



## **GENERAL SERVICES ADMINISTRATION**

Authorized Federal Supply Schedule Price List

Contract Number: **47QTCA18D0086**

Contract period: **March 9, 2018 – March 8, 2023**

### **RGS Associates, Inc.**

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Arlington, VA 22202-3559

Large Business

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Contract Administration: Dyson Richards

## CUSTOMER INFORMATION

1. Table of awarded Special Item Number with appropriate cross-reference to page numbers: **132-51 IT Professional Services**
2. Maximum order: **\$500,000.00**
3. Minimum Order: **\$100.00**
4. Geographic Coverage (delivery area): **48 states, Washington DC**
5. Point of production: **Same as company address**
6. Discount from list prices or statement of net price: **Government net prices (discounts already deducted).**
7. Volume Discount:  
  
**Additional 2% Discount from GSA Rate for single task orders between \$250,000 and \$500,000**  
**Additional 3% Discount from GSA Rate for single task orders greater than \$500,000**
8. Prompt payment terms: **Net 30 Days**
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: **Yes**
- 9b. Notification whether government purchase cards are accepted or not accepted above the micro-purchase threshold: **Yes**
10. Foreign items: **None**
- 11a. Time of delivery: **Specified on the Task Order**
- 11b. Expedited Delivery: **Contact Contractor**
- 11c. Overnight and 2-day delivery: **Contact Contractor**
- 11d. Urgent Requirements: **Contact Contractor**
12. F.O.B. Points: **Destination**
- 13a. Ordering Address: **Same as Contractor**

13b. Ordering Procedures: **For supplies and 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: **Same as company address**

15. Warranty provision: **Contractor's standard commercial warranty.**

16. Export Packing Charges (if applicable): **N/A**

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

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 applicable): **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**

24. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: **N/A**

25. Data Universal Numbering System (DUNS) number: **180547119**

26. Notification regarding registration in SAM database: **Registered**

**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 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**



## Pricing

Labor Category	Year 1	Year 2	Year 3	Year 4	Year 5
Senior Information Technology Policy Advisor	\$204.39	\$209.30	\$214.32	\$219.47	\$224.73
Information Technology Policy Advisor	\$202.42	\$207.28	\$212.25	\$217.34	\$222.56
Senior Program Manager	\$185.14	\$189.58	\$194.13	\$198.79	\$203.56
Program Manager	\$129.29	\$132.39	\$135.57	\$138.83	\$142.16
Senior Project Manager	\$123.43	\$126.39	\$129.42	\$132.53	\$135.71
Project Manager	\$114.79	\$117.54	\$120.36	\$123.25	\$126.21
Senior Systems Analyst	\$149.70	\$153.29	\$156.97	\$160.74	\$164.60
Systems Analyst	\$138.68	\$142.01	\$145.42	\$148.91	\$152.48
Senior Application Developer	\$157.00	\$160.77	\$164.62	\$168.57	\$172.62
Application Developer	\$146.01	\$149.51	\$153.10	\$156.77	\$160.54
Senior Database Specialist	\$129.21	\$132.31	\$135.49	\$138.74	\$142.07
Database Specialist	\$ 76.63	\$ 78.47	\$ 80.36	\$ 82.28	\$ 84.26
Senior Systems Engineer	\$122.52	\$125.46	\$128.47	\$131.55	\$134.71
Systems Engineer	\$118.49	\$121.33	\$124.24	\$127.23	\$130.28
Senior Web Developer	\$127.06	\$130.11	\$133.23	\$136.43	\$139.70
Web Developer	\$117.99	\$120.82	\$123.72	\$126.69	\$129.73
Senior Business Analyst	\$104.39	\$106.89	\$109.46	\$112.09	\$114.78
Systems Administrator	\$123.43	\$126.39	\$129.42	\$132.53	\$135.71
Senior Program Analyst	\$107.93	\$110.52	\$113.18	\$115.89	\$118.67
Program Analyst	\$ 88.87	\$ 91.00	\$ 93.18	\$ 95.42	\$ 97.71
Senior Help Desk Specialist	\$ 66.34	\$ 67.94	\$ 69.57	\$ 71.24	\$ 72.95
Help Desk Specialist	\$ 59.24	\$ 60.67	\$ 62.12	\$ 63.61	\$ 65.14
Senior Research Analyst	\$ 64.33	\$ 65.87	\$ 67.45	\$ 69.07	\$ 70.73

