



City Manager's Office

CONSENT CALENDAR

December 14, 2021

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: Matthai Chakko, Assistant to the City Manager, CMO

Subject: Protiviti Government Services: Using General Services Administration (GSA)
Vehicle for Professional Services Purchase OrdersRECOMMENDATION

Adopt a Resolution authorizing the City Manager to issue purchase orders with Protiviti Government Services for the purchase of professional services using the General Services Agency's (GSA) purchasing vehicle no. GS-35F-0280X for an amount not to exceed \$70,000 through November 8, 2022.

FISCAL IMPACTS OF RECOMMENDATION

One-time funding for this project is available in the General Fund. Spending for this contract in future fiscal years will be subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

\$70,000 FY 2022: Professional Services Budget Code: 011-21-201-000-0000-000-412-612990- (City Manager's Office, Professional Services)

\$70,000 Total FY 2022 Professional Services

CURRENT SITUATION AND ITS EFFECTS

The City's Communications Division is currently working on the Website Reinvention Project, which is a centerpiece of the City's communications strategy. A critical part of the project is the migration of re-written content from the current website to a new content management system cloud platform. We identified gaps in staffing for this work after analysis of the contract with Rolling Orange, the agency contracted for the website redesign.

After the website launch, slated in January-February 2022, the site will require consultant expertise to be available to offer continuing support, bug fixes, and quality control for successful implementation and completion. Any delay in getting the resources would delay the project.

Key efforts to since the Spring include: 1) Rewriting 100+ pages of 300+ for new website; 2) Setting up development server for new CMS page entry and development; 3) Identifying pages to migrate without revisions; 4) Hiring two new Digital Communications Coordinators to be project managers and writers for the website.

The number of pages and resources being migrated exceeds our resource capacity. For successful implementation of this project, we need expert level skills in website database development and content migration. Robert Half consultants would help us bridge the gap and allow us to complete the project on time.

Additionally, the City regularly participates in purchasing vehicles, or Master Award Schedules (MAS) negotiated by GSA. GSA negotiates long-term contracts for prices on supplies, products, and services with suppliers on behalf of government agencies, including local government, that ensure volume discount pricing.

BACKGROUND

The Communications Division restarted the Website Reinvention Project since its delay from the COVID-19 pandemic and the departure of a key staff member leading the project. As a result of the weekly analysis of the project status and calendar by the new team, we identified the number of pages that need to be migrated to the new CMS platform, Drupal on Acquia Cloud, and the actual number of hours the website design agency would be able to devote to migration of said pages. We further identified a large difference in the number of webpages and website assets (files, images, etc.) left to be migrated, work for which would be beyond the resources of the small Web Team.

Consultants who specialize in website migration and CMS databases will help us in page migration coverage, as well as provide support for post-launch activities, such as code fixes, additional page development, and quality control.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

Protiviti Government Services staffs will conduct their work remotely thus reducing greenhouse gas emissions from travel to and from City facilities. There are no other identifiable environmental effects, climate impacts, or sustainability opportunities associated with this report.

RATIONALE FOR RECOMMENDATION

The City is currently using Protiviti Government Services under multiple GSA vehicles across several departments for specific professional services engagements. Protiviti Government Services works with Robert Half International to immediately source analysts with the skillset and experience required to work on these projects. Additionally, staff determined that not using Protiviti Government Services for the remainder of FY puts some of the projects in jeopardy of not being completed on time and within budget.

ALTERNATIVE ACTIONS CONSIDERED

Hiring additional internal staff to fulfill the needs were considered. However, given the deep technical expertise and knowledge required it would be difficult to hire the appropriate staff and get them trained in a timely manner for the projects.

CONTACT PERSON

Matthai Chakko, Assistant to the City Manager, (510) 981-7008

Attachments:

1. Resolution
2. GSA Authorized Federal Supply Schedule (FSS) Price List
(GSA Schedule Staffing Rates PGS_GS-35F-0280X_2026.PDF)

RESOLUTION NO. ##,###-N.S.

PROTIVITI GOVERNMENT SERVICES: USING GENERAL SERVICES ADMINISTRATION (GSA) VEHICLE FOR PROFESSIONAL SERVICES PURCHASE ORDERS

WHEREAS, in September 2021, the Communications team identified gaps in staffing resources for the Web Reinvention Project; and

WHEREAS, Protiviti Government Services has the expertise in operations and implementations of complex projects, and provides well-qualified analysts; and

WHEREAS, the City regularly participates in purchasing vehicles, or Master Award Schedules (MAS) negotiated by GSA, who negotiates long-term contracts for prices on supplies, products, and services with suppliers on behalf of government agencies, including local government, that ensure volume discount pricing; and

WHEREAS, one-time funding for this project is available in the General Fund, and spending for this contract in future fiscal years will be subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to issue purchase orders with Protiviti Government Services for the purchase of professional services using the General Services Agency's (GSA) purchasing vehicle no. GS-35F-0280X for an amount not to exceed \$70,000 through November 8, 2022.



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE**

**AUTHORIZED FEDERAL SUPPLY SCHEDULE (FSS)
PRICE LIST**

MULTIPLE AWARD SCHEDULE

**Information Technology - PSC D399
Professional Services - PSC R704**

Protiviti Government Services, Inc.

Contract number: GS-35F-0280X
Contract period: March 11, 2016 through March 10, 2026
Contract Administrator: John Owen
Email: john.owen@roberthalfgovernment.com
Telephone: (703) 299-3507

1640 King Street, Suite 400
Alexandria, VA 22314
www.protiviti.com/government

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov

Large Business Concern

Price list Current as of Modification PS-0046, effective April 12, 2021

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 for GSA Advantage! is: <http://GSAAdvantage.gov>.



Protiviti Government Services, Inc.

