



Commonwealth of Virginia
Virginia Information Technologies Agency

SUPPLIER MANAGED STAFF AUGMENTATION SERVICES

MANDATORY USE CONTRACT

Date: May 31, 2011

Contract #: VA-051123-CAI

Authorized User: All Public Bodies as defined by §2.2-4301 and referenced by §2.2-4304 of the **Code of Virginia**

Contractor: Computer Aid Inc.
5516 Falmouth Street
Suite 205
Richmond, VA 23230

FIN: 23-2180878

Contact Person: Christy Butcher
Office: 804-288-4320
Fax: 804-288-4358
Email: Christy_Butcher@compaid.com

Term: November 22, 2010 – December 31, 2013

Pricing (Rate Cards): Attachment 1 to Mod 15
(Pages 6 – 23)

Zones: Page 202

Payment: Net 30 days

For Additional Information, Please Contact:

Technical Information:
Supply Chain Management
Virginia Information Technologies Agency

Susan Woolley
Phone: 804-416-6015
E-Mail: susan.woolley@vita.virginia.gov
Fax: 804-416-6361

NOTES: Individual Commonwealth of Virginia employees are not authorized to purchase equipment or services for their personal use from this Contract.

For updates, please visit our Website at <http://www.vita.virginia.gov/procurement/contracts.cfm>

CONTRACT # VA-051123-CAI
CONTRACT CHANGE LOG

Change No.	Description of Change	Effective Date
1	Amendment 00001 corrects several job descriptions	12/14/05
2	Amendment 00002 adds Computer Operator, SOC 439001 job description and rates to the contract	2/20/06
3	Amendment 00003 amends SMSA Guidelines between CAI & VITA	3/1/06
4	Amendment 00004 amends Receipt of Subsequent Batches under the Performance Service Standards under Exhibit B	3/2/06
5	Updates Supplier Contact Information	4/10/06
6	PDF updated to add Exhibit F, "IT Services Contract"	5/19/06
7	Corrects Supplier's address information	5/30/06
8	Amendment 00005 adds a senior consultant job description to the contract	7/19/06
9	Amendment 00006 adds an exception category to the contract	7/19/06
10	Mod 7 replaces existing IFA language with new language and incorporates newly mandated terms and conditions and compliance with federal lobbying act into the contract.	9/13/06
11	Amendment 00007 amends Receipt of Subsequent Batches of Resumes from 24 hours to 48 hours under Exhibit B and amends to change the associated rates in the job descriptions under Exhibit D	10/17/06
12	Updates pricing information in Amendments 00002 & 00005	12/20/06
13	Amendment 00008 amends the definition of a batch of resumes from 5 resumes to a minimum of 3 and a maximum of 5 resumes	1/30/07
14	Amendment 00009 amends job descriptions and rates and updates VITA's contact information	4/23/07
15	Mod 10 renews contract term	11/23/07
16	Amendment 00010 amends the target for the Performance Metric "Accurate Billing" from a Performance Target of 99.99% to 99%	4/23/08
17	Mod 11 extends contract term	
18	Updates VITA's contact information	8/18/08
19	Mod 12 amends job descriptions and rates	9/16/09
20	Mod 13 extends contract term	9/23/09
21	Mod 14 outlines MSP discounts effective 7/1/10	7/1/10
22	Mod 15 extends contract thru 12/31/11; establishes new billing rates and job descriptions	11/22/10
23	Updates Supplier's contact information	11/23/10

24	Mod 16 adds additional terms and conditions regarding a Statement of Work (SOW) & adds the SOW Template	12/14/10
25	Mod 17 amends certain terms and conditions	12/16/10
26	Mod 18 Updates language in Section BB; "Confidentiality Statement"	2/14/11
27	Updates Supplier's Contact info	4/1/11
28	Mod 19 extends contract term and updates VITA's contact info	5/31/11

MODIFICATION #18
TO
CONTRACT NUMBER VA-051123-CAI
BETWEEN THE
COMMONWEALTH OF VIRGINIA, through the
VIRGINIA INFORMATION TECHNOLOGIES AGENCY
AND
COMPUTER AID, INC.

This MODIFICATION #18 is an agreement between the Commonwealth of Virginia, through the Virginia Information Technologies Agency, hereinafter referred to as "VITA" or "Commonwealth", and Computer Aid, Inc., hereinafter referred to as "Supplier" relating to Contract VA-051123-CAI as amended, hereinafter referred to as the "Contract" or "Agreement." This Modification #18 is hereby incorporated into and made an integral part of the Agreement.

The purpose of Modification #18 is to document the parties' agreement to the following:

1. The following language (Section BB – "Confidentiality Statement") shall be deleted from Modification #16 to this Contract:

BB. Confidentiality Statement

All Supplier personnel, contractors, agents, and subcontractors performing Services pursuant to this Contract or any SOW issued hereunder shall be required to sign a confidentiality statement or non-disclosure agreement. Any violation of such statement or agreement shall be ~~shall be~~ deemed a breach of this Contract and may result in termination of the SOW issued hereunder.

2. The following language (Section BB- "Confidentiality Statement") shall replace the deleted language above in Modification #16 to this Contract:

BB. Confidentiality Statement

All Supplier personnel, contractors, agents and subcontractors performing Services pursuant to this Contract or any SOW issued hereunder may be required at the discretion of the authorized user issuing the order or SOW for services to sign a confidentiality statement or non-disclosure agreement. Any violation of such statement or agreement may result in the termination of the order or SOW issued hereunder.

The foregoing is the complete and final expression of the parties 'agreement to modify Contract VA-051123-CAI. Contract VA-051123-CAI cannot be modified, except by a writing signed by a duly authorized representative of both parties.

ALL OTHER TERMS AND CONDITIONS OF CONTRACT VA-051123-CAI REMAIN UNCHANGED.

PERSONS SIGNING THIS CONTRACT MODIFICATION ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS CONTRACT.

Executed as of the last date set forth by the undersigned authorized representatives of VITA and Supplier.

Computer Aid, Inc.

BY: James P. Cooney
NAME: JAMES P. COONEY
TITLE: Managing Director
DATE: 2-11-2011

Commonwealth of Virginia

BY: Susan S Woodley
NAME: Susan S Woodley
TITLE: Director, S&C
DATE: 2/14/2011

December 16, 2010

**MODIFICATION # 17
TO
CONTRACT NUMBER VA-051123-CAI
BETWEEN THE
COMMONWEALTH OF VIRGINIA
AND
COMPUTER AID INC.**

This MODIFICATION #17 is an agreement between the Virginia Information Technologies Agency (hereinafter referred to as "VITA"), pursuant to 2.2-2012 of the Code of Virginia, on behalf of the Commonwealth of Virginia, and Computer Aid, Inc. ("CAI" or "Supplier") to modify Contract Number VA-051123-CAI, ("Contract"). This Modification and any attachments thereto is, upon execution by VITA and Supplier, incorporated into and made an integral part of the Contract.

The purpose of this Modification is to document both parties' agreement to the following changes to Contract Number VA-051123-CAI or Modification #16 to such Contract:

1. Amend Modification #16 to the Contract to add the following language to Section L "Acceptance" at the end of the first paragraph:

"The deliverable shall be deemed accepted if the SMSA Customer does not communicate any nonconformities within thirty (30) days after the delivery of that Deliverable to the SMSA customer."

2. Amend Modification #16 to the Contract to delete the following language from Section S "Performance", Number ii(in its entirety):

"The Services are pursuant to a particular Statement of Request, and therefore such Services and Deliverables shall be fit for the particular purposes specified by the ordering Authorized User and Supplier is possessed of superior knowledge with respect to the Services and is aware that VITA is relying on Supplier's skill and judgment in providing the Services;

3. Amend Contract Number VA-051123-CAI to delete the following language in Section 11, entitled "Liability and Indemnification":

Delete: 11. LIABILITY AND INDEMNIFICATION

CAI agrees to indemnify, defend and hold harmless any Authorized User, its officers, directors, agents and employees ("Indemnified Parties") from and against any and all third party claims, or direct damages suffered by Authorized Users, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, fines, judgments, settlements, expenses (including

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attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of Authorized User's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from: (i) any act of any CAI employee or Subcontractor of CAI, or (ii) breach of any representation, warranty or covenant of CAI contained herein, (iii) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Deliverables or services. Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations. For state agencies the applicable laws include §§ 2.2-510 and 2.2-514 of the Code of Virginia. In all cases the selection and approval of counsel and approval of any settlement shall be satisfactory to the Authorized User against whom the claim has been asserted.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Deliverable or services, and in addition to all other obligations of CAI in this Section, CAI shall at its expense, either (a) procure for all Authorized Users the right to continue use of such infringing Deliverable or services, or any component thereof; or (b) replace or modify such infringing Deliverable or services, or any component thereof, with noninfringing products or services satisfactory to the Authorized User.. And in addition, CAI shall provide any Authorized User with a comparable temporary replacement Deliverable or reimburse any Authorized User for the reasonable costs incurred by such Authorized User in obtaining an alternative product in the event such Authorized User cannot use the affected product. If CAI cannot accomplish any of the foregoing within a reasonable time and at commercially reasonable rates, then CAI shall accept the return of the infringing component of the Software or services, along with any other components of any products rendered unusable by any Authorized User as a result of the infringing component, and refund the price paid to CAI for such components.

At the express request of the Commonwealth of Virginia Attorney General, CAI shall defend any such Claim with counsel reasonably satisfactory to VITA and shall pay any interim or final judgment or award entered against VITA, or settlement amount agreed to by CAI, within sixty (60) days of such judgment award being entered and shall, in addition, pay any and all other reasonable expenses incurred by VITA in connection with any such claim. CAI may settle any Claim without VITA's written consent unless such settlement (A) contains an admission of liability or wrongdoing by VITA; (B) does not include a release of all covered claims pending against VITA; or (C) imposes any obligations upon VITA other than an obligation to stop using any infringing items.

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EXCEPT WITH REGARD TO CLAIMS FOR PROPERTY DAMAGE, PERSONAL INJURY, DEATH OR INFRINGEMENT, AND THE INDEMNIFICATION AND CONFIDENTIALITY OBLIGATIONS, WITH RESPECT TO EACH OF WHICH LIABILITY SHALL NOT BE LIMITED PURSUANT TO THIS SECTION, IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY (OR THE INDEMNIFIED PARTIES OF SUCH PARTY) FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL

OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, EXCEPT WHEN SUCH DAMAGES ARE CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF THE PARTY, ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS.

4. Amend Contract Number VA-051123-CAI to insert the following language in Section 11, entitled "Liability and Indemnification":

11. LIABILITY AND INDEMNIFICATION -

EXCEPT FOR ANY DIRECT DAMAGES FOR BODILY INJURIES OR TANGIBLE PROPERTY DAMAGE PROXIMATELY CAUSED BY SMSA SUPPLIER AND LIABILITY FOR INFRINGEMENT INDEMNIFICATION IN THIS SECTION, THE MAXIMUM AGGREGATE LIABILITY OF SMSA SUPPLIER IN ALL EVENTS SHALL BE LIMITED TO THE LESSER OF TWO (2) TIMES THE AMOUNT OF FEES PAID BY AUTHORIZED USER TO SMSA SUPPLIER OR TWO (2) TIMES THE TOTAL SOLUTION PRICE SPECIFIED IN THE STATEMENT OF WORK GIVING RISE TO THE CLAIM,

The obligations of this Section 11 are conditioned upon the SMSA Supplier receiving prompt written notice of any claim and reasonable cooperation of VITA and Authorized User. At the express request of the Commonwealth of Virginia Attorney General, SMSA Supplier shall defend any such Claim with counsel reasonably satisfactory to VITA and shall pay any interim or final judgment or award entered against VITA, or settlement amount agreed to by SMSA Supplier, within sixty (60) days of such judgment award being entered and shall, in addition, pay any and all other reasonable expenses incurred by VITA in connection with any such claim. SMSA Supplier may settle any Claim without VITA's written consent unless such settlement (A) contains an admission of liability or wrongdoing by VITA; (B) does not include a release of all covered claims pending against VITA; or (C) imposes any obligations upon VITA other than an obligation to stop using any infringing items.

SMSA Supplier agrees to indemnify, defend and hold harmless any authorized user, its officers, directors, agents and employees ("Indemnified Parties") from

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and against any and all third party claims, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, fines, judgments, settlements, expenses (including attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of Authorized User's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from: (i) any negligence, misconduct, breach of warranty, misrepresentation, or other violation of this agreement by any SMSA Supplier employee or Subcontractor, (ii) breach of any representation, warranty or covenant of SMSA Supplier contained herein, (iii) any defect in the Services, or (iv) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Services. Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations. For state agencies the applicable laws include §§ 2.2-510 and 2.2-514 of the Code of Virginia. In all cases the selection and approval of counsel and approval of any settlement shall be satisfactory to the Authorized User against whom the claim has been asserted.

SMSA Supplier will have no liability for any infringement or misappropriation to the extent caused by or contributed to by (i) any modification or alteration of the services performed or Deliverables delivered other than modifications or alterations by SMSA Supplier, (ii) use of the Deliverables other than as specified under this Agreement, (iii) combination or use of the Deliverables with products, data, materials or services of another party, (iv) any third-party software, content or services not provided by SMSA Supplier, or (v) any acts of Authorized User in violation of this Agreement.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Services, and in addition to all other obligations of SMSA Supplier in this Section, SMSA Supplier shall at its expense, either (a) procure for Authorized User the right to continue use of such infringing Services, or any component thereof; or (b) replace with non-infringing substitute service satisfactory to Authorized User. And in addition, SMSA Supplier shall provide Authorized User with a comparable temporary replacement Services or reimburse Authorized User for the reasonable costs incurred by Authorized User in obtaining an alternative product in the event such Authorized User cannot use the affected Services. If SMSA Supplier cannot accomplish any of the foregoing within a reasonable time and at commercially reasonable rates, then SMSA Supplier shall accept the return of the infringing component of the Services, along with any other components of any products rendered unusable by Authorized User as a result of the infringing component, and refund the price paid to SMSA Supplier for such components.

EXCEPT WITH REGARD TO CLAIMS FOR PROPERTY DAMAGE, PERSONAL INJURY OR INFRINGEMENT INDEMNIFICATION AND CONFIDENTIALITY OBLIGATIONS, WITH RESPECT TO EACH OF

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WHICH LIABILITY SHALL NOT BE LIMITED PURSUANT TO THIS SECTION, IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY (OR THE INDEMNIFIED PARTIES OF SUCH PARTY) FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, EXCEPT WHEN SUCH DAMAGES ARE CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF THE PARTY, ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS.

Executed as of the last date set forth below by the undersigned authorized representatives of VITA and Supplier.

Supplier
By: James P. Cooney
(Signature)
Name: JAMES P. COONEY
(Print)
Title: Managing Director
Date: 12-17-2010
Address for Notice:
470 Friendships Rd.
Suite 300
Harrisonburg VA 17111-2103
Attention: [REDACTED]

VITA
By: Susan S. Waring
(Signature)
Name: Susan S. Waring
(Print)
Title: Director, SCM
Date: 12/20/2010
Address for Notice:
11751 MEADOWVILLE LANE
CHESTER, VA 23836
Attention: Contract Administrator

December 2, 2010

**MODIFICATION # 16
TO
CONTRACT NUMBER VA-051123-CAI
BETWEEN THE
COMMONWEALTH OF VIRGINIA
AND
COMPUTER AID INC.**

This MODIFICATION #16 is an agreement between the Virginia Information Technologies Agency (hereinafter referred to as “VITA”), pursuant to 2.2-2012 of the Code of Virginia, on behalf of the Commonwealth of Virginia, and Computer Aid, Inc. (“CAI” or “Supplier”) to modify Contract Number VA-051123-CAI, (“Contract”). This Modification and any attachments thereto is, upon execution by VITA and Supplier, incorporated into and made an integral part of the Contract.

The purpose of this Modification is to document both parties’ agreement to the following:

CAI will provide comprehensive IT solutions to satisfy the Commonwealth’s need for consulting services in specialized technical and business/functional categories. This modification enables Users to acquire comprehensive consulting services from subject matter experts utilizing Statements of Work (SOWs) for project and deliverables-based consulting services.

Definitions

A. Statement of Work (SOW)

Any document in substantially the form of Attachment A to this Contract Modification which, upon signing by both Parties to the agreement in accordance with the requirements set forth herein, shall be deemed a part of this Contract, and which describes the deliverables, due dates, assignment duration and payment obligations for a specific project, engagement, or assignment for which Supplier shall be providing Services to an Authorized User. Any SOW shall constitute an order.

B. Subcontractor Service

Any work performed or service provided, including Deliverables described in the applicable order or SOW attached thereto, by a Subcontractor for an Authorized User.

C. Supplier

Includes any individual who is an employee, agent, sub-contractor, or independent contractor of Supplier who is assigned by Supplier to perform Services under this Contract.

D. VITA

Virginia Information Technologies Agency, an agency of the Commonwealth of Virginia pursuant to Chapter 20.1 (§§2.2-2005 et seq.) of the Code of Virginia.

E. Warranty Period

180 days from Acceptance of the Deliverable.

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F. Work Product

Inventions, combinations, machines, methods, formulae, techniques, processes, improvements, software designs, computer programs, strategies, specific computer-related know-how, data and original works of authorship (collectively, the "Work Product") discovered, created, or developed by Supplier, or jointly by Supplier and an Authorized User(s) in the performance of this Contract or any order issued hereunder. Work Product shall not include configuration of software

TERM AND TERMINATION

Expiration of the term of the Contract shall not affect any perpetual license granted hereunder. In addition, performance of an order or SOW may survive the expiration of the term of this Contract, and all terms and conditions required for the operation of such order or SOW shall remain in full force and effect until Services pursuant to such order have met the final acceptance criteria of the ordering Authorized User.

An Authorized User may terminate a SOW, in whole or in part, upon not less than thirty (30) days prior written notice at any time for any reason. Upon termination of any SOW, the authorized user shall have no future liability except for Services rendered or Deliverables provided by Supplier prior to the termination date. Termination of this Contract or any SOW issued hereunder shall not affect any perpetual license granted to an Authorized User pursuant to this Contract or any SOW issued hereunder, provided such Authorized User has paid all fees for such license.

The terms of this Section shall not apply to termination for non-appropriation of funds.

SERVICES

G. Nature of Services and Engagement

Supplier is an independent contractor engaged to perform certain Services, including but not limited to advisory and consulting activities on behalf of an Authorized User as set forth in any Statement of Work. Notwithstanding all Authorized User's rights to license or purchase Supplier's products or Services under this Contract, an Authorized User is under no obligation to purchase or license from Supplier any of Supplier's products or Services.

H. Subcontractors

Supplier represents and warrants that any authorized subcontractors performing the Services shall perform the Services in accordance with the warranties set forth in this Contract and SOW. Supplier shall not subcontract any Services pursuant to this Contract to any subcontractor that is a party excluded from Federal Procurement and Nonprocurement Programs as indicated on the Excluded Parties List System (<https://www.epls.gov/>) at the time of executing the SOW.

I. Statement of Work (SOW)

All Services shall be performed at the rates, times and locations set forth in the applicable SOW. All personnel performing services under a time and materials type SOW issued under this contract shall maintain daily time records of hours and tasks performed, which shall be submitted or made available for inspection by VITA or any authorized user upon forty-eight (48) hours advance written notice. Any total dollar amounts or not-to-exceed limitations appearing in a time and materials type SOW shall be considered reasonably accurate estimates. All changes to the Services to be provided must be described in a written change request (template provided as Attachment A) which includes any appropriate adjustments to the SOW. Either Party to an SOW may issue a change request that will be subject to written approval of the other Party before it becomes part of this Contract. An SOW from an Authorized User may contain additional terms and conditions; however, to the extent that the terms and conditions of the Authorized User's order are inconsistent with the terms and conditions of this Contract or any

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modification thereto, the terms of this Contract shall supersede. In no event shall any SOW or any modification thereto require the Supplier to perform any work beyond the scope of this Contract.

An SOW may designate certain of Supplier's personnel as Key Personnel or Project Managers. Supplier's obligations with respect to Key Personnel and Project Managers shall be described in the applicable SOW. Failure of Supplier to perform in accordance with such obligations may constitute cause to terminate the SOW.

An SOW may be written as follows:

1. Fixed Price Type

A Fixed Price type SOW should be used when the Authorized User's requirements can be set forth in sufficient detail as to allow for a fixed price to be developed. A Fixed Price type SOW may include cost-reimbursable line items for such expenses as travel and materials. A Fixed Price type SOW should include Deliverables and a milestone payment schedule associated with such Deliverables.

2. Time and Materials Type

A Time and Materials type SOW should be used when the Authorized User's requirements are not sufficiently defined as to allow for a fixed price to be developed. A Time and Material type SOW shall list the Services to be performed by labor category of personnel, and, for each labor category: a) the number of hours allocated thereto, b) the hourly rate, and c) an extended price. The SOW shall also list estimates for reimbursable travel costs and any other cost reimbursable items. A Time and Materials SOW shall contain a Not to Exceed funding limitation. Supplier shall not be obligated to incur costs in excess of such limitation, and the Authorized User shall not be obligated to reimburse Supplier for costs in excess of such limitation.

Any SOW valued at or above US\$100,000 shall be approved by VITA and Supplier prior to Supplier's commencement of work pursuant to such SOW. If an SOW initially valued below US\$100,000 is modified such that the total value of such SOW after modification is at or above US\$100,000, the modification of such SOW must be signed by VITA and Supplier prior to Supplier's commencement of work pursuant to such modification. Pricing presented in the SOW shall be the amount billed to Authorized User and shall be inclusive of all fees including MSP fees, not to exceed 8.5%.

J. Performance of Services

Supplier shall provide personnel qualified to perform the Services required by any SOW issued hereunder. If any individual provided by Supplier is unable to perform at an acceptable level within a reasonable length of time, as determined by the ordering Authorized User, such Authorized User shall have the right to request that Supplier immediately remove such individual from performing on the SOW and replace such individual with a more qualified individual. For a time and materials type SOW, Authorized User may withhold payment for up to two (2) weeks of hours billed by Supplier for such individual's performance of the Services. Any disputes arising from the foregoing shall be resolved in accordance with the Dispute Resolution section of this Contract.

K. Authorized User Responsibilities

Unless otherwise agreed in writing in the SOW, the Authorized User will provide, as required, access to project documentation and to any technical manuals and references during the normal performance of duties. If work is to be performed by Supplier at Authorized User's location, Authorized User shall also provide proper working facilities, other items specified in the SOW, security access, and consumable supplies commensurate with the task(s) to be performed.

L. Acceptance

Service(s) and Deliverables shall be deemed accepted when the Authorized User determines that they meet the Requirements or written criteria set forth in the applicable SOW. At a minimum, Acceptance criteria for Services

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and Deliverables shall ensure that all of the functionality described in the applicable Statement of Work has been delivered to the Authorized User. If applicable, Supplier shall be responsible for ensuring that any individual Deliverable functions properly with any other Deliverable provided pursuant to the Statement of Work. Should a previously Accepted Deliverable require further modification in order to work properly with any other Deliverable, Supplier shall be responsible for all costs associated with such modification.

The Authorized User agrees to commence Acceptance testing within five (5) business days after receipt of the Service or Deliverable or within such other time period mutually agreed upon by the Parties to the SOW. Supplier agrees to provide to the Authorized User such assistance and advice as the Authorized User may reasonably require, at no additional cost, during such Acceptance testing. Any travel expenses not included in the total price of a fixed price type SOW must be pre-approved by the Authorized User and shall be reimbursable by such Authorized User at the then-current per diem amounts as published by the Virginia Department of Accounts. Authorized User shall provide to Supplier written notice of Acceptance upon completion of installation and successful Acceptance testing.

M. Cure Period

Supplier shall correct any non-conformities identified hereunder and shall thereafter re-submit such previously non-conforming Service or Deliverable for re-testing within seven (7) days of the appropriate Authorized User's written notice of non-conformance, or as otherwise agreed between such Authorized User and Supplier. In the event that Supplier fails to deliver a Service or Deliverable which meets the Requirements, the Authorized User may, in its sole discretion: (i) reject the Service or Deliverable in its entirety and recover amounts previously paid hereunder; (ii) issue a "partial Acceptance" of the Service or Deliverable with an equitable adjustment in the price to account for such deficiency; or (iii) conditionally accept the applicable Service or Deliverable while reserving its right to revoke Acceptance if timely correction is not forthcoming. Failure of a Service or a Deliverable to meet, in all material respects, the specifications and performance standards after the second set of acceptance tests may constitute cause to terminate the SOW for services provided as a Subcontractor Service, or constitute a default by the supplier for services provided solely by CAI. Notwithstanding the foregoing, VITA or the Authorized User shall be entitled to pursue any other remedies that are available to it under this Contract and at law or in equity.

N. Training and Documentation

Any training or documentation necessary for an Authorized User to have full benefit of the Service shall be deemed included in the scope of the SOW unless expressly excluded.

Ownership of Intellectual Property

Supplier represents and warrants that it is the sole and exclusive owner, or has the right to use, all Supplier's deliverables, measurement and benchmarking tools, templates, methodologies, questionnaires, Supplier-proprietary research and copyrighted material and Supplier data (collectively, "Supplier's Intellectual Property") that are used in the course of performing consulting Services, provided that Supplier's Intellectual Property was owned or licensed by Supplier prior to the effective date of this Contract or was developed, licensed, or obtained at Supplier's expense.

Supplier may, in the course of executing a SOW discover, create, or develop Work Product. All Work Product discovered, created or developed under any SOW issued hereunder shall be and remain the sole property of the Commonwealth and/or any authorized user and its assigns. Except as specifically set forth in writing and signed by both the authorized user and Supplier, Supplier agrees that the Authorized User shall have all rights with respect to any Work Product discovered, created or developed under this Contract without regard to the origin of the Work Product.

If and to the extent that Supplier may, under applicable law, be entitled to claim any ownership interest in the Work Product, Supplier hereby transfers, grants, conveys, assigns and relinquishes exclusively to the Authorized User or Commonwealth any and all right, title and interest it now has or may hereafter acquire in and to the Work Product under patent, copyright, trade secret and trademark law in perpetuity or for the longest period otherwise permitted by law. If any moral rights are created, Supplier waives such rights in the Work Product. Supplier further agrees as to

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the Work Product to assist the Authorized User in every reasonable way to obtain and, from time to time, enforce patents, copyrights, trade secrets and other rights and protection relating to the Work Product, and to that end, Supplier and its subcontractors or employees shall execute all documents for use in applying for and obtaining such patents, copyrights, trade secrets and other rights and protection with respect to such Work Product, as the Authorized User may reasonable request, together with any assignments thereof to the Authorized User or entities designated by it. Supplier's and its employees' obligations to assist the Authorized User in obtaining and enforcing such rights shall continue beyond the termination of this Contract or any SOW issued hereunder.

The Supplier hereby agrees that, notwithstanding anything else in this Contract, in the event of any breach of this Contract by VITA or any Authorized User, the Supplier's remedy shall not include any right to rescind, otherwise revoke, or invalidate the provisions of this Section. Similarly, no termination of the Contract by VITA, or a termination of any SOW by an Authorized User, shall have the effect of rescinding the provisions of this Section.

With the exception of the foregoing, Supplier shall retain sole and exclusive ownership of Supplier's Intellectual Property.

O. Use of Deliverables

Supplier grants to each ordering Authorized User a worldwide, royalty free, perpetual license to use, reproduce, display, distribute copies of, and prepare derivative works of the Deliverables to or for (i) Authorized User's internal purposes, (ii) Authorized User's client agencies within Commonwealth, (iii) third parties who have signed appropriate confidentiality agreements, and (iv) governmental or regulatory bodies as required by law or regulation. It is expressly understood that "perpetual" license rights shall commence upon delivery of the Service Deliverables to the Authorized User and shall exist in perpetuity.

SUPPLIER PERSONNEL

P. Selection and Management of Supplier Personnel

Supplier shall take such steps as may be necessary to ensure that all personnel provided under this Contract are competent and knowledgeable of the contractual arrangements and the applicable SOW between Authorized User and Supplier. Supplier shall be solely responsible for the conduct of its employees and subcontractors, including all acts and omissions of such employees and subcontractors, and shall ensure that such employees and subcontractors comply with the appropriate Authorized User's site security, information security and personnel conduct rules, as well as applicable federal, state and local laws, including export regulations. Authorized User reserves the right to require the immediate removal from such Authorized User's premises of any employee, subcontractor or agent of Supplier whom such Authorized User believes has failed to comply or whose conduct or behavior is unacceptable or unprofessional or results in a security or safety breach.

Q. Supplier Personnel Supervision

Supplier acknowledges that it or one of its subcontractors shall be and is the sole employer of Supplier personnel, and shall have sole responsibility to supervise, counsel, discipline, review, evaluate, set the pay rates of and terminate the employment of Supplier personnel.

GENERAL WARRANTY

With respect to the Services provided by Supplier pursuant to a SOW under this contract, Supplier represents and warrants the following:

R. Ownership

Supplier has the right to provide the Services, including Deliverables, without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third party.

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S. Performance

- i). All Services shall be performed with care, skill and diligence, consistent with or above applicable professional standards currently recognized in its profession, and Supplier shall be responsible for the professional quality, technical accuracy, completeness and coordination of all plans, information, specifications, computer programs, software, Deliverables and Services furnished under this Contract;
- ii). The Services are pursuant to a particular Statement of Request, and therefore such Services and Deliverables shall be fit for the particular purposes specified by the ordering Authorized User and Supplier is possessed of superior knowledge with respect to the Services and is aware that VITA is relying on Supplier's skill and judgment in providing the Services;
- iii). The Services shall meet or exceed the Requirements in the SOW;
- iv). The Services shall be performed in a professional manner;
- v). The documentation which Supplier is required to provide under this Contract shall be sufficient in detail and content to allow a user/programmer to understand fully the Deliverables without reference to any other materials or information.

T. Limited Warranty Period and Remedy

During the Warranty Period, Supplier warrants that the Deliverables do not contain any material errors and shall conform to the Requirements outlined in the SOW. Supplier shall correct all errors at no additional cost to any Authorized User. If Supplier is unable to make the Deliverable conform, in all material respects, to the SOW Requirements within ten (10) days, or a time period mutually agreed upon or specified in the SOW, following written notification by an Authorized User, Supplier shall, at such Authorized User's request, accept return of such Deliverable and any other related Deliverable(s) rendered unusable, and return all monies paid by such Authorized User for the non-conforming Deliverable and such other related Deliverable(s) rendered unusable. For Subcontractor Services, return of monies to the Commonwealth will occur within 10 days of receipt by Supplier of monies returned by subcontractor(s) for the non-conforming deliverables.

U. Malicious Code

Supplier has used its best efforts through quality assurance procedures to ensure that there are no Computer Viruses or undocumented feature in any materials delivered electronically or delivered in an electronic format to an Authorized User and that no media contain any embedded device or code (e.g., time bomb) that is intended to obstruct or prevent any Authorized User's use of the information contained thereon, nor shall Supplier disable any Authorized User's use of such media through remote access or otherwise.

Orders and Compensation

V. Purchase Price and Price Protection

Any change in price shall be submitted to all Authorized Users in writing in accordance with the above and shall not become effective for sixty (60) days thereafter.

W. Invoice and Payment Terms

All payment obligations under this Contract are subject to the availability of legislative appropriations at the federal, state, or local level, for this purpose. In the event of non-appropriation of funds, irrespective of the source of funds, an Authorized User may terminate any SOW, in whole or in part for those services for which funds have not been appropriated. Written notice will be provided to the Supplier as soon as possible after legislative action is completed.

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Termination for lack of appropriations shall not affect any perpetual license granted to an Authorized User pursuant to this Contract, provided such Authorized User has already paid all fees for such license.

Supplier agrees that the total cost to the Authorized User for the performance of each SOW shall be within the “Not to Exceed” funding limitation set forth on the SOW. Supplier shall notify the Authorized User in writing when billable amounts reach eighty percent (80%) of the funding limitation, and Supplier’s notice shall include an estimate to complete the remaining requirements of the SOW.

An Authorized User shall not be obligated to reimburse Supplier for costs in excess of the Not to Exceed funding limitation set forth on the SOW. For time and materials type SOWs, Supplier shall not be obligated to continue performance of an SOW or to incur costs in excess of the Not to Exceed funding limitation. In addition, for time and materials type orders, an Authorized User shall not be billed overtime rates.

Supplier is responsible for the accuracy of its billing information. Supplier agrees not to issue invoices hereunder until Services have been performed or milestones have met Acceptance criteria. Charges for Services accepted more than ninety (90) days prior to receipt of a valid invoice may not be paid, except in accordance with a milestone payment schedule. Should Supplier repeatedly over bill Authorized User, Authorized User may assess a one percent (1%) charge for the amount over billed for each month that such overbilling continues.

If there are any disputed items, the appropriate Authorized User shall pay all undisputed charges and promptly notify Supplier in writing of any disputed amount. Supplier shall thereupon review its records, and, if it does not concur with such Authorized User, provide such Authorized User with documentation to support the charge. All payment terms are net 30 days after Acceptance.

X. Invoice Procedures

For an SOW with a period of performance not expected to exceed one (1) month, Supplier shall remit each invoice to the “bill-to” address provided with the SOW promptly after all Deliverables or Services have been accepted and in accordance with the milestone payment schedule, if any, in the applicable SOW. For a time and material type SOW with a period of performance expected to exceed one (1) month, Supplier shall submit invoices to the ordering Authorized User monthly in arrears, unless otherwise specified in such SOW. For a fixed price type SOW, Supplier shall invoice in accordance with the milestone payment schedule, if any, in the applicable SOW; if such SOW does not include a milestone payment schedule, Supplier shall invoice after all Deliverables or Services have been accepted by the ordering Authorized User.

Invoices issued by the Supplier shall identify at a minimum:

- i). Deliverable or Service type, or project milestone, and description
- ii). Quantity, charge and extended pricing for each Deliverable and/or Service item or milestone; or, for a time and materials type order, the name(s) of the assigned employee(s), the hourly rate(s), and the number of hours worked;
- iii). Applicable SOW date
- iv). This Contract number and the applicable order number
- v). Supplier’s Federal Employer Identification Number (FEIN).

ALL CONTRACTUAL OBLIGATIONS UNDER THIS CONTRACT IN CONNECTION WITH AN SOW PLACED BY ANY AUTHORIZED USER ARE THE SOLE OBLIGATION OF SUCH AUTHORIZED USER AND NOT THE RESPONSIBILITY OF VITA UNLESS SUCH AUTHORIZED USER IS VITA.

Confidentiality

Y. Treatment and Protection

Each Party shall (i) hold in strict confidence all Confidential Information of any other Party, (ii) use the Confidential Information solely to perform or to exercise its rights under this Contract, and (iii) not transfer, display, convey or otherwise disclose or make available all or any part of such Confidential Information to any third-party. However, an Authorized User may disclose the Confidential Information as delivered by Supplier to subcontractors, contractors or agents of such Authorized User that are bound by non-disclosure contracts with such Authorized

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User. Each Party shall take the same measures to protect against the disclosure or use of the Confidential Information as it takes to protect its own proprietary or confidential information (but in no event shall such measures be less than reasonable care).

Z. Exclusions

The term “Confidential Information” shall not include information that is:

- in the public domain through no fault of the receiving Party or of any other person or entity that is similarly contractually or otherwise obligated;
- obtained independently from a third-party without an obligation of confidentiality to the disclosing Party and without breach of this Contract; developed independently by the receiving Party without reference to the Confidential Information of the other Party; or
- required to be disclosed under The Virginia Freedom of Information Act (§§2.2-3700 et seq. of the Code of Virginia) or similar laws or pursuant to a court order.

AA. Return or Destruction

Upon the termination or expiration of this Contract or upon the earlier request of the disclosing Party, the receiving Party shall (i) at its own expense, (a) promptly return to the disclosing Party all tangible Confidential Information (and all copies thereof except the record required by law) of the disclosing Party, or (b) upon written request from the disclosing Party, destroy such Confidential Information and provide the disclosing Party with written certification of such destruction, and (ii) cease all further use of the other Party’s Confidential Information, whether in tangible or intangible form.

BB. Confidentiality Statement

All Supplier personnel, contractors, agents, and subcontractors performing Services pursuant to this Contract or any SOW issued hereunder shall be required to sign a confidentiality statement or non-disclosure agreement. Any violation of such statement or agreement shall be deemed a breach of this Contract and may result in termination of the SOW issued hereunder.

SECURITY COMPLIANCE

Supplier agrees to comply with all provisions of the then-current Commonwealth of Virginia security procedures, published by the Virginia Information Technologies Agency (VITA) and which may be found at (<http://www.vita.virginia.gov/library/default.aspx?id=537#securityPSGs>) or a successor URL(s), as are pertinent to Supplier's operation. Supplier further agrees to comply with all provisions of the relevant Authorized User’s then-current security procedures as are pertinent to Supplier’s operation and which have been supplied to Supplier by such Authorized User. For any individual Authorized User location, security procedures may include but not be limited to: background checks, records verification, photographing, and fingerprinting of Supplier’s employees or agents. Supplier may, at any time, be required to execute and complete, for each individual Supplier employee or agent, additional forms which may include non-disclosure agreements to be signed by Supplier’s employees or agents acknowledging that all Authorized User information with which such employees and agents come into contact while at the Authorized User site is confidential and proprietary. Any unauthorized release of proprietary information by the Supplier or an employee or agent of Supplier shall constitute cause to terminate the SOW.

GENERAL PROVISIONS

Modification #16 - VA-051123-CAI

December 2, 2010

CC.Survival

The provisions of this Contract Modification regarding Ownership of Intellectual Property, Use of Deliverables, Warranty and Confidentiality, shall survive the expiration or termination of this Contract or any SOW issued hereunder.

Executed as of the last date set forth below by the undersigned authorized representatives of VITA and Supplier.

Supplier

By: James P. Cooney
(Signature)

Name: JAMES P. COONEY
(Print)

Title: Managing Director

Date: _____

Address for Notice:

470 Friendship Road
Suite 300
Harrisburg, Pa. 17111

Attention: [Redacted]

VITA

By: Sam Nixon
(Signature)

Name: SAM NIXON
(Print)

Title: CIO OF THE COMMONWEALTH

Date: 12/3/10

Address for Notice:

11751 MEADOWVILLE LANE
CHESTER, VA 23836-6315

Attention: Contract Administrator

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**MODIFICATION # 16
TO
CONTRACT NUMBER VA-051123-CAI
BETWEEN THE
COMMONWEALTH OF VIRGINIA
AND
COMPUTER AID INC.**

ATTACHMENT A – SOW TEMPLATE

Attachment A is hereby incorporated into and made an integral part of Contract Number VA-051123-CAI (“Contract”) between the Virginia Information Technologies Agency (“VITA” or “Commonwealth” or “State”) and Computer Aid Inc. (“CAI” or “Supplier”).

