GDPR, HIPAA). Collaborate with cybersecurity teams to assess risks and develop mitigation strategies. Evaluate and recommend new tools and platforms to improve cloud service offerings. Document technical standards, reference architectures, and processes for reusability and scalability.</p> | | | |
| Cloud Analyst | <p>Reviews, analyzes, and evaluates capabilities, processes, and/or systems. Authors or maintains process flows, diagrams, and requirements documentation. Utilizes strong analytical and problem-solving skills with the ability to interpret data and provide actionable insights.</p> <p>Monitor cloud environments to ensure optimal performance, uptime, and reliability. Analyze cloud usage metrics and trends to identify inefficiencies and potential cost-saving opportunities. Develop dashboards and reports to provide insights on cloud performance, resource utilization, and cost management. Assist in monitoring cloud environments for</p> | Associates | 3 | High School (or GED) + 5 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|---------------------------------|--|-------------------|-----------------------------|---|
| | <p>security vulnerabilities and ensure compliance with organizational policies. Track and report compliance metrics related to cloud usage (e.g., GDPR, SOC 2, HIPAA). Work closely with cloud engineers, DevOps, and IT teams to ensure efficient resource management. Collaborate with vendors and service providers to address issues and optimize cloud offerings. Communicates complex concepts and findings to non-technical stakeholders.</p> | | | |
| <p>Sr. Cloud Ops IT Manager</p> | <p>Supports the execution of the project/program and ensures that all task order requirements are met, such as, but not limited to Customer End User Support Services, Cloud Support Services, Performance and Quality Assurance in Ticketing Queue Management, Service Desk, Change Management and Communications, Training, Technical Security, and Asset Management.</p> <p>Manages cloud infrastructure and platform engineering solutions across multiple platforms (AWS, Azure, Google Cloud), ensuring high availability, performance, and security. Oversees the deployment, monitoring, and maintenance of cloud infrastructure and services across multiple platforms. Manages day-to-day operations, including incident response,</p> | <p>Masters</p> | <p>5</p> | <p>Bachelors + 7 years of IT or Associates + 10 years</p> |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|------------------------------------|---|-------------------|-----------------------------|-----------------------------------|
| | <p>troubleshooting, and root cause analysis. Develops and enforce operational policies, processes, and standards for cloud management. Works with security teams to identify and mitigate risks, vulnerabilities, and threats in cloud environments. Implements governance frameworks to manage cloud access, identity, and resource usage. Leads and mentors a team of cloud engineers, DevOps specialists, and support staff. Collaborates with DevOps, application development, and infrastructure teams to ensure seamless operations. Implements strategies to optimize cloud infrastructure for cost, performance, and reliability. Develops contingency plans and ensure disaster recovery procedures are in place and tested. Manage relationships with cloud vendors and service providers to ensure SLAs are met.</p> | | | |
| <p>Cloud Engineer/ Analyst</p> | <p>Design, develops, operations, and/or deploys solutions with the aim of optimizing operational efficiency. Defines the problem and develops system requirements and program specifications.</p> <p>Designs, deploys, and maintains scalable cloud infrastructure. Collaborates with cross-functional teams to implement cloud-based solutions that meet business and technical requirements. Builds and automates cloud solutions and</p> | <p>Bachelors</p> | <p>2</p> | <p>Associates + 3 years of IT</p> |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|---------------|--|-------------------|-----------------------------|---------------|
| | <p>environments on platforms like AWS, Azure, or Google Cloud, ensuring high performance, security, and cost-efficiency. Deploy and manage cloud services, including compute, storage, networking, and databases. Implement hybrid cloud solutions and ensure seamless integration with on-premises infrastructure. Automate infrastructure deployment using Infrastructure as Code (IaC) tools such as Terraform or CloudFormation. Support CI/CD pipelines to ensure fast, reliable deployments. Develop scripts (Python, Bash, or PowerShell) to automate repetitive tasks and enhance operational efficiency. Identify and troubleshoot technical issues in cloud infrastructure. Optimize cloud resources to manage costs while maintaining performance. Implement security controls such as Identity and Access Management (IAM) policies, firewalls, and encryption. Ensure compliance with cloud security standards and regulations (e.g., SOC 2, GDPR, HIPAA). Collaborate with security teams to conduct vulnerability assessments and mitigate risks.</p> | | | |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|----------------------|---|-------------------|-----------------------------|----------------------------|