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INFORMATION FOR ORDERING ACTIVITES

General Terms and Conditions:

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

SINs		SIN Title
511210 511210STLOC 511210RC		Software Licenses Includes both term and perpetual software licenses and maintenance. NOTE: Subject to Cooperative Purchasing
54151 54151STLOC 54151RC		Software Maintenance Services Software maintenance services creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance services include person-to-person communications regardless of the medium used to communicate: telephone support, online technical support, customized support, and/or technical expertise which are charged commercially. NOTE: Subject to Cooperative Purchasing
541519PIV 541519PIVSTLOC 541519PIVRC		Homeland Security Presidential Directive 12 Product and Service Components PIV products and PIV services to implement the requirements of HSPD-12, FIPS-201 and associated NIST special publications. Implementation components specified under this SIN are: * PIV enrollment and registration services, * PIV systems infrastructure, * PIV card management and production services, * PIV card finalization services, * Logical access control products and services, * PIV system integration services. Installation services and FIPS 201 compliant PACS (Physical Access Control System) products. NOTE: Subject to Cooperative Purchasing
54151S 54151SSTLOC 54151SRC		Information Technology Professional Services IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing. NOTE: Subject to Cooperative Purchasing
541611 541611RC		Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services. Provide operating advice and assistance on administrative and management issues. Examples include: strategic and organizational planning, business process improvement, acquisition and grants management support, facilitation, surveys, assessment and improvement of financial management systems, financial reporting and analysis, due diligence in validating an agency's portfolio of assets and related support services, strategic financial planning, financial policy formulation and development, special cost studies, actuarial services, economic and regulatory analysis, benchmarking and program metrics, and business program and project management.



Protiviti Government Services, Inc.

SINs		SIN Title
OLM	COOP	OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.
OLMSTLOC	DISAST	
OLMRC	PURCH	
		OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

1b. Not Applicable

1c. Labor Category Descriptions and Rates: Refer to Pages 6-20 for Contractor’s hourly labor rates and description of all corresponding job titles, experience, functional responsibility and education.

2. Maximum Order Limit: SINs 511210, 54151, 54151S - \$500,000.00
 SINs 541519PIV, 541611 - \$1,000,000.00

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

3. Minimum Order: \$100.00

4. Geographic Coverage: Domestic delivery within the 48 contiguous states.

5. Points of Production: Alexandria, Alexandria County, Virginia

6. Basic Discount: Prices shown herein are GSA Net (discount deducted)

7. Quantity Discount: None Offered

8. Prompt Payment Terms: Net 30 Days

9. Foreign Items: None

10a. Time of Delivery: As negotiated between Contractor and Ordering Agency



Protiviti Government Services, Inc.

10b. Expedited Delivery: Contact contractor

10c. Overnight and 2-Day Delivery: Contact contractor

10d. Urgent Requirements: Contact contractor

11. FOB Point: Destination

12a. Ordering Address: Protiviti Government Services, Inc.
1640 King Street, Suite 400
Alexandria, VA 22314

12b. Ordering Procedures: For supplies and services, the ordering procedures, information on blanket

Purchase Agreements (BPA's) are found in Federal Acquisition Regulation
(FAR 8.405-3)

13. Payment Address: Protiviti Government Services, Inc.
c/o Bank of America
14243 Collections Center Drive
Lockbox #14243
Chicago, IL 60693

14. Warranty Provision: Standard Commercial Warranty. Please Contact Contractor

15. Export Packing Charges: Not Applicable

16. Terms and Conditions Applicable to Rental, Maintenance and Repair: Not Applicable

17. Terms and Conditions Applicable to Installation: Not Applicable



Protiviti Government Services, Inc.

18a. Terms and Conditions Applicable to Repair Parts: Not Applicable

18b. Terms and Conditions Applicable to any other Services: Not Applicable

19. List of Service and Distribution Points: Not Applicable

20. List of Participating Dealers: Not Applicable

21. Preventative Maintenance: Not Applicable

22a. Environmental Attributes, e.g., recycled, content,

Energy efficiency, and/or reduced Pollutants: Not Applicable

22b. Section 508 Compliance Information: Not Applicable

23. DUNs Number: 15-762-8210

24. SAM Database: Contractor registered and active in SAM



Protiviti Government Services, Inc.

INFORMATION TECHNOLOGY PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS AND PRICING

EXPERIENCE & DEGREE SUBSTITUTION LANGUAGE

The following chart shows the allowable substitutions of education and experience.

The labor category descriptions provided below include job duties and responsibilities, as well as typical education and work experience associated with each labor category type. The academic credentials and years of experience required at each level are also provided. Education may be substituted for experience, and conversely, experience may be substituted for education in accordance with the following guidelines:

Degree Required by Labor Category	Years of Experience Credited or Equivalent
Doctorate	<ul style="list-style-type: none"> • Masters with 3 years of relevant experience • Bachelors with 6 years relevant experience
Master's Degree	<ul style="list-style-type: none"> • Bachelor's with 3 years of experience • Associates with 6 years relevant experience
Bachelor's Degree	<ul style="list-style-type: none"> • 5 Years of experience • Associates with 3 years of experience
Associate's Degree	<ul style="list-style-type: none"> • 2 years relevant experience

IT PROFESSIONAL SERVICES

- **Special Item Number 54151S – Information Technology Professional Services**
- **Special Item Number 541519PIV - Homeland Security Presidential Directive 12 Product and Service Components**

No.	Labor Category	Description
001	IT Program Manager	<p><u>Minimum/General Experience:</u> 8 years of professional work experience that provides the required knowledge, skills and training. 4 years experience in management of program/projects similar in scope and requirements to current program.</p> <p><u>Functional Responsibility:</u> Program or concurrent project planning and directing business, technical, and personnel management for a diverse group of functional activities which may include technology improvement, engineering studies, computer applications, systems development and system installation, test and deployment.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study or equivalent.</p>
002	IT Project Manager	<p><u>Minimum/General Experience:</u> 6 years of professional work experience that provides the required knowledge, skills and training. 2 years experience in management of projects/tasks similar in scope and requirements to current project or program.</p> <p><u>Functional Responsibility:</u> Project planning and directing business, technical, and personnel management for a diverse group of functional activities which may include technology improvement, engineering studies, computer applications, systems development and system installation, test and deployment.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study or equivalent.</p>



Protiviti Government Services, Inc.