In the event of any discrepancy between this Attachment A to Modification #16 and Contract No. VA051123-CAI, the provisions of Contract No. VA-051123-CAI shall control.

[Note: Instructions for using this template to draft a Statement of Work are in *italics*. These instructions should be deleted after the appropriate text has been added to the Statement of Work. Contractual language is **not italicized** and should remain in the document. Text that is highlighted in blue is variable based on the nature of the project.]

STATEMENT OF WORK

This Statement of Work is issued on behalf of *Authorized User*, hereinafter referred to as “Authorized User.” The objective of the project described in this Statement of Work is for Supplier to provide Authorized User with IT-related services and deliverables. The Statement of Requirements (SOR), Appendix 1, is incorporated into this agreement. The SOW and SOR may contain additional terms and conditions; however, to the extent that the terms and conditions of the SOR are inconsistent with the terms and conditions of the Contract (**VA-051123-CAI**) or any modification thereto, the terms of the Contract shall supersede. The Order of Precedence is:

- I. Contract VA-051123-CAI Including all modifications
- II. The SOW
- III. The SOR

1. Project Scope and Understanding of the Requirements

Supplier acknowledges it has reviewed the SOR and has completed Appendix 2, the Compliance Checklist, indicating any and all constraints and qualifications of this solution. The project scope, as defined by Authorized User, is contained in the SOR. This section describes Supplier’s understanding of the scope and requirements.

Provide information on the scope of the project and Authorized User’s requirements for this particular engagement including:

- o *general description of the solution*
- o *project boundaries*
- o *Authorized User-specific requirements*
- o *special considerations for implementing technology at Authorized User’s location(s)*

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- *other characteristics of this project that must be addressed to ensure the success of the engagement*
- *provide Subcontractor Qualifications and References as Appendix 4.*

2. Contract Products and Services to Support the Requirements

a. Solution Components

List the solution components (hardware, software, etc.) provided by Supplier that will be used to support the requirements. Identify any special configuration requirements, and describe the system infrastructure to be provided by Authorized User. Provide an overview that reflects how the system will be deployed within Authorized User's environment.

b. Services

Provide information on the services (e.g., requirements development, solution design, configuration, installation) that will be provided by Supplier in the course of providing the solution. Include a description of the methodology you will use to accomplish the work.

c. Training and Knowledge Transfer

Provide an overview of training services to be provided to Authorized User and any special requirements for specific knowledge transfer to support Authorized User's successful implementation of the solution. If the intent is for Authorized User to become self-sufficient in operating or maintaining the solution, determine the type of training necessary, and develop a training plan, for such user self-sufficiency. Describe how Supplier will complete knowledge transfer in the event this Statement of Work is not completed due to actions of Supplier or the non-appropriation of funds for completion affecting Authorized User.

d. Support

Document the level of support, as available under the Contract, required by Authorized User to operate and maintain the solution. This may include conversion support, legacy system integration, transition assistance, solution maintenance (including maintenance level), or other specialized consulting to facilitate delivery or use of the solution.

3. Project Events and Tasks

Provide a high-level overview of project events and tasks to be accomplished to deliver the required solution.

4. Period of Performance

Implementation of the solution will occur within **XX** months of execution of this Statement of Work. This includes delivery and installation all of products and services necessary to implement the Authorized User's solution, training, and any support, other than on-going maintenance services. The period of performance for maintenance services shall be **XX** year after implementation and may be extended for additional **XX** year periods, pursuant to and unless otherwise specified in the Contract.

5. Place of Performance

Tasks associated with this engagement will be performed at **the Authorized User's location(s) in _____, Virginia, at Subcontractor's location(s) in Wherever, or other locations as required by the effort.**

6. Supplier Personnel

Supplier and Authorized User agree that qualified and experienced personnel indicated as "Key Personnel" are critical to the performance of the project and that they will not be removed from this task without prior approval from Authorized User and that Authorized User will have the right of refusal for any personnel assigned to the Team. After task award, Supplier shall secure written approval from

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Authorized User prior to making any changes in Team personnel. Supplier will notify Authorized User, in writing, of any changes in the personnel assigned to the Team. The qualifications of new personnel should be equal to or exceed those of the replaced personnel. After task award, Authorized User may request replacement of Team personnel. Such requests will be in writing.

Qualifications and References for Subcontractor personnel are contained in Appendix 3, Subcontractor Personnel Qualifications and References.

Identify staff by deliverable, milestone, or task. Include the proposed Staff by name, their role on the project and the estimated number of hours (by deliverable, milestone, or task).

Deliverable, Milestone, or Task	Proposed Staff Resource	Project Role	Hours	Hourly Rate	Total Cost
Training Manual	Joe Smith	Trainer	120.0	\$90	\$10,800

7. Milestones, Deliverables, Payment Schedule, and Holdbacks

The following table identifies milestone events and deliverables, the associated schedule, associated payments, any holdback amounts, and net payments.

The events listed in this table are examples and should be replaced as appropriate for the solution.

Milestone Event	Deliverable	Schedule	Payment	Holdback	Net Payment
Project kick-off meeting	---	Execution + 5 days	---	---	---
Site survey	Site survey report	Execution + 10 days	---	---	---
Installation of software	---	Execution + 20 days	\$10,000	\$1,000	\$9,000
Configuration and testing	---	Execution + 20 days	---	---	---
Training	Training manual	Execution + 30 days	\$10,000	\$1,000	\$9,000
User Acceptance Testing	---	Execution + 30 days	\$20,000	\$2,000	\$18,000
Implementation complete	solution	Execution + 45 days	\$10,000	(\$4,000)	\$14,000
TOTAL			\$50,000		\$50,000

The total solution price shall not exceed \$US XXX.

Supplier's invoices shall show holdback as indicated in the SOR. Following completion of solution implementation, Supplier shall submit a final invoice for the final milestone payment amount plus the total amount retained. For Time and Materials type engagements, deliverables must be completed and accepted by the Authorized User within the specified not to exceed price. The holdback will only be paid after acceptance of all deliverables by the Authorized User, for both Fixed Price and Time and Materials type engagements.

In addition to the required deliverables specified in the SOR, Supplier will provide copies of any briefing materials, presentations, or other information developed to support this engagement.

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If travel expenses are not included in the fixed price of the solution, such expenses shall be reimbursed in accordance with Commonwealth of Virginia travel policies as published by the Virginia Department of Accounts (<http://www.doa.virginia.gov/procedures/adminservices/capp/pdfdocs/20335.pdf>). In order to be reimbursed for travel expenses, Supplier must submit an estimate of such expenses to Authorized User for approval prior to incurring such expenses.

Deliverable Acceptance Process

Each deliverable created under this Statement of Work will be delivered to Authorized User with a Deliverable Acceptance Receipt. This receipt will describe the deliverable and provide the Project Manager with space to indicate if the deliverable is accepted, rejected, or conditionally accepted. Conditionally Accepted deliverables will contain a list of deficiencies that need to be corrected in order for the deliverable to be accepted by the Project Manager. The Project Manager will have ten (10) days from receipt of the deliverable to provide Supplier with the signed Acceptance Receipt unless an alternative schedule is contained in the SOR or is mutually agreed to between Supplier and Authorized User in advance.

8. Acceptance Criteria

As specified in the SOR, this section should reflect the mutually agreed upon UAT and Acceptance Criteria specific to this engagement.

9. Project Roles and Responsibilities

Include the responsibility matrix, as documented in the SOR, indicating Subcontractor's understanding of the project roles and responsibilities.

Responsibility Matrix	Supplier	Authorized User
<i>Responsibility 1</i>	✓	
<i>Responsibility 2</i>		✓
<i>Responsibility 3</i>	✓	

10. Assumptions

This section contains assumptions specific to this engagement.

State assumptions here.

11. Security

Document any additional security requirements over and above the standard security requirements, and/or exceptions that apply to this project.

12. Performance Bond.

This section may be deleted in its entirety if Authorized User has determined that a performance bond is not necessary for this SOW. As indicated in the SOR, Supplier shall post performance bond and provide a copy of the bond to Authorized user within (10) days of execution of this SOW Agreement. In the event that Supplier or any subcontractor or any officer, director, employee or agent of Supplier or any subcontractor or any parent or subsidiary corporation of Supplier or any subcontractor fails to fully and faithfully perform each material requirement of this SOW Agreement, including without limitation Supplier's obligation to indemnify Authorized User, the performance bond shall be forfeited to Authorized User. The bond shall be in a form customarily used in the technology industry and shall be written by a surety authorized to do business in Virginia and that is acceptable to Authorized User.

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13. Risk Management

Risk is a function of the probability of an event occurring and the impact of the negative effects if it does occur. Negative effects include schedule delay, increased costs, and poor quality of deliverables.

Depending on the level of risk of this project, as assessed by Authorized User, this section may contain any or all of the following components, at a level of detail commensurate with the level of risk:

a) Identification of risk factors.

b) Initial risk assessment.

c) Risk management/mitigation plan, including determination of roles and responsibilities of Authorized User and Supplier.

d) Risk monitoring plan, including frequency and form of reviews, project team responsibilities, steering and oversight committee responsibilities, documentation.

14. Reporting

Specify the reporting and communications that will be performed between the Subcontractor and the Authorized User, at a minimum as specified in the SOR.

15. Point of Contact

For the duration of this project, the following project managers shall serve as the points of contact for day-to-day communication:

Authorized User: _____

Supplier: _____

By signing below, both parties agree to the terms of this Attachment.

Supplier

VITA

By: _____ By: _____

(Signature)

(Signature)

Name: _____ Name: _____

(Print)

(Print)

Title: _____ Title: _____

Date: _____ Date: _____

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**Statement of Requirements (SOR)
SOW Appendix 1**

Authorized User's Statement of Requirements will be attached here.

December 2, 2010

Compliance Checklist SOW Appendix 2

Subcontractor is to indicate a response to each item in the table below. An explanation and/or any constraints or qualifications must be included for any items answered 'No.'

Yes	No	Statement	Explanation
		<p>This response meets all requirements specified in the SOR and SOW.</p> <p>If NO, then list any limitations, constraints, or qualifications to the requirements.</p>	
		<p>The Total Cost includes all costs for providing the services proposed in the SOW Response.</p> <p>If NO, then list any other costs that the Requestor must acquire to accomplish the proposed SOW Response.</p>	
		<p>We nor any of our subcontractors are a party excluded from Federal Procurement and Nonprocurement Programs.</p>	
		<p>No portion of this effort will be subcontracted.</p> <p>If NO, then list each subcontractor and the portion of the work that each subcontractor will perform.</p>	
		<p>No exceptions are taken to the terms and conditions contained in the SOW.</p> <p>If NO, then specify any exceptions.</p>	

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**Subcontractor Personnel Qualifications and References
SOW Appendix 3**

Include qualifications and references, including contact information, for Subcontractor personnel that will be assigned to the Project.

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**Subcontractor Qualifications and References
SOW Appendix 4**

Include company qualifications and references, including contact information, for projects of similar size and scope.

**MODIFICATION # 15
TO
CONTRACT NUMBER VA-051123-CAI
BETWEEN THE
COMMONWEALTH OF VIRGINIA
AND
COMPUTER AID INC.**

This MODIFICATION #15 is an agreement between the Virginia Information Technologies Agency (hereinafter referred to as "VITA"), pursuant to 2.2-2012 of the Code of Virginia, on behalf of the Commonwealth of Virginia, and Computer Aid, Inc. (hereinafter referred to as "CAI" or "Supplier") to modify Contract Number VA-051123-CAI, ("Contract"). This Modification is, upon execution by VITA and Supplier, incorporated into and made an integral part of the Contract.

The purpose of this Modification is to document both parties' agreement to the following:

- 1) The Term of the Contract is extended from November 22, 2010 to December 31, 2011.
- 2) EXHIBIT D "JOB RATE CARDS" and SMSA RFP "APPENDIX B JOB TITLES AND DESCRIPTION" to the contract are amended to add the Job Rate Card and Job Descriptions attached hereto as Attachment 1 to Modification #15 across all regions.
- 3) Upon execution of this modification, the new job descriptions and rates will be incorporated by CAI into the Peopleclick VMS tool for use by the Commonwealth.
- 4) CAI will transition the Commonwealth's current staff augmentation engagements from ZeroChaos at the same bill rate to the Commonwealth and with the same vendor rate to subcontractors so as to have no impact to customer agencies or the suppliers of the resources. These resources and their rates are identified in Attachment 2 to this Modification. Attachment 2 can be modified, at the sole discretion of VITA, to add engagements as needed.
- 5) Current Service Level Agreements that are part of Contract Number VA-051123-CAI will be suspended from the date of execution of this modification through January 31, 2011 and will be in effect starting February 1, 2011 through the remainder of the term of the contract.
- 6) Office space will be provided for CAI personnel at no charge to CAI to perform their contractual duties under the contract for the term of the contract. The office space provided will be at VITA headquarters located at 11751 Meadowville Lane Chester, VA 23836 (hereinafter referred to as "CESC."). The Commonwealth will provide CAI personnel with phones and network access (guest network as available and including any restrictions).
- 7) In consideration for the provision of such office space, CAI agrees to comply with the following:
 - Any and all security requirements of the Commonwealth, VITA or its partner, Northrop Grumman to including but not limited to background checks, badging requirements, access, escorting requirements, participation in drills, etc.
 - Days/Hours of access to CESC, including any restrictions
 - Any Non Disclosure Agreement requirements
 - **Selection and Management of Supplier Personnel**
Supplier shall take such steps as may be necessary to ensure that all Supplier personnel performing Services under this Contract are competent and knowledgeable of the contractual arrangements between the Commonwealth and CAI. CAI shall be solely responsible for the conduct of its employees, agents, and subcontractors, including all acts and omissions of such employees, agents, and subcontractors, and shall ensure that such employees and subcontractors comply with the appropriate Authorized User's site security, information security and personnel conduct rules, as well as applicable federal, state and local laws, including export regulations. The Commonwealth and any Authorized User reserves the right to require the immediate removal from such Authorized User's premises of any employee, subcontractor or agent of Supplier whom such Authorized User believes has failed to comply or whose conduct or behavior is unacceptable or unprofessional or results in a security or safety breach.
 - **Supplier Personnel Supervision**
Supplier acknowledges that Supplier or any of its agents, contractors, or subcontractors, is and shall be the employer of Supplier personnel, and shall have sole responsibility to supervise, counsel, discipline, review, evaluate, set the pay rates of and terminate the employment of Supplier personnel.

- **Relationship between VITA and Authorized User and Supplier**
Supplier has no authority to contract for VITA or any Authorized User or in any way to bind, to commit VITA or any Authorized User to any agreement of any kind, or to assume any liabilities of any nature in the name of or on behalf of VITA or any Authorized User. Under no circumstances shall Supplier, or any of its employees, hold itself out as or be considered an agent or an employee of VITA or any Authorized User, and neither VITA nor any Authorized User shall have any duty to provide or maintain any insurance or other employee benefits on behalf of Supplier or its employees. Supplier represents and warrants that it is an independent contractor for purposes of federal, state and local employment taxes and agrees that neither VITA nor any Authorized User is responsible to collect or withhold any federal, state or local employment taxes, including, but not limited to, income tax withholding and social security contributions, for Supplier. Any and all taxes, interest or penalties, including, but not limited to, any federal, state or local withholding or employment taxes, imposed, assessed or levied as a result of this Contract shall be paid or withheld by Supplier or, if assessed against and paid by VITA or any Authorized User, shall be reimbursed by Supplier upon demand by VITA or such Authorized User.
- **Security Requirements:**
Supplier agrees to comply with all provisions of the then-current Commonwealth of Virginia security procedures, published by the Virginia Information Technologies Agency (VITA) and which may be found at (<http://www.vita.virginia.gov/library/default.aspx?id=537#securityPSGs>) or a successor URL(s), as are pertinent to Supplier's operation. Supplier further agrees to comply with all provisions of the relevant Authorized User's then-current security procedures as are pertinent to Supplier's operation and which have been supplied to Supplier by such Authorized User. Supplier shall also comply with all applicable federal, state and local laws and regulations. For any individual Authorized User location, security procedures may include but not be limited to: background checks, records verification, photographing, and fingerprinting of Supplier's employees or agents. Supplier may, at any time, be required to execute and complete, for each individual Supplier employee or agent, additional forms which may include non-disclosure agreements to be signed by Supplier's employees or agents acknowledging that all Authorized User information with which such employees and agents come into contact while at the Authorized User site is confidential and proprietary. Any unauthorized release of proprietary or Personal information by the Supplier or an employee or agent of Supplier shall constitute a breach of its obligations under this Section and the Contract.
 - a) Supplier shall immediately notify VITA and Authorized User, if applicable, of any Breach of Unencrypted and Unredacted Personal Information, as those terms are defined in VirginiaCode 18.2-186.6, and other personal identifying information, such as insurance data or date of birth, provided by VITA or Authorized User to Supplier. Supplier shall provide VITA the opportunity to participate in the investigation of the Breach and to exercise control over reporting the unauthorized disclosure, to the extent permitted by law.
 - b) Supplier shall indemnify, defend, and hold the Commonwealth, VITA, the Authorized User, their officers, directors, employees and agents harmless from and against any and all fines, penalties (whether criminal or civil), judgments, damages and assessments, including reasonable expenses suffered by, accrued against, or charged to or recoverable from the Commonwealth, VITA, the Authorized User, their officers, directors, agents or employees, on account of the failure of Supplier to perform its obligations pursuant this Section.

The foregoing is the complete and final expression of the agreement between VITA and Supplier to modify the Contract and cannot be modified, except in writing signed by duly authorized representatives of both parties.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

PERSONS SIGNING THIS MODIFICATION ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THE CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT, AS MODIFIED.

COMPUTER AID, INC.

BY: John M. Kucek

NAME: John M. Kucek

TITLE: Region Manager

DATE: 11-8-2010

VIRGINIA INFORMATION TECHNOLOGIES AGENCY

BY: Samuel A. Nixon, Jr.

NAME: SAMUEL A. NIXON, JR.

TITLE: CIO OF THE COMMONWEALTH

DATE: 11/8/2010

Attachment 1 to Modification #15 to VA-051123-CAI
SMSA Bill Rates

CENTRAL REGION						
Job category	Position		Legacy NTE	Core NTE	Emerging NTE	
			Bill	Bill	Bill	
Applications	Programmer Analyst	Analyst 1	\$ 36.72	\$ 37.86	\$ 40.51	
		Analyst 2	\$ 44.86	\$ 46.24	\$ 49.49	
		Analyst 3	\$ 64.86	\$ 66.87	\$ 71.55	
		Analyst 4	\$ 83.28	\$ 85.86	\$ 91.87	
		Analyst 5	\$ 86.96	\$ 93.06	\$ 95.67	
	Programmer	Programmer 1	\$ 46.12	\$ 47.55	\$ 50.88	
		Programmer 2	\$ 48.51	\$ 50.00	\$ 53.50	
		Programmer 3	\$ 55.08	\$ 56.78	\$ 62.46	
		Programmer 4	\$ 64.16	\$ 66.14	\$ 70.77	
		Programmer 5	\$ 83.40	\$ 85.98	\$ 92.01	
	Software Test Analyst	Analyst 1	\$ 40.11	\$ 41.36	\$ 44.26	
		Analyst 2	\$ 45.09	\$ 46.49	\$ 49.73	
		Analyst 3	\$ 55.48	\$ 57.21	\$ 61.21	
		Analyst 4	\$ 57.12	\$ 58.89	\$ 63.01	
		Analyst 5	\$ 69.41	\$ 71.55	\$ 76.56	
	Technical Writer	Technical Writer 1	\$ 29.30	\$ 30.21	\$ 32.33	
		Technical Writer 2	\$ 31.08	\$ 32.04	\$ 34.28	
		Technical Writer 3	\$ 39.49	\$ 40.70	\$ 43.56	
	Business Analyst	Analyst 1	\$ 39.23	\$ 40.44	\$ 43.27	
		Analyst 2	\$ 41.13	\$ 42.40	\$ 45.36	
		Analyst 3	\$ 57.21	\$ 61.21	\$ 62.93	
		Analyst 4	\$ 68.45	\$ 70.56	\$ 75.52	
		Analyst 5	\$ 77.14	\$ 82.53	\$ 84.86	
	System Analyst	Analyst 1	\$ 38.24	\$ 39.44	\$ 42.19	
		Analyst 2	\$ 40.28	\$ 41.52	\$ 44.43	
		Analyst 3	\$ 52.96	\$ 54.60	\$ 58.42	
		Software Solutions Architect		\$ 75.46	\$ 77.80	\$ 83.24
		Intelligent Transportation Systems Specialist		\$ 37.44	\$ 38.59	\$ 41.30
	ERP Analyst	ERP Analyst 1	\$ 40.98	\$ 42.24	\$ 45.20	
		ERP Analyst 2	\$ 49.99	\$ 51.53	\$ 59.27	
		ERP Analyst 3	\$ 66.92	\$ 73.30	\$ 76.49	
		ERP Analyst 4	\$ 82.86	\$ 86.05	\$ 92.41	
		ERP Analyst 5	\$ 108.36	\$ 111.54	\$ 114.72	
	ERP Developer	ERP Developer 1	\$ 51.04	\$ 52.63	\$ 56.32	
		ERP Developer 2	\$ 60.42	\$ 62.29	\$ 66.65	
		ERP Developer 3	\$ 74.75	\$ 80.98	\$ 84.10	
		ERP Developer 4	\$ 90.33	\$ 105.89	\$ 109.00	
		ERP Developer 5	\$ 110.70	\$ 113.96	\$ 120.46	
	ERP Database Administrator	ERP Database Administrator 1	\$ 56.96	\$ 58.73	\$ 62.84	
		ERP Database Administrator 2	\$ 65.61	\$ 67.65	\$ 72.39	
ERP Database Administrator 3		\$ 81.37	\$ 83.89	\$ 89.77		

Attachment 1 to Modification #15 to VA-051123-CAI
SMSA Bill Rates

		ERP Database Administrator 4	\$ 98.10	\$ 102.77	\$ 112.12	
		ERP Database Administrator 5	\$ 121.44	\$ 126.12	\$ 130.79	
	ERP Project Manager	ERP Project Manager 1	\$ 99.57	\$ 107.87	\$ 112.02	
		ERP Project Manager 2	\$ 108.76	\$ 117.83	\$ 122.36	
		ERP Project Manager 3	\$ 123.44	\$ 128.20	\$ 137.70	
	Geographic Information System	Geospatial Projects Manager	\$ 79.73	\$ 82.19	\$ 87.94	
		Analyst	\$ 74.25	\$ 76.54	\$ 81.90	
		Specialist I	\$ 49.63	\$ 51.16	\$ 54.75	
		Specialist II	\$ 61.71	\$ 63.62	\$ 68.08	
		Technician Trainee	\$ 36.72	\$ 37.86	\$ 40.51	
		Technician I	\$ 40.73	\$ 41.98	\$ 44.92	
		Technician II	\$ 44.55	\$ 45.94	\$ 49.14	
	Data Management	Database Architect	Database Architect 1	\$ 57.87	\$ 59.67	\$ 63.84
			Database Architect 2	\$ 70.00	\$ 72.15	\$ 77.21
Database Architect 3			\$ 80.66	\$ 83.17	\$ 88.98	
Database Architect 4			\$ 96.65	\$ 103.41	\$ 106.31	
Data Warehouse Architect		Data Warehouse Architect 1	\$ 60.54	\$ 62.41	\$ 66.78	
		Data Warehouse Architect 2	\$ 76.44	\$ 78.81	\$ 84.32	
		Data Warehouse Architect 3	\$ 89.24	\$ 93.30	\$ 97.36	
Database Administrator		Database Administrator 1	\$ 47.76	\$ 49.24	\$ 52.68	
		Database Administrator 2	\$ 59.24	\$ 61.08	\$ 65.35	
		Database Administrator 3	\$ 67.94	\$ 70.05	\$ 74.96	
		Database Administrator 4	\$ 81.90	\$ 85.80	\$ 89.69	
Project Management		Project Manager	Project Manager 1	\$ 58.37	\$ 60.17	\$ 64.38
	Project Manager 2		\$ 70.02	\$ 72.19	\$ 77.25	
	Project Manager 3		\$ 95.97	\$ 98.93	\$ 105.86	
	Project Manager 4		\$ 99.64	\$ 102.73	\$ 109.91	
	Project Lead	Project Lead 1	\$ 55.74	\$ 57.47	\$ 61.48	
		Project Lead 2	\$ 62.93	\$ 64.87	\$ 69.41	
Project Coordinator		\$ 33.68	\$ 34.71	\$ 37.15		
Telecom and Computer Networking	Network Administrator	Network Administrator 1	\$ 38.80	\$ 40.00	\$ 42.80	
		Network Administrator 2	\$ 42.63	\$ 43.94	\$ 47.01	
		Network Administrator 3	\$ 46.10	\$ 47.52	\$ 50.84	
	Network Architect	Network Architect 1	\$ 56.60	\$ 58.34	\$ 62.42	
		Network Architect 2	\$ 63.34	\$ 65.30	\$ 69.88	
		Network Architect 3	\$ 78.11	\$ 80.53	\$ 86.17	

Attachment 1 to Modification #15 to VA-051123-CAI
SMSA Bill Rates

	Network Engineer	Network Engineer 1	\$ 43.26	\$ 44.59	\$ 47.71
		Network Engineer 2	\$ 47.47	\$ 48.92	\$ 52.35
		Network Engineer 3	\$ 56.27	\$ 57.99	\$ 62.06
		Network Engineer 4	\$ 76.76	\$ 79.13	\$ 84.66
Public Safety Consultant		\$ 57.77	\$ 59.56	\$ 63.72	
Radio Engineer		\$ 69.51	\$ 71.66	\$ 76.67	
Customer / Technical Support	Help Desk	Help Desk 1	\$ 30.17	\$ 31.10	\$ 33.27
		Help Desk 2	\$ 35.14	\$ 36.23	\$ 38.78
		Help Desk 3	\$ 39.89	\$ 41.13	\$ 44.00
	Technical Support	Technical Support 1	\$ 45.03	\$ 46.43	\$ 49.68
		Technical Support 2	\$ 51.38	\$ 52.97	\$ 56.67
		Technical Support 3	\$ 57.67	\$ 59.46	\$ 63.62
	Infrastructure Solutions Architect	Infrastructure Solutions Architect 1	\$ 64.37	\$ 66.36	\$ 71.00
		Infrastructure Solutions Architect 2	\$ 68.59	\$ 70.71	\$ 75.65
		Infrastructure Solutions Architect 3	\$ 80.94	\$ 83.44	\$ 89.28
	System Administrator	System Administrator 1	\$ 46.22	\$ 47.65	\$ 50.99
		System Administrator 2	\$ 53.57	\$ 55.23	\$ 59.09
		System Administrator 3	\$ 59.40	\$ 61.24	\$ 65.53
IT Security	IT Security Analyst	IT Security Analyst 1	\$ 45.13	\$ 46.52	\$ 49.78
		IT Security Analyst 2	\$ 54.75	\$ 56.44	\$ 60.39
		IT Security Analyst 3	\$ 57.11	\$ 58.87	\$ 63.00
		IT Security Architect 1	\$ 54.30	\$ 55.97	\$ 59.90
		IT Security Architect 2	\$ 57.11	\$ 58.87	\$ 63.00
IT Management Services	Business Continuity Planner		\$ 77.00	\$ 79.38	\$ 84.94
	Business Process Reengineering		\$ 89.12	\$ 92.30	\$ 108.21
	Enterprise Architect		\$ 110.44	\$ 115.69	\$ 120.95
	IT Strategist		\$ 90.78	\$ 93.60	\$ 100.16
	I.T. Auditor	I.T. Auditor 1	\$ 36.85	\$ 37.98	\$ 40.65
		I.T. Auditor 2	\$ 40.47	\$ 41.73	\$ 44.65
		I.T. Auditor 3	\$ 52.96	\$ 54.60	\$ 58.42
		I.T. Auditor 4	\$ 59.22	\$ 61.04	\$ 65.32
I.T. Auditor 5		\$ 75.01	\$ 77.33	\$ 82.74	

HAMPTON ROADS REGION

Job category	Position		Legacy NTE	Core NTE	Emerging NTE
			Bill	Bill	Bill
Applications	Programmer Analyst	Analyst 1	\$ 35.06	\$ 36.13	\$ 38.67
		Analyst 2	\$ 43.00	\$ 44.32	\$ 47.43
		Analyst 3	\$ 62.69	\$ 64.64	\$ 69.17
		Analyst 4	\$ 80.83	\$ 83.33	\$ 89.17
		Analyst 5	\$ 84.43	\$ 90.35	\$ 92.88
	Programmer	Programmer 1	\$ 44.22	\$ 45.59	\$ 48.79
		Programmer 2	\$ 46.57	\$ 48.02	\$ 51.37
		Programmer 3	\$ 53.10	\$ 54.74	\$ 60.21
		Programmer 4	\$ 62.01	\$ 63.92	\$ 68.38
		Programmer 5	\$ 80.97	\$ 83.46	\$ 89.31
	Software Test Analyst	Analyst 1	\$ 38.35	\$ 39.54	\$ 42.31
		Analyst 2	\$ 43.22	\$ 44.55	\$ 47.67
		Analyst 3	\$ 53.49	\$ 55.14	\$ 59.01
		Analyst 4	\$ 55.09	\$ 56.79	\$ 60.77
		Analyst 5	\$ 67.18	\$ 69.25	\$ 74.11
	Technical Writer	Technical Writer 1	\$ 28.46	\$ 29.34	\$ 31.38
		Technical Writer 2	\$ 30.28	\$ 31.22	\$ 33.40
		Technical Writer 3	\$ 38.87	\$ 40.07	\$ 42.88
	Business Analyst	Analyst 1	\$ 37.49	\$ 38.65	\$ 41.36
		Analyst 2	\$ 39.35	\$ 40.56	\$ 43.40
		Analyst 3	\$ 55.14	\$ 59.01	\$ 60.66
		Analyst 4	\$ 66.24	\$ 68.29	\$ 73.07
		Analyst 5	\$ 74.75	\$ 79.99	\$ 82.23
	System Analyst	Analyst 1	\$ 36.54	\$ 37.66	\$ 40.31
		Analyst 2	\$ 38.53	\$ 39.72	\$ 42.50
		Analyst 3	\$ 51.02	\$ 52.58	\$ 56.27
		Software Solutions Architect	\$ 73.12	\$ 75.40	\$ 80.66
		Intelligent Transportation Systems Specialist	\$ 37.34	\$ 38.51	\$ 41.20
	ERP Analyst	ERP Analyst 1	\$ 39.03	\$ 40.23	\$ 43.05
		ERP Analyst 2	\$ 48.02	\$ 49.50	\$ 56.92
ERP Analyst 3		\$ 64.86	\$ 71.03	\$ 74.12	
ERP Analyst 4		\$ 80.29	\$ 83.38	\$ 89.56	
ERP Analyst 5		\$ 105.02	\$ 108.10	\$ 111.19	
ERP Developer	ERP Developer 1	\$ 49.12	\$ 50.64	\$ 54.17	
	ERP Developer 2	\$ 58.52	\$ 60.32	\$ 64.54	
	ERP Developer 3	\$ 72.39	\$ 78.42	\$ 81.43	
	ERP Developer 4	\$ 87.47	\$ 102.56	\$ 105.56	
	ERP Developer 5	\$ 107.34	\$ 110.51	\$ 116.83	
ERP Database Administrator	ERP Database Administrator 1	\$ 54.92	\$ 56.62	\$ 60.58	
	ERP Database Administrator 2	\$ 63.44	\$ 65.41	\$ 69.98	

	ERP Database Administrator	ERP Database Administrator 3	\$ 78.95	\$ 81.38	\$ 87.09	
		ERP Database Administrator 4	\$ 95.34	\$ 99.89	\$ 108.96	
		ERP Database Administrator 5	\$ 118.04	\$ 122.58	\$ 127.12	
	ERP Project Manager	ERP Project Manager 1	\$ 98.04	\$ 106.22	\$ 110.29	
		ERP Project Manager 2	\$ 107.20	\$ 116.12	\$ 120.59	
		ERP Project Manager 3	\$ 121.71	\$ 126.38	\$ 135.74	
	Geographic Information System	Geospatial Projects Manager	\$ 78.41	\$ 80.83	\$ 86.49	
		Analyst	\$ 72.95	\$ 75.20	\$ 80.46	
		Specialist I	\$ 47.69	\$ 49.16	\$ 52.61	
		Specialist II	\$ 59.61	\$ 61.46	\$ 65.75	
		Technician Trainee	\$ 35.06	\$ 36.13	\$ 38.67	
		Technician I	\$ 38.95	\$ 40.16	\$ 42.97	
		Technician II	\$ 42.69	\$ 44.03	\$ 47.11	
Data Management	Database Architect	Database Architect 1	\$ 55.83	\$ 57.55	\$ 61.58	
		Database Architect 2	\$ 67.76	\$ 69.84	\$ 74.74	
		Database Architect 3	\$ 78.27	\$ 80.70	\$ 86.34	
		Database Architect 4	\$ 93.98	\$ 100.55	\$ 103.38	
	Data Warehouse Architect	Data Warehouse Architect 1	\$ 58.45	\$ 60.26	\$ 64.48	
		Data Warehouse Architect 2	\$ 74.09	\$ 76.39	\$ 81.73	
		Data Warehouse Architect 3	\$ 86.54	\$ 90.48	\$ 94.41	
	Database Administrator	Database Administrator 1	\$ 45.84	\$ 47.26	\$ 50.56	
		Database Administrator 2	\$ 57.17	\$ 58.95	\$ 63.07	
		Database Administrator 3	\$ 65.73	\$ 67.77	\$ 72.51	
		Database Administrator 4	\$ 79.38	\$ 83.16	\$ 86.94	
	Project Management	Project Manager	Project Manager 1	\$ 57.23	\$ 59.01	\$ 63.13
			Project Manager 2	\$ 68.85	\$ 70.98	\$ 75.95
Project Manager 3			\$ 94.64	\$ 97.56	\$ 104.39	
Project Manager 4			\$ 98.29	\$ 101.33	\$ 108.43	
Project Lead		Project Lead 1	\$ 53.73	\$ 55.40	\$ 59.28	
		Project Lead 2	\$ 60.78	\$ 62.67	\$ 67.06	
Project Coordinator		\$ 32.40	\$ 33.39	\$ 35.73		
	Network Administrator	Network Administrator 1	\$ 36.88	\$ 38.01	\$ 40.67	
		Network Administrator 2	\$ 40.66	\$ 41.92	\$ 44.86	

Telecom and Computer Networking		Network Administrator 3	\$ 44.11	\$ 45.48	\$ 48.67
	Network Architect	Network Architect 1	\$ 54.57	\$ 56.27	\$ 60.20
		Network Architect 2	\$ 61.20	\$ 63.10	\$ 67.50
		Network Architect 3	\$ 75.76	\$ 78.09	\$ 83.56
	Network Engineer	Network Engineer 1	\$ 41.42	\$ 42.71	\$ 45.70
		Network Engineer 2	\$ 45.53	\$ 46.94	\$ 50.23
		Network Engineer 3	\$ 54.25	\$ 55.92	\$ 59.84
		Network Engineer 4	\$ 74.42	\$ 76.72	\$ 82.08
Public Safety Consultant		\$ 56.65	\$ 58.40	\$ 62.48	
Radio Engineer		\$ 68.48	\$ 70.60	\$ 75.54	
Customer / Technical Support	Help Desk	Help Desk 1	\$ 28.32	\$ 29.19	\$ 31.25
		Help Desk 2	\$ 33.26	\$ 34.28	\$ 36.68
		Help Desk 3	\$ 37.96	\$ 39.13	\$ 41.86
	Technical Support	Technical Support 1	\$ 43.16	\$ 44.50	\$ 47.61
		Technical Support 2	\$ 49.45	\$ 50.98	\$ 54.54
		Technical Support 3	\$ 55.63	\$ 57.36	\$ 61.37
	Infrastructure Solutions Architect	Infrastructure Solutions Architect 1	\$ 63.35	\$ 65.31	\$ 69.89
		Infrastructure Solutions Architect 2	\$ 67.55	\$ 69.64	\$ 74.52
		Infrastructure Solutions Architect 3	\$ 79.83	\$ 82.30	\$ 88.07
	System Administrator	System Administrator 1	\$ 44.33	\$ 45.70	\$ 48.90
		System Administrator 2	\$ 51.60	\$ 53.21	\$ 56.93
		System Administrator 3	\$ 57.33	\$ 59.11	\$ 63.24
IT Security	IT Security Analyst	IT Security Analyst 1	\$ 43.26	\$ 44.59	\$ 47.71
		IT Security Analyst 2	\$ 52.77	\$ 54.39	\$ 58.20
		IT Security Analyst 3	\$ 55.08	\$ 56.78	\$ 60.76
		IT Security Architect 1	\$ 53.29	\$ 54.96	\$ 58.80
		IT Security Architect 2	\$ 56.11	\$ 57.85	\$ 61.90
IT Management Services	Business Continuity Planner		\$ 74.64	\$ 76.95	\$ 82.34
	Business Process Reengineering		\$ 88.13	\$ 91.27	\$ 107.00
	Enterprise Architect		\$ 109.14	\$ 114.34	\$ 119.53
	IT Strategist		\$ 89.51	\$ 92.28	\$ 98.74
	I.T. Auditor	I.T. Auditor 1	\$ 35.69	\$ 36.79	\$ 39.38
		I.T. Auditor 2	\$ 39.29	\$ 40.51	\$ 43.35
		I.T. Auditor 3	\$ 51.84	\$ 53.44	\$ 57.17
		I.T. Auditor 4	\$ 58.08	\$ 59.87	\$ 64.06
I.T. Auditor 5		\$ 73.79	\$ 76.07	\$ 81.41	