## Labor Category Descriptions

Labor Category	Minimum Education	Minimum Experience	Functional Responsibilities
<b>Senior Information Technology Policy Advisor</b>	MS	20	Provide expert, independent services and leadership in Information Management and Information Technology specializing in technical areas such as enterprise information management policy and technical infrastructure consulting. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software & hardware, enterprise integration issues, Internet/Web/Cloud Applications, Integrated Data Environments, IT/IM strategies and adherence to the latest guidance regarding information technology. Typically consults with CIOs and their staffs to ensure that project/program objectives have been properly defined and that the solution(s) will satisfy customer requirements. Supports the definition and implementation of planning processes and systems at the enterprise level and includes both strategic and operational activities. Assists in the development and implementation of effective performance measurement approaches. Evaluates expectations for and capabilities of organizations and makes recommendations to improve operations by leveraging IT.
<b>Information Technology Policy Advisor</b>	BA/BS	10	Provide expert, independent services and leadership in Information Technology and Information Management development and deployment. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in technologies such as knowledge management, Internet/Cloud, messaging, and various development platforms. Senior managers utilize this expertise to develop IT/IM policy and procedures as well as other organizational guidance. Typically coordinates with the lead customer technologist/ architect to ensure that project/program objectives are properly defined and that the solution(s) will satisfy customer requirements.
<b>Senior Program Manager</b>	BA/BS	15	Manages and coordinates the implementation of information technology (IT) program objectives throughout all phases of a system's or program's life cycle. These phases include: definition, planning, scheduling, and resource management of activities to achieve the performance, cost and scheduling milestone objectives of the IT projects required for program success. Directs the staff to ensure conformance with work requirements associated with IT solution development to include: resource allocations, internal management controls, business process improvements, performance measurements, contract deliverables, and all other customer requirements. Coordinates work efforts of multiple IT projects surrounding a common program objective to ensure timely problem resolution, realization of economies of scale and total customer satisfaction. Reviews deliverables for quality, completeness, and adherence to customer's IT system design, development and deployment requirements.

Labor Category	Minimum Education	Minimum Experience	Functional Responsibilities
<b>Program Manager</b>	BA/BS	10	Manages and coordinates the implementation of information technology (IT) program objectives throughout all phases of a system's or program's life cycle. These phases include: definition, planning, scheduling, and resource management of activities to achieve the performance, cost and scheduling milestone objectives of the IT projects required for program success. Directs the staff to ensure conformance with work requirements associated with IT solution development to include: resource allocations, internal management controls, business process improvements, performance measurements, contract deliverables, and all other customer requirements. Coordinates work efforts of multiple IT projects surrounding a common program objective to ensure timely problem resolution, realization of economies of scale and total customer satisfaction. Reviews deliverables for quality, completeness, and adherence to customer's IT system design, development and deployment requirements.
<b>Senior Project Manager</b>	BA/BS	10	Manages and coordinates the implementation of a project's objectives throughout all phases of a system's or project's life cycle. Monitors each task and reports to the Program Manager all problems and accomplishments. Anticipates problems and works to mitigate the anticipated problems. As a team leader, provides technical direction for complete systems development effort. May serve as a technical authority for a design area. As a staff specialist, resolves unique and unyielding systems problems using new technologies or methodologies. Directs a staff to complete tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Interacts with government management personnel. Reports in writing and orally to customer management, including the contracting/purchasing officers or customer's technical representative.
<b>Project Manager</b>	BA/BS	7	Manages and coordinates the implementation of a project's objectives throughout all phases of a system's or project's life cycle. Monitors each task and reports to the Program Manager all problems and accomplishments. Anticipates problems and works to mitigate the anticipated problems. As a team leader, provides technical direction for the complete systems development effort. May serve as a technical authority for a design area. As a staff specialist, resolves unique and unyielding systems problems using new technologies or methodologies. Directs a staff to complete tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates. Reports in writing and orally to customer management, including the contracting/purchasing officers or customer's technical representative.