No.	Labor Category	Description
003	Configuration Management / Quality Assurance Manager	<p><u>Minimum/General Experience:</u> 4 years experience, of which at least 2 years be specialized experience involving the analysis and design of business applications.</p> <p><u>Functional Responsibility:</u> Provides technical and administrative direction for personnel performing Configuration Management and software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, verification and validation, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Program / Project Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.</p> <p><u>Minimum Education:</u> A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.</p>
004	Subject Matter Expert I	<p><u>Minimum/General Experience:</u> 4 years experience in a relevant discipline or associated operational experience. Demonstrated industry or academic expertise in one or more of the above disciplines or associated operational areas. Has knowledge of applicable technical areas and/or associated systems, architecture, their operation, capabilities, reporting mechanisms, or planned improvements.</p> <p><u>Functional Responsibility:</u> Responsible for participating in research or development within a specified technical or operational area to include requirements definition, specification, detailed design, design review, documentation, testing and deployment support.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study or equivalent. The educational degree may be replaced with a certificate from a vendor supported program.</p>
005	Subject Matter Expert II	<p><u>Minimum/General Experience:</u> 6 years experience in a relevant discipline or associated operational experience. Demonstrated industry or academic expertise in one or more of the subject disciplines or associated operational areas. Has extensive knowledge of applicable technical areas and/or associated systems, architecture, their operation, capabilities, reporting mechanisms, or planned improvements.</p> <p><u>Functional Responsibility:</u> Responsible for leading research or development within a specified technical or operational area to include requirements definition, specification, detailed design, design review, documentation, testing and deployment support. Subject Matter Expert II may lead a team.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study or equivalent. The educational degree may be replaced with a certificate from a vendor supported program.</p>
006	Subject Matter Expert III	<p><u>Minimum/General Experience:</u> 8 years experience in a relevant discipline or associated operational experience. Demonstrated industry or academic expertise in one or more of the subject disciplines or associated operational areas. Has extensive knowledge of applicable technical areas and/or associated systems, architecture, their operation, capabilities, reporting mechanisms, or planned improvements.</p> <p><u>Functional Responsibility:</u> Responsible for leading research or development within a specified technical or operational area to include requirements definition, specification, detailed design, design review, documentation, testing and deployment support. A Subject Matter Expert III may work independently and may lead a team in a supervisory capacity.</p>



Protiviti Government Services, Inc.

No.	Labor Category	Description
007	Consultant I	<p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study or equivalent. The educational degree may be replaced with a certificate from a vendor supported program.</p> <p><u>Minimum/General Experience:</u> 4 years of relevant experience.</p> <p><u>Functional Responsibility:</u> Recognized for strong expertise in industry issues and trends. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Information Technology, Human Resources, Finance, Supply, Service, etc. Work with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Guide the determination of IT inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations. May provide guidance and direction to other professionals or act in a consulting and/or advisory capacity; coordinates resolution of complex problems and tasks, possesses ability to meet and operate under deadlines.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study or equivalent.</p>
008	Consultant II	<p><u>Minimum/General Experience:</u> 6 years of relevant experience.</p> <p><u>Functional Responsibility:</u> Recognized for strong expertise in industry issues and trends. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Information Technology, Human Resources, Finance, Supply, Service, etc. Work with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Guide the determination of IT inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generate functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations. May provide guidance and direction to other professionals or act in a consulting and/or advisory capacity; coordinates resolution of complex problems and tasks, possesses ability to meet and operate under deadlines. The Consultant II may lead a team.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study or equivalent.</p>
009	Computer Specialist I	<p><u>Minimum/General Experience:</u> At least 2 years of experience in technical work. Experience in one or more of the following technical areas: H/W integration, S/W integration, training, Configuration Management or testing.</p> <p><u>Functional Responsibility:</u> Performs technical assignments under general supervision.</p> <p><u>Minimum Education:</u> Associate's degree in a relevant field of study or equivalent.</p>



Protiviti Government Services, Inc.

No.	Labor Category	Description
011	Computer Specialist II	<p><u>Minimum/General Experience:</u> At least 6 years of experience in technical work. In-depth experience in one or more of the following technical areas: Development of system H/W and S/W Specifications, network design, security analysis, system administration set-up, specialized information technologies training, tactical communications integration, security accreditation, and testing.</p> <p><u>Functional Responsibility:</u> Performs complex technical assignments, may be designated as team leader.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study or equivalent.</p>
012	Software / Network Engineer I	<p><u>Minimum/General Experience:</u> Training in a relevant discipline or associated operational experience.</p> <p><u>Functional Responsibility:</u> Participates in specific aspects of system implementation under the direction of senior technical personnel including development and implementation of specifications, designs, integration, testing, or documentation. May include performing installation, troubleshooting, and support of network hardware, software and applications.</p> <p><u>Minimum Education:</u> Associate's degree in a relevant field of study such as engineering, physics, computer science, or operations research, or 2 years of experience in a relevant field.</p>
013	Software / Network Engineer II	<p><u>Minimum/General Experience:</u> 4 years experience in a relevant discipline or associated operational experience. 2 years directly applicable experience in development, operations, testing, integration, or fielding of systems.</p> <p><u>Functional Responsibility:</u> Participates in or leads specific aspects of system implementation including development and implementation of specifications, designs, integration, testing, or documentation. Participates or leads development of risk management and mitigation strategy. May include performing or leading installation, troubleshooting, and support of network hardware, software and applications. The Software/Network Engineer II may lead a team.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study such as engineering, physics, computer science, information systems and operations research or equivalent. Has obtained or is currently working on professional certification.</p>
014	Software / Network Engineer III	<p><u>Minimum/General Experience:</u> 6 years experience in a relevant discipline or associated operational experience. 2 years directly applicable experience in development, operations, testing, integration, or fielding of systems.</p> <p><u>Functional Responsibility:</u> Participates in or leads specific aspects of system implementation including development and implementation of specifications, designs, integration, testing, or documentation. Participates or leads development of risk management and mitigation strategy. May include performing or leading installation, troubleshooting, and support of network hardware, software and applications. The Software/Network Engineer III can work independently and may lead a team in a supervisory capacity.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study such as engineering, physics, computer science, information systems and operations research or equivalent. Has obtained or is currently working on professional certification.</p>