NORTHERN REGION

Job category	Position		Legacy NTE	Core NTE	Emerging NTE
			Bill	Bill	Bill
Applications	Programmer Analyst	Analyst 1	\$ 39.77	\$ 41.00	\$ 43.87
		Analyst 2	\$ 48.35	\$ 49.84	\$ 53.33
		Analyst 3	\$ 69.88	\$ 72.03	\$ 77.07
		Analyst 4	\$ 89.51	\$ 92.28	\$ 98.74
		Analyst 5	\$ 93.46	\$ 100.01	\$ 102.81
	Programmer	Programmer 1	\$ 49.68	\$ 51.21	\$ 54.79
		Programmer 2	\$ 52.17	\$ 53.78	\$ 57.55
		Programmer 3	\$ 59.36	\$ 61.20	\$ 67.32
		Programmer 4	\$ 69.11	\$ 71.24	\$ 76.23
		Programmer 5	\$ 89.64	\$ 92.41	\$ 98.87
	Software Test Analyst	Analyst 1	\$ 43.34	\$ 44.68	\$ 47.81
		Analyst 2	\$ 48.58	\$ 50.09	\$ 53.60
		Analyst 3	\$ 59.80	\$ 61.65	\$ 65.96
		Analyst 4	\$ 61.57	\$ 63.46	\$ 67.91
		Analyst 5	\$ 74.72	\$ 77.03	\$ 82.42
	Technical Writer	Technical Writer 1	\$ 33.11	\$ 34.13	\$ 36.52
		Technical Writer 2	\$ 35.13	\$ 36.21	\$ 38.75
		Technical Writer 3	\$ 44.59	\$ 45.97	\$ 49.20
	Business Analyst	Analyst 1	\$ 42.41	\$ 43.72	\$ 46.78
		Analyst 2	\$ 44.41	\$ 45.79	\$ 49.00
		Analyst 3	\$ 61.65	\$ 65.96	\$ 67.81
		Analyst 4	\$ 73.70	\$ 75.97	\$ 81.30
		Analyst 5	\$ 82.99	\$ 88.80	\$ 91.28
	System Analyst	Analyst 1	\$ 41.37	\$ 42.66	\$ 45.64
		Analyst 2	\$ 43.51	\$ 44.87	\$ 48.02
		Analyst 3	\$ 57.03	\$ 58.79	\$ 62.90
	Software Solutions Architect		\$ 81.17	\$ 83.68	\$ 89.55
	Intelligent Transportation Systems Specialist		\$ 40.98	\$ 42.24	\$ 45.20
	ERP Analyst	ERP Analyst 1	\$ 44.00	\$ 45.37	\$ 48.54
		ERP Analyst 2	\$ 53.70	\$ 55.36	\$ 63.67
ERP Analyst 3		\$ 72.40	\$ 79.30	\$ 82.74	
ERP Analyst 4		\$ 89.64	\$ 93.08	\$ 99.99	
ERP Analyst 5		\$ 117.22	\$ 120.67	\$ 124.12	
ERP Developer	ERP Developer 1	\$ 54.90	\$ 56.60	\$ 60.55	
	ERP Developer 2	\$ 65.34	\$ 67.36	\$ 72.07	
	ERP Developer 3	\$ 80.83	\$ 87.56	\$ 90.94	
	ERP Developer 4	\$ 97.67	\$ 114.50	\$ 117.88	
	ERP Developer 5	\$ 119.75	\$ 123.28	\$ 130.33	
ERP Database Administrator	ERP Database Administrator 1	\$ 61.37	\$ 63.27	\$ 67.70	
	ERP Database Administrator 2	\$ 70.67	\$ 72.86	\$ 77.96	

	ERP Database Administrator	ERP Database Administrator 3	\$ 87.47	\$ 90.17	\$ 96.49	
		ERP Database Administrator 4	\$ 105.37	\$ 110.39	\$ 120.43	
		ERP Database Administrator 5	\$ 130.46	\$ 135.48	\$ 140.49	
	ERP Project Manager	ERP Project Manager 1	\$ 106.22	\$ 115.05	\$ 119.48	
		ERP Project Manager 2	\$ 115.97	\$ 125.63	\$ 130.46	
		ERP Project Manager 3	\$ 131.58	\$ 136.64	\$ 146.77	
	Geographic Information System	Geospatial Projects Manager	\$ 85.02	\$ 87.65	\$ 93.78	
		Analyst	\$ 79.20	\$ 81.65	\$ 87.36	
		Specialist I	\$ 53.34	\$ 54.99	\$ 58.85	
		Specialist II	\$ 66.50	\$ 68.56	\$ 73.35	
		Technician Trainee	\$ 39.77	\$ 41.00	\$ 43.87	
		Technician I	\$ 43.98	\$ 45.35	\$ 48.52	
		Technician II	\$ 48.03	\$ 49.51	\$ 52.99	
Data Management	Database Architect	Database Architect 1	\$ 62.37	\$ 64.30	\$ 68.79	
		Database Architect 2	\$ 75.34	\$ 77.67	\$ 83.11	
		Database Architect 3	\$ 86.73	\$ 89.41	\$ 95.67	
		Database Architect 4	\$ 103.77	\$ 111.04	\$ 114.15	
	Data Warehouse Architect	Data Warehouse Architect 1	\$ 65.23	\$ 67.25	\$ 71.96	
		Data Warehouse Architect 2	\$ 82.23	\$ 84.76	\$ 90.70	
		Data Warehouse Architect 3	\$ 95.97	\$ 100.33	\$ 104.69	
	Database Administrator	Database Administrator 1	\$ 51.40	\$ 52.99	\$ 56.68	
		Database Administrator 2	\$ 63.83	\$ 65.80	\$ 70.40	
		Database Administrator 3	\$ 73.15	\$ 75.42	\$ 80.70	
		Database Administrator 4	\$ 88.11	\$ 92.30	\$ 96.50	
	Project Management	Project Manager	Project Manager 1	\$ 62.36	\$ 64.28	\$ 68.78
			Project Manager 2	\$ 74.76	\$ 77.07	\$ 82.47
Project Manager 3			\$ 102.26	\$ 105.42	\$ 112.80	
Project Manager 4			\$ 106.17	\$ 109.45	\$ 117.11	
Project Lead		Project Lead 1	\$ 60.07	\$ 61.93	\$ 66.27	
		Project Lead 2	\$ 67.80	\$ 69.89	\$ 74.77	
Project Coordinator		\$ 36.38	\$ 37.49	\$ 40.11		
	Network Administrator	Network Administrator 1	\$ 41.69	\$ 42.97	\$ 45.97	
		Network Administrator 2	\$ 45.79	\$ 47.21	\$ 50.51	

Telecom and Computer Networking		Network Administrator 3	\$ 49.52	\$ 51.05	\$ 54.64
	Network Architect	Network Architect 1	\$ 60.99	\$ 62.88	\$ 67.27
		Network Architect 2	\$ 68.24	\$ 70.33	\$ 75.25
		Network Architect 3	\$ 84.01	\$ 86.61	\$ 92.68
	Network Engineer	Network Engineer 1	\$ 46.66	\$ 48.10	\$ 51.47
		Network Engineer 2	\$ 51.08	\$ 52.66	\$ 56.34
		Network Engineer 3	\$ 60.64	\$ 62.51	\$ 66.88
		Network Engineer 4	\$ 82.57	\$ 85.12	\$ 91.08
Public Safety Consultant		\$ 61.71	\$ 63.62	\$ 68.08	
Radio Engineer		\$ 75.95	\$ 78.30	\$ 83.78	
Customer / Technical Support	Help Desk	Help Desk 1	\$ 32.40	\$ 33.39	\$ 35.73
		Help Desk 2	\$ 37.75	\$ 38.91	\$ 41.63
		Help Desk 3	\$ 42.86	\$ 44.19	\$ 47.27
	Technical Support	Technical Support 1	\$ 48.53	\$ 50.04	\$ 53.54
		Technical Support 2	\$ 55.25	\$ 56.96	\$ 60.95
		Technical Support 3	\$ 62.15	\$ 64.08	\$ 68.56
	Infrastructure Solutions Architect	Infrastructure Solutions Architect 1	\$ 70.39	\$ 72.56	\$ 77.65
		Infrastructure Solutions Architect 2	\$ 74.94	\$ 77.26	\$ 82.67
		Infrastructure Solutions Architect 3	\$ 88.22	\$ 90.95	\$ 97.32
	System Administrator	System Administrator 1	\$ 49.79	\$ 51.33	\$ 54.92
		System Administrator 2	\$ 57.70	\$ 59.49	\$ 63.66
		System Administrator 3	\$ 64.01	\$ 66.00	\$ 70.61
IT Security	IT Security Analyst	IT Security Analyst 1	\$ 48.63	\$ 50.12	\$ 53.64
		IT Security Analyst 2	\$ 58.98	\$ 60.81	\$ 65.08
		IT Security Analyst 3	\$ 61.55	\$ 63.45	\$ 67.89
		IT Security Architect 1	\$ 59.44	\$ 61.27	\$ 65.57
		IT Security Architect 2	\$ 62.51	\$ 64.44	\$ 68.96
IT Management Services	Business Continuity Planner		\$ 82.83	\$ 85.37	\$ 91.35
	Business Process Reengineering		\$ 96.84	\$ 100.29	\$ 117.60
	Enterprise Architect		\$ 119.99	\$ 125.70	\$ 131.42
	IT Strategist		\$ 96.79	\$ 99.78	\$ 106.76
	I.T. Auditor	I.T. Auditor 1	\$ 40.40	\$ 41.64	\$ 44.55
		I.T. Auditor 2	\$ 44.28	\$ 45.64	\$ 48.85
		I.T. Auditor 3	\$ 57.83	\$ 59.62	\$ 63.79
		I.T. Auditor 4	\$ 64.69	\$ 66.68	\$ 71.36
I.T. Auditor 5		\$ 81.71	\$ 84.25	\$ 90.15	

SOUTHSIDE REGION

Job category	Position		Legacy NTE	Core NTE	Emerging NTE
			Bill	Bill	Bill
Applications	Programmer Analyst	Analyst 1	\$ 32.22	\$ 33.22	\$ 35.53
		Analyst 2	\$ 39.88	\$ 41.11	\$ 43.99
		Analyst 3	\$ 60.13	\$ 61.98	\$ 66.33
		Analyst 4	\$ 77.87	\$ 80.27	\$ 85.89
		Analyst 5	\$ 81.32	\$ 87.01	\$ 89.45
	Programmer	Programmer 1	\$ 41.07	\$ 42.34	\$ 45.30
		Programmer 2	\$ 43.37	\$ 44.70	\$ 47.83
		Programmer 3	\$ 50.15	\$ 51.69	\$ 56.85
		Programmer 4	\$ 59.44	\$ 61.27	\$ 65.57
		Programmer 5	\$ 77.97	\$ 80.39	\$ 86.02
	Software Test Analyst	Analyst 1	\$ 35.40	\$ 36.50	\$ 39.05
		Analyst 2	\$ 40.09	\$ 41.33	\$ 44.22
		Analyst 3	\$ 50.58	\$ 52.14	\$ 55.79
		Analyst 4	\$ 52.40	\$ 54.03	\$ 57.81
		Analyst 5	\$ 64.54	\$ 66.54	\$ 71.20
	Technical Writer	Technical Writer 1	\$ 26.98	\$ 27.81	\$ 29.74
		Technical Writer 2	\$ 28.76	\$ 29.65	\$ 31.73
		Technical Writer 3	\$ 37.09	\$ 38.23	\$ 40.91
	Business Analyst	Analyst 1	\$ 34.57	\$ 35.63	\$ 38.13
		Analyst 2	\$ 36.35	\$ 37.48	\$ 40.10
		Analyst 3	\$ 52.14	\$ 55.79	\$ 57.36
		Analyst 4	\$ 63.61	\$ 65.58	\$ 70.17
		Analyst 5	\$ 71.91	\$ 76.94	\$ 79.09
	System Analyst	Analyst 1	\$ 33.65	\$ 34.69	\$ 37.12
		Analyst 2	\$ 35.57	\$ 36.66	\$ 39.23
		Analyst 3	\$ 47.91	\$ 49.38	\$ 52.84
		Software Solutions Architect	\$ 70.37	\$ 72.53	\$ 77.61
		Intelligent Transportation Systems Specialist	\$ 34.21	\$ 35.26	\$ 37.74
	ERP Analyst	ERP Analyst 1	\$ 36.23	\$ 37.36	\$ 39.96
		ERP Analyst 2	\$ 44.81	\$ 46.19	\$ 53.12
ERP Analyst 3		\$ 61.85	\$ 67.74	\$ 70.67	
ERP Analyst 4		\$ 76.56	\$ 79.52	\$ 85.41	
ERP Analyst 5		\$ 100.13	\$ 103.07	\$ 106.02	
ERP Developer	ERP Developer 1	\$ 45.88	\$ 47.31	\$ 50.61	
	ERP Developer 2	\$ 55.74	\$ 57.47	\$ 61.48	
	ERP Developer 3	\$ 68.96	\$ 74.71	\$ 77.58	
	ERP Developer 4	\$ 83.33	\$ 97.69	\$ 100.57	
	ERP Developer 5	\$ 102.40	\$ 105.42	\$ 111.44	
ERP Database Administrator	ERP Database Administrator 1	\$ 52.22	\$ 53.83	\$ 57.60	
	ERP Database Administrator 2	\$ 60.87	\$ 62.75	\$ 67.15	

	ERP Database Administrator	ERP Database Administrator 3	\$ 76.03	\$ 78.38	\$ 83.88	
		ERP Database Administrator 4	\$ 91.87	\$ 96.24	\$ 104.99	
		ERP Database Administrator 5	\$ 113.74	\$ 118.11	\$ 122.50	
	ERP Project Manager	ERP Project Manager 1	\$ 89.62	\$ 97.09	\$ 100.82	
		ERP Project Manager 2	\$ 98.22	\$ 106.40	\$ 110.50	
		ERP Project Manager 3	\$ 111.66	\$ 115.96	\$ 124.55	
	Geographic Information System	Geospatial Projects Manager	\$ 71.62	\$ 73.83	\$ 79.00	
		Analyst	\$ 66.49	\$ 68.53	\$ 73.33	
		Specialist I	\$ 44.44	\$ 45.83	\$ 49.03	
		Specialist II	\$ 57.05	\$ 58.81	\$ 62.93	
		Technician Trainee	\$ 32.22	\$ 33.22	\$ 35.53	
		Technician I	\$ 35.97	\$ 37.09	\$ 39.68	
		Technician II	\$ 39.58	\$ 40.81	\$ 43.67	
Data Management	Database Architect	Database Architect 1	\$ 53.19	\$ 54.82	\$ 58.67	
		Database Architect 2	\$ 65.10	\$ 67.11	\$ 71.81	
		Database Architect 3	\$ 75.35	\$ 77.69	\$ 83.12	
		Database Architect 4	\$ 90.57	\$ 96.91	\$ 99.63	
	Data Warehouse Architect	Data Warehouse Architect 1	\$ 55.89	\$ 57.61	\$ 61.65	
		Data Warehouse Architect 2	\$ 71.32	\$ 73.52	\$ 78.67	
		Data Warehouse Architect 3	\$ 83.30	\$ 87.09	\$ 90.88	
	Database Administrator	Database Administrator 1	\$ 42.64	\$ 43.97	\$ 47.04	
		Database Administrator 2	\$ 54.58	\$ 56.28	\$ 60.21	
		Database Administrator 3	\$ 63.12	\$ 65.08	\$ 69.62	
		Database Administrator 4	\$ 76.38	\$ 80.01	\$ 83.66	
	Project Management	Project Manager	Project Manager 1	\$ 51.53	\$ 53.13	\$ 56.85
			Project Manager 2	\$ 62.63	\$ 64.57	\$ 69.09
Project Manager 3			\$ 86.93	\$ 89.62	\$ 95.89	
Project Manager 4			\$ 90.37	\$ 93.17	\$ 99.68	
Project Lead		Project Lead 1	\$ 50.87	\$ 52.44	\$ 56.11	
		Project Lead 2	\$ 58.24	\$ 60.04	\$ 64.25	
Project Coordinator		\$ 29.87	\$ 30.80	\$ 32.95		
	Network Administrator	Network Administrator 1	\$ 34.21	\$ 35.26	\$ 37.74	
		Network Administrator 2	\$ 37.77	\$ 38.95	\$ 41.69	

Telecom and Computer Networking		Network Administrator 3	\$ 41.05	\$ 42.33	\$ 45.29
	Network Architect	Network Architect 1	\$ 51.82	\$ 53.43	\$ 57.16
		Network Architect 2	\$ 58.64	\$ 60.45	\$ 64.69
		Network Architect 3	\$ 72.91	\$ 75.18	\$ 80.43
	Network Engineer	Network Engineer 1	\$ 38.35	\$ 39.54	\$ 42.31
		Network Engineer 2	\$ 42.34	\$ 43.65	\$ 46.71
		Network Engineer 3	\$ 51.46	\$ 53.04	\$ 56.76
		Network Engineer 4	\$ 71.62	\$ 73.83	\$ 79.00
Public Safety Consultant		\$ 50.93	\$ 52.51	\$ 56.18	
Radio Engineer		\$ 65.65	\$ 67.69	\$ 72.42	
Customer / Technical Support	Help Desk	Help Desk 1	\$ 26.13	\$ 26.94	\$ 28.83
		Help Desk 2	\$ 30.80	\$ 31.75	\$ 33.98
		Help Desk 3	\$ 35.23	\$ 36.32	\$ 38.86
	Technical Support	Technical Support 1	\$ 40.04	\$ 41.27	\$ 44.16
		Technical Support 2	\$ 46.22	\$ 47.65	\$ 50.99
		Technical Support 3	\$ 52.99	\$ 54.63	\$ 58.45
	Infrastructure Solutions Architect	Infrastructure Solutions Architect 1	\$ 60.61	\$ 62.48	\$ 66.85
		Infrastructure Solutions Architect 2	\$ 64.74	\$ 66.74	\$ 71.42
		Infrastructure Solutions Architect 3	\$ 76.73	\$ 79.11	\$ 84.64
	System Administrator	System Administrator 1	\$ 41.18	\$ 42.45	\$ 45.41
		System Administrator 2	\$ 48.53	\$ 50.04	\$ 53.54
		System Administrator 3	\$ 54.75	\$ 56.44	\$ 60.39
IT Security	IT Security Analyst	IT Security Analyst 1	\$ 40.12	\$ 41.37	\$ 44.27
		IT Security Analyst 2	\$ 49.76	\$ 51.31	\$ 54.90
		IT Security Analyst 3	\$ 52.39	\$ 54.01	\$ 57.80
		IT Security Architect 1	\$ 50.10	\$ 51.64	\$ 55.26
		IT Security Architect 2	\$ 53.26	\$ 54.91	\$ 58.75
IT Management Services	Business Continuity Planner		\$ 71.82	\$ 74.05	\$ 79.23
	Business Process Reengineering		\$ 83.60	\$ 86.60	\$ 101.53
	Enterprise Architect		\$ 105.02	\$ 110.01	\$ 115.02
	IT Strategist		\$ 82.08	\$ 84.63	\$ 90.56
	I.T. Auditor	I.T. Auditor 1	\$ 32.86	\$ 33.87	\$ 36.24
		I.T. Auditor 2	\$ 36.32	\$ 37.44	\$ 40.06
		I.T. Auditor 3	\$ 48.70	\$ 50.21	\$ 53.72
		I.T. Auditor 4	\$ 55.51	\$ 57.23	\$ 61.24
I.T. Auditor 5		\$ 71.06	\$ 73.26	\$ 78.38	

SOUTHWEST REGION

Job category	Position		Legacy NTE	Core NTE	Emerging NTE
			Bill	Bill	Bill
Applications	Programmer Analyst	Analyst 1	\$ 33.75	\$ 34.79	\$ 37.22
		Analyst 2	\$ 41.51	\$ 42.79	\$ 45.79
		Analyst 3	\$ 61.11	\$ 63.00	\$ 67.42
		Analyst 4	\$ 78.87	\$ 81.32	\$ 87.01
		Analyst 5	\$ 82.40	\$ 88.16	\$ 90.64
	Programmer	Programmer 1	\$ 42.71	\$ 44.04	\$ 47.12
		Programmer 2	\$ 45.02	\$ 46.41	\$ 49.67
		Programmer 3	\$ 51.63	\$ 53.23	\$ 58.56
		Programmer 4	\$ 60.42	\$ 62.29	\$ 66.65
		Programmer 5	\$ 79.01	\$ 81.46	\$ 87.16
	Software Test Analyst	Analyst 1	\$ 36.95	\$ 38.10	\$ 40.77
		Analyst 2	\$ 41.73	\$ 43.01	\$ 46.02
		Analyst 3	\$ 52.02	\$ 53.62	\$ 57.38
		Analyst 4	\$ 53.62	\$ 55.28	\$ 59.14
		Analyst 5	\$ 65.51	\$ 67.54	\$ 72.26
	Technical Writer	Technical Writer 1	\$ 27.08	\$ 27.92	\$ 29.87
		Technical Writer 2	\$ 28.83	\$ 29.72	\$ 31.80
		Technical Writer 3	\$ 36.99	\$ 38.13	\$ 40.80
	Business Analyst	Analyst 1	\$ 36.12	\$ 37.25	\$ 39.85
		Analyst 2	\$ 37.93	\$ 39.11	\$ 41.84
		Analyst 3	\$ 53.62	\$ 57.38	\$ 59.00
		Analyst 4	\$ 64.59	\$ 66.57	\$ 71.24
		Analyst 5	\$ 72.91	\$ 78.03	\$ 80.22
	System Analyst	Analyst 1	\$ 35.18	\$ 36.28	\$ 38.81
		Analyst 2	\$ 37.12	\$ 38.27	\$ 40.94
		Analyst 3	\$ 49.51	\$ 51.04	\$ 54.63
		Software Solutions Architect	\$ 71.35	\$ 73.55	\$ 78.70
		Intelligent Transportation Systems Specialist	\$ 35.02	\$ 36.10	\$ 38.63
	ERP Analyst	ERP Analyst 1	\$ 37.74	\$ 38.90	\$ 41.62
		ERP Analyst 2	\$ 46.45	\$ 47.88	\$ 55.08
ERP Analyst 3		\$ 63.06	\$ 69.06	\$ 72.06	
ERP Analyst 4		\$ 78.07	\$ 81.06	\$ 87.07	
ERP Analyst 5		\$ 102.09	\$ 105.08	\$ 108.09	
ERP Developer	ERP Developer 1	\$ 47.53	\$ 49.01	\$ 52.44	
	ERP Developer 2	\$ 56.88	\$ 58.64	\$ 62.74	
	ERP Developer 3	\$ 70.37	\$ 76.24	\$ 79.17	
	ERP Developer 4	\$ 85.02	\$ 99.68	\$ 102.62	
	ERP Developer 5	\$ 104.36	\$ 107.43	\$ 113.56	
ERP Database Administrator	ERP Database Administrator 1	\$ 53.45	\$ 55.10	\$ 58.96	
	ERP Database Administrator 2	\$ 61.84	\$ 63.75	\$ 68.21	

	ERP Database Administrator	ERP Database Administrator 3	\$ 77.05	\$ 79.42	\$ 84.98	
		ERP Database Administrator 4	\$ 93.06	\$ 97.50	\$ 106.35	
		ERP Database Administrator 5	\$ 115.21	\$ 119.64	\$ 124.09	
	ERP Project Manager	ERP Project Manager 1	\$ 94.05	\$ 101.90	\$ 105.81	
		ERP Project Manager 2	\$ 102.91	\$ 111.49	\$ 115.78	
		ERP Project Manager 3	\$ 116.91	\$ 121.41	\$ 130.39	
	Geographic Information System	Geospatial Projects Manager	\$ 75.05	\$ 77.37	\$ 82.78	
		Analyst	\$ 69.77	\$ 71.92	\$ 76.95	
		Specialist I	\$ 46.11	\$ 47.53	\$ 50.87	
		Specialist II	\$ 58.08	\$ 59.87	\$ 64.06	
		Technician Trainee	\$ 33.75	\$ 34.79	\$ 37.22	
		Technician I	\$ 37.54	\$ 38.70	\$ 41.41	
		Technician II	\$ 41.22	\$ 42.50	\$ 45.47	
Data Management	Database Architect	Database Architect 1	\$ 54.33	\$ 56.02	\$ 59.94	
		Database Architect 2	\$ 66.06	\$ 68.10	\$ 72.88	
		Database Architect 3	\$ 76.38	\$ 78.74	\$ 84.25	
		Database Architect 4	\$ 91.74	\$ 98.15	\$ 100.89	
	Data Warehouse Architect	Data Warehouse Architect 1	\$ 56.92	\$ 58.68	\$ 62.79	
		Data Warehouse Architect 2	\$ 72.29	\$ 74.53	\$ 79.75	
		Data Warehouse Architect 3	\$ 84.45	\$ 88.29	\$ 92.13	
	Database Administrator	Database Administrator 1	\$ 44.30	\$ 45.67	\$ 48.86	
		Database Administrator 2	\$ 55.67	\$ 57.38	\$ 61.40	
		Database Administrator 3	\$ 64.09	\$ 66.07	\$ 70.71	
		Database Administrator 4	\$ 77.44	\$ 81.13	\$ 84.82	
	Project Management	Project Manager	Project Manager 1	\$ 54.69	\$ 56.39	\$ 60.33
			Project Manager 2	\$ 65.95	\$ 67.98	\$ 72.74
Project Manager 3			\$ 90.93	\$ 93.74	\$ 100.29	
Project Manager 4			\$ 94.48	\$ 97.40	\$ 104.22	
Project Lead		Project Lead 1	\$ 52.29	\$ 53.90	\$ 57.67	
		Project Lead 2	\$ 59.23	\$ 61.05	\$ 65.34	
Project Coordinator		\$ 31.00	\$ 31.96	\$ 34.20		
	Network Administrator	Network Administrator 1	\$ 35.63	\$ 36.74	\$ 39.30	
		Network Administrator 2	\$ 39.30	\$ 40.53	\$ 43.37	

Telecom and Computer Networking		Network Administrator 3	\$ 42.64	\$ 43.97	\$ 47.04
	Network Architect	Network Architect 1	\$ 53.11	\$ 54.75	\$ 58.57
		Network Architect 2	\$ 59.63	\$ 61.48	\$ 65.79
		Network Architect 3	\$ 73.92	\$ 76.19	\$ 81.53
	Network Engineer	Network Engineer 1	\$ 39.98	\$ 41.21	\$ 44.09
		Network Engineer 2	\$ 43.99	\$ 45.36	\$ 48.53
		Network Engineer 3	\$ 52.79	\$ 54.42	\$ 58.24
		Network Engineer 4	\$ 72.61	\$ 74.85	\$ 80.07
Public Safety Consultant		\$ 54.11	\$ 55.80	\$ 59.71	
Radio Engineer		\$ 65.62	\$ 67.66	\$ 72.40	
Customer / Technical Support	Help Desk	Help Desk 1	\$ 27.36	\$ 28.20	\$ 30.17
		Help Desk 2	\$ 32.13	\$ 33.13	\$ 35.46
		Help Desk 3	\$ 36.68	\$ 37.82	\$ 40.47
	Technical Support	Technical Support 1	\$ 41.68	\$ 42.95	\$ 45.96
		Technical Support 2	\$ 47.88	\$ 49.36	\$ 52.82
		Technical Support 3	\$ 54.15	\$ 55.83	\$ 59.73
	Infrastructure Solutions Architect	Infrastructure Solutions Architect 1	\$ 60.66	\$ 62.53	\$ 66.90
		Infrastructure Solutions Architect 2	\$ 64.72	\$ 66.73	\$ 71.41
		Infrastructure Solutions Architect 3	\$ 76.63	\$ 79.00	\$ 84.53
	System Administrator	System Administrator 1	\$ 42.82	\$ 44.15	\$ 47.23
		System Administrator 2	\$ 50.15	\$ 51.69	\$ 55.31
System Administrator 3		\$ 55.83	\$ 57.55	\$ 61.58	
IT Security	IT Security Analyst	IT Security Analyst 1	\$ 41.75	\$ 43.05	\$ 46.07
		IT Security Analyst 2	\$ 51.31	\$ 52.89	\$ 56.60
		IT Security Analyst 3	\$ 53.61	\$ 55.26	\$ 59.13
		IT Security Architect 1	\$ 50.93	\$ 52.51	\$ 56.18
		IT Security Architect 2	\$ 53.66	\$ 55.31	\$ 59.18
IT Management Services	Business Continuity Planner		\$ 72.83	\$ 75.08	\$ 80.34
	Business Process Reengineering		\$ 84.63	\$ 87.65	\$ 102.75
	Enterprise Architect		\$ 104.96	\$ 109.96	\$ 114.94
	IT Strategist		\$ 85.95	\$ 88.62	\$ 94.82
	I.T. Auditor	I.T. Auditor 1	\$ 33.94	\$ 34.99	\$ 37.44
		I.T. Auditor 2	\$ 37.41	\$ 38.57	\$ 41.27
		I.T. Auditor 3	\$ 49.65	\$ 51.19	\$ 54.76
		I.T. Auditor 4	\$ 55.70	\$ 57.43	\$ 61.44
I.T. Auditor 5		\$ 70.95	\$ 73.15	\$ 78.27	

WEST CENTRAL REGION

Job category	Position		Legacy NTE	Core NTE	Emerging NTE
			Bill	Bill	Bill
Applications	Programmer Analyst	Analyst 1	\$ 34.09	\$ 35.14	\$ 37.60
		Analyst 2	\$ 42.03	\$ 43.33	\$ 46.35
		Analyst 3	\$ 61.97	\$ 63.89	\$ 68.36
		Analyst 4	\$ 80.02	\$ 82.50	\$ 88.27
		Analyst 5	\$ 83.59	\$ 89.44	\$ 91.95
	Programmer	Programmer 1	\$ 43.26	\$ 44.59	\$ 47.71
		Programmer 2	\$ 45.62	\$ 47.03	\$ 50.32
		Programmer 3	\$ 52.35	\$ 53.97	\$ 59.36
		Programmer 4	\$ 61.27	\$ 63.18	\$ 67.60
		Programmer 5	\$ 80.16	\$ 82.63	\$ 88.41
	Software Test Analyst	Analyst 1	\$ 37.38	\$ 38.54	\$ 41.24
		Analyst 2	\$ 42.24	\$ 43.56	\$ 46.61
		Analyst 3	\$ 52.75	\$ 54.38	\$ 58.19
		Analyst 4	\$ 54.38	\$ 56.06	\$ 59.98
		Analyst 5	\$ 66.44	\$ 68.49	\$ 73.29
	Technical Writer	Technical Writer 1	\$ 28.26	\$ 29.14	\$ 31.18
		Technical Writer 2	\$ 30.07	\$ 31.00	\$ 33.17
		Technical Writer 3	\$ 38.48	\$ 39.68	\$ 42.45
	Business Analyst	Analyst 1	\$ 36.52	\$ 37.65	\$ 40.29
		Analyst 2	\$ 38.36	\$ 39.56	\$ 42.33
		Analyst 3	\$ 54.38	\$ 58.19	\$ 59.82
		Analyst 4	\$ 65.50	\$ 67.53	\$ 72.25
		Analyst 5	\$ 73.95	\$ 79.13	\$ 81.35
	System Analyst	Analyst 1	\$ 35.57	\$ 36.67	\$ 39.24
		Analyst 2	\$ 37.54	\$ 38.70	\$ 41.41
		Analyst 3	\$ 50.21	\$ 51.76	\$ 55.39
		Software Solutions Architect	\$ 72.36	\$ 74.60	\$ 79.82
		Intelligent Transportation Systems Specialist	\$ 35.69	\$ 36.79	\$ 39.38
	ERP Analyst	ERP Analyst 1	\$ 38.29	\$ 39.47	\$ 42.23
		ERP Analyst 2	\$ 47.10	\$ 48.56	\$ 55.84
ERP Analyst 3		\$ 63.78	\$ 69.85	\$ 72.89	
ERP Analyst 4		\$ 78.97	\$ 82.01	\$ 88.08	
ERP Analyst 5		\$ 103.27	\$ 106.31	\$ 109.34	
ERP Developer	ERP Developer 1	\$ 48.19	\$ 49.68	\$ 53.16	
	ERP Developer 2	\$ 57.55	\$ 59.33	\$ 63.48	
	ERP Developer 3	\$ 71.19	\$ 77.12	\$ 80.10	
	ERP Developer 4	\$ 86.02	\$ 100.84	\$ 103.82	
	ERP Developer 5	\$ 105.54	\$ 108.64	\$ 120.46	
	ERP Database Administrator 1	\$ 54.20	\$ 55.89	\$ 59.79	
	ERP Database Administrator 2	\$ 62.72	\$ 64.65	\$ 69.18	

	ERP Database Administrator	ERP Database Administrator 3	\$ 78.15	\$ 80.57	\$ 86.22	
		ERP Database Administrator 4	\$ 94.42	\$ 98.92	\$ 107.91	
		ERP Database Administrator 5	\$ 116.91	\$ 121.41	\$ 125.90	
	ERP Project Manager	ERP Project Manager 1	\$ 96.14	\$ 104.15	\$ 108.15	
		ERP Project Manager 2	\$ 105.18	\$ 113.95	\$ 118.32	
		ERP Project Manager 3	\$ 119.46	\$ 124.06	\$ 133.25	
	Geographic Information System	Geospatial Projects Manager	\$ 76.76	\$ 79.13	\$ 84.66	
		Analyst	\$ 71.35	\$ 73.56	\$ 78.71	
		Specialist I	\$ 46.73	\$ 48.18	\$ 51.55	
		Specialist II	\$ 58.90	\$ 60.72	\$ 64.97	
		Technician Trainee	\$ 34.09	\$ 35.14	\$ 37.60	
		Technician I	\$ 37.98	\$ 39.16	\$ 41.91	
		Technician II	\$ 41.74	\$ 43.02	\$ 46.03	
Data Management	Database Architect	Database Architect 1	\$ 55.10	\$ 56.81	\$ 60.78	
		Database Architect 2	\$ 67.00	\$ 69.08	\$ 73.92	
		Database Architect 3	\$ 77.48	\$ 79.88	\$ 85.46	
		Database Architect 4	\$ 93.07	\$ 99.58	\$ 102.37	
	Data Warehouse Architect	Data Warehouse Architect 1	\$ 57.72	\$ 59.51	\$ 63.68	
		Data Warehouse Architect 2	\$ 73.33	\$ 75.59	\$ 80.88	
		Data Warehouse Architect 3	\$ 85.65	\$ 89.55	\$ 93.44	
	Database Administrator	Database Administrator 1	\$ 44.87	\$ 46.27	\$ 49.50	
		Database Administrator 2	\$ 56.44	\$ 58.19	\$ 62.26	
		Database Administrator 3	\$ 64.99	\$ 67.00	\$ 71.69	
		Database Administrator 4	\$ 78.54	\$ 82.29	\$ 86.02	
	Project Management	Project Manager	Project Manager 1	\$ 55.91	\$ 57.64	\$ 61.68
			Project Manager 2	\$ 67.42	\$ 69.50	\$ 74.37
Project Manager 3			\$ 92.94	\$ 95.80	\$ 102.51	
Project Manager 4			\$ 96.54	\$ 99.53	\$ 106.50	
Project Lead		Project Lead 1	\$ 53.01	\$ 54.65	\$ 58.48	
		Project Lead 2	\$ 60.06	\$ 61.92	\$ 66.25	
Project Coordinator		\$ 32.02	\$ 33.01	\$ 35.31		
	Network Administrator	Network Administrator 1	\$ 36.19	\$ 37.32	\$ 39.93	
		Network Administrator 2	\$ 39.89	\$ 41.13	\$ 44.00	

Telecom and Computer Networking		Network Administrator 3	\$ 43.26	\$ 44.59	\$ 47.71
	Network Architect	Network Architect 1	\$ 53.84	\$ 55.51	\$ 59.39
		Network Architect 2	\$ 60.48	\$ 62.34	\$ 66.71
		Network Architect 3	\$ 74.97	\$ 77.29	\$ 82.70
	Network Engineer	Network Engineer 1	\$ 40.45	\$ 41.71	\$ 44.64
		Network Engineer 2	\$ 44.57	\$ 45.95	\$ 49.16
		Network Engineer 3	\$ 53.51	\$ 55.17	\$ 59.03
		Network Engineer 4	\$ 73.65	\$ 75.92	\$ 81.24
Public Safety Consultant		\$ 55.32	\$ 57.03	\$ 61.02	
Radio Engineer		\$ 66.82	\$ 68.87	\$ 73.70	
Customer / Technical Support	Help Desk	Help Desk 1	\$ 27.88	\$ 28.75	\$ 30.76
		Help Desk 2	\$ 32.67	\$ 33.68	\$ 36.05
		Help Desk 3	\$ 37.25	\$ 38.40	\$ 41.09
	Technical Support	Technical Support 1	\$ 42.19	\$ 43.49	\$ 46.54
		Technical Support 2	\$ 48.54	\$ 50.05	\$ 53.55
		Technical Support 3	\$ 54.91	\$ 56.61	\$ 60.56
	Infrastructure Solutions Architect	Infrastructure Solutions Architect 1	\$ 61.73	\$ 63.65	\$ 68.09
		Infrastructure Solutions Architect 2	\$ 65.89	\$ 67.92	\$ 72.67
		Infrastructure Solutions Architect 3	\$ 78.02	\$ 80.43	\$ 86.06
	System Administrator	System Administrator 1	\$ 43.37	\$ 44.70	\$ 47.83
		System Administrator 2	\$ 50.86	\$ 52.42	\$ 56.10
		System Administrator 3	\$ 56.61	\$ 58.36	\$ 62.44
IT Security	IT Security Analyst	IT Security Analyst 1	\$ 42.28	\$ 43.59	\$ 46.63
		IT Security Analyst 2	\$ 52.02	\$ 53.62	\$ 57.38
		IT Security Analyst 3	\$ 54.35	\$ 56.03	\$ 59.95
		IT Security Architect 1	\$ 51.80	\$ 53.39	\$ 57.14
		IT Security Architect 2	\$ 54.58	\$ 56.28	\$ 60.21
IT Management Services	Business Continuity Planner		\$ 73.88	\$ 76.16	\$ 81.48
	Business Process Reengineering		\$ 87.17	\$ 90.28	\$ 105.85
	Enterprise Architect		\$ 106.85	\$ 111.96	\$ 117.04
	IT Strategist		\$ 87.86	\$ 90.57	\$ 96.91
	I.T. Auditor	I.T. Auditor 1	\$ 34.33	\$ 35.40	\$ 37.87
		I.T. Auditor 2	\$ 37.88	\$ 39.06	\$ 41.80
		I.T. Auditor 3	\$ 50.45	\$ 52.02	\$ 55.64
		I.T. Auditor 4	\$ 56.67	\$ 58.42	\$ 62.51
I.T. Auditor 5		\$ 72.20	\$ 74.43	\$ 79.64	

Attachment 1 to Modification #15 to VA-05-1123-CAI
 SMSA Job Descriptions and Technology Classifications

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APPLICATIONS

1. Programmer Analyst

- Plans, develops, tests, and documents computer programs, applying knowledge of programming techniques and computer systems. Evaluates user request for new or modified program, such as for financial or human resource management systems, clinical research trial results, statistical study of traffic patterns, or analyzing and developing specifications for bridge design, to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Consults with user to identify current operating procedures and clarify program objectives. Formulates plan outlining steps required to develop program, using methodologies such as structured analysis and design or object-oriented development.
- Work involves assisting in analyzing systems outlines to develop programs for computer applications, writing solution programs, documenting the methods and procedures used in program development, and testing and correcting programs. Works under moderate supervision with limited latitude for the use of initiative and independent judgment. Develops block diagrams and machine logic flowcharts to represent operations and data flow for applications.
- Captures requirements using industry standard development frameworks and tools. Designs reports, forms and letters along with computer terminal screen displays to accomplish goals of user request. Reviews screens, reports, forms and letters designs with users. Converts project specifications, using industry standard tools, such as object-oriented tools and code generation, into sequence of detailed instructions and logical steps for coding into language processable by computer, applying knowledge of computer programming techniques and computer languages.
- Enters program codes into computer system. Enters commands into computer to run and test program. Reads computer printouts or observes display screen to detect syntax or logic errors during program test, or uses diagnostic software to detect errors. Replaces, deletes, or modifies codes to correct errors. Analyzes, reviews and alters program to increase operating efficiency or adapt to new requirements. Writes documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures. Assists users to solve operating problems. Recreates steps taken by user to locate source of problem and rewrites program to correct errors. May use computer-aided software tools in each stage of system development. May train users to use program. May oversee installation of hardware and software. May provide technical assistance to program users. May install and test program at user site. May monitor performance of program after implementation. May specialize in developing programs for business or technical applications.