| Cloud UI/UX Designer | <p>Plans, designs, and implements 1 or sites/applications. Performs user research and analysis needed to inform the creation of highly usable web pages, application interfaces, and other dynamic solutions.</p> <p>Creates intuitive and visually appealing user interfaces for cloud-based applications. Collaborates with product managers, developers, and stakeholders to understand user needs and translate them into engaging design solutions. Leverage a strong understanding of UI/UX principles, experience designing for cloud applications, and a passion for delivering exceptional user experiences. Contribute to the development and maintenance of design systems and component libraries for cloud applications. Establish and promote UI/UX design standards, ensuring high-quality designs across products. Collaborate with other designers to share knowledge and enhance the overall design culture within the team. Work closely with product managers and developers to ensure designs are feasible and aligned with technical requirements. Present design concepts and rationale to stakeholders, incorporating feedback to refine designs. Document design specifications, user flows, and</p> | Bachelors | 2 | Associates + 2 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|--------------------------|--|-------------------|-----------------------------|-----------------------------------|
| | <p>style guides for development teams. Create wireframes, mockups, and prototypes for cloud-based applications that align with user needs and business goals.</p> | | | |
| <p>Cloud QA Engineer</p> | <p>Applies comprehensive testing methodologies, technical expertise, and a deep understanding of requirements to validate systems/applications from conception to deployment.</p> <p>Ensures the quality and reliability of our cloud-based solutions. Designs and executes test plans, identifies defects, and collaborates with various roles to deliver high-quality cloud solutions. Utilize experience in cloud testing, automated testing frameworks, and a passion for delivering quality. Develops comprehensive test plans and test cases for cloud applications, ensuring full coverage of functional and non-functional requirements. Collaborates with product managers, developers, and other stakeholders to understand requirements and design testing strategies. Identifies testing tools and frameworks that align with project needs and company goals. Executes manual and/or automated tests to validate cloud applications and services. Designs and implements automated test scripts using testing frameworks.</p> | <p>Bachelors</p> | <p>2</p> | <p>Associates + 3 years of IT</p> |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|------------------|--|-------------------|-----------------------------|----------------------------|
| | <p>Conducts performance, load, and security testing to ensure cloud applications meet quality standards. Identifies, documents, and tracks defects throughout the testing lifecycle using tools. Works closely with development teams to reproduce defects, facilitate troubleshooting, and verify fixes. Generates test reports and metrics to provide visibility into testing progress and product quality.</p> | | | |
| Cloud IT Analyst | <p>Reviews, analyzes, and evaluates applications, systems, and/or data. Authors or maintains process flows, diagrams, and requirements documentation. Leverages hands on-technical experience to analyze, design, and test solutions from concept to deployment.</p> <p>Bridges the gap between business needs and technical solutions in cloud projects. Works closely with stakeholders to gather, analyze, and document requirements for cloud-based solutions. Possess a strong understanding of cloud technologies, excellent analytical skills, and the ability to communicate effectively with both technical and non-technical stakeholders. Collaborates with stakeholders to gather and define business requirements for cloud initiatives. Conducts interviews, surveys, and workshops to elicit requirements and understand user needs. Analyzes and documents</p> | Bachelors | 2 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|------------------------------|--|-------------------|-----------------------------|----------------------------|
| | <p>functional and non-functional requirements, ensuring clarity and completeness. Serves as the primary point of contact for requirements-related inquiries and discussions between business units and technical teams. Facilitates meetings and workshops with stakeholders to review and validate requirements and ensure alignment with business goals. Provides regular updates to stakeholders on the progress of requirements gathering and analysis. Creates detailed business requirements documents (BRDs), use cases, user stories, and process flows. Develops and maintains a requirements traceability matrix to ensure all requirements are met throughout the project lifecycle. Collaborates with technical teams to translate business requirements into functional specifications.</p> | | | |
| Cloud Database Administrator | <p>Configures, provisions, operates, tunes, and administers cloud database management systems and related software, as well as backend storage server and hardware platforms applications. Creates scripts and models to create and populate data repositories.</p> <p>Manages and optimizes cloud-based databases. Designs, implements, maintains, secures, and backs up cloud databases across various platforms such as</p> | Bachelors | 3 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|---------------|---|-------------------|-----------------------------|---------------|