Protiviti Government Services, Inc.

No.	Labor Category	Description
015	Systems Analyst I	<p><u>Minimum/General Experience:</u> Training in a relevant discipline or associated operational experience.</p> <p><u>Functional Responsibility:</u> Performs system-wide analysis, primarily with respect to computer function allocations. Performs system-wide analysis, primarily with respect to software development and implementation, hardware and network deployment and reliability, maintainability and availability.</p> <p><u>Minimum Education:</u> Associate's degree in a relevant field of study such as engineering, physics, computer science, or operations research, or 2 years of experience in a relevant field.</p>
016	Systems Analyst II	<p><u>Minimum/General Experience:</u> 2 years directly relevant experience.</p> <p><u>Functional Responsibility:</u> Performs system-wide analysis, primarily with respect to computer function allocations. Performs system-wide analysis, primarily with respect to software development, hardware development and reliability, maintainability and availability. Systems Analyst II may lead a team.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study such as Computer Science/Management Information Systems or equivalent.</p>
017	Systems Analyst III	<p><u>Minimum/General Experience:</u> 4 years directly relevant experience.</p> <p><u>Functional Responsibility:</u> Performs system-wide analysis, with respect to computer functions allocations, software development, hardware development and reliability, maintainability and availability. May direct and evaluate work of other lower level analysts.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study such as Computer Science/Management Information Systems or equivalent.</p>
018	Systems Analyst IV	<p><u>Minimum/General Experience:</u> 6 years directly relevant experience.</p> <p><u>Functional Responsibility:</u> Performs system-wide analysis, with respect to computer functions allocations, software development, hardware development and reliability, maintainability and availability. Directs and evaluates work of other lower level analysts. May work independently and may lead a team in a supervisory capacity.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study such as Computer Science/Management Information Systems or equivalent.</p>
019	Systems Administrator I	<p><u>Minimum/General Experience:</u> 2 years experience, of which at least 1 year must be specialized experience in administrating computer systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.</p> <p><u>Functional Responsibility:</u> Performs the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business and IT systems.</p> <p><u>Minimum Education:</u> Associate's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.</p>



Protiviti Government Services, Inc.

No.	Labor Category	Description
020	Systems Administrator II	<p><u>Minimum/General Experience:</u> 4 years experience, of which at least 2 years must be specialized experience in administrating computer systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.</p> <p><u>Functional Responsibility:</u> Supervises the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business and IT systems. May lead a team.</p> <p><u>Minimum Education:</u> Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.</p>
021	Systems Administrator III	<p><u>Minimum/General Experience:</u> 6 years experience, of which at least 3 years must be specialized experience in administrating computer systems. General experience includes operations experience on a large-scale computer system or a multi-server local area network.</p> <p><u>Functional Responsibility:</u> Supervises the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business and IT systems. May lead a team in a supervisory capacity.</p> <p><u>Minimum Education:</u> Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.</p>
022	Computer Security Specialist I	<p><u>Minimum/General Experience:</u> This position requires a minimum of 4 years experience, of which at least 2 years must be specialized experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions computer security problems.</p> <p><u>Functional Responsibility:</u> Analyzes and defines security requirements. Designs, develops, engineers, and implements solutions to computer security requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the computer security arena. Performs risk analyses which also includes risk assessment.</p> <p><u>Minimum Education:</u> Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related scientific or technical discipline.</p>
023	Computer Security Specialist II	<p><u>Minimum/General Experience:</u> This position requires a minimum of 6 years experience, of which at least 4 years must be specialized experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities, and developing solutions computer security problems.</p> <p><u>Functional Responsibility:</u> Analyzes and defines security requirements. Designs, develops, engineers, and implements solutions to computer security requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the computer security arena. Performs risk analyses which also includes risk assessment. May lead a team.</p>



Protiviti Government Services, Inc.