Programmer Analyst 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment

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Programmer Analyst 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Programmer Analyst 3	
Years of Experience	8-11 years of experience in the field or in a related area
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.

Programmer Analyst 4	
Years of Experience	12-15 years of experience in the field or in a related area.
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.

Programmer Analyst 5	
Years of Experience	16 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, may lead and direct the work of others, a wide degree of creativity and latitude is expected.

2. Programmer

- Converts data from project specifications and statements of problems and procedures to create or modify computer programs. Prepares, or receives detailed specifications to describe sequence of steps that program must follow and input, output, and logical operations involved. Analyzes specifications, applying knowledge of computer capabilities, subject matter, and symbolic logic. Confers with supervisor and representatives of departments concerned with program to resolve questions of program intent, data input, output requirements, and inclusion of internal checks and controls. Converts detailed specifications to language processable by computer. Enters

program codes into computer system. Inputs test data into computer. Observes computer monitor screen to interpret program operating codes. Corrects program errors, using methods such as modifying program or altering sequence of program steps. May prepare computer block diagrams and machine logic flowcharts for detailed coding of problems, and provides for the documentation of programming work.

- Writes instructions to guide operating personnel during production runs. Analyzes, reviews, and rewrites programs to increase operating efficiency or to adapt program to new requirements. Compiles and writes documentation of program development and subsequent revisions. May assist computer operator to resolve problems in running computer program. May work with System Analyst to obtain and analyze project specifications. May direct and coordinate work of others to write, test, and modify computer programs. Work involves writing programs to solve problems, documenting the methods and procedures used in program development, and testing and correcting programs. Work involves analyzing system outlines to develop programs for computer applications; writing solution programs; May train others. Works under general supervision with limited latitude for the use of initiative and independent judgment. Analyzes proposed computer applications in terms of equipment requirements and capabilities. Assists in developing solutions to software-related problems. May assist in the generation or installation of systems software.
- Prepares test data. May assist in writing and maintaining functional and technical specifications. Experience in computer programming work. Knowledge of the principles, practices, and techniques of computer programming and systems analysis, of computer operations procedures and systems, and of computer programming languages. Skill in the use of computer equipment. Ability to design programs and systems architecture; to prepare program specifications; to code, test, and debug computer programs; to interpret technical information relating to computer programming and other areas of data processing; and to communicate effectively.

Programmer 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Programmer 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Programmer 3	
Years of Experience	8-11 years of experience in the field or in a related area.
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a

	wide degree of creativity and latitude is expected.
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Programmer 4	
Years of Experience	12-15 years of experience in the field or in a related area.
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

Programmer 5	
Years of Experience	16 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

3. Software Test Analyst

- Develops, publishes, and implements test plans. Writes and maintains test automation. Evaluates, recommends, and implements automated test tools and strategies. Develops, maintains, and upgrades automated test scripts and architectures for application products. Also writes, implements, and reports status for system test cases for testing. Analyzes test cases and provides regular progress reports. Participates in the testing process through test review and analysis, test witnessing and certification of software.

Analyst 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	<p>Evaluates and tests new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines: Writes, revises, and verifies quality standards and test procedures for program design and product evaluation to attain quality of software economically and efficiently.</p> <p>Reviews new or modified program, including documentation, diagram, and flow chart, to determine if program will perform according to user request and conform to guidelines. Recommends program improvements or corrections to programmers. Reviews computer operating log to identify program processing errors. Enters instructions into computer to test program for validity of results, accuracy, reliability, and conformance to establishment standards. Observes computer monitor screen during program test to detect error codes or interruption of program and corrects errors. Identifies differences between establishment standards and user applications and suggests modifications to conform to standards. Sets up tests at request of user to locate and correct program operating error following installation of program. Conducts compatibility tests with vendor-provided programs. Monitors program performance after implementation to prevent reoccurrence of program operating</p>

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	problems and ensure efficiency of operation. Writes documentation to describe program evaluation, testing, and correction. May evaluate proposed software or software enhancement for feasibility. May develop utility program to test, track, and verify defects in software program. May write programs to create new procedures or modify existing procedures. May train software program users.
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Analyst 2	
Years of Experience	4-7 years of experience in the field.
Job Description	<p>Evaluates and tests new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines: Writes, revises, and verifies quality standards and test procedures for program design and product evaluation to attain quality of software economically and efficiently.</p> <p>Reviews new or modified program, including documentation, diagram, and flow chart, to determine if program will perform according to user request and conform to guidelines. Recommends program improvements or corrections to programmers. Reviews computer operating log to identify program processing errors. Enters instructions into computer to test program for validity of results, accuracy, reliability, and conformance to establishment standards. Observes computer monitor screen during program test to detect error codes or interruption of program and corrects errors. Identifies differences between establishment standards and user applications and suggests modifications to conform to standards. Sets up tests at request of user to locate and correct program operating error following installation of program. Conducts compatibility tests with vendor-provided programs. Monitors program performance after implementation to prevent reoccurrence of program operating problems and ensure efficiency of operation. Writes documentation to describe program evaluation, testing, and correction. May evaluate proposed software or software enhancement for feasibility. May develop utility program to test, track, and verify defects in software program. May write programs to create new procedures or modify existing procedures. May train software program users.</p>

Analyst 3	
Years of Experience	7-10 years of experience in the field.
Job Description	<p>Evaluates and tests new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines: Writes, revises, and verifies quality standards and test procedures for program design and product evaluation to attain quality of software economically and efficiently.</p> <p>Reviews new or modified program, including documentation, diagram, and flow chart, to determine if program will perform according to user request and conform to guidelines. Recommends program improvements or corrections to programmers. Reviews computer operating log to identify program processing errors. Enters instructions into computer to test program for validity of results, accuracy, reliability, and conformance to establishment standards. Observes computer monitor screen during program test to detect error codes or interruption of program and corrects errors. Identifies differences between</p>

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	<p>establishment standards and user applications and suggests modifications to conform to standards. Sets up tests at request of user to locate and correct program operating error following installation of program. Conducts compatibility tests with vendor-provided programs. Monitors program performance after implementation to prevent reoccurrence of program operating problems and ensure efficiency of operation. Writes documentation to describe program evaluation, testing, and correction. May evaluate proposed software or software enhancement for feasibility. May develop utility program to test, track, and verify defects in software program. May write programs to create new procedures or modify existing procedures. May train software program users.</p>
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Analyst 4	
Years of Experience	11-14 years of experience in the field.
Job Description	<p>Evaluates and tests new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines: Writes, revises, and verifies quality standards and test procedures for program design and product evaluation to attain quality of software economically and efficiently.</p> <p>Reviews new or modified program, including documentation, diagram, and flow chart, to determine if program will perform according to user request and conform to guidelines. Recommends program improvements or corrections to programmers. Reviews computer operating log to identify program processing errors. Enters instructions into computer to test program for validity of results, accuracy, reliability, and conformance to establishment standards. Observes computer monitor screen during program test to detect error codes or interruption of program and corrects errors. Identifies differences between establishment standards and user applications and suggests modifications to conform to standards. Sets up tests at request of user to locate and correct program operating error following installation of program. Conducts compatibility tests with vendor-provided programs. Monitors program performance after implementation to prevent reoccurrence of program operating problems and ensure efficiency of operation. Writes documentation to describe program evaluation, testing, and correction. May evaluate proposed software or software enhancement for feasibility. May develop utility program to test, track, and verify defects in software program. May write programs to create new procedures or modify existing procedures. May train software program users.</p>

Analyst 5	
Years of Experience	15 or more years of experience in the field.
Job Description	<p>Evaluates and tests new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines: Writes, revises, and verifies quality standards and test procedures for program design and product evaluation to attain quality of software economically and efficiently.</p> <p>Reviews new or modified program, including documentation, diagram, and flow chart, to determine if program will perform according to user request and conform to guidelines. Recommends program improvements or corrections to programmers. Reviews computer operating log to identify program processing errors. Enters instructions into computer to test program for</p>

	<p>validity of results, accuracy, reliability, and conformance to establishment standards. Observes computer monitor screen during program test to detect error codes or interruption of program and corrects errors. Identifies differences between establishment standards and user applications and suggests modifications to conform to standards. Sets up tests at request of user to locate and correct program operating error following installation of program. Conducts compatibility tests with vendor-provided programs. Monitors program performance after implementation to prevent reoccurrence of program operating problems and ensure efficiency of operation. Writes documentation to describe program evaluation, testing, and correction. May evaluate proposed software or software enhancement for feasibility. May develop utility program to test, track, and verify defects in software program. May write programs to create new procedures or modify existing procedures. May train software program users.</p>
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4. Technical Writer

- Develops and maintains user and technical documentation and project process documentation for Application Teams. Understands the user's view of applications and /or technology and is able to put procedures in a logical sequence. Provides expertise on technical concepts of applications and /or user groups and structuring procedures in a logical sequence, due to a broad understanding of the applications. Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document.
- Develop, enhance, and maintain user documentation for multiple applications including documentation required for the operations provider. Develop on-line source documentation as appropriate. Maintain documentation libraries and subscription lists. Identify, create, revise, and maintain documentation and templates. Ensure appropriate control access/use of documentation materials. Maintain application and user documentation. Ensure messages and terminology is consistent across all written materials. Research and complete documentation service requests. Communicate accurate and useful status updates. Manage and report time spent on all work activities. Follow quality standards. Ability to work in a team environment. Strong communication skills; both written and spoken.
- Composes technical documents, manuals, bulletins, brochures, publications, training manuals, and special reports. Organizes and coordinates the composition of material and drafting of forms suitable for reproduction. Reviews and edits prepared material and illustrations. Develops and refines material for publication in journals and periodicals. Prepares informational material for release to the mass media. Works with agency staff in the development of formats, graphics, and the layout of publications. Assists agency staff in preparing and refining material for speeches and other public presentations. May research product design, capabilities, and compatibility ranges.
- May oversee the writing, editing, publishing, and distribution of specification documents. May review various resources and prepare analyses or summaries. May train others. Experience in technical writing, journalism, or communications work. Knowledge of the techniques and methods of planning, organizing, and writing various types of materials; of research methodology; and of departmental policies, procedures, and regulations. Skill in the use of office equipment. Ability to conduct research; to compose, review, illustrate, and edit technical documents, materials, and reports; to communicate effectively; and to train others.

Technical Writer 1	
Years of	1 to 3 years of experience in the field or in a related area

Experience	
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Technical Writer 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Technical Writer 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

5. Business Analyst

- Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Experienced with business process reengineering and identifying new applications of technology to business problems to make business more effective. Familiar with industry standard (including Legacy, Core, and Emerging technologies), business process mapping, and reengineering. Prepares solution options, risk identification, and financial analyses such as cost/benefit, ROI, buy/build, etc. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs.
- Prepare and document Functional and Technical Specifications for reporting and data warehouse work. Assist with business warehouse/intelligence support and enhancements. Develops RFPs. Assist in deployment and management of end-user reporting tools and platforms. Work with IT and business project teams to understand reporting and data warehousing requirements and propose solutions. Document and provide knowledge transfer to the rest of the Enterprise Reporting Team for all solutions.
- Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Familiar with relational database concepts, and client-server concepts. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required.

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Business Analyst 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Business Analyst 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Business Analyst 3	
Years of Experience	8-11 years of experience in the field or in a related area.
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

Business Analyst 4	
Years of Experience	12-15 years of experience in the field or in a related area.
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

Business Analyst 5	
Years of Experience	16 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a

	wide degree of creativity and latitude is expected.
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6. System Analyst

- Understands business objectives and problems, identifies alternative solutions, performs studies and cost/benefit analysis of alternatives. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system: Confers with personnel of organizational units involved to analyze current operational procedures, identify problems, and learn specific input and output requirements, such as forms of data input, how data is to be summarized, and formats for reports. Writes detailed description of user needs, program functions, and steps required to develop or modify computer program. Reviews computer system capabilities, specifications, and scheduling limitations to determine if requested program or program change is possible within existing system.
- Studies existing information processing systems to evaluate effectiveness and develops new systems to improve production or specifications as required. Prepares specifications to detail operations to be performed by equipment and computer programs and operations to be performed by personnel in system. Conducts studies pertaining to development of new information systems to meet current and projected needs. Plans and prepares technical reports, memoranda, and instructional manuals as documentation of program development. Upgrades system and corrects errors to maintain system after implementation. May assist computer programmer in resolution of work problems related to project specifications, or programming. May direct and coordinate work of others to develop, test, install, and modify programs.
- Provides technical assistance and support for applications and hardware problems and for information sharing with external entities in a customer service environment. Provides field coordination and planning for the effective use of management information systems. Determines operational, technical, and support requirements for the location, installation, operation, and maintenance of various office equipment and systems. Prepares charts, diagrams, tables, and flowcharts. Details input and output record formats for computer programs. Assists in formulating logical descriptions of problems and devising optimum solutions. Assists in the design, development, and maintenance of various computer applications. May provide support and make recommendations for information technology systems processes associated with software technology planning, development, implementation, system security, and interfaces.
- Graduation from an accredited four-year college or university with major course work in computer science, computer information systems, or management information systems is generally preferred. Knowledge of the limitations and capabilities of computer systems and of the techniques used in the design of non-automated systems, of information technology equipment, of applicable programming languages, of computer hardware and software, of computer operating systems, of writing program code, and of automated mapping. Ability to analyze systems and procedures, to write and revise standards and procedures, to communicate effectively, and to train others.

System Analyst 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

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System Analyst 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

System Analyst 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

7. Software Solutions Architect

Solutions Architect	
Years of Experience	5 or more years of experience in the field
Job Description	Lead and manage the design, implementation and delivery of system and software architecture designs, strategies and quality assurance plans. Design, prototype, develop and implement to achieve business results for the client. Experienced expert able to lead and deliver solutions using object-oriented, service-oriented architecture, and n-tier architectures. Adopt, develop, and execute a robust software development lifecycle, using industry best practices. Follows both the Commonwealth and industry best practices for software engineering. Leads in the development of long term technology strategy and planning for the entire organization leveraging existing and acquiring new resources. Leads and actively participates on project teams, clarifying business needs and requirements, performing analysis, design, development, integration, and maintenance of systems across the enterprise. Willing and able to engage with other internal organizations to maximize delivery capabilities and provide value to clients. Participates and leads the development of delivery approach, and labor and cost estimates. Manage projects or tasks using the Commonwealth and industry project delivery methodologies and best practices. Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

8. Intelligent Transportation Systems Specialist

Intelligent Transportation Systems (ITS) Specialist	
Years of Experience	5 or more years of experience in the field
Job Description	<p>Design, plan, manage, and implement, and review Intelligent Transportation Systems (ITS) and Transportation/Traffic Management Centers. Participate in the design, layout, modification, and fabrication of the ITS components used in the Commonwealth transportation infrastructure; recommend ITS equipment specifications; assist in developing operating procedures for ITS devices; read diagrams, blueprints, manuals, and specifications for new installations and continual maintenance of ITS devices; make corrections to schematics and blueprints; assist contractors and other agencies with installation of new devices and system expansion.</p> <p>Make independent technical decisions in the course of day to day activities.</p> <p>Design, lead and participate in complex field and bench testing procedures on a variety of ITS equipment, such as closed circuit television systems, traffic system control units, trailblazer signs, dynamic message signs, radio communication facilities, conflict monitors, incident detection systems, load switches, inductive vehicle detection systems, power service assemblies, and others; test, troubleshoot, and repair ITS equipment to component level of micro processing systems; maintain and service a variety of test and repair equipment.</p> <p>Train assigned staff in proper work methods and techniques and in the set up and use of equipment.</p> <p>Document all ITS devices in the freeway and arterial infrastructure.</p> <p>Assist Traffic Management Center staff within the center as needed with the operation of the ITS facilities.</p>

9. ERP Analyst

ERP Analyst 1	
Years of Experience	0-2
Job Description	<p>Assists with the development and maintenance of the Enterprise Resource Planning (ERP) program. Customizes and configures workflow to allow the integration of client/server applications. Tests ERP layout to ensure the system is meeting corporate needs. May require a bachelor's degree. 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. Typically reports to a supervisor or manager.</p>

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ERP Analyst 2	
Years of Experience	2-4
Job Description	Assists with the development and maintenance of the Enterprise Resource Planning (ERP) program. Customizes and configures workflow to allow the integration of client/server applications. Tests ERP layout to ensure the system is meeting corporate needs. May require a bachelor's degree. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager
ERP Analyst 3	
Years of Experience	4-6
Job Description	Assists with the development and maintenance of the Enterprise Resource Planning (ERP) program. Customizes and configures workflow to allow the integration of client/server applications. Tests ERP layout to ensure the system is meeting corporate needs. May require a bachelor's degree. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.
ERP Analyst 4	
Years of Experience	6-8
Job Description	Assists with the development and maintenance of the Enterprise Resource Planning (ERP) program. Customizes and configures workflow to allow the integration of client/server applications. Tests ERP layout to ensure the system is meeting corporate needs. May require a bachelor's degree. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.
ERP Analyst 5	
Years of Experience	8+
Job Description	Assists with the development and maintenance of the Enterprise Resource Planning (ERP) program. Customizes and configures workflow to allow the integration of client/server applications. Tests ERP layout to

	ensure the system is meeting corporate needs. May require a bachelor's degree. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.
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10. ERP Developer

ERP Developer 1	
Years of Experience	2-4
Job Description	Reviews, analyzes, and modifies the programming systems including encoding, testing, and debugging to support an organization's Enterprise Resource Planning (ERP) applications. Ensures that software can be completely integrated into the ERP system. Designs new modules to improve system efficiency. May require a bachelor's degree. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.

ERP Developer 2	
Years of Experience	4-6
Job Description	Reviews, analyzes, and modifies the programming systems including encoding, testing, and debugging to support an organization's Enterprise Resource Planning (ERP) applications. Ensures that software can be completely integrated into the ERP system. Designs new modules to improve system efficiency. May require a bachelor's degree. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.

ERP Developer 3	
Years of Experience	6-8
Job Description	Reviews, analyzes, and modifies the programming systems including encoding, testing, and debugging to support an organization's Enterprise Resource Planning (ERP) applications. Ensures that software can be completely integrated into the ERP system. Designs new modules to improve system efficiency. May require a bachelor's degree. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.

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ERP Developer 4	
Years of Experience	8-10
Job Description	Reviews, analyzes, and modifies the programming systems including encoding, testing, and debugging to support an organization's Enterprise Resource Planning (ERP) applications. Ensures that software can be completely integrated into the ERP system. Designs new modules to improve system efficiency. May require a bachelor's degree. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.

ERP Developer 5	
Years of Experience	10+
Job Description	Reviews, analyzes, and modifies the programming systems including encoding, testing, and debugging to support an organization's Enterprise Resource Planning (ERP) applications. Ensures that software can be completely integrated into the ERP system. Designs new modules to improve system efficiency. May require a bachelor's degree. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.

11. ERP Database Administration

ERP Database Administrator 1	
Years of Experience	1-3
Job Description	Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company's Enterprise Resource Planning (ERP) database. Implements data models and database designs, data access and table maintenance codes; resolves ERP database performance issues, database capacity issues, replication, and other distributed data issues. May require a bachelor's degree. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

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ERP Database Administrator 2	
Years of Experience	3-5
Job Description	Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company's Enterprise Resource Planning (ERP) database. Implements data models and database designs, data access and table maintenance codes; resolves ERP database performance issues, database capacity issues, replication, and other distributed data issues. May require a bachelor's degree. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

ERP Database Administrator 3	
Years of Experience	5-7
Job Description	Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company's Enterprise Resource Planning (ERP) database. Implements data models and database designs, data access and table maintenance codes; resolves ERP database performance issues, database capacity issues, replication, and other distributed data issues. May require a bachelor's degree. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

ERP Database Administrator 4	
Years of Experience	7-10
Job Description	Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company's Enterprise Resource Planning (ERP) database. Implements data models and database designs, data access and table maintenance codes; resolves ERP database performance issues, database capacity issues, replication, and other distributed data issues. May require a bachelor's degree. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

ERP Database Administrator 5	
Years of Experience	10+
Job Description	Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company's Enterprise Resource Planning (ERP) database. Implements data models and database designs, data access and table maintenance codes; resolves ERP database performance issues, database capacity issues, replication, and other distributed data issues. May require a bachelor's degree. Familiar with standard concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

12. ERP Project Manager

ERP Project Manager 1	
Years of Experience	1-7
Job Description	Develops, plans, and implements the Enterprise Resource Planning (ERP) system. Follows standard project management industry practices such as the PMI's framework. Understands business and technical objectives of a project and works closely with project sponsor. Creates project charter and work plan and tracks budget and schedule progress via appropriate metrics. Establishes project organization and methodologies and defines roles and responsibilities. Documents risks and develops mitigation plans. Manages scope. Creates and implements a communication plan. Builds an effective team, assigns tasks to team members, and evaluates outcomes. Negotiates resources. Communicates to stakeholders and project sponsor. Identifies, tracks, and ensures resolution of issues and removal of barriers. Provides technical support to project team members. Handles complex application features and technical designs. Designs and implements the components required for complex application features. Generally manages a group of applications system analysts. Relies on experience and judgment to plan and accomplish goals. Professional certification is highly desirable. May require specific PC, workstation, operating system, application or platform skills. Provides overall direction to the formulation, development, implementation, and delivery of a project. Exercises management responsibility over the achievement of performance, revenue, and profit objectives of a project and its contracts. Ensures that the project plan maintains tasks, schedules, estimates, and status, and disseminates information to team members and customers. Creates a structure and organization for the management of a complex environment with emphasis on quality, productivity, and consistency. Directs corrective actions in any area where performance falls below objectives. Arranges for the assignment of responsibility to other supporting facilities, business areas, and support functions, and monitors their performance. Self-directed and independent. Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management

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	regarding status of project. Project Managers are required to be qualified under the Commonwealth of Virginia Qualification Standards for IT Project Managers. http://www.vita.virginia.gov/oversight/projects/default.aspx?id=589
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ERP Project Manager 2	
Years of Experience	8-10
Job Description	<p>Develops, plans, and implements the Enterprise Resource Planning (ERP) system. Follows standard project management industry practices such as the PMI's framework. Understands business and technical objectives of a project and works closely with project sponsor. Creates project charter and work plan and tracks budget and schedule progress via appropriate metrics. Establishes project organization and methodologies and defines roles and responsibilities. Documents risks and develops mitigation plans. Manages scope. Creates and implements a communication plan. Builds an effective team, assigns tasks to team members, and evaluates outcomes. Negotiates resources. Communicates to stakeholders and project sponsor. Identifies, tracks, and ensures resolution of issues and removal of barriers. Provides technical support to project team members. Handles complex application features and technical designs. Designs and implements the components required for complex application features. Generally manages a group of applications system analysts. Relies on experience and judgment to plan and accomplish goals. Professional certification is highly desirable. May require specific PC, workstation, operating system, application or platform skills. Provides overall direction to the formulation, development, implementation, and delivery of a project. Exercises management responsibility over the achievement of performance, revenue, and profit objectives of a project and its contracts. Ensures that the project plan maintains tasks, schedules, estimates, and status, and disseminates information to team members and customers. Creates a structure and organization for the management of a complex environment with emphasis on quality, productivity, and consistency. Directs corrective actions in any area where performance falls below objectives. Arranges for the assignment of responsibility to other supporting facilities, business areas, and support functions, and monitors their performance. Self-directed and independent. Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Project Managers are required to be qualified under the Commonwealth of Virginia Qualification Standards for IT Project Managers.</p> <p>http://www.vita.virginia.gov/oversight/projects/default.aspx?id=589</p>

ERP Project Manager 3	
Years of Experience	11+
Job Description	<p>Develops, plans, and implements the Enterprise Resource Planning (ERP) system. Follows standard project management industry practices such as the PMI's framework. Understands business and technical objectives of</p>

	<p>a project and works closely with project sponsor. Creates project charter and work plan and tracks budget and schedule progress via appropriate metrics. Establishes project organization and methodologies and defines roles and responsibilities. Documents risks and develops mitigation plans. Manages scope. Creates and implements a communication plan. Builds an effective team, assigns tasks to team members, and evaluates outcomes. Negotiates resources. Communicates to stakeholders and project sponsor. Identifies, tracks, and ensures resolution of issues and removal of barriers. Provides technical support to project team members. Handles complex application features and technical designs. Designs and implements the components required for complex application features. Generally manages a group of applications system analysts. Relies on experience and judgment to plan and accomplish goals. Professional certification is highly desirable. May require specific PC, workstation, operating system, application or platform skills. Provides overall direction to the formulation, development, implementation, and delivery of a project. Exercises management responsibility over the achievement of performance, revenue, and profit objectives of a project and its contracts. Ensures that the project plan maintains tasks, schedules, estimates, and status, and disseminates information to team members and customers. Creates a structure and organization for the management of a complex environment with emphasis on quality, productivity, and consistency. Directs corrective actions in any area where performance falls below objectives. Arranges for the assignment of responsibility to other supporting facilities, business areas, and support functions, and monitors their performance. Self-directed and independent. Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Project Managers are required to be qualified under the Commonwealth of Virginia Qualification Standards for IT Project Managers. http://www.vita.virginia.gov/oversight/projects/default.aspx?id=589</p>
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13. Geospatial Projects Manager

Geospatial Projects Manager	
Years of Experience	A minimum of three years of professional experience is required in Geographical Information System (GIS), cartography, CADD, or a related field. A minimum of three years of professional experience as a project manager for geospatial projects is required.
Job Description	Lead and direct cross-functional teams to deliver complex geospatial projects within the constraints of schedule, budget and scope. Assess desired outcomes and identify user requirements and needs. Design geospatial solutions, including geo-database schema, system requirements, system configuration and application functional requirements. Develop and obtain approval of project plans according to accepted practices and procedures. Integrate resources and develop additional resources to facilitate, manage and execute geospatial projects. Facilitate stakeholder communications, project reporting, and project oversight. Manage project closeout and the development of operations and support plans for geospatial data and application maintenance. Provide technical oversight and develop standards for geospatial data and applications.

14. Geographic Information System Analyst

Geographic Information System Analyst	
Years of Experience	A minimum of two years of professional experience is required in GIS, cartography, CADD, or a related field.
Job Description	Write programs and develop user interfaces, menus, and macro-level commands to meet user needs in addition to performing complex spatial analyses and producing reports according to customer specifications. Assist in the development of geographic information systems that create, maintain, or leverage geospatial basemap information. Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Act as a "consultant" to internal customers during their use, development and quality assessment of spatial databases.

15. Geographic Information System Specialist 1

Geographic Information System Specialist 1	
Years of Experience	Two (2) years of professional experience is required in GIS, cartography, CADD, or a related field
Job Description	Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites) in addition to performing simple spatial analyses. Assist in the development of geographic information systems that create, maintain, or leverage geospatial base-map information. Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Act as a "consultant" to internal customers during their use, development and quality assessment of spatial databases.

16. Geographic Information System Specialist 2

Geographic Information System Specialist 2	
Years of Experience	3-4 years of experience in the field or in a related area.
Job Description	Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites) in addition to performing simple spatial analyses. Assist in the development of geographic information systems that create, maintain, or leverage geospatial base-map information. Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Act as a "consultant" to internal customers during their use, development and quality assessment of spatial databases.

17. Geographic Information System Technician Trainee

Geographic Information System Technician Trainee	
Years of Experience	One year of professional experience related to GIS, cartography, CADD, or a related field, or a minimum of six undergraduate credit hours in GIS, cartography or CADD.
Job Description	Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data.

18. Geographic Information System Technician I

Geographic Information System Technician I	
Years of Experience	A minimum of two (2) years of successful experience at the equivalent of the GIS Trainee level.
Job Description	Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data.

19. Geographic Information System Technician II

Geographic Information System Technician II	
Years of Experience	A minimum of three (3) years of professional experience in GIS, cartography, CADD, or a related field.
Job Description	Perform specialized technical work in support of complex GIS applications. Implement geo-databases, establish recovery plans, and monitor geo-database performance. Write programs and develop user interfaces, menus, and macro-level commands to meet user needs in addition to performing simple spatial analyses and producing reports according to customer specifications. Assist in the development of geographic information systems that create, maintain, or leverage geospatial base-map information. Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Act as a "consultant" to internal customers during their use, development and quality assessment of spatial databases.

20. Geographic Information System Technician III

Geographic Information System Technician III	
Years of Experience	A minimum of four (4) years of professional experience in GIS, cartography, CADD, or a related field.
Job Description	Perform specialized technical work in support of complex GIS applications. Implement geo-databases, establish recovery plans, and monitor geo-database performance. Write programs and develop user interfaces, menus, and macro-level commands to meet user needs in addition to performing simple spatial analyses and producing reports according to customer specifications. Assist in the development of geographic information systems that create, maintain, or leverage geospatial base-map information. Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Create, adjust, correct, convert and distribute base maps and thematic data. Digitize and maintain spatial databases; document procedures, validate data for accuracy and completeness, complete approved metadata and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Act as a "consultant" to internal customers during their use, development and quality assessment of spatial databases.

DATA MANAGEMENT

21. Database Architect

- Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Must be able to design, develop and manipulate database management systems, data warehouses and multidimensional databases. Requires a depth and breadth of database knowledge that shall help with formal design of relational databases and provides insight into strategic data manipulation. Responsible for making sure an organization's strategic goals are optimized through the use of enterprise data standards. This frequently involves creating and maintaining a centralized registry of metadata. Capable of performing the role of a database administrator, if needed.

Database Architect 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Database Architect 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Database Architect 3	
Years of Experience	8-11 years of experience in the field or in a related area.
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

Database Architect 4	
Years of Experience	12 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

22. Data Warehouse Architect

- Designs, implements and supports data warehousing. Implements business rules via stored procedures, middleware, or other technologies. Defines user interfaces and functional specifications. Responsible for verifying accuracy of data, and the maintenance and support of the data warehouse. Knowledge of data warehouse end-to-end implementation processes, from business requirement logical modeling, physical database design, ETL, end-user tools, database, SQL, performance tuning. Demonstrated problem resolution skills with team of persons, and strong leadership with implementation team Experience in data warehouse design and data modeling (both relational and dimensional) and development and maintenance of multi-dimensional data models. Development experience in implementation of data warehousing utilizing RDBMS. Understanding of data warehouse Metadata concepts, tools and different data warehouse methodologies. Expertise in SQL and proficiency in database tuning techniques. Responsible for the ongoing architecture and design of the data warehouse, data mart, and reporting environments. Develop strategies for flexibility and scalability, and define the future technical architecture direction for the business intelligence reporting physical environment.

- Responsible for proper selection of appropriate hardware, software, tools and system lifecycle techniques for the different components of the end-to-end data warehouse architecture including ETL, metadata, data profiling software, database platform, performance monitoring, reporting and analytic tools. Defining and documenting the technical architecture of the data warehouse, including the physical components and their functionality. Setting or enforcing standards and overall architecture for data warehouse systems. Monitoring the data warehousing industry and assisting in establishing the organization's data warehousing strategy and selection of strategic warehousing tools and techniques. Ensuring compatibility of the different components of the DW architecture and ensuring alignment with broader IT strategies and goals. Ability to educate the project teams on the standards and architecture of each component of the data warehouse architecture. Very strong written and oral communication skills, including some presentation skills.

Data Warehouse Architect 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Data Warehouse Architect 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Data Warehouse Architect 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

23. Database Administrator

- Responsible for data analysis and database management. Involved in maintenance, enhancement, designing of data dictionaries, physical and logical database models, and performance tuning. Knowledge of the utilities and production tools used for data storage management to support the Application Team. Coordinates physical changes to computer databases; codes, tests, and implements physical database,

applying knowledge of data base management system. Designs logical and physical databases reviews description of changes to database design to understand how changes to be made affect physical data base (how data is stored in terms of physical characteristics, such as location, amount of space, and access method).

- Establishes physical database parameters. Uses structured query language (SQL) to define database objects using database definition language (DDL) and control access to database objects using data control language (DCL). Language descriptions and specifies identifiers of database to database management system or directs others in coding database descriptions. Calculates optimum values for database parameters, such as amount of computer memory to be used by database, following manuals and using calculator. Specifies user access level for each segment of one or more data items, such as insert, replace, retrieve, or delete data. Specifies which users can access data bases and what data can be accessed by user. Tests and corrects errors, and refines changes to database.
- Enters SQL to create production data base. Uses database utility programs and 3rd party utilities to monitor database performance, such as distribution of records and amount of available memory. Directs programmers and analysts to make changes to data base management system. Reviews and corrects programs. Answers user questions. Confers with coworkers to determine impact of data base changes on other systems and staff cost for making changes to data base. Modifies data base programs to increase processing performance, referred to as performance tuning. Workers typically specialize in one or more types of data base management systems. Providing assistance in the planning, development, maintenance, and monitoring of integrated database systems, and ensuring that the conceptual and design phases of new applications are consistent with the structural parameters within the database environment.
- Evaluates users' requests for new data elements and systems, incorporates them into the existing shared data environment, and provides technical assistance. Coordinates the use of data to ensure data integrity and control redundancy, loads databases, and reorganizes as needed. Performs data modeling and prototyping. Performs logical and physical data modeling, designs relational database models, and creates physical data models from logical data models. Performs security recovery procedures. Determines and implements database search strategies and storage requirements. Maintains data dictionary ensuring uniformity of definitions and sets standards for use of data dictionary. Monitors database performance and recommends efficiency improvements. Creates test database environment for applications section, including the creation of necessary libraries and procedures.
- Executes the procedures necessary to save, retrieve, and recover databases from hardware and software failures within established procedures. Assists with determining, implementing, and enhancing standards on database security and with monitoring agency disaster recovery procedures and systems. Assists with the installation of database software and with analyzing, designing, and implementing databases. Assists in benchmarking and threshold testing of databases and with establishing and controlling necessary database security. Assists in the selection of database management software. Experience in computer systems analysis or computer programming work.
- Knowledge of the principles, practices, and techniques of computer programming and systems design; of computer operations, systems, and procedures; of project control and cost estimating techniques; of computer programming languages; of data processing flowcharting techniques; of database structures and theories; and of current database technologies.

Database Administrator 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Database Administrator 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Database Administrator 3	
Years of Experience	8-11 years of experience in the field or in a related area.
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

Database Administrator 4	
Years of Experience	12 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

PROJECT MANAGEMENT

24. Project Manager

- Designs, plans, and coordinates work teams. Follows standard project management industry practices such as the PMI's framework. Understands business and technical objectives of a project and works closely with project sponsor. Creates project charter and work plan and tracks budget and schedule progress via appropriate metrics. Establishes project organization and methodologies and defines roles and responsibilities. Documents risks and develops mitigation plans. Manages scope. Creates and implements a communication plan. Builds an effective team, assigns tasks to team members, and evaluates outcomes. Negotiates resources. Communicates to stakeholders and project sponsor. Identifies, tracks, and ensures resolution of issues and removal of barriers. Provides technical support to project team members. Handles complex application features and technical designs. Designs and implements the components required for complex application features. Generally manages a group of applications system analysts. Relies on experience and judgment to plan and accomplish goals. Professional certification is highly desirable.

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- May require specific PC, workstation, operating system, application or platform skills. Provides overall direction to the formulation, development, implementation, and delivery of a project. Exercises management responsibility over the achievement of performance, revenue, and profit objectives of a project and its contracts. Ensures that the project plan maintains tasks, schedules, estimates, and status, and disseminates information to team members and customers. Creates a structure and organization for the management of a complex environment with emphasis on quality, productivity, and consistency. Directs corrective actions in any area where performance falls below objectives. Arranges for the assignment of responsibility to other supporting facilities, business areas, and support functions, and monitors their performance. Self-directed and independent. Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project.
- Project Managers are required to be qualified under the Commonwealth of Virginia Qualification Standards for IT Project Managers. <http://www.vita.virginia.gov/oversight/projects/default.aspx?id=589>

Project Manager 1	
Years of Experience	1 to 7 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Project Manager 2	
Years of Experience	8-11 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Project Manager 3	
Years of Experience	11-14 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Project Manager 4	
Years of Experience	15 or more years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

25. Project Lead

- The Project Lead shall have day to day responsibility for management of a project team, providing technical team leadership on complex projects. They are responsible for program design, coding, testing, debugging, documentation and support. They shall have full technical knowledge of all phases of applications systems analysis and programming. There may be multiple phases of the project for which they have responsibility. This person shall manage day-to-day execution of design, development, testing and implementation activities; actively encourage and facilitate communication between the business analysts, development, and QA teams; and ensure that system requirements are documented, complete, accurate and approved.
- This person shall ensure formal design reviews are held regularly for each iteration or code cycle and work with program leadership team to establish and manage the project iteration and release cycles and attend release planning meetings. This person shall manage development activities and coordinate technical and application components with other Commonwealth projects and applications; ensure that appropriate system support and maintenance documentation is complete, which includes support documentation for Help Desk support and maintenance staff. This person shall also review release notes for accuracy, and reports to the Project Manager and works with the Project Manager to determine project resource requirements.