Labor Category	Minimum Education	Minimum Experience	Functional Responsibilities
<b>Senior Systems Analyst</b>	BS	10	Performs a senior role in a project's performance to develop and modify complex systems and develop subsystems to enhance the overall system. Typically acts as the senior technical liaison between the customer and the technicians performing development or integration services. Exercises analytical techniques when gathering information from users, defining work problems, designing a system and developing procedures to resolve the problems. Performs process and data modeling and simulation. Develops complete specifications to enable developers to prepare required software. Analyzes methods of approach. Reviews task requirements, gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications for programs, resolves processing problems, coordinates work with developers and architects.
<b>Systems Analyst</b>	BS	5	Supports project's performance to develop and modify complex systems. Acts as a technical liaison to support customer and the technicians performing development or integration services. Exercises analytical techniques when gathering information from users, defining work problems, designs and developing procedures to resolve the problems. Develops complete specifications to enable developers. Analyzes methods of approach. Gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications for programs, resolves processing problems, coordinates work developers to field new capabilities.
<b>Senior Application Developer</b>	BS	10	Provides leadership in the definition of program specifications and architectures. Typically leads a team of developers create and modify software. Leads the project through development and lifecycle maintenance. Develops logic for and encodes, tests, modifies and debugs software to suit the operating environment. Responsible to the Project/Program Manager for development of reliable designs and software. Responsible for meeting schedule and performance objectives for the project. Installs and maintains software products. Analyzes and fixes software problems and coordinates with the appropriate vendor for problem resolution. Monitors system and user feedback and corrects any errors or inconsistencies.
<b>Application Developer</b>	BS	5	Develops and modifies software for the operating system. Develops logic for and encodes, test, modifies and debugs software packages to suit the operating environment. Assists in the design, coding, testing, and implementation of systems related modifications. Installs and maintains software solutions. Analyzes and fixes software problems coordinates with vendor for problem resolution. Monitors system and user feedback and corrects any errors or inconsistencies.



Labor Category	Minimum Education	Minimum Experience	Functional Responsibilities
<b>Senior Database Specialist</b>	BS	7	Analyzes and implements database requirements of assigned projects. Analyzes and determines information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Applies knowledge of database management systems to coordinate maintenance and changes to databases. Tests and implements changes or new database designs. Writes logical and physical database descriptions, including location, space, access method, and security requirements. Provides direction to developers and analysts as required to affect changes to database management systems. Provides answers to database questions. Monitors databases and analyzes and organizes data and applies new technology designs and programs.
<b>Database Specialist</b>	BS	3	Supports the development and implementation of database requirements of assigned projects. Determines information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Coordinates maintenance and changes to databases. Tests and implements changes or new database designs. Writes logical and physical database descriptions, including location, space, access method, and security requirements. Supports developers and analysts to affect changes to database management systems. Monitors databases and analyzes and organizes data and applies new technology designs and programs.
<b>Senior Systems Engineer</b>	BS	10	Provides services and leadership in specialized technical areas. Applies this leadership to any phase of System Development Life Cycle Support. Provides expert advice and assistance in state-of-the-art software/hardware solutions involving multiple operating environments, database management systems, specialized software, data communications facilities and protocols, and complex software tools or packages. Designs complex computer networks that link computing platforms, operating systems, and network topologies. Evaluates hardware and software suitable for large, complex networks. Develops and implements cyber security procedures. Performs supportability assessments, lifecycle cost analysis, obsolescence analysis, simulations and modeling. Performs analyses and studies, performs test and acceptance phases.
<b>Systems Engineer</b>	BS	5	Supports the design in specialized technical areas. Provides advice and assistance in state-of-the-art software/hardware solutions involving multiple operating environments, database management systems, specialized software, data communications facilities and protocols, and complex software solutions. Implements complex computer networks involving numerous computing platforms, operating systems, and network topologies. Implements cyber security procedures. Performs supportability assessments including logistics support analysis, concurrent engineering assessments, lifecycle cost analysis, obsolescence analysis, simulations and modeling. Performs analyses and studies, enhances or implements system software solutions, performs test and acceptance phases.