No.	Labor Category	Description
024	Computer Security Specialist III	<p><u>Minimum Education:</u> Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related scientific or technical discipline.</p> <p><u>Minimum/General Experience:</u> This position requires a minimum of 8 years experience, of which at least 6 years must be specialized experience in defining computer security requirements for high level applications, evaluation of approved security product capabilities and resolution of computer security problems.</p> <p><u>Functional Responsibility:</u> Analyzes and defines security requirements. Designs, develops, engineers, and implements solutions computer security requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the computer security arena. Performs risk analyses which also includes risk assessment. Provides daily supervision and direction to staff.</p> <p><u>Minimum Education:</u> Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related scientific or technical discipline.</p>
025	Technical Writer	<p><u>Minimum/General Experience:</u> 2 years of directly relevant experience.</p> <p><u>Functional Responsibility:</u> develops and produces technical documents. Proficient in writing and editing technical documents.</p> <p><u>Minimum Education:</u> Associates degree in a relevant field of study or equivalent.</p>
026	Clerical/Office Automation Specialist I	<p><u>Minimum/General Experience:</u> Training in a relevant discipline or associated operational experience. Experience in administrative work and extensive experience with office products such as Microsoft Office. Individual utilizes office tools in the daily administration of a project with little supervision and is an individual that can be relied upon to execute administrative tasks to satisfy company and government procedures.</p> <p><u>Functional Responsibility:</u> Applies knowledge of procedures and work routines to the performance of routine documentation, data entry, or administrative tasks.</p> <p><u>Minimum Education:</u> High school graduate or GED</p>
027	Clerical/Office Automation Specialist II	<p><u>Minimum/General Experience:</u> 2 or more year of experience in corporate and government procedures. Experience in administrative work and extensive experience with office products such as Microsoft Office. Individual utilizes office tools in the daily administration of a project with little supervision and is an individual that can be relied upon to execute administrative tasks to satisfy company and government procedures.</p> <p><u>Functional Responsibility:</u> Applies knowledge of procedures and work routines to the performance of routine documentation, data entry, or administrative tasks. May perform more complex tasks.</p> <p><u>Minimum Education:</u> High school graduate or GED</p>



Protiviti Government Services, Inc.

No.	Labor Category	Description
028	Clerical/Office Automation Specialist III	<p><u>Minimum/General Experience:</u> 4 or more years of experience in corporate and government procedures. Experience in administrative work and extensive experience with office products such as Microsoft Office. Individual utilizes office tools in the daily administration of a project with little supervision and is an individual that can be relied upon to execute administrative tasks to satisfy company and government procedures.</p> <p><u>Functional Responsibility:</u> Applies knowledge of procedures and work routines to the performance of routine documentation, data entry, or administrative tasks. May lead a team.</p> <p><u>Minimum Education:</u> High school graduate or GED</p>
029	Clerical/Office Automation Specialist IV	<p><u>Minimum/General Experience:</u> 6 or more years of experience in corporate and government procedures. Experience in administrative work and extensive experience with office products such as Microsoft Office. Individual utilizes office tools in the daily administration of a project with little supervision and is an individual that can be relied upon to execute administrative tasks to satisfy company and government procedures.</p> <p><u>Functional Responsibility:</u> Applies knowledge of procedures and work routines to the performance of routine documentation, data entry, or administrative tasks. May lead a team in a supervisory capacity.</p> <p><u>Minimum Education:</u> High school graduate or GED</p>
031	Help Desk Supervisor	<p><u>Minimum/General Experience:</u> 4 years of general experience and 2 or more years of specialized experience.</p> <p><u>Functional Responsibility:</u> Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Provides daily supervision and technical direction to a small team.</p> <p><u>Minimum Education:</u> Associates Degree or Formal Accreditation (e.g., CNA, CNE, MCP, MCSE, etc.)</p>
033	Data Entry Clerk I	<p><u>Minimum/General Experience:</u> Training in a relevant discipline or associated operational experience.</p> <p><u>Functional Responsibility:</u> Operates a data entry device to record or verify a variety of standard and/or complex coded or uncoded business and statistical source data into a computer. Performs a variety of tasks. Works under general supervision.</p> <p><u>Minimum Education:</u> High School Graduate or GED.</p>



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No.	Labor Category	Description
034	Data Entry Clerk II	<u>Minimum/General Experience:</u> Training in a relevant discipline or associated operational experience.

Functional Responsibility: Operates a data entry device to record or verify a variety of standard and/or complex coded or uncoded business and statistical source data into a computer. Performs a variety of tasks. Works under general supervision. May lead a team.

Minimum Education: High School Graduate or GED.