Project Lead 1	
Years of Experience	1 to 7 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Project Lead 2	
Years of Experience	8 or more years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

26. Project Coordinator

Project Coordinator	
Years of Experience	2 or more years of experience in the field or in a related area.
Job Description	The Project Coordinator shall provide day-to-day coordination of project tasks. The project coordinator maintains version control and provides administrative support for project management information system. Prior experience of large project administration. Ability to communicate at all levels of an organization and third parties. Experience with similar scale roles and organizations. The project coordinator is task focused. Works under the direction of the project manager or project lead and reports to a project manager or project lead.

TELECOMMUNICATIONS AND COMPUTER NETWORKING

27. Network Administrator

- Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintain network hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures. Coordinate the development, implementation, and maintenance of a local area network or wide area network. Maintains the network's physical and logical structures, including network connections. Maintains network support software, analyzes user support statistics, and recommends appropriate measures. Installs, tests, and maintains network hardware and software. Prepares and analyzes statistics on network utilization and availability. Prepares training courses and provides user support and training in the use of available hardware, software, and utilities. Performs tuning and capacity planning activities to enhance the performance of the network resources.
- Assist in the development, implementation, maintenance, and monitoring of a local area network or wide area network. Works under close supervision with minimal latitude for the use of initiative and independent judgment. Performs procedures for backup, recovery, and archival of files stored on the network. Communicates with vendors, users, management, and network programming staff. Serves as contact for remote network locations to obtain clarification of problems and to identify solutions or corrective actions. Assists in preparing training courses and providing user support and training in the use of available hardware, software, and utilities. Assists in maintaining the local area network or wide area network, cable and hub installations, and inventories. Conducts product evaluations of upgraded or new hardware and software—identifying strengths, weaknesses, and potential benefits to the agency—and recommends enhancements to network facilities.
- Assists in maintaining the network's physical and logical structures and in installing and testing hardware and software. Assists in performance tuning and capacity planning activities to enhance the performance of the network resources and in maintaining network support software. Assists in or conducts product evaluations of upgraded or new hardware and software and identifies strengths, weaknesses, and potential benefits to the agency. Assists in maintaining the operating system and security software utilized on the

network, including the addition of new users to the network and establishment of rights and privileges. Experience in local or wide area network work. Knowledge of network facilities and data processing techniques; of personal computer hardware and software; of network operating system and security software; and of performance monitoring and capacity management tools.

Network Administrator 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Network Administrator 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Network Administrator 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

28. Network Architect

- Participates in designing and developing the network to ensure that it is secure, reliable, and robust; implements and maintains network management servers that assist the agency in managing, monitoring, and securing the network.
- Develops and implements detection activities to test network vulnerability to intrusion by hostile individuals or groups; participates in detecting, investigating, documenting, and reporting actual or potential network security violations, intrusions, or other inappropriate use.
- Designs backbone infrastructure, network facilities, wide area networks, local area network, wireless and telecommunication networks to provide reliable Internet access, remote access to information technology services (ITS), network security, and high performance networking.

- Evaluates security products and tests security systems performance; assists in planning, implementing, and testing disaster recovery procedures; participates in making formal risk assessments related to network security.
- Certification in areas related to network management and security preferred (CNE, MCSE, MSCE+1, CISA, CCNA, CCNP, CCIE, CCSA, CCSE, CCSE-PLUS, Cisco Security Specialist).
- Requires experience in the technical services and support field as well as experience in network administration (DHCP, DNS, routers, firewall, etc.)

Network Architect 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Network Architect 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Network Architect 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

29. Network Engineer

- Responsible for installing networking technologies and supporting networks. Assesses existing network configurations and makes recommendations based on product specifications. Configures equipment and software to meet business needs, trains others on the solution, and documents the solution for ongoing support. Functions as part of a team on larger projects, or individually provides the services on support visits or smaller projects. Provides technical support and assists with the design of network solutions.

Attachment 1 to Modification #15 to VA-05-1123-CAI
 SMSA Job Descriptions and Technology Classifications

- Requires experience in the technical services and support field as well as experience in network administration (DHCP, DNS, routers, firewall, etc.)

Network Engineer 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Network Engineer 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Network Engineer 3	
Years of Experience	8-11 years of experience in the field or in a related area.
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

Network Engineer 4	
Years of Experience	12 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

30. Public Safety Consultant

Public Safety Communications Consultant	
Years of Experience	Extensive knowledge of public safety communications and enhanced 9-1-1 systems. Knowledge of current 9-1-1 industry trends in technology architecture, microcomputers, networking, and the Internet/Worldwide Web.
Job Description	Performs systems analysis, design, documentation, and implementation of complex public safety communications projects. These projects may include needs analyses, staffing studies, consolidation plans, equipment assessments and planning, budget preparation and forecasting, performance reporting/analysis and other related supporting the operation of public safety answering points and first responders.

31. Radio Engineer

Radio Engineer	
Years of Experience	Considerable experience in voice, data and video systems. Training in electronics is required. Advanced technical experience in the design of voice, data, video and wireless/radio systems and services. FCC General Radio Telephone license or Amateur Radio License highly desirable. Certification in public procurement would be desirable. Advanced knowledge of complex communications systems; business management practices and principles.
Job Description	Conducts the review, analysis and design of current and proposed voice, data and video communications, both wire line and wireless, also develop engineering plans and networks for state agencies and institutions. Performs research to develop recommendations for enhancements, expansions and/or consolidations of voice, data and video communications, using wire line and wireless equipment, facilities and services. Engineer system/network migration details toward sharing of integrated services, while laying the foundation of Open System Interconnections. Assist in the coordination, engineering and processing of FCC licenses. Educate and keeps abreast of FCC Land Mobile Radio (LMR) rules, policies, legal rulings and ongoing spectrum issues--analyzes results and impacts.

CUSTOMER/TECHNICAL SUPPORT

32. Help Desk

- Provide technical assistance to computer system users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

- Provide service and preventive maintenance activities on terminals, printers, personal computers, etc. Basic knowledge of electrical/mechanical principles and basic electronics. Read and comprehend technical service manuals and publications. Knowledge of basic mathematics to read and understand various gauges, meters, and measurement devices. Able to diagnose and repair products by replacing worn or broken parts, and making technical adjustments. Makes appropriate use of reference publications and diagnostic aids in resolving technical problems. Strong communication skills.
- Assist in coordination of changes, upgrades and new products, ensuring systems shall operate correctly in current and future environment. Provide accurate and complete answers to general use and administrative environment questions in a timely manner. Implement shared software, such as operating systems, configuration management tools, application and development tools, testing tools, compilers, and code editors. Communicate accurate and useful status updates. Manage and report time spent on all work activities. Ability to work in a team environment.

Help Desk 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Help Desk 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Help Desk 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

33. Technical Support

- Maintains, analyzes, troubleshoots, and repairs computer systems, hardware, and computer peripherals. Documents, maintains, upgrades or replaces hardware and software systems. Supports and maintains user account information including rights, security, and systems groups. Performs basic operation, monitoring, installation, trouble shooting, relocations, or maintenance of communications equipment.

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SMSA Job Descriptions and Technology Classifications

Identifies and resolves basic communications problems. Prepares or assists in the preparation of service record documentation. Shows awareness of standards and regulatory requirements related to assigned tasks.

- Assists in monitoring and providing assistance on the use and interface of systems, subsystems, and software applications. May be responsible for accessing data from and transferring data to various local, state, or federal databases. May assist in the review and recommendation of the procurement and inventory of information resources hardware or software. May write and update personal computer and mainframe application programs. Experience in automated data processing systems. Knowledge of the practices, principles, and techniques of computer operations, of information systems, of computer software and hardware, and of information security policies and procedures. Skill in the use and support of personal computers, in the use of applicable programs and systems, and in troubleshooting information systems. Ability to operate information technology systems, to communicate effectively, and to train others.
- Provides assistance in the design, development, and maintenance of various system applications. Provides technical assistance and support for applications and hardware problems. Installs, maintains, moves, and assists in testing and upgrading new and existing hardware/software. Reviews and recommends procurement of information technology equipment. Maintains the necessary security controls over software. Makes presentations and briefings for training sessions. Prepares briefings, reports, and evaluations on system efficiency and utilization. May be responsible for accessing data from and transferring data to various local, state, or federal databases.
- Installs, maintains, moves, and assists in testing and upgrading new and existing hardware and software. Reviews and recommends procurement of information technology equipment. Maintains the necessary security controls over software. Develops procedure manuals. Develops and makes presentations and briefings for training sessions. Prepares briefings, reports, and evaluations on systems efficiency and utilization. May supervise the work of others.

Technical Support 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Technical Support 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Technical Support 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

34. Infrastructure Solutions Architect

- Must be proficient at the techniques that go into the formulation of architectures, including requirements discovery and analysis, application of abstraction, formulation of solution context, solution alternatives identification and assessment, technology selection, and architectural configuration. Extensive understanding and experience in technology areas for Mainframe and Distributed platforms, networking, databases, High Availability/Disaster Recovery, and IT security.
- Ability to work closely with client/application architects, senior managers, and project managers to design and assist with the implementation of the solutions infrastructure related components. Demonstrated ability to work independently and complete assigned project responsibilities under limited supervision. Experience and skills in prevailing industry architecture and engineering methodologies such as ITIL. Knowledge of and experience with a broad range of application servers, web servers, messaging servers, database servers, and related technologies. Able to analyze business requirements and define solutions to address complex business needs. Experience in web infrastructure design and operations including IP, HTTP, HTTPS, FTP, load balancing, clustering, failover, monitoring, diagnostics, performance tuning, etc. Possess high aptitude for problem-solving and trouble-shooting.

Infrastructure Architect 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

Infrastructure Architect 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

Infrastructure Architect 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

35. System Administrator

- The System Administrator (SA) is responsible for effective provisioning, installation/configuration, operation, and maintenance of computer hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to Commonwealth policies, standards, and guidelines. Responsibilities include systems administration engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation. Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups. Perform regular security monitoring to identify any possible intrusions. Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary. Perform regular file archival and purge as necessary. Create, change, and delete user accounts per request. Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues. Diagnose and recover from hardware or software failures. Coordinate and communicate with impacted constituencies. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary. Upgrade and configure system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs. Maintain operational, configuration, or other procedures. Perform periodic performance reporting to support capacity planning. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required. Maintain data center environmental and monitoring equipment. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary. Upgrade and configure system software or Asset Management applications per project or operational needs. Maintain operational, configuration, or other procedures. Perform periodic performance reporting to support capacity planning. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.

System Administrator 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

System Administrator 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

System Administrator 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

IT SECURITY

36. IT Security Analyst

- Monitor and advise on information security issues related to the systems and workflow at an agency to ensure the internal IT security controls for an agency are appropriate and operating as intended. Coordinate and execute IT security related projects for the agency. Coordinate response to information security incidents. Develop and publish Information Security policies, procedures, standards and guidelines based on knowledge of best practices and compliance with Commonwealth IT Security policies, standards, and guidelines..
- Conduct campus-wide data classification assessment and security audits and manage remediation plans. Collaborate with IT management, Internal Audit, and VITA to manage security vulnerabilities. Create, manage and maintain user security awareness. Conduct security research and keeps abreast of latest security issues.
- Prepares IT security documentation, including department policies and procedures, agency notifications, Web content, and alerts.

IT Security Analyst 1	
Years of Experience	1 to 3 years of experience in the field or in a related area
Job Description	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. Primary job functions do not typically require exercising independent judgment.

IT Security Analyst 2	
Years of Experience	4-7 years of experience in the field or in a related area.
Job Description	Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. A certain degree of creativity and latitude is required. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

IT Security Analyst 3	
Years of Experience	8 or more years of experience in the field
Job Description	Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

37. IT Security Architect

IT Security Architect 1	
Years of Experience	3+ years of experience in security architecture 9+ years of experience in information security 9+ years of experience working with computer systems 9+ years of experience working with network software and hardware, data or voice as well as experience with open and proprietary software and hardware
Job Description	Establish the target security/infrastructure architecture. Author corresponding requirements, including definition of dependencies on infrastructure consolidation efforts. Define Security/Information Assurance requirements (and dependencies). Specify key architectural aspects of the architecture view, and identify other aspects that need definition. Other duties include researching best practices for reuse, applying Commonwealth IT Security and industry standards, and defining the transformation approach that transitions the current architecture to the target architecture. Experience working with current and emerging information security technologies and development methodologies. Bachelor's degree in computer science, management information systems, or related field preferred. Good analytical and creative problem solving skills. Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.

IT Security Architect 2	
Years of Experience	<p>5+ years of experience in security architecture</p> <p>11+ years of experience in information security</p> <p>11+ years of experience working with computer systems</p> <p>11+ years of experience working with network software and hardware, data or voice as well as experience with open and proprietary software and hardware</p>
Job Description	<p>Establish the target security/infrastructure architecture. Author corresponding requirements, including definition of dependencies on infrastructure consolidation efforts. Define Security/Information Assurance requirements (and dependencies). Specify key architectural aspects of the architecture view, and identify other aspects that need definition. Other duties include researching best practices for reuse, applying Commonwealth IT Security and industry standards, and defining the transformation approach that transitions the current architecture to the target architecture.</p> <p>Experience working with current and emerging information security technologies and development methodologies. Bachelor's degree in computer science, management information systems, or related field preferred. Good analytical and creative problem solving skills.</p> <p>Relies on experience and judgment to plan and accomplish goals, independently performs a variety of complicated tasks, a wide degree of creativity and latitude is expected.</p>

IT MANAGEMENT SERVICES

38. Business Continuity Planner

Business Continuity Planner	
Years of Experience	5 or more years
Job Description	<p>Provides specialized expertise in business continuity planning, project management and problem analysis and resolution. Participates in major project assignments to: assist business partners in resolving business issues related to work area (business function), recovery planning and recovery plan development / enhancements. Capitalizes on business opportunities to refine processes to mitigate exposure during disruptions of service, and possibly, improve day-to-day operations. Facilitates and coordinates the development of work area (business function) business continuity plans for business units.</p> <p>Responsibilities include, but are not limited to, the following: assist business units with assessment of potential business impact, definition of critical, time-sensitive functions, design, development, and documentation of business continuity plans, recommend recovery strategies and options, and assist with the implementation of recovery solutions, coordinate business continuity plan exercises, develop schedules for training / awareness for business partner associates, coordinate development of business unit schedules for annual business continuity documentation maintenance and update, exercises, and</p>

	independent review and validation, report the business continuity status of business units to senior management, provide expertise and support to management and business functional areas, as requested, when a disruption occurs.
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39. Business Process Reengineering

Business Process Reengineering	
Years of Experience	5 or more years
Job Description	<p>This position applies process improvement and re-engineering methodologies and principles to conduct process modernization projects. Additional duties may include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Providing group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Serves as a key coordinator between multiple project teams to ensure enterprise wide integration of re engineering efforts.</p> <p>Additional Responsibilities: Design workflow for purchasing software, collect and analyze statistics/metrics for software purchases, identify gaps in all associated processes and risks, establish memorandum of understanding (MOU's) where required, maintain SOP's for all processes, and support the client at customer meetings.</p>

40. Enterprise Architect

Enterprise Architect	
Years of Experience	5 or more years
Job Description	<p>This position works across Application Development, Service Delivery and Infrastructure to identify, research, discuss, design, and implement key enterprise architecture standards. Other responsibilities include: Research, design, document, build, and pilot prioritized topics for standards. Manage the list of potential standards and work with the application development management to prioritize efforts. Work closely with Development, Infrastructure, and Service Delivery teams to understand their needs and ensure the best enterprise standard is implemented. Work closely with development teams to pilot and prove out the standard. Drive the identification, development and implementation of key new standards in areas such as:, Performance Testing, Security, Event Management, Web UI Framework, .NET Design Standards, Application To Application Communication, Caching, etc. Propose new enterprise standards based on business need, IT need and technology advances. Assist development teams to implement the standards into business applications. Investigate new technology and techniques that should be developed into an agency enterprise architecture standard.</p> <p>Lead key enterprise architectural design projects as necessary. Operate as business savvy technical leader across the organization. Influence development teams to design high-quality technical solutions that fit the Enterprise Architecture and standards. Educate application development managers, developers, and business analyst on Commonwealth Enterprise</p>

	Architecture Standards.
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41. IT Strategist

IT Strategist	
Years of Experience	5 or more years
Job Description	Supports top management in IT strategy formulation, IT strategic plans execution, strategic process improvements, and communication of IT strategies to all stakeholders. Analyze business performance, industry trends, existing or new regulatory requirements and their impact on IT operations; make recommendations on alternative courses of action, including risk assessment, capital investment, and acquisitions needed to align IT strategy with agency strategic plan. Requires advanced knowledge of strategic planning concepts and frameworks, business issues and concepts, research methodology, general management and financial analysis. Additionally, requires good interaction skills with senior management, with ability to articulate and defend recommendations made.

42. IT Auditor

IT Auditor 1	
Years of Experience	0-2 years
Job Description	Audits information systems, platforms, and operating procedures in accordance with established corporate standards for efficiency, accuracy and security. Evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss. Determines and recommends improvements in current risk management controls and implementation of system changes or upgrades. May require a bachelor's degree. 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. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

IT Auditor 2	
Years of Experience	2-4 years
Job Description	Audits information systems, platforms, and operating procedures in accordance with established corporate standards for efficiency, accuracy and security. Evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss. Determines and recommends improvements in current risk management controls and implementation of system changes or upgrades. May require a bachelor's degree. 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. Primary job functions do not typically require exercising independent judgment. Typically reports to

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SMSA Job Descriptions and Technology Classifications

	a supervisor or manager.
IT Auditor 3	
Years of Experience	4-6 years
Job Description	Audits information systems, platforms, and operating procedures in accordance with established corporate standards for efficiency, accuracy and security. Evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss. Determines and recommends improvements in current risk management controls and implementation of system changes or upgrades. May require a bachelor's degree. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.
IT Auditor 4	
Years of Experience	6-8 years
Job Description	Audits information systems, platforms, and operating procedures in accordance with established corporate standards for efficiency, accuracy and security. Evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss. Determines and recommends improvements in current risk management controls and implementation of system changes or upgrades. May require a bachelor's degree. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.
IT Auditor 5	
Years of Experience	8+ years
Job Description	Audits information systems, platforms, and operating procedures in accordance with established corporate standards for efficiency, accuracy and security. Evaluates IT infrastructure in terms of risk to the organization and establishes controls to mitigate loss. Determines and recommends improvements in current risk management controls and implementation of system changes or upgrades. May require a bachelor's degree. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on pre-established guidelines to perform the functions of the job. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

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Technology	Legacy	Core	Emerging	Mission Critical
Languages				
.NET		X		
AJAX		X		
ASP		X		
BASIC	X			
C	X			
C#		X		
C++		X		
CICS	X			
Clipper	X			
COBOL	X			
ColdFusion	X			
dBASE	X			
Delphi	X			
Dreamweaver		X		
Excel	X			
Fortran	X			
FoxPro	X			
HTML	X			
Informix-4GL	X			
J2EE		X		
J2ME		X		
Java		X		
JavaScript		X		
JSP		X		
Lotus Notes	X			
MAPPER (BIS)				X
MS Access	X			
Natural	X			
Oracle Forms	X			
Perl	X			
PHP	X			
PL/SQL		X		
PowerBuilder	X			
Progress4GL	X			
RPG	X			
Ruby	X			
SAS	X			
SQL		X		
Transact-SQL		X		
TurboPascal	X			
VBScript		X		
Visual Basic	X			
Visual Basic.NET		X		

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Visual FoxPro	X			
Visual FoxPro	X			
Visual J++	X			
Word Forms	X			
XML		X		
Databases				
Access	X			
Adabas	X			
Advanced Revelation	X			
Cache			X	
DB2		X		
dBase	X			
DMS 2200	X			
Filemaker Pro	X			
FoxPro	X			
IMS	X			
Informix	X			
ISAM (and variants)	X			
KB SQL	X			
Lotus Notes	X			
MAPPER				X
MySQL		X		
Oracle		X		
Paradox	X			
Pervasive.SQL	X			
Rbase	X			
SAS (Data warehouse)	X			
Spreadsheet, Excel	X			
Spreadsheet, Other	X			
SQL Server		X		
Sybase	X			
Text File	X			
Turbolmage	X			
UniVerse	X			
VMS RDB	X			
VSAM	X			
Word Processing Document	X			
Platforms				
Clustered Servers		X		
Distributed Servers		X		
IBM Mainframe	X			
Single Server		X		
Unisys Mainframe	X			
Virtual Servers		X		

**MODIFICATION #14
TO
CONTRACT NUMBER VA-051123-CAI
BETWEEN THE
COMMONWEALTH OF VIRGINIA, through the
VIRGINIA INFORMATION TECHNOLOGIES AGENCY
AND
COMPUTER AID, INC.**

This MODIFICATION #14 is an agreement between the Commonwealth of Virginia, through the Virginia Information Technologies Agency, hereinafter referred to as "VITA" or "Commonwealth", and Computer Aid, Inc., hereinafter referred to as "Supplier", relating to Contract VA-051123-CAI as amended, hereinafter referred to as the "Contract" or "Agreement". This Modification #14 is hereby incorporated into and made an integral part of the Agreement.

The purpose of Modification #14 is to document the parties' agreement to the following:

1. Beginning July 1, 2010 all new and existing (created before July 1, 2010) billable services under the Agreement that have an MSP fee structure of 8.5% or higher, will receive a discount.
2. Engagements under the Advanced Services Transition requisition class that have an MSP fee of less than 8.5% will not receive a discount. The Advanced Services Transition requisition class represents a group of resources that transitioned onto the Agreement from the previous Advanced Services IT contract and are already at a discounted rate.
3. Engagements with an MSP fee of 8.5% or higher, will receive a credit on the agency invoice, to discount the MSP fees charged to 8.5%.
4. The MSP fee is a percentage of the current bill rate card.

The foregoing is the complete and final expression of the parties' agreement to modify Contract VA-051123-CAI. Contract VA-051123-CAI cannot be modified, except by a writing signed by a duly authorized representative of both parties.

ALL OTHER TERMS AND CONDITIONS OF CONTRACT VA-051123-CAI REMAIN UNCHANGED.

PERSONS SIGNING THIS CONTRACT MODIFICATION ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.

Executed as of the last date set forth below by the undersigned authorized representatives of VITA and Supplier.

Computer Aid, Inc.

BY: James P. Cooney
NAME: JAMES P. COONEY
TITLE: Division SM
DATE: 5-6-2010

Commonwealth of Virginia

BY: Michael A. Navak
NAME: Michael A. Navak
TITLE: Sourcing Specialist
DATE: 5-12-2010

**MODIFICATION #13
TO
CONTRACT NUMBER VA-051123-CAI
BETWEEN THE VIRGINIA INFORMATION TECHNOLOGIES AGENCY
ON BEHALF OF THE COMMONWEALTH OF VIRGINIA
AND
COMPUTER AID, INC.**

This MODIFICATION #13 is an Agreement between the Virginia Information Technologies Agency (hereinafter referred to as "VITA"), pursuant to §2.2-2012 of the Code of Virginia, on behalf of the Commonwealth of Virginia and Computer Aid, Inc. ("Supplier") to modify Contract Number VA-051123-CAI, ("Contract"). This Modification is, upon execution by VITA and Supplier, incorporated into and made an integral part of the Contract.

The purpose of Modification #13 is to document the parties' agreement to the following:

- i). Term of the Contract

The following item is modified as follows:

1. Both above-referenced parties hereby agree to modify Contract VA-051123-CAI to extend the Contract term for a period of one year, from November 23, 2009 to November 22, 2010.

The foregoing is the complete and final expression of the agreement of VITA and Supplier to modify the Contract and cannot be modified, except by a writing signed by duly authorized representatives of both parties hereto.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

PERSONS SIGNING THIS MODIFICATION ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THE CONTRACT AND ACKNOWLEDGE THAT EACH PARTY TO THE CONTRACT AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT, AS MODIFIED HEREIN.

Executed as of the last date set forth below by the undersigned authorized representatives of VITA and Supplier.

Supplier

By: JP Cooney

(Signature)

Name: J P COONEY

(Print)

Title: GM Government

Date: 9-30-09

VITA

By: Philip L. Pippert

(Signature)

Name: PHILIP L. PIPPERT

(Print)

Title: ASSOC. DIRECTOR, SCM

Date: 9/30/09

SUPPLIER MANAGED STAFF AUGMENTATION CONTRACT AMENDMENT

Contract No. VA-05-1123-CAI
Amendment No. 00012

Master Contract No. VA-05-1123-CAI by and between the VITA and Computer Aid, Inc is amended as follows:

EXHIBIT D JOB RATE CARDS and SMSA RFP APPENDIX B JOB TITLES AND DESCRIPTION are amended to add the IV&V Specialist job description with associated rate entries across all zones. Zone 98 only is represented in the Attachments.

This amendment has no financial impact. The new job description will be incorporated into the Peopleclick VMS tool for use by VITA.

The effective date of this Amendment is September 14, 2009 or upon execution whichever is later.

ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL MASTER CONTRACT REMAIN IN FULL FORCE AND EFFECT.

THIS AMENDMENT, consisting of 1 page(s) and 2 attachment(s), is executed by the persons signing below who warrant that they have the authority to execute this Amendment under the original Master Contract.

IN WITNESS WHEREOF, the AGENCY and the CONTRACTOR have signed this Amendment.

Computer Aid Inc.	VITA SCM
<u>J.P. Cooney</u>	<u>Philip H. Pappert</u>
Signature	Signature
<u>General Manager Government</u>	<u>ASSOC. DIRECTOR, SCM</u>
Title	Title
<u>9/16/09</u>	<u>9/16/09</u>
Date	Date



VITA SMSA JOB TITLES AND DESCRIPTION

1. IV&V SPECIALIST

The IV&V Specialist is responsible for requirements validation and tracing, milestone review, metrics analysis, test witnessing, site acceptance testing, defect investigation, vendor analysis and selection, quality assurance and management, reporting and documentation for IT projects.

IV&V Specialist	
Years of Experience	11 or more years
Job Description	<p>The individual is required to have :</p> <p>Minimum of thirty-six (36) months experience performing the duties necessary to complete one or more phases (e.g., project management, planning, development, testing, implementation) of a full system, product or service development lifecycle.</p> <p>Minimum of twenty-four (24) months cumulative experience within the past seven (7) years performing audit level IV&V reviews.</p> <p>A Project Management Professional (PMP) Certification.</p> <p>Previous engagement experience managing an IV&V review whose scope included meeting Federal or State administrative and technical regulations.</p> <p>At a more detailed level, the IV&V Specialist must demonstrate the knowledge and experience to:</p> <p>Analyze project management; work breakdown structure development and execution, schedule development and execution, resource planning and management, budget formulation and execution, workflow management and reporting, progress tracking.</p> <p>Review and analyze project management planning documents; e.g., Project Plan Executive Summary, Project Performance Plan, Work Breakdown Structure, Resource Plan, Project Schedule, Budget Plan, Procurement Plan, Risk Management Plan, Communications Plan, Change and Configuration Management Plan, Quality Management Plan.</p> <p>Review and analyze project product development documents; e.g., Project Status Reports; Change Control Requests; Issue Log; and Issue management documentation.</p> <p>Review and monitor development processes, procedures and practices to ensure they are being documented, implemented, and analyzed for improvement.</p> <p>Assess the project's Configuration Management function by reviewing CM reports and making recommendations regarding appropriate processes and tools to manage product changes.</p> <p>Assess the project's Quality Management function by reviewing QM reports and making recommendations regarding appropriate processes, procedures, practices and tools to assure product quality.</p>

	<p>Assess the project's Risk Management function by reviewing RM reports and making recommendations regarding appropriate processes, procedures, practices and tools to manage product planning, development, and implementation risks.</p> <p>Perform a detailed review of project deliverables and acceptance criteria for accuracy, completeness, and adherence to contractual and functional requirements.</p> <p>Perform a detailed review of the product documentation (Requirements, Design, Training, Test, and Management Plans, etc.) for accuracy, completeness, and currency.</p> <p>Perform a detailed review of the product architecture for feasibility, consistency, and adherence to industry, Federal or Commonwealth standards.</p> <p>Inventory and review application software for completeness and adherence to programming standards for the project.</p> <p>Analyze application, network, hardware and software operating platform performance characteristics relative to expected/anticipated/contractually guaranteed results and industry standards.</p> <p>Review the processes, procedures and practices used within the project for tracking business and technical requirements to their source and review the processes, procedures and practices established during the planning phase for requirements traceability throughout the subsequent development and implementation phases.</p> <p>Review the traceability of product requirements through the design, development, testing, and training tasks of the project.</p> <p>Assess and recommend improvement, as needed, to assure the planned operations and maintenance performance of the product.</p> <p>Assess and recommend improvement, as needed, to assure product testing is being performed adequately through review of test plans or other documentation and through direct observation of testing where appropriate.</p> <p>Assess and recommend improvement, as needed, to assure appropriate user and developer training is planned for and carried out.</p> <p>Review product hardware and software configurations and report on any compatibility and obsolescence issues.</p> <p>Review and analyze product performance studies to determine if the product is performing as planned.</p> <p>Effectively document IV&V review findings and recommendations.</p>
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Zone 98		
Job Title		Bill Rate
IV&V Specialist		\$ 125.82

VITA SMSA Contract
 Bill Rates
 effective September, 2009

Zone 97	
Job Title	Bill Rate
Administrative Support V4	\$31.03
COBIT & CMM V4	\$66.34
Computer Operator V4 Level 1	\$20.94
Computer Operator V4 Level 2	\$23.98
Computer Operator V4 Level 3	\$26.49
Computer System Security Services V4	\$43.14
Consultant V4 Level 1	\$49.08
Consultant V4 Level 2	\$75.77
Database Administrator V4 Level 1	\$43.47
Database Administrator V4 Level 2	\$48.28
Database Administrator V4 Level 3	\$59.17
Desktop Support Services V4	\$29.85
Enterprise Application Integration V4	\$75.77
Functional Architect V4 Level 1	\$32.99
Functional Architect V4 Level 2	\$37.68
Functional Architect V4 Level 3	\$42.38
Functional Architect V4 Level 4	\$56.01
Help Desk V4 Level 1	\$25.49
Help Desk V4 Level 2	\$29.85
IV&V Specialist V4	\$126.43
Operational Management Consulting Services V4	\$44.64
Product Specialist V4 Level 1	\$40.80
Product Specialist V4 Level 2	\$45.54
Product Specialist V4 Level 3	\$58.43
Program Manager V4 Level 1	\$59.43
Program Manager V4 Level 2	\$66.74
Program Manager V4 Level 3	\$77.04
Programmer V4 Level 1	\$36.24
Programmer V4 Level 2	\$41.88
Programmer V4 Level 3	\$62.55
Quality Assurance Specialist V4 Level 1	\$37.90
Quality Assurance Specialist V4 Level 2	\$43.19
Quality Assurance Specialist V4 Level 3	\$54.05
Senior Consultant V4 Level 1	\$112.59
Senior Consultant V4 Level 2	\$138.78
Senior Consultant V4 Level 3	\$166.52
Software Process Engineer V4 Level 1	\$36.10
Software Process Engineer V4 Level 2	\$38.29
Software Process Engineer V4 Level 3	\$47.02
System Administrator V4 Level 1	\$36.12
System Administrator V4 Level 2	\$40.24
System Administrator V4 Level 3	\$51.65
System Specialist V4 Level 1	\$44.37
System Specialist V4 Level 2	\$50.30
System Specialist V4 Level 3	\$59.43
Team Lead V4 Level 1	\$62.97
Team Lead V4 Level 2	\$69.85
Technical Architecture Specialist V4 Level 1	\$40.08

VITA SMSA Contract
Bill Rates
effective September, 2009

Zone 97	
Job Title	Bill Rate
Technical Architecture Specialist V4 Level 2	\$44.68
Technical Architecture Specialist V4 Level 3	\$51.25
Technical Architecture Specialist V4 Level 4	\$60.16
Technical Writer V4 Level 1	\$25.90
Technical Writer V4 Level 2	\$29.34
Technical Writer V4 Level 3	\$38.90
Technology Advisory Consultant V4	\$85.30
Tester V4 Level 1	\$35.59
Tester V4 Level 2	\$39.13
Tester V4 Level 3	\$49.00

VITA SMSA Contract
 Bill Rates
 effective September, 2009

Zone 98	
Job Title	Bill Rate
Administrative Support V4	\$32.06
COBIT & CMM V4	\$66.05
Computer Operator V4 Level 1	\$22.01
Computer Operator V4 Level 2	\$25.09
Computer Operator V4 Level 3	\$27.65
Computer System Security Services V4	\$44.44
Consultant V4 Level 1	\$49.23
Consultant V4 Level 2	\$75.33
Database Administrator V4 Level 1	\$44.36
Database Administrator V4 Level 2	\$49.15
Database Administrator V4 Level 3	\$59.95
Desktop Support Services V4	\$31.37
Enterprise Application Integration V4	\$75.33
Functional Architect V4 Level 1	\$34.49
Functional Architect V4 Level 2	\$39.09
Functional Architect V4 Level 3	\$43.60
Functional Architect V4 Level 4	\$56.71
Help Desk V4 Level 1	\$27.00
Help Desk V4 Level 2	\$31.37
IV&V Specialist V4	\$125.82
Operational Management Consulting Services V4	\$45.79
Product Specialist V4 Level 1	\$41.69
Product Specialist V4 Level 2	\$46.43
Product Specialist V4 Level 3	\$59.23
Program Manager V4 Level 1	\$60.54
Program Manager V4 Level 2	\$67.80
Program Manager V4 Level 3	\$78.21
Programmer V4 Level 1	\$37.69
Programmer V4 Level 2	\$43.22
Programmer V4 Level 3	\$63.65
Quality Assurance Specialist V4 Level 1	\$39.31
Quality Assurance Specialist V4 Level 2	\$44.50
Quality Assurance Specialist V4 Level 3	\$55.12
Senior Consultant V4 Level 1	\$113.05
Senior Consultant V4 Level 2	\$139.13
Senior Consultant V4 Level 3	\$167.05
Software Process Engineer V4 Level 1	\$37.55
Software Process Engineer V4 Level 2	\$39.69
Software Process Engineer V4 Level 3	\$48.13
System Administrator V4 Level 1	\$37.56
System Administrator V4 Level 2	\$41.62
System Administrator V4 Level 3	\$52.77
System Specialist V4 Level 1	\$45.43
System Specialist V4 Level 2	\$51.44
System Specialist V4 Level 3	\$60.54
Team Lead V4 Level 1	\$64.05
Team Lead V4 Level 2	\$70.86
Technical Architecture Specialist V4 Level 1	\$41.21
Technical Architecture Specialist V4 Level 2	\$45.83

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Bill Rates
effective September, 2009

Zone 98	
Job Title	Bill Rate
Technical Architecture Specialist V4 Level 3	\$52.39
Technical Architecture Specialist V4 Level 4	\$61.26
Technical Writer V4 Level 1	\$26.93
Technical Writer V4 Level 2	\$30.24
Technical Writer V4 Level 3	\$39.44
Technology Advisory Consultant V4	\$84.56
Tester V4 Level 1	\$35.85
Tester V4 Level 2	\$39.23
Tester V4 Level 3	\$48.58

VITA SMSA Contract
 Bill Rates
 effective September, 2009

Zone 99	
Job Title	Bill Rate
Administrative Support V4	\$33.53
COBIT & CMM V4	\$68.98
Computer Operator V4 Level 1	\$22.90
Computer Operator V4 Level 2	\$26.16
Computer Operator V4 Level 3	\$28.86
Computer System Security Services V4	\$46.02
Consultant V4 Level 1	\$51.49
Consultant V4 Level 2	\$78.53
Database Administrator V4 Level 1	\$45.89
Database Administrator V4 Level 2	\$50.80
Database Administrator V4 Level 3	\$61.88
Desktop Support Services V4	\$32.53
Enterprise Application Integration V4	\$78.53
Functional Architect V4 Level 1	\$35.77
Functional Architect V4 Level 2	\$40.51
Functional Architect V4 Level 3	\$45.15
Functional Architect V4 Level 4	\$58.61
Help Desk V4 Level 1	\$27.93
Help Desk V4 Level 2	\$32.53
IV&V Specialist V4	\$134.85
Operational Management Consulting Services V4	\$46.52
Product Specialist V4 Level 1	\$43.17
Product Specialist V4 Level 2	\$48.01
Product Specialist V4 Level 3	\$61.13
Program Manager V4 Level 1	\$62.55
Program Manager V4 Level 2	\$70.03
Program Manager V4 Level 3	\$79.09
Programmer V4 Level 1	\$39.07
Programmer V4 Level 2	\$44.77
Programmer V4 Level 3	\$64.35
Quality Assurance Specialist V4 Level 1	\$40.74
Quality Assurance Specialist V4 Level 2	\$46.07
Quality Assurance Specialist V4 Level 3	\$57.03
Senior Consultant V4 Level 1	\$115.91
Senior Consultant V4 Level 2	\$142.59
Senior Consultant V4 Level 3	\$171.18
Software Process Engineer V4 Level 1	\$38.91
Software Process Engineer V4 Level 2	\$41.13
Software Process Engineer V4 Level 3	\$48.67
System Administrator V4 Level 1	\$38.94
System Administrator V4 Level 2	\$43.10
System Administrator V4 Level 3	\$54.61
System Specialist V4 Level 1	\$47.04
System Specialist V4 Level 2	\$53.21
System Specialist V4 Level 3	\$62.56
Team Lead V4 Level 1	\$66.17
Team Lead V4 Level 2	\$73.18
Technical Architecture Specialist V4 Level 1	\$42.72
Technical Architecture Specialist V4 Level 2	\$47.45