| | <p>AWS, Azure, or Google Cloud. Utilizes a strong background in database administration, performance tuning, and cloud technologies, with a focus on ensuring data integrity and availability. Designs, deploys, and configures cloud-based databases, ensuring optimal performance and scalability. Develops database architecture strategies to support data storage, retrieval, and processing requirements. Collaborates with various roles to design and implement efficient data models. Monitors and optimizes database performance, including query tuning, indexing, and resource management. Performs regular backups, restorations, and disaster recovery procedures to ensure data integrity and availability. Monitors database environments for availability, performance, and security issues using tools like AWS CloudWatch, Azure Monitor, or custom scripts. Investigates and resolves database incidents and issues in a timely manner, ensuring minimal downtime. Collaborates with development and operations teams to troubleshoot application-related database issues. Maintains comprehensive documentation of database architecture, configurations, and procedures. Develops and maintains operational procedures and best</p> | | | |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|--------------------------------|---|-------------------|-----------------------------|----------------------------|
| | practices for database management. | | | |
| Cloud Applications Developer I | <p>Responsible for developing, testing, implementing, and maintaining complex applications and/or databases. Responsibilities also include technical program documentation, such as end-user operational instructions and for developing and maintaining software.</p> <p>Designs, develops, and maintains cloud-based applications. Works on both the front-end and back-end of applications, collaborating with cross-functional teams to deliver robust, scalable solutions that meet business needs. Utilizes strong experience in cloud technologies and modern web development frameworks. Designs, develops, and deploys cloud-based applications using modern programming languages and frameworks (e.g., JavaScript, Python, Java, React, Angular, Node.js). Collaborates with product managers and UX/UI designers to gather requirements and translate them into functional applications. Implements responsive designs and ensure</p> | Bachelors | 4 | Associates + 3 years of IT |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|------------------------------|---|-------------------|-----------------------------|-----------------------------------|
| | <p>cross-platform compatibility for optimal user experiences. Builds and maintains server-side logic, database schemas, and APIs to support application functionality. Integrates with third-party services and cloud APIs to enhance application capabilities. Optimizes application performance and scalability by leveraging cloud services (e.g., AWS Lambda, Azure Functions, Google Cloud Functions). Designs and implements data storage solutions, including SQL and NoSQL databases. Writes efficient queries and optimize database interactions to improve application performance. Ensures data integrity and security by implementing best practices for data access and storage.</p> <p>Participates in Agile ceremonies (e.g., sprint planning, daily stand-ups, retrospectives) to support iterative development and team collaboration.</p> | | | |
| <p>Cloud DevOps Engineer</p> | <p>Implements cloud infrastructure, automates deployment processes, and ensures the reliability and scalability of applications. Constructs, configures, and maintains infrastructure using experience with networking, security, development, testing, and technology best practices.</p> <p>Streamlines cloud infrastructure, deployments, and operations.</p> | <p>Bachelors</p> | <p>2</p> | <p>Associates + 3 years of IT</p> |

| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|---------------|---|-------------------|-----------------------------|---------------|
| | <p>Collaborates with development and operations teams to automate processes, enhance deployment efficiency, and ensure the reliability and scalability of our cloud services. Possess strong hands-on experience in cloud technologies, automation tools, and continuous integration/continuous deployment (CI/CD) practices. Designs, implements, and manages cloud infrastructure using Infrastructure as Code (IaC) tools (e.g., Terraform, CloudFormation). Automates provisioning, configuration, and management of cloud resources across various platforms (AWS, Azure, Google Cloud). Optimizes resource utilization and cost management in cloud environments.</p> <p>Builds and maintains CI/CD pipelines to automate application builds, testing, and deployments. Implements and manages version control systems (e.g., Git) and ensure adherence to best practices in code management. Sets up and maintains monitoring and alerting systems to ensure the availability and performance of cloud applications and infrastructure. Analyzes logs and performance metrics to identify issues and optimize system performance. Implements security best practices and compliance measures for cloud environments. Provides technical support and troubleshoot</p> | | | |



| Service Title | Service Description | Minimum Education | Minimum Years of Experience | Substitutions |
|---------------|--|-------------------|-----------------------------|---------------|
| | issues related to cloud infrastructure and applications. Participates in Agile ceremonies (e.g., sprint planning, retrospectives) to promote continuous improvement. | | | |

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.