Pricing for Labor Categories applicable to SIN 54151S and 541519PIV

PLC	SERVICE PROPOSED (e.g. Job Title/Task)	Option Year 3-11-2020 to 3-10-2021	Option Year 3-11-2021 to 3-10-2022	Option Year 3-11-2022 to 3-10-2023	Option Year 3-11-2023 to 3-10-2024	Option Year 3-11-2024 to 3-10-2025	Option Year 3-11-2025 to 3-10-2026
IT 001	IT Program Manager - Contractor Site	\$224.11	\$228.37	\$232.71	\$237.13	\$241.63	\$246.22
IT 002	IT Project Manager - Contractor Site	\$219.48	\$223.65	\$227.90	\$232.23	\$236.65	\$241.14
IT 003	Configuration Management / Quality Assurance Manager - Contractor Site	\$209.31	\$213.29	\$217.34	\$221.47	\$225.68	\$229.96
IT 004	Subject Matter Expert I - Contractor Site	\$209.13	\$213.11	\$217.16	\$221.28	\$225.49	\$229.77
IT 005	Subject Matter Expert II - Contractor Site	\$271.34	\$276.50	\$281.75	\$287.10	\$292.56	\$298.12
IT 006	Subject Matter Expert III - Contractor Site	\$395.51	\$403.03	\$410.69	\$418.49	\$426.44	\$434.54
IT 007	Consultant I - Contractor Site	\$114.08	\$116.24	\$118.45	\$120.70	\$123.00	\$125.33
IT 008	Consultant II - Contractor Site	\$140.62	\$143.29	\$146.01	\$148.79	\$151.62	\$154.50
IT 009	Computer Specialist I - Contractor Site	\$135.31	\$137.88	\$140.50	\$143.17	\$145.89	\$148.67
IT 011	Computer Specialist II - Contractor Site	\$276.33	\$281.58	\$286.93	\$292.38	\$297.94	\$303.60
IT 012	Software / Network Engineer I - Contractor Site	\$139.99	\$142.65	\$145.36	\$148.13	\$150.94	\$153.81
IT 013	Software / Network Engineer II - Contractor Site	\$187.03	\$190.58	\$194.20	\$197.89	\$201.65	\$205.48
IT 014	Software / Network Engineer III - Contractor Site	\$240.61	\$245.18	\$249.84	\$254.59	\$259.42	\$264.35
IT 015	Systems Analyst I - Contractor Site	\$119.62	\$121.90	\$124.21	\$126.57	\$128.98	\$131.43
IT 016	Systems Analyst II - Contractor Site	\$110.94	\$113.05	\$115.20	\$117.39	\$119.62	\$121.89
IT 017	Systems Analyst III - Contractor Site	\$158.68	\$161.70	\$164.77	\$167.90	\$171.09	\$174.34
IT 018	Systems Analyst IV - Contractor Site	\$192.55	\$196.21	\$199.94	\$203.74	\$207.61	\$211.56
IT 019	Systems Administrator I - Contractor Site	\$146.75	\$149.54	\$152.38	\$155.28	\$158.23	\$161.23
IT 020	Systems Administrator II - Contractor Site	\$212.98	\$217.03	\$221.15	\$225.35	\$229.63	\$234.00
IT 021	Systems Administrator III - Contractor Site	\$236.93	\$241.43	\$246.02	\$250.69	\$255.46	\$260.31
IT 022	Computer Security Specialist I - Contractor Site	\$134.97	\$137.54	\$140.15	\$142.81	\$145.53	\$148.29
IT 023	Computer Security Specialist II - Contractor Site	\$207.56	\$211.51	\$215.52	\$219.62	\$223.79	\$228.04
IT 024	Computer Security Specialist III - Contractor Site	\$226.67	\$230.98	\$235.36	\$239.84	\$244.39	\$249.04
IT 025	Technical Writer - Contractor Site	\$127.73	\$130.16	\$132.63	\$135.15	\$137.72	\$140.34
IT 026	Clerical / Office Automation Assistant I ** - Contractor Site	\$51.39	\$52.36	\$53.36	\$54.37	\$55.40	\$56.46
IT 027	Clerical / Office Automation Assistant II ** - Contractor Site	\$63.12	\$64.32	\$65.54	\$66.79	\$68.05	\$69.35
IT 028	Clerical / Office Automation Assistant III - Contractor Site	\$71.15	\$72.50	\$73.88	\$75.28	\$76.71	\$78.17
IT 029	Clerical / Office Automation Assistant IV - Contractor Site	\$84.59	\$86.19	\$87.83	\$89.50	\$91.20	\$92.93
IT 031	Help Desk Supervisor - Contractor Site	\$103.46	\$105.43	\$107.43	\$109.47	\$111.55	\$113.67



Protiviti Government Services, Inc.

Pricing for Labor Categories applicable to SIN 54151S and 541519PIV

PLC	SERVICE PROPOSED (e.g. Job Title/Task)	Option Year 3-11-2020 to 3-10-2021	Option Year 3-11-2021 to 3-10-2022	Option Year 3-11- 2022 to 3- 10-2023	Option Year 3-11- 2023 to 3- 10-2024	Option Year 3-11- 2024 to 3- 10-2025	Option Year 3-11- 2025 to 3- 10-2026
IT 033	Data Entry Clerk I ** - Contractor Site	\$46.98	\$47.87	\$48.78	\$49.71	\$50.65	\$51.62
IT 034	Data Entry Clerk II - Contractor Site	\$56.03	\$57.10	\$58.18	\$59.29	\$60.41	\$61.56
ITC001	IT Program Manager - Client Site	\$161.68	\$164.75	\$167.88	\$171.07	\$174.32	\$177.64
ITC002	IT Project Manager - Client Site	\$158.35	\$161.36	\$164.43	\$167.55	\$170.73	\$173.98
ITC003	Configuration Management / Quality Assurance Manager - Client Site	\$151.01	\$153.88	\$156.81	\$159.79	\$162.82	\$165.92
ITC004	Subject Matter Expert I - Client Site	\$169.91	\$173.14	\$176.43	\$179.78	\$183.20	\$186.68
ITC005	Subject Matter Expert II - Client Site	\$239.20	\$243.75	\$248.38	\$253.10	\$257.91	\$262.81
ITC006	Subject Matter Expert III - Client Site	\$310.17	\$316.06	\$322.07	\$328.19	\$334.42	\$340.78
ITC007	Consultant I - Client Site	\$97.20	\$99.05	\$100.93	\$102.85	\$104.80	\$106.79
ITC008	Consultant II - Client Site	\$101.45	\$103.38	\$105.34	\$107.35	\$109.38	\$111.46
ITC009	Computer Specialist I - Client Site	\$97.62	\$99.47	\$101.36	\$103.29	\$105.25	\$107.25
ITC011	Computer Specialist II - Client Site	\$276.33	\$281.58	\$286.93	\$292.38	\$297.94	\$303.60
ITC012	Software / Network Engineer I - Client Site	\$101.00	\$102.92	\$104.88	\$106.87	\$108.90	\$110.97
ITC013	Software / Network Engineer II - Client Site	\$134.93	\$137.49	\$140.10	\$142.77	\$145.48	\$148.24
ITC014	Software / Network Engineer III - Client Site	\$240.61	\$245.18	\$249.84	\$254.59	\$259.42	\$264.35
ITC015	Systems Analyst I - Client Site	\$86.31	\$87.95	\$89.62	\$91.33	\$93.06	\$94.83
ITC016	Systems Analyst II - Client Site	\$80.04	\$81.56	\$83.11	\$84.69	\$86.30	\$87.94
ITC017	Systems Analyst III - Client Site	\$114.48	\$116.66	\$118.87	\$121.13	\$123.43	\$125.78
ITC018	Systems Analyst IV - Client Site	\$192.55	\$196.21	\$199.94	\$203.74	\$207.61	\$211.56
ITC019	Systems Administrator I - Client Site	\$105.88	\$107.89	\$109.94	\$112.03	\$114.16	\$116.33
ITC020	Systems Administrator II - Client Site	\$195.98	\$199.71	\$203.50	\$207.37	\$211.31	\$215.32
ITC021	Systems Administrator III - Client Site	\$236.93	\$241.43	\$246.02	\$250.69	\$255.46	\$260.31
ITC022	Computer Security Specialist I - Client Site	\$97.39	\$99.24	\$101.12	\$103.04	\$105.00	\$107.00
ITC023	Computer Security Specialist II - Client Site	\$149.75	\$152.60	\$155.49	\$158.45	\$161.46	\$164.53
ITC024	Computer Security Specialist III - Client Site	\$163.53	\$166.63	\$169.80	\$173.03	\$176.31	\$179.66
ITC025	Technical Writer - Client Site	\$127.73	\$130.16	\$132.63	\$135.15	\$137.72	\$140.34
ITC026	Clerical / Office Automation Assistant I ** - Client Site	\$38.95	\$39.69	\$40.44	\$41.21	\$41.99	\$42.79
ITC027	Clerical / Office Automation Assistant II ** - Client Site	\$54.35	\$55.38	\$56.44	\$57.51	\$58.60	\$59.72
ITC028	Clerical / Office Automation Assistant III - Client Site	\$55.08	\$56.12	\$57.19	\$58.28	\$59.38	\$60.51
ITC029	Clerical / Office Automation Assistant IV - Client Site	\$61.03	\$62.19	\$63.37	\$64.58	\$65.80	\$67.05
ITC031	Help Desk Supervisor - Client Site	\$74.64	\$76.06	\$77.51	\$78.98	\$80.48	\$82.01
ITC033	Data Entry Clerk I ** - Client Site	\$33.89	\$34.54	\$35.19	\$35.86	\$36.54	\$37.24
ITC034	Data Entry Clerk II - Client Site	\$56.03	\$57.10	\$58.18	\$59.29	\$60.41	\$61.56