VITA SMSA Contract
Bill Rates
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Zone 99	
Job Title	Bill Rate
Technical Architecture Specialist V4 Level 3	\$54.18
Technical Architecture Specialist V4 Level 4	\$63.29
Technical Writer V4 Level 1	\$28.60
Technical Writer V4 Level 2	\$32.08
Technical Writer V4 Level 3	\$41.74
Technology Advisory Consultant V4	\$88.24
Tester V4 Level 1	\$37.38
Tester V4 Level 2	\$40.86
Tester V4 Level 3	\$50.54

VITA SMSA Contract
 Bill Rates
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Zone 100	
Job Title	Bill Rate
Administrative Support V4	\$34.54
COBIT & CMM V4	\$70.66
Computer Operator V4 Level 1	\$23.64
Computer Operator V4 Level 2	\$27.00
Computer Operator V4 Level 3	\$29.78
Computer System Security Services V4	\$47.23
Consultant V4 Level 1	\$52.77
Consultant V4 Level 2	\$80.44
Database Administrator V4 Level 1	\$47.16
Database Administrator V4 Level 2	\$52.19
Database Administrator V4 Level 3	\$63.54
Desktop Support Services V4	\$33.50
Enterprise Application Integration V4	\$80.44
Functional Architect V4 Level 1	\$36.80
Functional Architect V4 Level 2	\$41.63
Functional Architect V4 Level 3	\$46.35
Functional Architect V4 Level 4	\$60.16
Help Desk V4 Level 1	\$28.79
Help Desk V4 Level 2	\$33.50
IV&V Specialist V4	\$136.88
Operational Management Consulting Services V4	\$47.92
Product Specialist V4 Level 1	\$44.36
Product Specialist V4 Level 2	\$49.34
Product Specialist V4 Level 3	\$62.78
Program Manager V4 Level 1	\$64.09
Program Manager V4 Level 2	\$71.72
Program Manager V4 Level 3	\$81.70
Programmer V4 Level 1	\$40.15
Programmer V4 Level 2	\$45.96
Programmer V4 Level 3	\$66.53
Quality Assurance Specialist V4 Level 1	\$41.86
Quality Assurance Specialist V4 Level 2	\$47.29
Quality Assurance Specialist V4 Level 3	\$58.43
Senior Consultant V4 Level 1	\$118.68
Senior Consultant V4 Level 2	\$146.01
Senior Consultant V4 Level 3	\$175.27
Software Process Engineer V4 Level 1	\$40.01
Software Process Engineer V4 Level 2	\$42.26
Software Process Engineer V4 Level 3	\$50.37
System Administrator V4 Level 1	\$40.03
System Administrator V4 Level 2	\$44.27
System Administrator V4 Level 3	\$55.97
System Specialist V4 Level 1	\$48.22
System Specialist V4 Level 2	\$54.53
System Specialist V4 Level 3	\$64.09
Team Lead V4 Level 1	\$67.78
Team Lead V4 Level 2	\$74.96
Technical Architecture Specialist V4 Level 1	\$43.80
Technical Architecture Specialist V4 Level 2	\$48.63

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Zone 100	
Job Title	Bill Rate
Technical Architecture Specialist V4 Level 3	\$55.52
Technical Architecture Specialist V4 Level 4	\$64.84
Technical Writer V4 Level 1	\$29.51
Technical Writer V4 Level 2	\$33.05
Technical Writer V4 Level 3	\$42.88
Technology Advisory Consultant V4	\$90.37
Tester V4 Level 1	\$38.44
Tester V4 Level 2	\$41.98
Tester V4 Level 3	\$51.83

VITA SMSA Contract
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Zone 101	
Job Title	Bill Rate
Administrative Support V4	\$30.54
COBIT & CMM V4	\$64.73
Computer Operator V4 Level 1	\$20.91
Computer Operator V4 Level 2	\$23.82
Computer Operator V4 Level 3	\$26.25
Computer System Security Services V4	\$42.08
Consultant V4 Level 1	\$47.77
Consultant V4 Level 2	\$74.01
Database Administrator V4 Level 1	\$42.27
Database Administrator V4 Level 2	\$47.02
Database Administrator V4 Level 3	\$57.73
Desktop Support Services V4	\$29.28
Enterprise Application Integration V4	\$74.01
Functional Architect V4 Level 1	\$32.29
Functional Architect V4 Level 2	\$36.82
Functional Architect V4 Level 3	\$41.36
Functional Architect V4 Level 4	\$54.50
Help Desk V4 Level 1	\$25.15
Help Desk V4 Level 2	\$29.28
IV&V Specialist V4	\$124.02
Operational Management Consulting Services V4	\$43.93
Product Specialist V4 Level 1	\$39.64
Product Specialist V4 Level 2	\$44.32
Product Specialist V4 Level 3	\$57.01
Program Manager V4 Level 1	\$58.02
Program Manager V4 Level 2	\$65.23
Program Manager V4 Level 3	\$75.45
Programmer V4 Level 1	\$35.51
Programmer V4 Level 2	\$40.87
Programmer V4 Level 3	\$61.30
Quality Assurance Specialist V4 Level 1	\$37.16
Quality Assurance Specialist V4 Level 2	\$42.13
Quality Assurance Specialist V4 Level 3	\$52.64
Senior Consultant V4 Level 1	\$109.04
Senior Consultant V4 Level 2	\$134.15
Senior Consultant V4 Level 3	\$161.38
Software Process Engineer V4 Level 1	\$35.28
Software Process Engineer V4 Level 2	\$37.49
Software Process Engineer V4 Level 3	\$46.21
System Administrator V4 Level 1	\$35.31
System Administrator V4 Level 2	\$39.29
System Administrator V4 Level 3	\$50.31
System Specialist V4 Level 1	\$43.52
System Specialist V4 Level 2	\$49.32
System Specialist V4 Level 3	\$58.23
Team Lead V4 Level 1	\$61.50
Team Lead V4 Level 2	\$68.28
Technical Architecture Specialist V4 Level 1	\$38.97
Technical Architecture Specialist V4 Level 2	\$43.50

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Zone 101	
Job Title	Bill Rate
Technical Architecture Specialist V4 Level 3	\$49.97
Technical Architecture Specialist V4 Level 4	\$58.74
Technical Writer V4 Level 1	\$25.56
Technical Writer V4 Level 2	\$28.90
Technical Writer V4 Level 3	\$38.16
Technology Advisory Consultant V4	\$83.38
Tester V4 Level 1	\$34.25
Tester V4 Level 2	\$37.62
Tester V4 Level 3	\$47.00

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 Bill Rates
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Zone 102	
Job Title	Bill Rate
Administrative Support V4	\$28.84
COBIT & CMM V4	\$62.23
Computer Operator V4 Level 1	\$19.72
Computer Operator V4 Level 2	\$22.46
Computer Operator V4 Level 3	\$24.74
Computer System Security Services V4	\$40.24
Consultant V4 Level 1	\$45.57
Consultant V4 Level 2	\$71.38
Database Administrator V4 Level 1	\$40.35
Database Administrator V4 Level 2	\$44.98
Database Administrator V4 Level 3	\$55.48
Desktop Support Services V4	\$27.83
Enterprise Application Integration V4	\$71.38
Functional Architect V4 Level 1	\$30.73
Functional Architect V4 Level 2	\$35.12
Functional Architect V4 Level 3	\$39.50
Functional Architect V4 Level 4	\$52.24
Help Desk V4 Level 1	\$23.88
Help Desk V4 Level 2	\$27.83
IV&V Specialist V4	\$120.83
Operational Management Consulting Services V4	\$42.82
Product Specialist V4 Level 1	\$37.78
Product Specialist V4 Level 2	\$42.35
Product Specialist V4 Level 3	\$54.76
Program Manager V4 Level 1	\$55.90
Program Manager V4 Level 2	\$63.01
Program Manager V4 Level 3	\$73.96
Programmer V4 Level 1	\$34.45
Programmer V4 Level 2	\$39.76
Programmer V4 Level 3	\$60.03
Quality Assurance Specialist V4 Level 1	\$36.09
Quality Assurance Specialist V4 Level 2	\$40.97
Quality Assurance Specialist V4 Level 3	\$51.29
Senior Consultant V4 Level 1	\$104.89
Senior Consultant V4 Level 2	\$129.63
Senior Consultant V4 Level 3	\$157.89
Software Process Engineer V4 Level 1	\$33.67
Software Process Engineer V4 Level 2	\$36.42
Software Process Engineer V4 Level 3	\$45.07
System Administrator V4 Level 1	\$33.78
System Administrator V4 Level 2	\$37.74
System Administrator V4 Level 3	\$48.56
System Specialist V4 Level 1	\$42.49
System Specialist V4 Level 2	\$48.22
System Specialist V4 Level 3	\$56.99
Team Lead V4 Level 1	\$59.34
Team Lead V4 Level 2	\$66.03
Technical Architecture Specialist V4 Level 1	\$37.82
Technical Architecture Specialist V4 Level 2	\$41.90

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Zone 102	
Job Title	Bill Rate
Technical Architecture Specialist V4 Level 3	\$47.96
Technical Architecture Specialist V4 Level 4	\$56.61
Technical Writer V4 Level 1	\$23.86
Technical Writer V4 Level 2	\$27.05
Technical Writer V4 Level 3	\$35.92
Technology Advisory Consultant V4	\$80.61
Tester V4 Level 1	\$32.82
Tester V4 Level 2	\$36.11
Tester V4 Level 3	\$45.28

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Zone 103	
Job Title	Bill Rate
Administrative Support V4	\$30.08
COBIT & CMM V4	\$66.08
Computer Operator V4 Level 1	\$20.30
Computer Operator V4 Level 2	\$23.21
Computer Operator V4 Level 3	\$25.61
Computer System Security Services V4	\$42.93
Consultant V4 Level 1	\$48.37
Consultant V4 Level 2	\$75.83
Database Administrator V4 Level 1	\$43.08
Database Administrator V4 Level 2	\$48.01
Database Administrator V4 Level 3	\$59.23
Desktop Support Services V4	\$29.36
Enterprise Application Integration V4	\$75.83
Functional Architect V4 Level 1	\$32.51
Functional Architect V4 Level 2	\$37.32
Functional Architect V4 Level 3	\$42.04
Functional Architect V4 Level 4	\$55.94
Help Desk V4 Level 1	\$25.05
Help Desk V4 Level 2	\$29.36
IV&V Specialist V4	\$128.98
Operational Management Consulting Services V4	\$44.10
Product Specialist V4 Level 1	\$40.34
Product Specialist V4 Level 2	\$45.20
Product Specialist V4 Level 3	\$58.47
Program Manager V4 Level 1	\$59.82
Program Manager V4 Level 2	\$67.46
Program Manager V4 Level 3	\$76.16
Programmer V4 Level 1	\$35.85
Programmer V4 Level 2	\$41.65
Programmer V4 Level 3	\$61.82
Quality Assurance Specialist V4 Level 1	\$37.55
Quality Assurance Specialist V4 Level 2	\$42.99
Quality Assurance Specialist V4 Level 3	\$54.20
Senior Consultant V4 Level 1	\$112.05
Senior Consultant V4 Level 2	\$138.12
Senior Consultant V4 Level 3	\$165.93
Software Process Engineer V4 Level 1	\$35.70
Software Process Engineer V4 Level 2	\$37.95
Software Process Engineer V4 Level 3	\$46.46
System Administrator V4 Level 1	\$35.72
System Administrator V4 Level 2	\$39.96
System Administrator V4 Level 3	\$51.71
System Specialist V4 Level 1	\$44.11
System Specialist V4 Level 2	\$50.34
System Specialist V4 Level 3	\$59.84
Team Lead V4 Level 1	\$63.51
Team Lead V4 Level 2	\$70.71
Technical Architecture Specialist V4 Level 1	\$39.76
Technical Architecture Specialist V4 Level 2	\$44.53

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Zone 103	
Job Title	Bill Rate
Technical Architecture Specialist V4 Level 3	\$51.32
Technical Architecture Specialist V4 Level 4	\$60.59
Technical Writer V4 Level 1	\$24.58
Technical Writer V4 Level 2	\$28.02
Technical Writer V4 Level 3	\$37.61
Technology Advisory Consultant V4	\$85.55
Tester V4 Level 1	\$34.37
Tester V4 Level 2	\$37.94
Tester V4 Level 3	\$47.89

VITA SMSA Contract
 Bill Rates
 effective September, 2009

Zone 104	
Job Title	Bill Rate
Adminstrative Support V4	\$30.06
COBIT & CMM V4	\$63.99
Computer Operator V4 Level 1	\$20.45
Computer Operator V4 Level 2	\$23.35
Computer Operator V4 Level 3	\$25.75
Computer System Security Services V4	\$42.22
Consultant V4 Level 1	\$47.34
Consultant V4 Level 2	\$73.05
Database Administrator V4 Level 1	\$42.44
Database Administrator V4 Level 2	\$47.16
Database Administrator V4 Level 3	\$57.80
Desktop Support Services V4	\$29.29
Enterprise Application Integration V4	\$73.05
Functional Architect V4 Level 1	\$32.35
Functional Architect V4 Level 2	\$36.91
Functional Architect V4 Level 3	\$41.43
Functional Architect V4 Level 4	\$54.65
Help Desk V4 Level 1	\$25.11
Help Desk V4 Level 2	\$29.29
IV&V Specialist V4	\$122.16
Operational Management Consulting Services V4	\$43.66
Product Specialist V4 Level 1	\$39.81
Product Specialist V4 Level 2	\$44.47
Product Specialist V4 Level 3	\$57.10
Program Manager V4 Level 1	\$58.15
Program Manager V4 Level 2	\$65.30
Program Manager V4 Level 3	\$75.18
Programmer V4 Level 1	\$35.53
Programmer V4 Level 2	\$41.02
Programmer V4 Level 3	\$61.05
Quality Assurance Specialist V4 Level 1	\$37.13
Quality Assurance Specialist V4 Level 2	\$42.27
Quality Assurance Specialist V4 Level 3	\$52.83
Senior Consultant V4 Level 1	\$107.98
Senior Consultant V4 Level 2	\$133.19
Senior Consultant V4 Level 3	\$159.84
Software Process Engineer V4 Level 1	\$35.38
Software Process Engineer V4 Level 2	\$37.51
Software Process Engineer V4 Level 3	\$45.95
System Administrator V4 Level 1	\$35.40
System Administrator V4 Level 2	\$39.41
System Administrator V4 Level 3	\$50.49
System Specialist V4 Level 1	\$43.31
System Specialist V4 Level 2	\$49.23
System Specialist V4 Level 3	\$58.17
Team Lead V4 Level 1	\$61.61
Team Lead V4 Level 2	\$68.31
Technical Architecture Specialist V4 Level 1	\$39.18
Technical Architecture Specialist V4 Level 2	\$43.71

VITA SMSA Contract
Bill Rates
effective September, 2009

Zone 104	
Job Title	Bill Rate
Technical Architecture Specialist V4 Level 3	\$50.15
Technical Architecture Specialist V4 Level 4	\$58.87
Technical Writer V4 Level 1	\$24.78
Technical Writer V4 Level 2	\$28.06
Technical Writer V4 Level 3	\$37.15
Technology Advisory Consultant V4	\$82.24
Tester V4 Level 1	\$33.93
Tester V4 Level 2	\$37.29
Tester V4 Level 3	\$46.63

VITA SMSA Contract
 Bill Rates
 effective September, 2009

Zone 105	
Job Title	Bill Rate
Administrative Support V4	\$28.43
COBIT & CMM V4	\$61.89
Computer Operator V4 Level 1	\$20.30
Computer Operator V4 Level 2	\$23.24
Computer Operator V4 Level 3	\$25.66
Computer System Security Services V4	\$39.81
Consultant V4 Level 1	\$45.33
Consultant V4 Level 2	\$70.98
Database Administrator V4 Level 1	\$40.06
Database Administrator V4 Level 2	\$44.65
Database Administrator V4 Level 3	\$55.02
Desktop Support Services V4	\$27.38
Enterprise Application Integration V4	\$70.98
Functional Architect V4 Level 1	\$30.31
Functional Architect V4 Level 2	\$34.70
Functional Architect V4 Level 3	\$39.14
Functional Architect V4 Level 4	\$51.88
Help Desk V4 Level 1	\$23.37
Help Desk V4 Level 2	\$27.38
IV&V Specialist V4	\$120.04
Operational Management Consulting Services V4	\$41.40
Product Specialist V4 Level 1	\$37.51
Product Specialist V4 Level 2	\$42.04
Product Specialist V4 Level 3	\$54.32
Program Manager V4 Level 1	\$55.37
Program Manager V4 Level 2	\$62.41
Program Manager V4 Level 3	\$72.04
Programmer V4 Level 1	\$33.36
Programmer V4 Level 2	\$38.64
Programmer V4 Level 3	\$58.33
Quality Assurance Specialist V4 Level 1	\$34.92
Quality Assurance Specialist V4 Level 2	\$39.86
Quality Assurance Specialist V4 Level 3	\$50.07
Senior Consultant V4 Level 1	\$103.14
Senior Consultant V4 Level 2	\$127.75
Senior Consultant V4 Level 3	\$152.85
Software Process Engineer V4 Level 1	\$33.22
Software Process Engineer V4 Level 2	\$35.28
Software Process Engineer V4 Level 3	\$43.64
System Administrator V4 Level 1	\$33.25
System Administrator V4 Level 2	\$37.11
System Administrator V4 Level 3	\$47.80
System Specialist V4 Level 1	\$41.21
System Specialist V4 Level 2	\$47.51
System Specialist V4 Level 3	\$56.06
Team Lead V4 Level 1	\$58.76
Team Lead V4 Level 2	\$65.40
Technical Architecture Specialist V4 Level 1	\$36.82
Technical Architecture Specialist V4 Level 2	\$41.21

VITA SMSA Contract
Bill Rates
effective September, 2009

Zone 105	
Job Title	Bill Rate
Technical Architecture Specialist V4 Level 3	\$47.51
Technical Architecture Specialist V4 Level 4	\$56.06
Technical Writer V4 Level 1	\$23.52
Technical Writer V4 Level 2	\$26.72
Technical Writer V4 Level 3	\$35.60
Technology Advisory Consultant V4	\$80.15
Tester V4 Level 1	\$32.65
Tester V4 Level 2	\$35.96
Tester V4 Level 3	\$45.20

VITA SMSA Contract
 Bill Rates
 effective September, 2009

Zone 106	
Job Title	Bill Rate
Administrative Support V4	\$31.08
COBIT & CMM V4	\$66.28
Computer Operator V4 Level 1	\$20.96
Computer Operator V4 Level 2	\$24.00
Computer Operator V4 Level 3	\$26.53
Computer System Security Services V4	\$43.13
Consultant V4 Level 1	\$49.04
Consultant V4 Level 2	\$75.70
Database Administrator V4 Level 1	\$43.44
Database Administrator V4 Level 2	\$48.25
Database Administrator V4 Level 3	\$59.13
Desktop Support Services V4	\$29.90
Enterprise Application Integration V4	\$75.70
Functional Architect V4 Level 1	\$33.04
Functional Architect V4 Level 2	\$37.71
Functional Architect V4 Level 3	\$42.41
Functional Architect V4 Level 4	\$55.95
Help Desk V4 Level 1	\$25.53
Help Desk V4 Level 2	\$29.90
IV&V Specialist V4	\$126.23
Operational Management Consulting Services V4	\$44.67
Product Specialist V4 Level 1	\$40.78
Product Specialist V4 Level 2	\$45.51
Product Specialist V4 Level 3	\$58.40
Program Manager V4 Level 1	\$59.38
Program Manager V4 Level 2	\$66.69
Program Manager V4 Level 3	\$77.04
Programmer V4 Level 1	\$36.28
Programmer V4 Level 2	\$41.90
Programmer V4 Level 3	\$62.55
Quality Assurance Specialist V4 Level 1	\$37.93
Quality Assurance Specialist V4 Level 2	\$43.19
Quality Assurance Specialist V4 Level 3	\$53.99
Senior Consultant V4 Level 1	\$112.50
Senior Consultant V4 Level 2	\$138.69
Senior Consultant V4 Level 3	\$166.38
Software Process Engineer V4 Level 1	\$36.14
Software Process Engineer V4 Level 2	\$38.32
Software Process Engineer V4 Level 3	\$47.05
System Administrator V4 Level 1	\$36.16
System Administrator V4 Level 2	\$40.25
System Administrator V4 Level 3	\$51.60
System Specialist V4 Level 1	\$44.65
System Specialist V4 Level 2	\$51.21
System Specialist V4 Level 3	\$60.10
Team Lead V4 Level 1	\$62.92
Team Lead V4 Level 2	\$69.79
Technical Architecture Specialist V4 Level 1	\$40.06
Technical Architecture Specialist V4 Level 2	\$44.65

VITA SMSA Contract
Bill Rates
effective September, 2009

Zone 106	
Job Title	Bill Rate
Technical Architecture Specialist V4 Level 3	\$51.21
Technical Architecture Specialist V4 Level 4	\$60.10
Technical Writer V4 Level 1	\$26.00
Technical Writer V4 Level 2	\$29.42
Technical Writer V4 Level 3	\$38.92
Technology Advisory Consultant V4	\$85.23
Tester V4 Level 1	\$35.62
Tester V4 Level 2	\$39.16
Tester V4 Level 3	\$48.96

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1. ADMINISTRATIVE SUPPORT SOC: 436011

Administrative Support	
Years of Experience	2 or more years
Job Description	<ul style="list-style-type: none"> • Experienced in Microsoft Office • Version control administration experience • Prior experience of large project administration • Ability to communicate at all levels of an organization and third parties • Experience with similar scale roles and organizations • Coordination and task focused

2. COBIT & CMM SOC: 131111

(Control Objectives for Information and Related Technology) & CAPABILITY MATURITY MODELS (CMM)

COBIT & Capability Maturity Models	
Years of Experience	5 or more years
Job Description	<ul style="list-style-type: none"> • Experience in establishing, implementing and practicing industry standards for good IT security control, investment management and software engineering including COBIT and Capability Maturity Models (CMM)

3. COMPUTER OPERATOR SOC: 439011

Computer Operator Level 1	
Years of Experience:	3 to 7 years
Job Description:	<ul style="list-style-type: none"> • Serves as technician for computer operations and production control technical duties in VEC's Central Office computer room. • Determines accuracy and acceptability of input. • Analyzes priorities and schedules, executes, prints, distributes jobs. • Troubleshoots and resolves problems. • Executes jobs. • Performs duties related to Operations' peripheral devices. • Review, analyze and correct Job Control language (JCL), and support IVRS system. • Documents job starting and ending times, all abends and all problems occurring during the shift.

Computer Operator Level 2	
Years of Experience:	7 to 11 years
Job Description:	All roles specified in Computer Operator 1 plus the following: <ul style="list-style-type: none"> • Assigns work. • Provides on-the-job training. • Completes shift turnover reports for management. • May act as backup in the absence of supervisor.
Computer Operator Level 3	
Years of Experience:	11 or more years
Job Description:	All roles specified in Computer Operator 2 plus the following: <ul style="list-style-type: none"> • Serves as a working supervisor for a shift of computer operations personnel. • Responsible for both Central Office computer rooms. • Plans and coordinates operations throughput with agency users, Systems Development, Technical Support and Department of Information Technology personnel. • Ensures timely and accurate scheduling, processing and distribution of production work. • Provides technical advice and recommendations.

4. COMPUTER SYSTEM SECURITY SERVICES SOC: 151081

Computer System Security Services	
Years of Experience	2 or more years
Job Description	Provides computer system security services, examples typically include services in various combinations of the following: <ul style="list-style-type: none"> • Security analysis, • Assessment and planning for virus protection Public Key Infrastructure (PKI) and Virtual Private networks (VPN) on various platforms including mainframes, servers, microcomputers, and specialized computerized equipment; administration of security of firewalls; project leadership

5. CONSULTANT SOC: 131111

Consultant Level 1	
Years of Experience	2 to 3 years
Job Description	<ul style="list-style-type: none"> • Knowledge of overall business experience

	<ul style="list-style-type: none"> • Knowledge of application being implemented • Knowledge of methodology being adopted • Prior implementation experience in similar organization • Ability to communicate at all levels of an organization and third parties • Experience of similar scale roles and organizations • Ability to communicate functional requirements into configuration • Ability to train users
Consultant Level 2	
Years of Experience	4 or more years

6. DATABASE ADMINISTRATOR SOC: 151061

The Database Administrator is responsible for data analysis and database management. Database Administrators typically are involved in maintenance, enhancement, designing of data dictionaries, physical and logical database models, and performance tuning. Database Administrators have a range of skills and knowledge of the utilities and production tools used for data storage management to support the Application Team.

Database Administrator Level 1	
Years of Experience:	2 to 3 years
Job Description:	<ul style="list-style-type: none"> • Skilled data dictionary analysis and design and data model analysis design. • Maintains central data repository. • Experience and knowledge in supporting application system development life cycle. • Responsible for data dictionary backup and recovery. • Responsible for definition of standards of data dictionaries. • May program dictionary analysis and maintenance software. • Perform performance tuning. • Monitor database performance and space requirements. • Schedule and monitor end of day data warehousing jobs. • Assist in coordinating software releases. • Communicate accurate and useful status updates. • Manage and report time spent on all work activities. • Follow quality standards. • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken

Database Administrator Level 2	
Years of Experience:	4 to 5 years
Job Description:	<p>All roles specified in DBA 1 plus the following:</p> <ul style="list-style-type: none"> • Business systems analysis and design experience. • Logical data modeling techniques. • Production environment Tools/Utilities. • Knowledgeable in data analysis and database management techniques. • Execution of all responsibilities with little direct supervision of Team Lead. • Administration and scripting experience in relative platform. • Supervise performance tuning. • Author shell scripts to perform back up, restore, and monitoring tasks. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
Database Administrator Level 3	
Years of Experience:	5 or more years
Job Description:	<p>All roles specified in DBA 2 plus the following:</p> <ul style="list-style-type: none"> • Highly skilled at database design, installations, conversions. • Responsible for database backup and recovery procedures, access security and database integrity, physical data storage design and data storage management. • Participates in Database Management System selection and maintains database performance. • Expertise in specific Database Management Systems. • Knowledge of various Database Management System products. • Provide status of work to Project Team Lead. • Engage in ongoing process improvement.

7. DESKTOP SUPPORT SERVICES SOC: 151041

Desktop Support Services	
Years of Experience	3 or more years
Job Description	<p>Provides desktop support services. Examples typically include services in various combinations of the following:</p> <ul style="list-style-type: none"> • Installation of commercial off-the-shelf (COTS) • Products optimizing • Ghosting

	<ul style="list-style-type: none"> • Desktop problem resolution analysis • Installation of PCs, printers, scanners and other PC peripherals • Project leadership
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8. ENTERPRISE APPLICATION INTEGRATION SOC: 131111

Enterprise Application Integration	
Years of Experience	5 or more years
Job Description	<ul style="list-style-type: none"> • Skilled in developing strategies to migrate existing legacy systems to modern platforms and environments • Possesses the skills and discipline necessary to support the integration of existing applications into a strategic enterprise approach

9. FUNCTIONAL ARCHITECT SOC: 151051

The Functional Architect is the functional expert for an application, a defined set of applications or a portfolio of related applications. The Functional Architect is also responsible for bringing an understanding of the enterprise, business system and industry to the team(s) supporting or interfacing with the application. The primary responsibility of a Functional Architect is to provide expertise in the business process supported by the application, to prepare and review designs, to recommend improvements, and to provide guidance during the testing process. The Functional Architect helps the Programmers establish a clear understanding of the business functional requirements and either creates the functional designs to meet the requirements or reviews and approves the designs written by the Programmers. The Functional Architect must understand all aspects of their specific application(s), and the underlying business process.

The more experienced Functional Architect plans, analyzes, and defines high- level software strategies and solutions. Contained in the experienced role is the task of coordinating with other Functional Architects to define technical requirements and long range plans for meeting customer requirements.

Functional Architect Level 1	
Years of Experience:	1 to 2 years in particular application area
Job Description:	<ul style="list-style-type: none"> • Analyze, determine, and document functional requirements. • Provide definition on how the applications will support business requirements. • Conduct impact analyses of business requirements on the system. • Work with Technical Architecture Specialist in defining software / hardware requirements. • Gather and interpret user requirements into design specifications. • Participate in design of application. • Participate in design code and test reviews as appropriate. • Provide inputs to test planning. • Complete assigned tasks.

	<ul style="list-style-type: none"> • Communicate accurate and useful status updates. • Follow quality standards. • Ability to work in a team environment • Strong communication skills; both written and spoken
Functional Architect Level 2	
Years of Experience:	2 to 3 years in particular application area
Job Description:	<p>All roles specified in FA 1 plus the following:</p> <ul style="list-style-type: none"> • Act as the application(s) functional expert; providing expertise in the business process supported by the application. • Provide detailed definition on how the applications will support business requirements. • Work with Technical Architecture Specialist in planning and delivering technical architecture. • Provide expertise for defining functional architecture and infrastructure for applications. • Plan and develop user interface strategy. • Direct and participate in design of application. • Interpret and understand user requirements/design specifications. • Provide detailed definition on how the applications will support business requirements. • Work with Technical Architecture Specialist in defining software / hardware requirements and in planning and delivering architecture. • Provide expertise for defining architecture and infrastructure for applications. • Review and understand team work plan • Identify and track issues, risks and action items affecting own work and work of team. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner.
Functional Architect Level 3	
Years of Experience:	4 to 5 years in particular application area
Job Description:	<p>All roles specified in FA 2 plus the following:</p> <ul style="list-style-type: none"> • Provide functional expertise to planning organization as required. • Review tasks prior to migration into production as appropriate. Provide assistance in scheduling design work for Lead Functional Architect. • Coordinate the design and development of work estimates and act as the primary point of contact. Assist in managing and directing application team processes. • Organize and prepare work effectively to facilitate proactive resolution of problems. • Work with client and Lead Functional Architect to identify direction of software. • Ensure business requirements are supported by the software. • Identify and initiate continuous improvement opportunities. • Define user interface strategies. • Understand specific business needs and overall business strategy of the business customer.

Functional Architect Level 4	
Years of Experience:	5 or more years in particular application area
Job Description:	<p>All roles specified in FA 3 plus the following:</p> <ul style="list-style-type: none"> • Guide processes for Functional Architects and direct work planning and design activities. • Provide standard, well-structured work planning which defines scope, resources, commitments, quality, risk, tasks, and acceptance criteria. • Ensure that overall application designs remain within project scope. • Work with customer business units to understand their business processes. • Work with customer business units and client to identify direction of software. Ensure business requirements are supported by the software. • Ensure goals for Functional Architects are being met and manage team commitments. • Analyze, define, and document how the applications will support functional and business requirements. Coordinate these efforts with Functional Architects. • Understand supporting/interfaces system applications. • Approve the determined need for new software/hardware. • Understand prioritization work based on business needs request/releases for work affecting an application. • Manage the accomplishment of delivery metrics, Service Level Agreements and other contractual obligations within areas of responsibility. • Sponsor coordination of the required skills, training, methodologies, and processes to ensure the success of team/project/program goals. • Coordinate and conduct project review meetings with Group Lead Functional Architects and Team Leads. • Communicate and resolve application interface issues with other Lead Functional Architects as needed. • Monitor and measure maintenance and development process effectiveness. • Communicate clearly the program/application goals, operational and organizational philosophies, and policies and procedures to the Functional Architects. • Communicate to team members the relationships between their work and assignments and the organizational and/ or program objectives.

10. HELP DESK SUPPORT SOC: 151041

Support in-house help desk teams by providing the skills listed below.

Help Desk Level 1	
Years of Experience:	1 to 3 years field experience
Job Description:	<ul style="list-style-type: none"> • Provide service and preventive maintenance activities on element exchange/baseline products (products with element exchange service and traditional maintenance philosophies; i.e., terminals, printers, personal computers, etc.).

	<ul style="list-style-type: none"> • Basic knowledge of electrical/mechanical principles and basic electronics. • Read and comprehend technical service manuals and publications. • Knowledge of basic mathematics to read and understand various gauges, meters, and measurement devices. • Able to diagnose and repair products by replacing worn or broken parts, and making technical adjustments. • Makes appropriate use of reference publications and diagnostic aids in resolving technical problems. • Take active role in suggesting peripheral equipment. • Detect and correct equipment errors. • Prioritize and schedule own workload. • Needs technical assistance on complex problems • Assist in coordination of changes, upgrades and new products, ensuring systems will operate correctly in current and future environment. • Provide accurate and complete answers to general use and administrative environment questions in a timely manner. • Implement shared software, such as operating systems, configuration management tools, application and development tools, testing tools, compilers, and code editors. • Communicate accurate and useful status updates. • Manage and report time spent on all work activities. • Follow quality standards. • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken
<p>Help Desk Level 2</p>	
<p>Years of Experience:</p>	<p>3 or more years field experience</p>
<p>Job Description:</p>	<p>All roles specified in SI 1 plus the following:</p> <ul style="list-style-type: none"> • Thorough knowledge of electrical/mechanical principles and basic electronics. • Knowledge of system relationships and telecommunications. • Application of technical skill to a variety of equipment types. • Diagnoses and repairs industry systems products. • Perform routine service and repairs on industry system products without assistance. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.

11. IV&V SPECIALIST

The IV&V Specialist is responsible for requirements validation and tracing, milestone review, metrics analysis, test witnessing, site acceptance testing, defect investigation, vendor analysis and selection, quality assurance and management, reporting and documentation for IT projects.

IV&V Specialist	
Years of Experience	11 or more years
Job Description	<p>The individual is required to have :</p> <ul style="list-style-type: none"> • Minimum of thirty-six (36) months experience performing the duties necessary to complete one or more phases (e.g., project management, planning, development, testing, implementation) of a full system, product or service development lifecycle. • Minimum of twenty-four (24) months cumulative experience within the past seven (7) years performing audit level IV&V reviews. • A Project Management Professional (PMP) Certification. • Previous engagement experience managing an IV&V review whose scope included meeting Federal or State administrative and technical regulations. <p>At a more detailed level, the IV&V Specialist must demonstrate the knowledge and experience to:</p> <ul style="list-style-type: none"> • Analyze project management; work breakdown structure development and execution, schedule development and execution, resource planning and management, budget formulation and execution, workflow management and reporting, progress tracking. • Review and analyze project management planning documents; e.g., Project Plan Executive Summary, Project Performance Plan, Work Breakdown Structure, Resource Plan, Project Schedule, Budget Plan, Procurement Plan, Risk Management Plan, Communications Plan, Change and Configuration Management Plan, Quality Management Plan. • Review and analyze project product development documents; e.g., Project Status Reports; Change Control Requests; Issue Log; and Issue management documentation. • Review and monitor development processes, procedures and practices to ensure they are being documented, implemented, and analyzed for improvement. • Assess the project's Configuration Management function by reviewing CM reports and making recommendations regarding appropriate processes and tools to manage product changes. • Assess the project's Quality Management function by reviewing QM reports and making recommendations regarding appropriate processes, procedures, practices and tools to assure product quality. • Assess the project's Risk Management function by reviewing RM reports and making recommendations regarding appropriate processes, procedures, practices and tools to manage product planning, development, and implementation risks. • Perform a detailed review of project deliverables and acceptance criteria for accuracy, completeness, and adherence to contractual and functional requirements. • Perform a detailed review of the product documentation (Requirements, Design, Training, Test, and Management Plans, etc.) for accuracy, completeness, and currency.

	<ul style="list-style-type: none"> • Perform a detailed review of the product architecture for feasibility, consistency, and adherence to industry, Federal or Commonwealth standards. • Inventory and review application software for completeness and adherence to programming standards for the project. • Analyze application, network, hardware and software operating platform performance characteristics relative to expected/anticipated/contractually guaranteed results and industry standards. • Review the processes, procedures and practices used within the project for tracking business and technical requirements to their source and review the processes, procedures and practices established during the planning phase for requirements traceability throughout the subsequent development and implementation phases. • Review the traceability of product requirements through the design, development, testing, and training tasks of the project. • Assess and recommend improvement, as needed, to assure the planned operations and maintenance performance of the product. • Assess and recommend improvement, as needed, to assure product testing is being performed adequately through review of test plans or other documentation and through direct observation of testing where appropriate. • Assess and recommend improvement, as needed, to assure appropriate user and developer training is planned for and carried out. • Review product hardware and software configurations and report on any compatibility and obsolescence issues. • Review and analyze product performance studies to determine if the product is performing as planned. • Effectively document IV&V review findings and recommendations.
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12. OPERATIONAL MANAGEMENT CONSULTING SERVICES SOC: 131111

Consulting Services-Operational Management	
Years of Experience	3 or more years
Job Description	<p>Provides operational and organizational consulting services. Examples typically include services in various combinations of the following:</p> <ul style="list-style-type: none"> • Risk assessment • Work-flow analysis • Security • Implementation and support services • Communications • Networking • System migration • Conversion • Performance monitoring/ measurement • Systems stress testing

	<ul style="list-style-type: none"> • Quality control benchmarks • Quality control and quality assurance process management of systems development and production environments • Change management • Skills analysis • Information distribution • Organization restructuring • Impact analysis • Project leadership
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13. PRODUCT SPECIALIST SOC: 151031

The Product Specialist is the expert for a technical development or execution environment product or set of products. The primary responsibility of a Product Specialist is to ensure the availability and facilitate the productive use of a product for Application Teams or end users. The Product Specialist may own part of a product, all of one, or several products depending on the nature of the product(s) and their use. The Product Specialist requires significant to expert experience and skills in the product supported. The Product Specialist will usually also have significant experience in the operating environment(s) (e.g., HP/UX, NT, MVS, etc) on which the product is implemented. If the product is one that was internally developed, the supporting PS should also have most of the skills of a Programmer. The Product Specialist is responsible for collaborating with Technical Architecture Specialist, System Specialists, Programmers and vendors to ensure and enhance the use of the product and effect migration to new versions of a product.

Product Specialist Level 1	
Years of Experience:	1 to 2 years
Job Description:	<ul style="list-style-type: none"> • Make sound recommendations on functional and technical improvements to the product. • Analyze the functional and technical impact of product planning decisions. • Develop appropriate functional and usability standards for products. • Track and document expected volume and type of use of the product. • Participate in product design reviews to verify that design meets quality standards and functional/technical requirements. • Perform impact analyses on production fixes and enhancements to establish priorities. • Provide basic product support and provide accurate and complete answers to detailed product questions in a timely manner. • Provide effective on-site product support as needed. • Accurately sets severity of identified defects. • Provide input to training and / or documentation materials regarding latest technical and functional design changes. • Document all work for future reference. • Review the system test approach and conditions used as the basis for detailed test scenarios. • Follow quality standards. • Analytical and customer service skills. • Communicate accurate and useful status updates.