Labor Category	Minimum Education	Minimum Experience	Functional Responsibilities
<b>Senior Business Analyst</b>	BS	7	Applies management analysis processes, statistical methods, advanced technical and analytical research techniques to determine solutions based on client requirements with an IT services/solutions-based scope. Employs process improvements and reengineering methodologies and principles for modernization of systems and projects. Creates project plans to achieve performance-based objectives, enhancing implementation, systems and service. Provides support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications.
<b>Systems Administrator</b>	BS	5	Support the installation and maintenance of client's complex Networks that link numerous computing platforms, operating systems, servers, databases and network topologies. Monitors and provides support to hardware and software, including peripheral, output and telecommunications equipment. Implements cyber security procedures, installs software, network operating systems and manages network performance. Troubleshoots and resolves complex problems. Implements network policies, procedures, governance and standards. Performs installation checklists when implementing solutions. Coordinates hardware and software installation, backups and resource utilization. Maintains access controls to computer resources.
<b>Senior Program Analyst</b>	BS	5	Assists in applying best practices for the IT industry to the customer to create conceptual business models and identify relevant considerations in selecting IT solutions. Assesses the operational and functional baseline of an organization to define the direction and strategy. Identifies information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generates functional area strategies for enhanced IT operations. Participates in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products coordinating the resolution of highly complex problems and tasks.
<b>Program Analyst</b>	BS	3	Provides business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Provides change management and training support. Provides support to organizational planning for a wide variety of technical and functional environments. Provide services to include Configuration Management, Requirements Analysis, Knowledge Management, Business Analysis and Technical Analysis.
<b>Senior Help Desk Specialist</b>	BA/BS	5	Provides leadership and level 3 expertise to supporting and responding to user support requests regarding software applications and hardware, such as laptops, servers, printers, plotters, etc. Duties include installation, removal, and troubleshooting of workstations, laptops, and related hardware. Sr. Help Desk Specialists have expert knowledge of the latest operating systems and office productivity applications and are responsible for maintaining agreed upon service level agreements.

Labor Category	Minimum Education	Minimum Experience	Functional Responsibilities
<b>Help Desk Specialist</b>	BA/BS	2	Responsible to provide support to user requests as assigned regarding software applications and hardware, such as laptops, servers, printers, plotters, etc. Duties include installation, removal, and troubleshooting of workstations, laptops, and related hardware. Help Desk Specialists have knowledge of the latest operating systems and office productivity applications.
<b>Senior Research Analyst</b>	BA/BS	7	Leads teams to define system requirements including performing feasibility studies, cost benefit analyses, developing functional system requirements documents and test plans. Leads Agile Scrum sessions and maintains user story backlogs for Agile development environments. Ensures that systems and documentation conform to the customer's procedures and user requirements.
<b>Senior Web Developer</b>	BS	7	Leads web application development teams and provides highly skilled expertise in designing, developing, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. Provides subject matter expertise and mentors less experienced software development staff.
<b>Web Developer</b>	BS	3	Under general supervision, develops code, tests, and debugs new web software or enhancements to existing software. Has good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals.

## EXPERIENCE & DEGREE SUBSTITUTION

The above describes the functional responsibilities and education and experience requirements for each labor category. These requirements are a guide to the types of experience and educational background of typical personnel in each labor category.

Education and experience may be substituted for each other. Each year of relevant experience may be substituted for one year of education, and vice versa. In addition, certifications, professional credentials, and vocational technical training may be substituted for experience or education.

### Degree/Experience Equivalency\*

Degree	Experience Equivalence	Other Equivalence
Bachelors	Associate degree + 2 years relevant experience, or 4 years relevant experience	Professional certification and vocational technical training
Masters	Bachelors + 2 years relevant experience, or Associate + 4 years relevant experience	Professional credentials
Doctorate	Masters + 4 years relevant experience, Bachelors + 6 years relevant experience	Professional credentials

Certifications, Training, and Credentials	Experience Equivalence
Professional exams	1 year of experience for every two exams passed
Professional certification and vocational technical training	3 years of experience for each professional certification
Professional credentials	6 years of experience

\* Successful completion of higher education which has not yet resulted in a degree may be counted as 1 year of experience for each year of college completed.