Protiviti Government Services, Inc.

PROFESSIONAL SERVICES LABOR CATEGORY DESCRIPTIONS AND PRICING

EXPERIENCE & DEGREE SUBSTITUTION LANGUAGE

The following chart shows the allowable substitutions of education and experience.

The labor category descriptions provided below include job duties and responsibilities, as well as typical education and work experience associated with each labor category type. The academic credentials and years of experience required at each level are also provided. Education may be substituted for experience, and conversely, experience may be substituted for education in accordance with the following guidelines:

Degree Required by Labor Category	Years of Experience Credited or Equivalent
Doctorate	<ul style="list-style-type: none"> • Masters with 3 years of relevant experience • Bachelors with 6 years relevant experience
Master's Degree	<ul style="list-style-type: none"> • Bachelor's with 3 years of experience • Associates with 6 years relevant experience
Bachelor's Degree	<ul style="list-style-type: none"> • 5 Years of experience • Associates with 3 years of experience
Associate's Degree	<ul style="list-style-type: none"> • 2 years relevant experience

No.	Labor Category	Description
001	Program Manager	<p><u>Minimum/General Experience:</u> 10 years of professional work experience that provides the required knowledge, skills and training. Four years' experience in management of projects similar in scope and requirements to current program.</p> <p><u>Functional Responsibility:</u> Planning and directing technological improvements and project management implementation. Manage a diverse group of functional activities, subordinate groups of technical and administrative personnel</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study or equivalent.</p>
002	Project Manager	<p><u>Minimum/General Experience:</u> 8 years of professional work experience that provides the required knowledge, skills and training. Two years' experience in management of projects/tasks similar in scope and requirements to current program.</p> <p><u>Functional Responsibility:</u> Provides business, technical, and personnel management for individual projects, such as engineering studies, computer applications and systems development.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study or equivalent.</p>



Protiviti Government Services, Inc.

No.	Labor Category	Description
003	Executive Management Consultant I	<p><u>Minimum/General Experience:</u> 2 years experience in a relevant discipline or associated operational experience. Demonstrated industry or academic expertise in one or more of the above disciplines or associated operational areas. Has knowledge of applicable business/industry domains.</p> <p><u>Functional Responsibility:</u> Responsible for participating in research or development within a specified technical or operational area to include requirements definition, specification, detailed design, design review, documentation and testing.</p> <p><u>Minimum Education:</u> Associate's degree in a relevant field of study or equivalent. The educational degree may be replaced with a certificate from a vendor supported program.</p>
004	Executive Management Consultant II	<p><u>Minimum/General Experience:</u> 4 years experience in a relevant discipline or associated operational experience. Demonstrated industry or academic expertise in one or more of the above disciplines or associated operational areas. Has knowledge of applicable business/industry domains.</p> <p><u>Functional Responsibility:</u> Responsible for participating in research or development within a specified technical or operational area to include requirements definition, specification, detailed design, design review, documentation and testing.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study or equivalent. The educational degree may be replaced with a certificate from a vendor supported program.</p>
005	Executive Management Consultant III	<p><u>Minimum/General Experience:</u> 8 years experience in a relevant discipline or associated operational experience. Demonstrated industry or academic expertise in one or more of the subject disciplines or associated operational areas. Has extensive knowledge of applicable business/industry domains..</p> <p><u>Functional Responsibility:</u> Responsible for leading research or development within a specified technical or operational area to include requirements definition, specification, detailed design, design review, documentation and testing.</p> <p><u>Minimum Education:</u> Master's degree in a relevant field of study or equivalent. The educational degree may be replaced with a certificate from a vendor supported program.</p>
006	Management Consultant I	<p><u>Minimum/General Experience:</u> 4 years of relevant experience</p> <p><u>Functional Responsibility:</u> Recognized for strong expertise in industry issues and trends. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Work with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study or equivalent.</p>



Protiviti Government Services, Inc.