	<ul style="list-style-type: none"> • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken
Product Specialist Level 2	
Years of Experience:	3 to 5 years
Job Description:	<p>All roles specified in PS 1 plus the following:</p> <ul style="list-style-type: none"> • Actively contribute as an expert or actual designer. • Coordinate product design reviews to verify that design meets quality standards and functional/technical requirements. • Provide accurate estimates for design and programming efforts for system changes and enhancements. • Coordinate enhancements to business and logical data models with data base administration to make the appropriate changes to the physical data model. • Confirm that technical architecture will support all changes required by product enhancements. • Effectively lead product tests and trials. • Identify appropriate business examples to illustrate key concepts / features. • Anticipate, identify, track and resolve issues and risks affecting own work and work of the Application Team. Develop contingency plans as necessary. • Apply specific expertise to ensure that products meet defined customer objectives. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
Product Specialist Level 3	
Years of Experience:	5 or more years
Job Description:	<p>All roles specified in PS 2 plus the following:</p> <ul style="list-style-type: none"> • Demonstrate expertise in teaching / conveying technical and / or functional courses / concepts. • Develop appropriate work programs / budgets and use to effectively schedule tasks / assignments. • Identify improvements to project standards to achieve high quality services / products.

14. PROGRAM MANAGER SOC: 151031

The Program Manager directs controls, administers, and regulates an enhancement or development program. The Program Manager is the individual ultimately responsible to the agency. The Program Manager's primary responsibility is to drive the entire effort from start to finish. The Program Manager must ensure that the program is completed on schedule and that the final product meets the business, technical, and established quality requirements. The difference between a PM1, PM2, and PM3 will depend on the size of the project, and the breadth and scope of the project.

Program Manager Level 1	
Years of Experience:	2 to 5 years
Job Description:	<ul style="list-style-type: none"> • Responsible for the development of estimates for the enhancement or development effort in planning, analysis, design, construction, testing, and implementation. • Accountable for delivery of all work tasks identified in the program plan. • Responsible for the capture and reporting of required program management metrics. • Adjust and revise estimates when necessary. • Ensure all changes to scope follow processes and are documented. • Ensure new estimates are approved by the client and agreed upon. • Adjust and revise estimates when necessary. • Manage, and track the program progress against the program plan. • Monitor project milestones and phases to ensure the project is on schedule. Take corrective actions if a project begins to slip its schedule. • Prepares status reports on a periodic basis for program team, team leads, group leads, and program manager and appropriate stakeholders. • Plan, organize, prioritize, and manage multiple work efforts across application teams. • Develop the detailed program plan for the enhancement or development effort • Accountable for the final program management evaluation review with stakeholders for approval upon program completion. • Responsible to tailor and baseline all program templates. • Accountable to schedule or monitor status reviews, peer reviews, program management inspections, and software quality assurance work product and process reviews with the appropriate designated resources. • Notify team leads of project timelines, milestones, phases, work requests target dates, and approved executable work package. • Communicate and work with users and client as necessary. • Coordinate and present proposals to agencies as necessary. • Analyze and distribute reports on program metrics associated with work items related to improvement measures. • Ensure processes and activities are followed.
Program Manger Level 2	
Years of Experience:	5 -7
Job Description:	<p>All roles specified in PM 1 plus the following:</p> <ul style="list-style-type: none"> • Accountable for the approval and sign-off of the program plan with customer representatives, such as portfolio managers, and all affected program stakeholders. • Accountable for management of scope for the program and gaining agreement and approval of scope changes with customer representatives and affected stakeholders. • Build and maintain relationships with key stakeholders and customer representatives. • Direct work planning and scheduling design work.

	<ul style="list-style-type: none"> • Manage, and track the program progress against the program plan. • Serve as the primary point of contact for all program-related issues and resolution of issues. • Coordinate and present proposals to agencies as necessary. • Identify and manage program risk and develops risk mitigation strategies, track to closure. • Ensure team leads adjust and revise estimates when necessary. • Anticipate issues and proactively address them. Resolve conflicts with sensitivity and tact. • Coordinate the establishment of program standards and program specific procedures with team leads. • Responsible for project compliance with standards and procedures. • Responsible for the capture and reporting of required program management metrics. • Responsible to tailor and baseline all program templates. • Develop and facilitate achievement of program service commitments and performance metrics. • Ensure that tasks provide value and support the strategic direction of the program and meet service commitments; conduct reviews with agencies. • Accountable for the final program management evaluation review with stakeholders for approval upon program completion. • Communicate effectively with customers and software / hardware suppliers supporting Commonwealth as appropriate. • Identify and track issues. • Balance workload with program members' capacity. • Communicate to team members how their work assignments relate to and help achieve program objectives. • Plan program specific training and orientation needs.
Program Manager Level 3	
Years of Experience:	7 or more years
Job Description:	<p>All roles specified in PM 2 plus the following:</p> <ul style="list-style-type: none"> • Accountable for activities with excess delivery cycles of 8 to 12 months.

15. PROGRAMMER SOC: 151051

The Programmer is responsible for analysis, design, coding, component and assembly testing of all application code owned by the Application Team. Programmers typically are involved in maintenance (including production support), enhancement and development work. Programmers have a range of skills and knowledge of the technologies used and applications supported by the Application Team. The Programmer works with the Functional Architect and Technical Architecture Specialist on an as needed basis to ensure that design and code meets customer requirements.

Programmer Level 1	
Years of Experience:	Less than 2 years
Job Description:	<ul style="list-style-type: none"> • Code enhancement and development programs and/or required fixes to production problems using the functional and technical programming standards. • Test enhancement and development programs.

	<ul style="list-style-type: none"> • Participate in structured code reviews / walkthroughs. • Execute all required process steps. • Create and provide content for operational documentation to Technical Writers. • Utilize configuration management tools, design tools, debugging tools, and any other environment specific tools necessary to create, test, and implement an application. • Research problems before approaching the Team Lead or Functional Architect for assistance. • Limited functional knowledge. • Follow quality standards. • Support installation of application releases into production as directed. • Communicate accurate and useful status updates. • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken
Programmer Level 2	
Years of Experience:	2 to 5 years
Job Description:	<p>All roles specified in PR 1 plus the following:</p> <ul style="list-style-type: none"> • Analyze and design enhancements, development programs, and/or required fixes to production problems. • Design applications to functional and technical programming standards. • Work with Functional Architects to gather and interpret user requirements into design specifications. • Develop system specifications and interfaces. • Determine time estimates and schedule for work. • Moderate functional and process knowledge • Assist in managing and directing Application Team processes. • Coordinate work with other software developers on Application Teams. • Assist Team Lead or Test Team Lead in monitoring estimated-time-to-complete (ETC) and actuals for assigned tasks • Develop application designs in support of the systems specifications and interfaces, perhaps in conjunction with application or technical architects. • Operating System expertise sufficient to perform performance and tuning diagnostics. • Work with users to ensure that solutions meet business requirements. • Execution of all responsibilities with little direct supervision of Team Lead. • Generally aware of new developments in industry and process and has ability to apply them to work as appropriate. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
Programmer Level 3	
Years of Experience:	5 or more years
Job Description:	All roles specified in PR 2 plus the following:

	<ul style="list-style-type: none"> • Plan all required process steps. • Review and understand the Application Team's work plan. • Provide status of work to Team Lead. • Anticipate, identify, track and resolve issues and risks affecting own work and work of the Application Team. Develop contingency plans as necessary. • Engage in ongoing process improvement. • Detailed functional and process knowledge. • Utilize deep modeling, design and coding skills. • Provide expertise in one or more database environments.
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16. QUALITY ASSURANCE SPECIALIST SOC: 151051

The Quality Assurance Specialist (QAS) is responsible for the design, pilot, and implementation of the software quality assurance review processes. The QAS Specialist will work with Application Teams during pre and post assessment periods. The QAS Specialist reports to the Quality Assurance Team Lead. For each phase end review the Quality Assurance Specialist is responsible to plan, schedule, execute, and document findings of the review. Quality Assurance Specialists must have a detailed understanding of processes which support the software development lifecycle. The Quality Assurance Lead is responsible for communicating with Commonwealth regarding the progress of the quality approach and a summary of the metrics, as well as managing the Quality Assurance Specialists.

Quality Assurance Specialist Level 1	
Years of Experience:	3 years software development and testing
Job Description:	<ul style="list-style-type: none"> • Assist in software activities in defined span of control for the organization. • Track and monitor process and work product improvement opportunities. • Collect, review, and evaluate the project's required work products against standard work product templates. • Verify that established measurement procedures are used and all required metrics are collected • Respond to requests for information. • Coordinate work with others on team and across teams • Draft report of observations, minor and major non-compliance. • Develop quality standards. • Monitor progress of action item resolution activity and ensure appropriate internal stakeholders are aware of pending deadlines. • Conduct training courses with project teams on software quality review process. • Research problems before approaching Quality Assurance Lead for assistance. • Communicate accurate and useful status updates. • Manage and report time spent on all work activities. • Follow quality standards.

	<ul style="list-style-type: none"> • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken
Quality Assurance Specialist Level 2	
Years of Experience:	4 to 5 years software development, testing, and project management
Job Description:	<p>All roles specified in QAS 1 plus the following:</p> <ul style="list-style-type: none"> • Conduct software quality phase end review activities (work product and process) for each software project and produce the required quality assurance reports, as specified in the project's quality assurance plan. • Ensure the software development process followed by the project teams is compliant with approved tailored processes. • Review and check project's software development activities and the associated internal tasks required by the agencies as employed by the project and specified in the project plan. • Prepare preliminary software quality audit package for review before conduct of audit. • Define quality standards. • Monitor progress of action item resolution activity and ensure appropriate stakeholders are aware of pending deadlines. • Assist in managing and improving quality assurance team processes. • Review and understand project team work plan. • Determine time estimates and schedule for software quality review work. Conduct reviews according to schedule. • Organize and prepare work effectively to facilitate proactive resolution of problems, rather than reactive. • Identify and track issues, risks and action items affecting own work and work of team. • Report on progress of action item resolution and possible risk areas. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner.
Quality Assurance Specialist Level 3	
Years of Experience:	6 or more years software development, testing and project management
Job Description:	<p>All roles specified in QAS 2 plus the following:</p> <ul style="list-style-type: none"> • Review project's required work products to ensure compliance with approved tailored procedures and standards. • Review and check project's software development activities and the associated internal tasks required as employed by the project and specified in the project plan. • Compare actual project procedures to the specified standards, procedures, and, if required, specific 3rd party contractual requirements. • Perform detailed reviews of interim and final tasks as appropriate. • Ensure process improvement opportunities are reviewed by appropriate contact to identify training needs of the organization. • Perform or manage the required software quality phase end reviews of work product and process for each software project

	<p>and produce the required software quality reports, as specified in the project's software quality plan.</p> <ul style="list-style-type: none"> • Develop, and manage short and long-term plans and schedules for organization wide software quality needs. • Balance workload with team's capacity by managing the team's activities according to schedule and budgets. • Coordinate and procure the required skills and techniques required. • Obtain feedback from project teams regarding the overall effectiveness of processes and procedures – Forward to appropriate stakeholders and process owners. • Provide feedback to project teams regarding process/procedure improvement opportunities and other potential areas for improvement discovered during software quality activities. • Report all software quality-revealed non-compliance. • Provide regular reports on the results of compliance reviews to the project team, project team leaders and management. Report on progress on action item resolution and possible risk areas. • Anticipate and resolve issues dealing with software quality. • Develop options and recommendations to assist teams in resolving issues. • Ensure action items are addressed and closed based on agreed dates and activities. • Ensure that defined processes are followed. • Communicate related improvement measures to the project team. • Obtain feedback from project teams regarding the overall effectiveness of software quality processes followed. Review with team and develop continuous improvement action plans. Report status to executive team. • Communicate and work with customers and other personnel as necessary. • Communicate clearly the team goals, organizational philosophies, and policies and procedures to the team. • Communicate to team members the relationship between their work assignments and the team and project objectives. • Lead efforts in developing and facilitating implementation of team goals and metrics.
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17. SENIOR CONSULTANT

The Senior Consultant is responsible for evaluating existing systems and/or new user needs to analyze, design, recommend, and implement information system changes. Consultants typically are familiar with a variety of the field's concepts, methodologies, practices, and procedures and rely on experience and judgment to plan and accomplish goals. Consultants are able to perform a variety of complicated tasks with minimal or no direct supervision. Defines system and application architecture and provides vision, problem anticipation, and problem solving ability to organization. Consults with client to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to and/or receives strategic direction from an executive or a manager.

Senior Consultant 1	
Years of Experience:	8 to 11 years
Job Description:	<ul style="list-style-type: none"> • Understands government business process and operations • Ability to transition business processes into business and technical requirements • Project Management experience

	<ul style="list-style-type: none"> • Reviews, analyzes, and evaluates business systems and user needs • Works well with IT and functional areas • Designs architecture for an organization on an enterprise level • Evaluates and revises business processes • Leads and directs the work of others • Anticipates and resolves issues • Sets deadlines, assigns responsibilities, and monitors progress • Proficient in one or more project management tools • Ensures that all project goals are accomplished according to specifications and business objectives • Determine time estimates and schedule for own work and resolve issues in a timely manner • Identify and track issues, risks and action items • Anticipate, identify, track and resolve issues and risks affecting own work and work of the project team. Develop contingency plans as necessary. • Consistently provides accurate and detailed estimates • May analyze or recommend commercially available software or other IT architectural components • Execution of all responsibilities with little direct supervision • Proficient in one IT architectural discipline • Proficient in developing and providing high-level executive briefings • Mentor and coach peers • Provide knowledge transfer to peers • Provides strategic consultation direction to management
Senior Consultant 2	
Years of Experience:	12 to 20 years
Job Description:	<p>All roles specified in Senior Consultant 1 plus the following:</p> <ul style="list-style-type: none"> • Provides measurable intellectual capital in developing solutions and solving problems • Experience developing architectural components to functional, technical and industry standards • Coordinate work with other IT professionals on system development teams • Generally aware of new developments in industry and process and has ability to apply them to work as appropriate • Proficient in more than one IT architectural discipline defined as information technology, computer programming, computer security, computer systems analysis, database management, information systems, internet applications and development, software development, and related fields. • May manage or oversee the tasks and priorities of one or more supervisors or team leaders • Advises client on alternate methods of solving need or problem, or recommends specific solution • Mentor and coach peers and subordinates • Provide knowledge transfer to peers and subordinates
Senior Consultant 3	
Years of Experience:	More than 20 years

Job Description:	<p>All roles specified in Senior Consultant 2 plus the following:</p> <ul style="list-style-type: none"> • Develop executive management presentations and reports • Engage in ongoing process improvement • Detailed functional and process knowledge of their discipline(s) • Utilize deep modeling, design and assembly skills • Builds system's capability which reflects the highest state of technical sophistication consistent with the organization's needs and budget • Recommends insights that contribute to overall organization's strategic management • Consults with management to determine information requirements of management, scientists, or engineers, determine boundaries and priorities of new projects, and discuss system capacity and equipment acquisitions • Reviews project feasibility studies and makes recommendations • Provides independent verification and validation • May assign and schedule work, or delegate work to subordinate managers and supervisors, and review work performed • May prepare proposals and solicit sale of systems analysis, programming, and computer services to outside firms or agencies • Mentor and coach managers, peers and subordinates • Provide knowledge transfer to managers, peers and subordinates
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18. SOFTWARE PROCESS ENGINEER SOC: 151051

The Software Process Engineer is responsible for implementing and supporting a set of standard software engineering processes used by agencies. The Software Process Engineer participates in the entire life-cycle of software process improvement initiatives. This includes the planning, analysis, design, construction, testing, and implementation of new processes. The Software Process Engineer is responsible for identifying opportunities for improving existing processes and implementing appropriate solutions.

The Software Process Engineer is also responsible for supporting projects and individual Teams in the use and understanding of processes on an ongoing basis. The Software Process Engineer is responsible for collaborating with the Team Lead(s) and Program Managers to provide guidance to team members and facilitate continual software process improvement. The Software Process engineer must understand all aspects of the specific processes used by the Teams. The Software Process Engineer must also be familiar with industry process models and standards.

Software Process Engineer Level 1	
Years of Experience:	3 years in computer software development
Job Description:	<ul style="list-style-type: none"> • Facilitate the implementation of standard software engineering processes. • Identify software development process improvement opportunities either independently or through working with projects and teams. • Assist in planning software process improvement initiatives. • Direct and participate in teams working on the analysis, design, construction, testing, and implementation of new processes. • Work with projects and teams to define the need for tailored processes and tools and assist in implementation, as appropriate.

	<ul style="list-style-type: none"> • Provide ongoing support to projects and teams in the use and understanding of the software processes. • Provide on-site support for teams on process related issues. • Provide assistance to the Software Process Engineer Lead in planning and scheduling activities. • Provide support in tracking and monitoring the success of process improvement initiatives. • Monitor and solicit feedback on the usability and functionality of implemented processes. • Communicate accurate and useful status updates. • Manage and report time spent on all work activities. • Follow quality standards. • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken
Software Process Engineer Level 2	
Years of Experience:	4 to 5 years in software development and testing
Job Description:	<p>All roles specified in SPE 1 plus the following:</p> <ul style="list-style-type: none"> • Facilitate the implementation of standard software engineering processes across agencies. • Determine time estimates and schedule for own work and resolve issues on a timely basis. • Identify and track issues, risks and action items. • Determine process to support various initiatives. • Lead the development of content for process training and deliver process training as appropriate. • Coordinate with various teams about process improvement opportunities. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
Software Process Engineer Level 3	
Years of Experience:	6 or more years total experience; 5 years in software development and testing
Job Description:	<p>All roles specified in SPE 2 plus the following:</p> <ul style="list-style-type: none"> • Organize and prepare work effectively to facilitate proactive resolution of problems. • Anticipate and resolve issues on a timely basis. • Communicate accurate and useful status as appropriate. • Demonstrate and promote a focus on client service. • Communicate effectively with suppliers as appropriate. • Work with internal customers and others to identify direction of software process. • Identify knowledge in a form that is reusable.

19. SYSTEM ADMINISTRATOR SOC: 151051

The System Administrator is responsible for server back up and security, along with performance tuning and capacity planning. System Administrators should possess an understanding of network and distributed computing concepts. This is accomplished by working with the Systems Management Team Lead to understand the scope of services to be provided and assessing the impact they will have on the technical infrastructure.

System Administrator Level 1	
Years of Experience:	1 to 2 years
Job Description:	<ul style="list-style-type: none"> • Familiarity with most basic system administrator tools and process; for example, can boot/shutdown a machine, add and remove user accounts, use back up programs, and maintain system database files. • Maintain the project servers. • Maintain the file and print capacity • Ensures that backups are performed as appropriate. • Act as a front-line interface to users. • Accepts trouble reports and dispatch them to appropriate system administrators. • Ability to write scripts in a particular administrative language. • Programming experience with any applicable language. • Communicate accurate and useful status updates. • Manage and report time spent on all work activities. • Follow quality standards. • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken
System Administrator Level 2	
Years of Experience:	3 to 4 years
Job Description:	<p>All roles specified in SA 1 plus the following:</p> <ul style="list-style-type: none"> • Responsible for operating and other system software. • Responsible for upgrading the operating and system software and keeping patches current. • Familiarity with fundamental networking/distributed computing environment concepts. • Ability to do minimal debugging and modification of programs. • Execute the disaster recovery/back up procedures and archiving procedures. • Manage security for servers.

	<ul style="list-style-type: none"> • Responsible for performance tuning, capacity planning, database administration, and fault management. • Provide tier two support of the technical infrastructure. • Coordinating efforts with vendors if tier three support is required. • Responsible for ensuring high priority issues are resolved in a timely manner. • Responsible for keeping the environment up and running. • In many cases is responsible for identifying and reporting hardware problems. • Capable of writing purchase justifications. • Understands basic routing concepts. • Identify and track issues, risks, and action items. • Resolve and/or assist in resolving issues. • Review, prioritize, and research service requests. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner.
System Administrator Level 3	
Years of Experience:	4 or more years
Job Description:	<p>All roles specified in SA 3 plus the following:</p> <ul style="list-style-type: none"> • Solid understanding of networking/distributed computing environment concepts. • Understands principles of routing client/server programming. • Manage expectations at all levels: customers/end users, executive sponsors. • Ensure quality standards are followed. • Understand the business application of technical support and design in an application development environment. • Work with the various Infrastructure teams and operations provider to identify the strategic direction of systems management activities. • Understands the design of consistent network-wide file system layouts • Maintain strong relationships with employees and various tier two and three support groups. • Develop plans for disaster recovery/ back up and archiving. • Manage the daily operations of the systems management team to ensure service levels are being met. • Manage the systems management team's support issue and backlog. • Monitor the team's open backlog of support issues and re-assign issues as necessary to ensure they are closed per agreed upon service levels. • Act as the first level of escalation for high priority support issues. • Function as the liaison to the various support groups with whom the systems management team interfaces. • Develop the technical infrastructure maintenance strategy. • Manage the system management resources. • Act as a system's management expert. • Analyze, determine, and document requirements in terms of system management needs and implement them. • Identify, approve, and prioritize team projects.

	<ul style="list-style-type: none"> • Manages a large site or network. • Recommends policies on system use and services.
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20. SYSTEM SPECIALIST SOC: 151032

The System Specialist is knowledgeable on the usage and support of a collection of development platforms or technical architectures, and products that run on those platforms. The primary responsibility of a System Specialist is to ensure the availability and facilitate the productive use of a development platform or a test environment for Application Teams or end users. The System Specialist may support one or several instances of a platform/environment, applying their skills directly to a platform/environment and/or leveraging their skills across multiple platforms/environment.

The System Specialist may, especially for usage and support of a platform, be part of an Application Team using the architecture. The System Specialist requires experience and skills in the environment supported and in the operations and in common usage of products for the environment. The System Specialist are responsible for collaborating with Technical Architecture Specialist, Functional Architects, Programmers and vendors to coordinate and enhance the use of the platform and facilitate migration to new versions of the platform.

System Specialist Level 1	
Years of Experience:	1-3 years in desired environment
Job Description:	<ul style="list-style-type: none"> • Assist in coordination of testing changes, upgrades and new products, ensuring systems will operate correctly in current and future environment. • Make recommendations on functional and technical improvements to the environment. • Participate in performance and volume analysis and design. • Participate in performance improvement activities. Identify and apply potential improvements related to the environment for an application. • Provide accurate and complete answers to general use and environment questions in a timely manner. • Provide effective on-site environment support as needed. • Accurately set severity of identified defects. • Provide input to training and/or documentation materials regarding latest technical and functional design changes. • Ensure that all work is documented for future reference. • Follow quality standards. • Ensure effective and reliable backups are being performed and distributed properly. • Proactively address customer needs. • Track and anticipate volume and type of use of the environment. • Plan and implement shared software, such as operating systems, configuration management tools, application and development tools, testing tools, compilers, and code editors. • Basic scripting and programming skills, including languages that run on specified platform. • Analytical and customer service skills. • Communicate accurate and useful status updates. • Ability to work in a team environment

	<ul style="list-style-type: none"> • Complete assigned tasks. • Strong communication skills; both written and spoken
System Specialist Level 2	
Years of Experience:	3-5 years in desired environment
Job Description:	<p>All roles specified in SS 1 plus the following:</p> <ul style="list-style-type: none"> • Plan and manage network operating system upgrades. • Actively participate in analyzing and evaluating emerging software and hardware technologies/standards. • Serve as a liaison between teams for network planning and connectivity. • Develop appropriate functional and usability standards for the environments. • Plan or assist in planning network environment, including supporting existing structure and enhancements. • Plan and coordinate testing changes, upgrades and new and standard products, ensuring systems will operate correctly in current and future environment. • Anticipate, identify, track and resolve issues and risks affecting own work and work of the Application or Environment team. Develop contingency plans as necessary. • Analyze the functional and/or technical impact of new product releases. • Advanced scripting and programming skills, including languages that run on specified platform. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
System Specialist Level 3	
Years of Experience:	5 or more years in desired environment
Job Description:	<p>All roles specified in SS 2 plus the following:</p> <ul style="list-style-type: none"> • Identify opportunities for new and improved technologies/standards to be used in the organization. • Identify, plan, and implement phase-out strategies for products and technologies. • Plan and coordinate testing changes, upgrades and new products, ensuring systems will operate correctly in current and future environment. • Demonstrate expertise in teaching/conveying technical courses/concepts. • Assist in setting architecture direction and knowledge sharing. • Plan, organize, prioritize, and manage multiple work efforts the Application or Environment Teams. • Develop appropriate work programs and use to effectively schedule tasks/assignments.

21. TEAM LEAD SOC: 151021

The Team Lead manages an Application Team to deliver services according to defined service level commitments owned by the Application Team. The Team Lead coordinates resources and work to deliver solutions to customers on time and within budget. The Team Lead is assigned responsibility and accountability for overseeing the successful completion of all work assigned to the Application Team.

The Team Lead is a process expert within the Application Team, understanding the software development / maintenance processes and verifying process conformance. The Team Lead will monitor stability of production applications owned by the Application Team. The Team Lead assists Application Team members in development activities and reviews tasks as required.

The Team Lead manages and updates progress towards Application Team objectives, assists Application Team members in resolving problems, and engages in personnel management and guidance to Application Team members. The Team Lead fosters a positive work environment by mentoring, supporting, and committing to the professional development of Application Team members. The Team Lead reports to the Group Lead or Program Manager, as appropriate.

The difference between a TL1 and a TL2 will depend on the size of the project, and the breadth and scope of the project.

Team Lead Level 1	
Years of Experience:	4 to 5 years, and 1 to 2 years project management experience.
Job Description:	<ul style="list-style-type: none"> • Monitor stability of production applications owned by Application Team. • Prepare estimates for maintenance and enhancement of existing applications and development of new applications. • Perform detailed reviews of interim and final tasks as appropriate. • Process work requests; review, prioritize, and package. • Manage and review tasks of suppliers and other interfaces to the Application Team. • Conduct structured walk-throughs or inspections; manage issues to closure. • Develop and manage short and long-term plans and schedules. • Direct the development of accurate estimates for Application Team activities as required. • Balance workload with Application Teams capacity by managing the Application Teams activities according to schedule. • Manage the accomplishment of delivery metrics to support contractual obligations in the areas of service delivery and on time performance commitments and productivity improvement. • Ensure work remains within the agreed scope. • Track work plan baseline against results. • Coordinate / communicate with Group Leads and / or Program Manager to ensure initiatives are in accordance with agreed customer commitments as planned. • Proactively identify and manage issues/risks affecting the project. • Communicate accurate and useful status to Group Lead and other management on a timely basis. • Identify and initiate continuous improvements. • Instill commitment to quality, customer service, ownership, and teamwork.

	<ul style="list-style-type: none"> • Conduct post project wrap-ups. • Monitor and measure maintenance and development process effectiveness. • Ensure that defined processes are followed. • Manage expectations of the Application Teams internal and external customers. • Facilitate communication and knowledge sharing within the Application Teams. • Maintain awareness of new developments in industry and processes and apply as appropriate. • Develop and deepen understanding of system business requirements supported by the Application Team. • Communicate clearly the Application Team goals, organizational philosophies, and policies and procedures to the Application Teams. • Conduct structured walk-throughs or inspections; manage issues to closure. • Communicate clearly the Application Team goals, organizational philosophies, and policies and procedures to the Application Teams.
Team Lead Level 2	
Years of Experience:	5 or more years, and 2 to 3 years project management experience
Job Description:	<p>All roles specified in TL 1 plus the following:</p> <ul style="list-style-type: none"> • Manage the resolution of high severity production problems. • Manage and direct Application Team activities employing appropriate program management and planning principles. • Coordinate work with other Team Leads as appropriate. • Coordinate and procure the required skills and techniques required by the Application Team.

22. TECHNOLOGY ADVISORY CONSULTANT SOC: 131111

Technology Advisory Consultant	
Years of Experience	5 or more years
Job Description	<ul style="list-style-type: none"> • Possesses the skills, experience and capabilities for providing advice and solutions on a wide range of issues, areas, concepts, trends, best practices, products, etc., related to the comprehensive management of information technology. • Involves a broad diversity of business and technical activities such as strategy, planning and performance measurements for management of technology for state and local government. • Includes establishing service level agreements and memorandums of understanding associated with the development, implementation and service offerings for delivering and supporting technology initiatives. • Knowledge of overall business experience • Knowledge of application being implemented • Management knowledge of methodology • Multiple projects in similar organization • Ability to communicate at all levels of an organization and third parties • Experience of similar scale roles and organizations • Ability to manage issues and direct teams

	<ul style="list-style-type: none"> • Ability to communicate functional requirements into configuration • Ability to train users
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23. TECHNICAL ARCHITECTURE SPECIALIST SOC: 151031

The Technical Architecture Specialist is the technical expert centered on a technology, technologies or a portfolio of applications. The Technical Architecture Specialist is the technologist who coordinates with other parties in setting the technical approach and direction and implementation for work. The Technical Architecture Specialist provides technical design expertise, defines what technical requirements are needed to support defined business requirements, participates in detailed design and code reviews, reviews system performance issues, reviews test plans, and provides technical guidance to the Application Team and Test Team members.

The Technical Architecture Specialist is responsible for collaborating with the Team Lead(s) to coordinate project schedules, budgets, request management, and work authorization. The expert level Technical Architecture Specialist will interface with Executive Sponsors, Group Leads, and Lead Functional Architects to convey infrastructure requirements, plan, and schedule deployment of tasks, and resolve any issues that impact the deployment of the Application Delivery systems.

Technical Architecture Specialist Level 1	
Years of Experience:	1 to 2 years
Job Description:	<ul style="list-style-type: none"> • Define test plans and criteria for acceptance for the technical components of an application. • Ensure business requirements are supported by the technical architecture. • Assist in leading technical direction of software; coordinating and presenting proposals to Group Leads, Leads, and the client. • Define and evaluate logical and physical data models. • Assist in development of overall system technical architecture - including software and hardware. • Define test plans and criteria for acceptance for the technical components of an application. • Analyze, determine, and document technical requirements and change request impact analysis. • Participate in detailed design and product test execution as required. • Develop technical programming standards. • Ensure business requirements are supported by the technical architecture. • Conduct structured walk-throughs or inspections for technical areas; resolve issues. • Assist in defining technical programming standards. • Communicate accurate and useful status updates. • Manage and report time spent on all work activities. • Follow quality standards. • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken

Technical Architecture Specialist Level 2	
Years of Experience:	3 to 5 years
Job Description:	<p>All roles specified in TAS 1 plus the following:</p> <ul style="list-style-type: none"> • Develop overall system technical architecture - including software and hardware. • Perform review of technical designs, code, and component test plans. • Resolve and / or assist in resolving cross application technical issues. • Conduct structured walk-throughs or inspections for technical areas; resolve issues. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
Technical Architecture Specialist Level 3	
Years of Experience:	5 or more years
Job Description:	<p>All roles specified in TAS 2 plus the following:</p> <ul style="list-style-type: none"> • Ensure consistency and completeness across data models. • Plan and deliver development architecture environments in coordination with the Environmental Support Specialist. • Assist in managing and directing team's technical architecture processes. • Provide assistance in scheduling design work for Lead Technical Architecture Specialist. • Develop and document expert practices/ standards. • Possesses strong analysis, presentation, documentation and quality assurance skills. • Analyze, determine, and document technical requirements and impact analysis for technical and development architectures. • Explain defect priorities and enhancement classifications to client and customer when needed. • Maintain awareness of new technological developments in industry and processes - implement concepts appropriately. • Lead or participate in setting the service levels for the application. • Define overall system logical architecture. • Provide standard, well-structured work planning which defines scope, resources, milestones, quality, risk, tasks, and acceptance criteria. • Prepare contingencies, scenarios, scenario plans and action items to resolve issues. • Lead efforts in providing technical expertise, guidance, and training to the Application and Test Teams.

Technical Architecture Specialist Level 4	
Years of Experience:	5 or more years, and 1 to 2 years project management experience
Job Description:	<p>All roles specified in TAS 3 plus the following:</p> <ul style="list-style-type: none"> • Communicate effectively with IT staff, client organization and software / hardware suppliers. • Lead efforts in designing technical strategy, direction and approach, technical architecture, data architecture, development architecture, performance tuning, performance and capacity analysis, technical standards, technical reliability and flexibility. • Design and define overall system technical architecture - including software and hardware within the framework and constraints of technical architecture. • Evaluate alternative designs. • Maintain control of specific tools and assets. • Own the technical architecture for a portfolio of applications, including the interpretation and application of the technical architecture. • Plan, design development and/or execution of architectures. Participate in the plan and design of technical architecture. • Assist with the preparation of estimates for new technology applications and maintenance of existing applications as part of Service Management. • Provide experience in utilizing the project architecture. Acknowledged as highly competent in one or more technologies. • Communicate accurate and useful status reports and other management on a timely basis. • Coordinate and conduct project architecture, infrastructure review meetings, and portfolio review meetings with Group Lead, Lead Functional Architects, and Team Leads. Integrate issues and identify impacts. • Communicate and resolve application interface issues. • Communicate to team members the relations between their work assignments and the organizational and/ or program strategy, objectives, business and technology needs of the application / system. • Share knowledge across teams with both similar and non-similar applications, specifically focusing on Technical Architecture • Interpret and communicate technical architecture to the Technology Application Architecture Team (s).

24. TECHNICAL WRITER SOC: 273042

The Technical Writer develops and maintains user and technical documentation and project process documentation for Application Teams. Technical Writer understands the user's view of applications and /or technology and is able to put procedures in a logical sequence. The experienced Technical Writer provides expertise on technical concepts of applications and /or user groups and structuring procedures in a logical sequence, due to a broad understanding of the applications within their Tower.

Technical Writer Level 1	
Years of Experience:	1 to 2 years
Job Description:	<ul style="list-style-type: none"> • Develop, enhance, and maintain user documentation for multiple applications including documentation required for the operations provider. • Develop on-line source documentation as appropriate. • Maintain documentation libraries and subscription lists. • Identify, create, revise, and maintain documentation and templates needed by the Application Teams. • Ensure appropriate control access/use of documentation materials. • Maintain application and user documentation. • Ensure messages and terminology is consistent across all written materials. • Research and complete documentation service requests. • Communicate and work with customers and other Client Telecommunications personnel as necessary. • Work with Application Team members to enhance their understanding of end-user and technical documentation. • Communicate accurate and useful status updates. • Manage and report time spent on all work activities. • Follow quality standards. • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken
Technical Writer Level 2	
Years of Experience:	3 to 5 years.
Job Description:	<p>All roles specified in TW 1 plus the following:</p> <ul style="list-style-type: none"> • Review and prioritize documentation service requests. • Determine procedures for use of on-line documentation tools and version control documentation as appropriate. • Assist or guide other Technical Writer as needed to develop and maintain user and technical documentation for their assigned applications. • Educate both business and technical groups on the essential need for developing and using standard documentation for all

	<p>processes.</p> <ul style="list-style-type: none"> • Organize and prepare work effectively to facilitate proactive resolution of problems, rather than reactive. • Research problems before approaching Lead Technical Writer or Team Lead for assistance. • Assist the Application Team Lead in monitoring budget by providing estimated-time-to-complete and actuals for assigned tasks. • Identify and make recommendations around documentation and templates needed by the Application Teams. • Work with users and other Commonwealth personnel to ensure that the solutions meet Commonwealth business requirements. • Identify and initiate continuous improvement opportunities. • Direct the development of accurate estimates for documentation requests/activities as required • Develop options and recommendations to assist documentation team members in resolving issues. • Lead efforts in developing and facilitating implementation of the Documentation team goals and metrics. • Develop workable, practical, measurable work plans defining activities, schedules and tasks with Team Leads and the Lead Technical Writer • Review and understand the Application Teams work plan. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
<p>Technical Writer Level 3</p>	
<p>Years of Experience:</p>	<p>5 or more years</p>
<p>Job Description:</p>	<p>All roles specified in TW 2 plus the following:</p> <ul style="list-style-type: none"> • Review and approve procedures for use of on-line documentation tools as appropriate. • Identify business and technical documentation needs not currently addressed. • Manage Technical Writer. • Own documentation libraries and subscription lists. • Promote the need for developing and using standard documentation for all processes within the organization. • Perform detailed reviews of interim and final tasks as appropriate. • Oversee processing of service requests. • Manage, deploy, and schedule Technical Writer activities. • Develop and manage short and long-term documentation plans and schedules. • Understand work requests/needs within Application Teams • Manage the accomplishment of delivery metrics in support of contractual obligations in the areas of service delivery, on time performance. • Work with Team Leads and Group Leads to set documentation goals. • Ensure work remains within the agreed project scope. • Coordinate work with other Lead Technical Writers as appropriate. • Coordinate and procure the required skills and techniques required by the Application Teams for documentation needs.

	<ul style="list-style-type: none"> • Communicate accurate and useful status reports to Group Lead and other management on a timely basis. • Anticipate, identify, track and resolve issues and risks affecting own work and work of the Application Team. Develop contingency plans as necessary. • Manage expectations of the Technical Writers' internal and external customers. • Define documentation quality standards as needed. • Conduct post project reviews and quality assessments. • Ensure that defined processes are followed. • Communicate related improvement measures to the team. • Communicate clearly to Technical Writers their goals, organizational philosophies, and policies and procedures.
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25. TESTER SOC: 172199

The Tester is a member of a team which plans, constructs, and executes product tests, system tests, unit tests, load tests, volume tests, network tests as well as works with others for release control processes. The more experienced Tester manages, plans, constructs, and executes tests and integrates with release control process.

Tester Level 1	
Years of Experience:	Less than 2 years
Job Description:	<ul style="list-style-type: none"> • Create test models for product test and release control (plans, data, and scripts). • Conduct structured walk-throughs • Execute assembly or product tests. • Meet time estimates for assigned tasks. • Communicate accurate and useful status updates. • Follow quality standards. • Ability to work in a team environment • Complete assigned tasks. • Strong communication skills; both written and spoken
Tester Level 2	
Years of Experience:	3 to 4 years
Job Description:	<p>All roles specified in Test 1 plus the following:</p> <ul style="list-style-type: none"> • Define product test plans and criteria for acceptance. • Develop, update, and maintain testing standards and procedures. • Resolve testing process questions / issues. • Assist in the planning, creation, and control of the test environments. • Conduct inspections; resolve issues.