No.	Labor Category	Description
007	Management Consultant II	<p><u>Minimum/General Experience:</u> 7 years of relevant experience</p> <p><u>Functional Responsibility:</u> Recognized for strong expertise in industry issues and trends. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Human Resources, Finance, Supply, Service, etc. Work with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Participate in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products, such as ERP implementations. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.</p> <p><u>Minimum Education:</u> Master's degree in a relevant field of study or equivalent.</p>
008	Analyst I	<p><u>Minimum/General Experience:</u> 2 years directly relevant experience</p> <p><u>Functional Responsibility:</u> Conducts research, utilizing institution library, archives, and collections, and other sources of information, to collect, record, analyze and evaluate facts. Discusses findings with other personnel to evaluate validity of findings</p> <p><u>Minimum Education:</u> Associate's degree in a relevant field of study or equivalent</p>
009	Analyst II	<p><u>Minimum/General Experience:</u> 4 years directly relevant experience.</p> <p><u>Functional Responsibility:</u> Performs research and development in collaboration with others on projects. Makes detailed observations, analyzes data, and interprets results. Prepares technical reports, summaries, protocols, and quantitative analyses.</p> <p><u>Minimum Education:</u> Bachelor's degree in a relevant field of study or equivalent</p>
010	Meeting Facilitator	<p><u>Minimum/General Experience:</u> 3 years of relevant experience</p> <p><u>Functional Responsibility:</u> Assisting teams in identifying discussion topics, developing agendas for collaborative sessions, leading/facilitating sessions, preparing feedback on sessions and distributing them to session groups for review.</p> <p><u>Minimum Education:</u> Associate's degree in a relevant field of study or equivalent</p>
011	Policy Analyst I	<p><u>Minimum/General Experience:</u> 2 years of relevant experience</p> <p><u>Functional Responsibility:</u> Support research, development or review of various studies, assessments, policies and reports. Duties will include information gathering from various sources, report preparation, and interface with the client in order to resolve issues or present status of various assignments. Conduct and/or attend meetings and conferences for the benefit of the client.</p> <p><u>Minimum Education:</u> Bachelor's Degree required in Political Science, Economics, Computer Science, or equivalent.</p>



Protiviti Government Services, Inc.

No.	Labor Category	Description
012	Policy Analyst II	<p><u>Minimum/General Experience:</u> 5 years of relevant experience</p> <p><u>Functional Responsibility:</u> Support research, development or review of various studies, assessments, policies and reports. Duties will include information gathering from various sources, report preparation, and interface with the client in order to resolve issues or present status of various assignments. May lead a team of analysts to support project activities. Conduct and attend meetings and conferences for the benefit of the client.</p> <p><u>Minimum Education:</u> Bachelor’s Degree required in Political Science, Economics, Computer Science, or equivalent.</p>
013	Support Specialist I	<p><u>Minimum/General Experience:</u> 0-2 years of general office experience</p> <p><u>Functional Responsibility:</u> Performs a variety of clerical duties and support functions. Receives and processes incoming and outgoing mail. Sorts, copies and distributes reports, documents and files. Completes basic word processing and filing tasks. Provides miscellaneous assistance as required. May assist with overflow work from Support Specialist II.</p> <p><u>Minimum Education:</u> High school graduate or GED</p>
014	Support Specialist II	<p><u>Minimum/General Experience:</u> 2-3 years of general office experience.</p> <p><u>Functional Responsibility:</u> Performs administrative and office support activities for multiple supervisors. Types and assembles letters, memos, and reports. Answers questions and directs telephone calls and visitors. Prepares documents. Assembles and maintains statistical data. Performs and oversees specific projects and programs as assigned.</p> <p><u>Minimum Education:</u> High school graduate or GED</p>

	GSA Labor Category	Option Year 4-12-2020 to 3-10-2021	Option Year 3-11-2021 to 3-10-2022	Option Year 3-11-2022 to 3-10-2023	Option Year 3-11-2023 to 3-10-2024	Option Year 3-11-2024 to 3-10-2025
001	Program Manager	\$176.17	\$179.70	\$183.29	\$186.96	\$190.70
002	Project Manager	\$114.29	\$116.58	\$118.91	\$121.29	\$123.71
003	Executive Management Consultant I	\$177.58	\$181.13	\$184.76	\$188.45	\$192.22
004	Executive Management Consultant II	\$276.46	\$281.99	\$287.63	\$293.38	\$299.25
005	Executive Management Consultant III	\$326.04	\$332.56	\$339.22	\$346.00	\$352.92
006	Management Consultant I	\$145.59	\$148.51	\$151.48	\$154.51	\$157.60
007	Management Consultant II	\$186.38	\$190.11	\$193.91	\$197.79	\$201.75
008	Analyst I	\$71.20	\$72.62	\$74.07	\$75.55	\$77.06
009	Analyst II	\$105.30	\$107.41	\$109.56	\$111.75	\$113.99
010	Meeting Facilitator	\$69.09	\$70.48	\$71.89	\$73.32	\$74.79
011	Policy Analyst I	\$118.82	\$121.20	\$123.62	\$126.09	\$128.61
012	Policy Analyst II	\$177.58	\$181.13	\$184.76	\$188.45	\$192.22
013	*Support Specialist I	\$32.13	\$32.77	\$33.43	\$34.10	\$34.78
014	*Support Specialist II	\$39.70	\$40.49	\$41.30	\$42.13	\$42.97



Protiviti Government Services, Inc.

SCA Eligible Labor Category	SCA Equivalent Code Title	Wage Determination No
Support Specialist I	01070-Document Preparation Clerk	2015-4281 Rev 16
Support Specialist II	0111-General Clerk I	2015-4281 Rev 16

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.