	<ul style="list-style-type: none"> • Coordinate and execute assembly or product tests with the Test Team, Application Team and the Program Manager. • Assist Team Lead or Test Team Lead in monitoring estimated-time-to-complete (ETC) and actuals for assigned tasks. • Work with Test Team members to enhance their testing skills and build technical and business knowledge. • Update and test release installation procedures. • Generally aware of new developments in industry and processes and ability to apply to work as appropriate. • Determine time estimates and schedule for work efforts. • Define and utilize entry / exit criteria for testing. • Schedule the design of structured walk-throughs or inspections; resolve issues. • Work with users to ensure that solutions meet business requirements. • Anticipate and resolve issues specific to the team. • Determine time estimates and schedule for own work and resolve issues in a timely manner. • Identify and track issues, risks and action items.
<p>Tester Level 3</p>	
<p>Years of Experience:</p>	<p>4 or more years</p>
<p>Job Description:</p>	<p>All roles specified in Test 2 plus the following:</p> <ul style="list-style-type: none"> • Review and understand the Test Team work plan. • Assist in managing and directing Test Team processes. • Anticipate, identify, track and resolve issues and risks affecting own work and work of the Test and/or Application Teams. Develop contingency plans as necessary. • Research problems before approaching the Team Lead or Test Team Lead for assistance. • Assist or guide Testers as needed. • Develop understanding of system business requirements supported by the Test team • Assist Application Teams to plan and execute component and assembly tests. • Participate in assembly or product test execution as required.

**MODIFICATION #11
TO
CONTRACT NUMBER VA-051123-CAI
BETWEEN THE
COMMONWEALTH OF VIRGINIA
AND
COMPUTER AID, INC.**

This MODIFICATION #11 is an Agreement between the Virginia Information Technologies Agency (hereinafter referred to as "VITA"), pursuant to §2.2-2012 of the Code of Virginia and COMPUTER AID, INC. ("Supplier") to modify Contract Number VA-051123-CAI ("Contract"). This Modification is, upon execution by VITA and Supplier, incorporated into and made an integral part of the Contract.

The purpose of this Modification is to document both parties' agreement to the following:

TERM:

Both above-referenced parties hereby agree to modify Contract VA-051123-CAI to extend the Contract term for a period of one year, from November 23, 2008 to November 22, 2009

The foregoing is the complete and final expression of the agreement of VITA and Supplier to modify the Contract and cannot be modified, except by a writing signed by duly authorized representatives of both parties hereto.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.

COMPUTER AID, INC

BY: James P. Cooney
NAME: JAMES P. COONEY
TITLE: C. M. GOVERNMENT
DATE: 6/12/2008

COMMONWEALTH OF VIRGINIA

BY: Philip L. Pippert
NAME: PHILIP L. PIPPERT
TITLE: ASSOC. DIRECTOR, SCM
DATE: 6/19/08

SUPPLIER MANAGED STAFF AUGMENTATION CONTRACT AMENDMENT

Contract No. VA-05-1123-CAI
Amendment No. 00010

Master Contract No. VA-05-1123-CAI by and between the VITA and Computer Aid Inc is amended as follows:

EXHIBIT B Performance Service Standards is amended to change the standard on the Performance Metric "Accurate Billing" from a Performance Target of 99.99% to 99%. The calculation will be based on the number of invoices refused for payment due to inaccurate data/total number of invoices, caused by CAI error.

This amendment has no financial impact.

The effective date of this Amendment is April 23, 2008 or upon execution whichever is later.

ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL MASTER CONTRACT REMAIN IN FULL FORCE AND EFFECT.

THIS AMENDMENT, consisting of 1 page(s) and 1 attachment(s), is executed by the persons signing below who warrant that they have the authority to execute this Amendment under the original Master Contract.

IN WITNESS WHEREOF, the AGENCY and the CONTRACTOR have signed this Amendment.

Computer Aid Inc.

J.P. Cooney
Signature

VITA SCM
Philip J. [Signature]
Signature

GM Government
Title

4/24/2008
Date

ASSOCIATE DIRECTOR
Title

4/30/08
Date

**MODIFICATION #10
TO
CONTRACT NUMBER VA-051123-CAI
BETWEEN THE
COMMONWEALTH OF VIRGINIA
AND
COMPUTER AID, Inc.**

This MODIFICATION is an agreement between the Commonwealth of Virginia, hereinafter referred to as "State" or "Commonwealth" or "VITA" (Virginia Information Technologies Agency), and Computer Aid, Inc., hereinafter referred to as "Contractor" relating to the modification of the above Contract. This Modification is hereby incorporated into and made an integral part of Contract VA-051123-CAI (the Agreement), as modified.

The purpose of this Modification is to document both parties' agreement to extend the term of this contract for one year, from November 23, 2007 through November 23, 2008.

The foregoing is the complete and final expression of the parties' agreement to modify Contract VA-051123-CAI and cannot be modified, except by a writing signed by duly authorized representatives of both parties.

ALL OTHER TERMS AND CONDITIONS AND DISCOUNTS REMAIN UNCHANGED.

PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.

COMPUTER AID, INC.

BY: John M. Kucel

NAME: John M. Kucel

TITLE: Regions mgr.

DATE: 10-16-2007

COMMONWEALTH OF VIRGINIA

BY: James Roberts

NAME: James Roberts

TITLE: F + A Director

DATE: 10/23/07

SUPPLIER MANAGED STAFF AUGMENTATION *CONTRACT AMENDMENT*

Contract No. VA-05-1123-CAI
Amendment No. 00009

Master Contract No. VA-05-1123-CAI by and between the VITA and Computer Aid Inc is amended as follows:

EXHIBIT D JOB RATE CARDS and SMSA RFP APPENDIX B JOB TITLES AND DESCRIPTION are amended to change the associated rates, in the job descriptions and zones as included in the attachment, to reflect market data presented to VITA in our semi-annual rate review.

The effective date of this Amendment is April 23, 2007 or upon execution whichever is later.

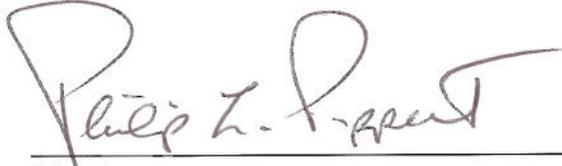
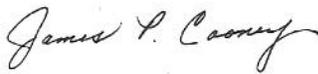
ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL MASTER CONTRACT REMAIN IN FULL FORCE AND EFFECT.

THIS AMENDMENT, consisting of 1 page(s) and 1 attachment(s), is executed by the persons signing below who warrant that they have the authority to execute this Amendment under the original Master Contract.

IN WITNESS WHEREOF, the AGENCY and the CONTRACTOR have signed this Amendment.

Computer Aid Inc.

VITA SCM



Signature

Signature

GM Government Division

3/22/07

ASSOC. DIRECTOR, SCM 4/16/07

Title

Date

Title

Date

Zone 97		
Job Title		Bill Rate
Administrative Support V2		\$ 34.48
COBIT & CMM V2		\$ 73.72
Computer Operator V2 Level 1		\$ 23.27
Computer Operator V2 Level 2		\$ 26.64
Computer Operator V2 Level 3		\$ 29.44
Computer System Security Services V2		\$ 47.93
Consultant V2 Level 1		\$ 54.55
Consultant V2 Level 2		\$ 84.20
Database Administrator V2 Level 1		\$ 48.29
Database Administrator V2 Level 2		\$ 53.64
Database Administrator V2 Level 3		\$ 65.73
Desktop Support Services V2		\$ 33.17
Enterprise Application Integration V2		\$ 84.20
Functional Architect V3 Level 1		\$ 36.66
Functional Architect V3 Level 2		\$ 41.87
Functional Architect V3 Level 3		\$ 47.09
Functional Architect V3 Level 4		\$ 62.22
Help Desk V2 Level 1		\$ 28.33
Help Desk V2 Level 2		\$ 33.17
Operational Management Consulting Services		\$ 49.60
Product Specialist V2 Level 1		\$ 45.32
Product Specialist V2 Level 2		\$ 50.59
Product Specialist V2 Level 3		\$ 64.92
Program Manager V2 Level 1		\$ 66.04
Program Manager V2 Level 2		\$ 74.17
Program Manager V2 Level 3		\$ 85.61
Programmer V2 Level 1		\$ 40.28
Programmer V2 Level 2		\$ 46.55
Programmer V2 Level 3		\$ 69.50
Quality Assurance Specialist V2 Level 1		\$ 42.12
Quality Assurance Specialist V2 Level 2		\$ 47.99
Quality Assurance Specialist V2 Level 3		\$ 60.06
Senior Consultant V2 Level 1		\$ 125.12
Senior Consultant V2 Level 2		\$ 154.20
Senior Consultant V2 Level 3		\$ 185.04
Software Process Engineer V2 Level 1		\$ 40.11
Software Process Engineer V2 Level 2		\$ 42.55
Software Process Engineer V2 Level 3		\$ 52.25
System Administrator V2 Level 1		\$ 40.14
System Administrator V2 Level 2		\$ 44.72
System Administrator V2 Level 3		\$ 57.39
System Specialist V2 Level 1		\$ 49.30
System Specialist V2 Level 2		\$ 55.91
System Specialist V2 Level 3		\$ 66.05
Team Lead V2 Level 1		\$ 69.97
Team Lead V2 Level 2		\$ 77.61
Technical Architecture Specialist V2 Level 1		\$ 44.54
Technical Architecture Specialist V2 Level 2		\$ 49.66
Technical Architecture Specialist V2 Level 3		\$ 56.95
Technical Architecture Specialist V2 Level 4		\$ 66.85
Technical Writer V2 Level 1		\$ 28.78
Technical Writer V2 Level 2		\$ 32.61
Technical Writer V2 Level 3		\$ 43.23
Technology Advisory Consultant V2		\$ 94.78
Tester V2 Level 1		\$ 39.54
Tester V2 Level 2		\$ 43.48
Tester V2 Level 3		\$ 54.44

Zone 98		
Job Title		Bill Rate
Administrative Support V2		\$ 35.62
COBIT & CMM V2		\$ 73.39
Computer Operator V2 Level 1		\$ 24.45
Computer Operator V2 Level 2		\$ 27.88
Computer Operator V2 Level 3		\$ 30.72
Computer System Security Services V2		\$ 49.39
Consultant V2 Level 1		\$ 54.70
Consultant V2 Level 2		\$ 83.71
Database Administrator V2 Level 1		\$ 49.28
Database Administrator V2 Level 2		\$ 54.61
Database Administrator V2 Level 3		\$ 66.59
Desktop Support Services V2		\$ 34.86
Enterprise Application Integration V2		\$ 83.71
Functional Architect V3 Level 1		\$ 38.33
Functional Architect V3 Level 2		\$ 43.44
Functional Architect V3 Level 3		\$ 48.45
Functional Architect V3 Level 4		\$ 63.00
Help Desk V2 Level 1		\$ 30.01
Help Desk V2 Level 2		\$ 34.86
Operational Management Consulting Services V2		\$ 50.88
Product Specialist V2 Level 1		\$ 46.31
Product Specialist V2 Level 2		\$ 51.58
Product Specialist V2 Level 3		\$ 65.80
Program Manager V2 Level 1		\$ 67.27
Program Manager V2 Level 2		\$ 75.34
Program Manager V2 Level 3		\$ 86.90
Programmer V2 Level 1		\$ 41.88
Programmer V2 Level 2		\$ 48.03
Programmer V2 Level 3		\$ 70.72
Quality Assurance Specialist V2 Level 1		\$ 43.69
Quality Assurance Specialist V2 Level 2		\$ 49.45
Quality Assurance Specialist V2 Level 3		\$ 61.25
Senior Consultant V2 Level 1		\$ 125.61
Senior Consultant V2 Level 2		\$ 154.60
Senior Consultant V2 Level 3		\$ 185.62
Software Process Engineer V2 Level 1		\$ 41.72
Software Process Engineer V2 Level 2		\$ 44.11
Software Process Engineer V2 Level 3		\$ 53.49
System Administrator V2 Level 1		\$ 41.74
System Administrator V2 Level 2		\$ 46.24
System Administrator V2 Level 3		\$ 58.64
System Specialist V2 Level 1		\$ 50.48
System Specialist V2 Level 2		\$ 57.17
System Specialist V2 Level 3		\$ 67.28
Team Lead V2 Level 1		\$ 71.17
Team Lead V2 Level 2		\$ 78.74
Technical Architecture Specialist V2 Level 1		\$ 45.80
Technical Architecture Specialist V2 Level 2		\$ 50.93
Technical Architecture Specialist V2 Level 3		\$ 58.22
Technical Architecture Specialist V2 Level 4		\$ 68.07
Technical Writer V2 Level 1		\$ 29.92
Technical Writer V2 Level 2		\$ 33.61
Technical Writer V2 Level 3		\$ 43.81
Technology Advisory Consultant V2		\$ 93.96
Tester V2 Level 1		\$ 39.85
Tester V2 Level 2		\$ 43.59
Tester V2 Level 3		\$ 53.99

Zone 99		
Job Title		Bill Rate
Administrative Support V2		\$ 37.26
COBIT & CMM V2		\$ 76.65
Computer Operator V2 Level 1		\$ 25.44
Computer Operator V2 Level 2		\$ 29.07
Computer Operator V2 Level 3		\$ 32.08
Computer System Security Services V2		\$ 51.14
Consultant V2 Level 1		\$ 57.22
Consultant V2 Level 2		\$ 87.26
Database Administrator V2 Level 1		\$ 50.99
Database Administrator V2 Level 2		\$ 56.44
Database Administrator V2 Level 3		\$ 68.74
Desktop Support Services V2		\$ 36.14
Enterprise Application Integration V2		\$ 87.26
Functional Architect V3 Level 1		\$ 39.75
Functional Architect V3 Level 2		\$ 45.02
Functional Architect V3 Level 3		\$ 50.17
Functional Architect V3 Level 4		\$ 65.10
Help Desk V2 Level 1		\$ 31.04
Help Desk V2 Level 2		\$ 36.14
Operational Management Consulting Services V2		\$ 51.70
Product Specialist V2 Level 1		\$ 47.96
Product Specialist V2 Level 2		\$ 53.33
Product Specialist V2 Level 3		\$ 67.90
Program Manager V2 Level 1		\$ 69.51
Program Manager V2 Level 2		\$ 77.81
Program Manager V2 Level 3		\$ 87.88
Programmer V2 Level 1		\$ 43.41
Programmer V2 Level 2		\$ 49.74
Programmer V2 Level 3		\$ 71.51
Quality Assurance Specialist V2 Level 1		\$ 45.27
Quality Assurance Specialist V2 Level 2		\$ 51.20
Quality Assurance Specialist V2 Level 3		\$ 63.37
Senior Consultant V2 Level 1		\$ 128.79
Senior Consultant V2 Level 2		\$ 158.45
Senior Consultant V2 Level 3		\$ 190.21
Software Process Engineer V2 Level 1		\$ 43.24
Software Process Engineer V2 Level 2		\$ 45.71
Software Process Engineer V2 Level 3		\$ 54.08
System Administrator V2 Level 1		\$ 43.27
System Administrator V2 Level 2		\$ 47.90
System Administrator V2 Level 3		\$ 60.68
System Specialist V2 Level 1		\$ 52.27
System Specialist V2 Level 2		\$ 59.13
System Specialist V2 Level 3		\$ 69.52
Team Lead V2 Level 1		\$ 73.52
Team Lead V2 Level 2		\$ 81.33
Technical Architecture Specialist V2 Level 1		\$ 47.48
Technical Architecture Specialist V2 Level 2		\$ 52.73
Technical Architecture Specialist V2 Level 3		\$ 60.21
Technical Architecture Specialist V2 Level 4		\$ 70.34
Technical Writer V2 Level 1		\$ 31.77
Technical Writer V2 Level 2		\$ 35.64
Technical Writer V2 Level 3		\$ 46.37
Technology Advisory Consultant V2		\$ 98.04
Tester V2 Level 1		\$ 41.53
Tester V2 Level 2		\$ 45.40
Tester V2 Level 3		\$ 56.17

Zone 100		
Job Title		Bill Rate
Administrative Support V2		\$ 38.39
COBIT & CMM V2		\$ 78.52
Computer Operator V2 Level 1		\$ 26.27
Computer Operator V2 Level 2		\$ 30.00
Computer Operator V2 Level 3		\$ 33.09
Computer System Security Services V2		\$ 52.49
Consultant V2 Level 1		\$ 58.64
Consultant V2 Level 2		\$ 89.38
Database Administrator V2 Level 1		\$ 52.39
Database Administrator V2 Level 2		\$ 57.98
Database Administrator V2 Level 3		\$ 70.58
Desktop Support Services V2		\$ 37.23
Enterprise Application Integration V2		\$ 89.38
Functional Architect V3 Level 1		\$ 40.90
Functional Architect V3 Level 2		\$ 46.26
Functional Architect V3 Level 3		\$ 51.50
Functional Architect V3 Level 4		\$ 66.84
Help Desk V2 Level 1		\$ 32.00
Help Desk V2 Level 2		\$ 37.23
Operational Management Consulting Services V2		\$ 53.26
Product Specialist V2 Level 1		\$ 49.28
Product Specialist V2 Level 2		\$ 54.81
Product Specialist V2 Level 3		\$ 69.75
Program Manager V2 Level 1		\$ 71.21
Program Manager V2 Level 2		\$ 79.70
Program Manager V2 Level 3		\$ 90.79
Programmer V2 Level 1		\$ 44.63
Programmer V2 Level 2		\$ 51.07
Programmer V2 Level 3		\$ 73.93
Quality Assurance Specialist V2 Level 1		\$ 46.52
Quality Assurance Specialist V2 Level 2		\$ 52.55
Quality Assurance Specialist V2 Level 3		\$ 64.93
Senior Consultant V2 Level 1		\$ 131.88
Senior Consultant V2 Level 2		\$ 162.25
Senior Consultant V2 Level 3		\$ 194.76
Software Process Engineer V2 Level 1		\$ 44.45
Software Process Engineer V2 Level 2		\$ 46.96
Software Process Engineer V2 Level 3		\$ 55.97
System Administrator V2 Level 1		\$ 44.48
System Administrator V2 Level 2		\$ 49.19
System Administrator V2 Level 3		\$ 62.20
System Specialist V2 Level 1		\$ 53.57
System Specialist V2 Level 2		\$ 60.59
System Specialist V2 Level 3		\$ 71.22
Team Lead V2 Level 1		\$ 75.32
Team Lead V2 Level 2		\$ 83.30
Technical Architecture Specialist V2 Level 1		\$ 48.67
Technical Architecture Specialist V2 Level 2		\$ 54.04
Technical Architecture Specialist V2 Level 3		\$ 61.70
Technical Architecture Specialist V2 Level 4		\$ 72.06
Technical Writer V2 Level 1		\$ 32.80
Technical Writer V2 Level 2		\$ 36.73
Technical Writer V2 Level 3		\$ 47.65
Technology Advisory Consultant V2		\$ 100.42
Tester V2 Level 1		\$ 42.71
Tester V2 Level 2		\$ 46.65
Tester V2 Level 3		\$ 57.60

Zone 101		
Job Title		Bill Rate
Administrative Support V2		\$ 33.95
COBIT & CMM V2		\$ 71.93
Computer Operator V2 Level 1		\$ 23.24
Computer Operator V2 Level 2		\$ 26.48
Computer Operator V2 Level 3		\$ 29.16
Computer System Security Services V2		\$ 46.76
Consultant V2 Level 1		\$ 53.07
Consultant V2 Level 2		\$ 82.24
Database Administrator V2 Level 1		\$ 46.97
Database Administrator V2 Level 2		\$ 52.24
Database Administrator V2 Level 3		\$ 64.13
Desktop Support Services V2		\$ 32.53
Enterprise Application Integration V2		\$ 82.24
Functional Architect V3 Level 1		\$ 35.88
Functional Architect V3 Level 2		\$ 40.91
Functional Architect V3 Level 3		\$ 45.95
Functional Architect V3 Level 4		\$ 60.55
Help Desk V2 Level 1		\$ 27.95
Help Desk V2 Level 2		\$ 32.53
Operational Management Consulting Services V2		\$ 48.81
Product Specialist V2 Level 1		\$ 44.05
Product Specialist V2 Level 2		\$ 49.24
Product Specialist V2 Level 3		\$ 63.34
Program Manager V2 Level 1		\$ 64.48
Program Manager V2 Level 2		\$ 72.48
Program Manager V2 Level 3		\$ 83.84
Programmer V2 Level 1		\$ 39.46
Programmer V2 Level 2		\$ 45.42
Programmer V2 Level 3		\$ 68.12
Quality Assurance Specialist V2 Level 1		\$ 41.29
Quality Assurance Specialist V2 Level 2		\$ 46.82
Quality Assurance Specialist V2 Level 3		\$ 58.49
Senior Consultant V2 Level 1		\$ 121.16
Senior Consultant V2 Level 2		\$ 149.07
Senior Consultant V2 Level 3		\$ 179.33
Software Process Engineer V2 Level 1		\$ 39.21
Software Process Engineer V2 Level 2		\$ 41.66
Software Process Engineer V2 Level 3		\$ 51.34
System Administrator V2 Level 1		\$ 39.23
System Administrator V2 Level 2		\$ 43.66
System Administrator V2 Level 3		\$ 55.90
System Specialist V2 Level 1		\$ 48.35
System Specialist V2 Level 2		\$ 54.81
System Specialist V2 Level 3		\$ 64.71
Team Lead V2 Level 1		\$ 68.34
Team Lead V2 Level 2		\$ 75.87
Technical Architecture Specialist V2 Level 1		\$ 43.30
Technical Architecture Specialist V2 Level 2		\$ 48.34
Technical Architecture Specialist V2 Level 3		\$ 55.53
Technical Architecture Specialist V2 Level 4		\$ 65.27
Technical Writer V2 Level 1		\$ 28.41
Technical Writer V2 Level 2		\$ 32.11
Technical Writer V2 Level 3		\$ 42.40
Technology Advisory Consultant V2		\$ 92.65
Tester V2 Level 1		\$ 38.06
Tester V2 Level 2		\$ 41.80
Tester V2 Level 3		\$ 52.23

Zone 102		
Job Title		Bill Rate
Administrative Support V2		\$ 32.05
COBIT & CMM V2		\$ 69.15
Computer Operator V2 Level 1		\$ 21.91
Computer Operator V2 Level 2		\$ 24.96
Computer Operator V2 Level 3		\$ 27.48
Computer System Security Services V2		\$ 44.71
Consultant V2 Level 1		\$ 50.64
Consultant V2 Level 2		\$ 79.32
Database Administrator V2 Level 1		\$ 44.82
Database Administrator V2 Level 2		\$ 49.97
Database Administrator V2 Level 3		\$ 61.63
Desktop Support Services V2		\$ 30.92
Enterprise Application Integration V2		\$ 79.32
Functional Architect V3 Level 1		\$ 34.15
Functional Architect V3 Level 2		\$ 39.02
Functional Architect V3 Level 3		\$ 43.88
Functional Architect V3 Level 4		\$ 58.04
Help Desk V2 Level 1		\$ 26.54
Help Desk V2 Level 2		\$ 30.92
Operational Management Consulting Services V2		\$ 47.58
Product Specialist V2 Level 1		\$ 41.98
Product Specialist V2 Level 2		\$ 47.05
Product Specialist V2 Level 3		\$ 60.84
Program Manager V2 Level 1		\$ 62.11
Program Manager V2 Level 2		\$ 70.03
Program Manager V2 Level 3		\$ 82.18
Programmer V2 Level 1		\$ 38.29
Programmer V2 Level 2		\$ 44.18
Programmer V2 Level 3		\$ 66.70
Quality Assurance Specialist V2 Level 1		\$ 40.10
Quality Assurance Specialist V2 Level 2		\$ 45.52
Quality Assurance Specialist V2 Level 3		\$ 56.99
Senior Consultant V2 Level 1		\$ 116.55
Senior Consultant V2 Level 2		\$ 144.05
Senior Consultant V2 Level 3		\$ 175.45
Software Process Engineer V2 Level 1		\$ 37.42
Software Process Engineer V2 Level 2		\$ 40.47
Software Process Engineer V2 Level 3		\$ 50.09
System Administrator V2 Level 1		\$ 37.54
System Administrator V2 Level 2		\$ 41.94
System Administrator V2 Level 3		\$ 53.96
System Specialist V2 Level 1		\$ 47.21
System Specialist V2 Level 2		\$ 53.58
System Specialist V2 Level 3		\$ 63.32
Team Lead V2 Level 1		\$ 65.94
Team Lead V2 Level 2		\$ 73.38
Technical Architecture Specialist V2 Level 1		\$ 42.02
Technical Architecture Specialist V2 Level 2		\$ 46.56
Technical Architecture Specialist V2 Level 3		\$ 53.29
Technical Architecture Specialist V2 Level 4		\$ 62.90
Technical Writer V2 Level 1		\$ 26.51
Technical Writer V2 Level 2		\$ 30.06
Technical Writer V2 Level 3		\$ 39.91
Technology Advisory Consultant V2		\$ 89.57
Tester V2 Level 1		\$ 36.47
Tester V2 Level 2		\$ 40.12
Tester V2 Level 3		\$ 50.32

Zone 103		
Job Title		Bill Rate
Administrative Support V2		\$ 33.42
COBIT & CMM V2		\$ 73.43
Computer Operator V2 Level 1		\$ 22.56
Computer Operator V2 Level 2		\$ 25.79
Computer Operator V2 Level 3		\$ 28.46
Computer System Security Services V2		\$ 47.71
Consultant V2 Level 1		\$ 53.76
Consultant V2 Level 2		\$ 84.26
Database Administrator V2 Level 1		\$ 47.85
Database Administrator V2 Level 2		\$ 53.33
Database Administrator V2 Level 3		\$ 65.80
Desktop Support Services V2		\$ 32.63
Enterprise Application Integration V2		\$ 84.26
Functional Architect V3 Level 1		\$ 36.12
Functional Architect V3 Level 2		\$ 41.47
Functional Architect V3 Level 3		\$ 46.72
Functional Architect V3 Level 4		\$ 62.15
Help Desk V2 Level 1		\$ 27.84
Help Desk V2 Level 2		\$ 32.63
Operational Management Consulting Services V2		\$ 49.01
Product Specialist V2 Level 1		\$ 44.81
Product Specialist V2 Level 2		\$ 50.21
Product Specialist V2 Level 3		\$ 64.97
Program Manager V2 Level 1		\$ 66.48
Program Manager V2 Level 2		\$ 74.97
Program Manager V2 Level 3		\$ 84.62
Programmer V2 Level 1		\$ 39.84
Programmer V2 Level 2		\$ 46.29
Programmer V2 Level 3		\$ 68.70
Quality Assurance Specialist V2 Level 1		\$ 41.73
Quality Assurance Specialist V2 Level 2		\$ 47.77
Quality Assurance Specialist V2 Level 3		\$ 60.23
Senior Consultant V2 Level 1		\$ 124.51
Senior Consultant V2 Level 2		\$ 153.47
Senior Consultant V2 Level 3		\$ 184.38
Software Process Engineer V2 Level 1		\$ 39.66
Software Process Engineer V2 Level 2		\$ 42.17
Software Process Engineer V2 Level 3		\$ 51.63
System Administrator V2 Level 1		\$ 39.69
System Administrator V2 Level 2		\$ 44.40
System Administrator V2 Level 3		\$ 57.47
System Specialist V2 Level 1		\$ 49.01
System Specialist V2 Level 2		\$ 55.94
System Specialist V2 Level 3		\$ 66.49
Team Lead V2 Level 1		\$ 70.58
Team Lead V2 Level 2		\$ 78.57
Technical Architecture Specialist V2 Level 1		\$ 44.19
Technical Architecture Specialist V2 Level 2		\$ 49.48
Technical Architecture Specialist V2 Level 3		\$ 57.03
Technical Architecture Specialist V2 Level 4		\$ 67.32
Technical Writer V2 Level 1		\$ 27.31
Technical Writer V2 Level 2		\$ 31.14
Technical Writer V2 Level 3		\$ 41.79
Technology Advisory Consultant V2		\$ 95.06
Tester V2 Level 1		\$ 38.20
Tester V2 Level 2		\$ 42.16
Tester V2 Level 3		\$ 53.21

Zone 104		
Job Title		Bill Rate
Administrative Support V2		\$ 33.39
COBIT & CMM V2		\$ 71.11
Computer Operator V2 Level 1		\$ 22.73
Computer Operator V2 Level 2		\$ 25.94
Computer Operator V2 Level 3		\$ 28.60
Computer System Security Services V2		\$ 46.92
Consultant V2 Level 1		\$ 52.61
Consultant V2 Level 2		\$ 81.17
Database Administrator V2 Level 1		\$ 47.15
Database Administrator V2 Level 2		\$ 52.39
Database Administrator V2 Level 3		\$ 64.22
Desktop Support Services V2		\$ 32.55
Enterprise Application Integration V2		\$ 81.17
Functional Architect V3 Level 1		\$ 35.95
Functional Architect V3 Level 2		\$ 41.02
Functional Architect V3 Level 3		\$ 46.03
Functional Architect V3 Level 4		\$ 60.72
Help Desk V2 Level 1		\$ 27.91
Help Desk V2 Level 2		\$ 32.55
Operational Management Consulting Services V2		\$ 48.52
Product Specialist V2 Level 1		\$ 44.23
Product Specialist V2 Level 2		\$ 49.41
Product Specialist V2 Level 3		\$ 63.43
Program Manager V2 Level 1		\$ 64.63
Program Manager V2 Level 2		\$ 72.56
Program Manager V2 Level 3		\$ 83.54
Programmer V2 Level 1		\$ 39.47
Programmer V2 Level 2		\$ 45.58
Programmer V2 Level 3		\$ 67.84
Quality Assurance Specialist V2 Level 1		\$ 41.26
Quality Assurance Specialist V2 Level 2		\$ 46.98
Quality Assurance Specialist V2 Level 3		\$ 58.70
Senior Consultant V2 Level 1		\$ 119.98
Senior Consultant V2 Level 2		\$ 147.99
Senior Consultant V2 Level 3		\$ 177.61
Software Process Engineer V2 Level 1		\$ 39.31
Software Process Engineer V2 Level 2		\$ 41.69
Software Process Engineer V2 Level 3		\$ 51.06
System Administrator V2 Level 1		\$ 39.34
System Administrator V2 Level 2		\$ 43.80
System Administrator V2 Level 3		\$ 56.11
System Specialist V2 Level 1		\$ 48.13
System Specialist V2 Level 2		\$ 54.70
System Specialist V2 Level 3		\$ 64.63
Team Lead V2 Level 1		\$ 68.46
Team Lead V2 Level 2		\$ 75.91
Technical Architecture Specialist V2 Level 1		\$ 43.54
Technical Architecture Specialist V2 Level 2		\$ 48.57
Technical Architecture Specialist V2 Level 3		\$ 55.73
Technical Architecture Specialist V2 Level 4		\$ 65.42
Technical Writer V2 Level 1		\$ 27.54
Technical Writer V2 Level 2		\$ 31.19
Technical Writer V2 Level 3		\$ 41.28
Technology Advisory Consultant V2		\$ 91.38
Tester V2 Level 1		\$ 37.71
Tester V2 Level 2		\$ 41.44
Tester V2 Level 3		\$ 51.81

Zone 105		
Job Title		Bill Rate
Administrative Support V2	\$	31.59
COBIT & CMM V2	\$	68.77
Computer Operator V2 Level 1	\$	22.56
Computer Operator V2 Level 2	\$	25.82
Computer Operator V2 Level 3	\$	28.51
Computer System Security Services V2	\$	44.24
Consultant V2 Level 1	\$	50.37
Consultant V2 Level 2	\$	78.87
Database Administrator V2 Level 1	\$	44.50
Database Administrator V2 Level 2	\$	49.60
Database Administrator V2 Level 3	\$	61.13
Desktop Support Services V2	\$	30.42
Enterprise Application Integration V2	\$	78.87
Functional Architect V3 Level 1	\$	33.69
Functional Architect V3 Level 2	\$	38.56
Functional Architect V3 Level 3	\$	43.48
Functional Architect V3 Level 4	\$	57.64
Help Desk V2 Level 1	\$	25.97
Help Desk V2 Level 2	\$	30.42
Operational Management Consulting Services V2	\$	45.99
Product Specialist V2 Level 1	\$	41.67
Product Specialist V2 Level 2	\$	46.71
Product Specialist V2 Level 3	\$	60.35
Program Manager V2 Level 1	\$	61.52
Program Manager V2 Level 2	\$	69.35
Program Manager V2 Level 3	\$	80.05
Programmer V2 Level 1	\$	37.07
Programmer V2 Level 2	\$	42.95
Programmer V2 Level 3	\$	64.81
Quality Assurance Specialist V2 Level 1	\$	38.80
Quality Assurance Specialist V2 Level 2	\$	44.30
Quality Assurance Specialist V2 Level 3	\$	55.63
Senior Consultant V2 Level 1	\$	114.62
Senior Consultant V2 Level 2	\$	141.94
Senior Consultant V2 Level 3	\$	169.84
Software Process Engineer V2 Level 1	\$	36.92
Software Process Engineer V2 Level 2	\$	39.20
Software Process Engineer V2 Level 3	\$	48.49
System Administrator V2 Level 1	\$	36.94
System Administrator V2 Level 2	\$	41.23
System Administrator V2 Level 3	\$	53.12
System Specialist V2 Level 1	\$	45.80
System Specialist V2 Level 2	\$	52.79
System Specialist V2 Level 3	\$	62.30
Team Lead V2 Level 1	\$	65.30
Team Lead V2 Level 2	\$	72.67
Technical Architecture Specialist V2 Level 1	\$	40.91
Technical Architecture Specialist V2 Level 2	\$	45.80
Technical Architecture Specialist V2 Level 3	\$	52.79
Technical Architecture Specialist V2 Level 4	\$	62.30
Technical Writer V2 Level 1	\$	26.14
Technical Writer V2 Level 2	\$	29.69
Technical Writer V2 Level 3	\$	39.56
Technology Advisory Consultant V2	\$	89.06
Tester V2 Level 1	\$	36.28
Tester V2 Level 2	\$	39.96
Tester V2 Level 3	\$	50.22

Zone 106	
Job Title	Bill Rate
Administrative Support V2	\$ 34.54
COBIT & CMM V2	\$ 73.65
Computer Operator V2 Level 1	\$ 23.30
Computer Operator V2 Level 2	\$ 26.68
Computer Operator V2 Level 3	\$ 29.48
Computer System Security Services V2	\$ 47.93
Consultant V2 Level 1	\$ 54.50
Consultant V2 Level 2	\$ 84.13
Database Administrator V2 Level 1	\$ 48.26
Database Administrator V2 Level 2	\$ 53.61
Database Administrator V2 Level 3	\$ 65.70
Desktop Support Services V2	\$ 33.23
Enterprise Application Integration V2	\$ 84.13
Functional Architect V3 Level 1	\$ 36.72
Functional Architect V3 Level 2	\$ 41.90
Functional Architect V3 Level 3	\$ 47.11
Functional Architect V3 Level 4	\$ 62.16
Help Desk V2 Level 1	\$ 28.37
Help Desk V2 Level 2	\$ 33.23
Operational Management Consulting Services V2	\$ 49.63
Product Specialist V2 Level 1	\$ 45.29
Product Specialist V2 Level 2	\$ 50.56
Product Specialist V2 Level 3	\$ 64.87
Program Manager V2 Level 1	\$ 65.98
Program Manager V2 Level 2	\$ 74.10
Program Manager V2 Level 3	\$ 85.61
Programmer V2 Level 1	\$ 40.32
Programmer V2 Level 2	\$ 46.55
Programmer V2 Level 3	\$ 69.50
Quality Assurance Specialist V2 Level 1	\$ 42.15
Quality Assurance Specialist V2 Level 2	\$ 47.99
Quality Assurance Specialist V2 Level 3	\$ 59.99
Senior Consultant V2 Level 1	\$ 125.01
Senior Consultant V2 Level 2	\$ 154.12
Senior Consultant V2 Level 3	\$ 184.88
Software Process Engineer V2 Level 1	\$ 40.15
Software Process Engineer V2 Level 2	\$ 42.58
Software Process Engineer V2 Level 3	\$ 52.28
System Administrator V2 Level 1	\$ 40.18
System Administrator V2 Level 2	\$ 44.73
System Administrator V2 Level 3	\$ 57.34
System Specialist V2 Level 1	\$ 49.62
System Specialist V2 Level 2	\$ 56.91
System Specialist V2 Level 3	\$ 66.79
Team Lead V2 Level 1	\$ 69.91
Team Lead V2 Level 2	\$ 77.54
Technical Architecture Specialist V2 Level 1	\$ 44.50
Technical Architecture Specialist V2 Level 2	\$ 49.62
Technical Architecture Specialist V2 Level 3	\$ 56.91
Technical Architecture Specialist V2 Level 4	\$ 66.79
Technical Writer V2 Level 1	\$ 28.89
Technical Writer V2 Level 2	\$ 32.69
Technical Writer V2 Level 3	\$ 43.26
Technology Advisory Consultant V2	\$ 94.70
Tester V2 Level 1	\$ 39.59
Tester V2 Level 2	\$ 43.50
Tester V2 Level 3	\$ 54.41

SUPPLIER MANAGED STAFF AUGMENTATION CONTRACT AMENDMENT

Contract No. VA-05-1123-CAI
Amendment No. 00008

Master Contract No. VA-05-1123-CAI by and between the VITA and Computer Aid, Inc. is amended as follows:

Master Contract No. VA-05-1123-CAI is amended to change the definition of a "batch" of resumes or a "round" from 5 resumes to a minimum of 3 and a maximum of 5 resumes. This amendment has no financial impact.

The effective date of this Amendment is January 1, 2007 or upon execution whichever is later.

ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL MASTER CONTRACT REMAIN IN FULL FORCE AND EFFECT.

THIS AMENDMENT, consisting of 1 page(s) and 1 attachment(s), is executed by the persons signing below who warrant that they have the authority to execute this Amendment under the original Master Contract.

IN WITNESS WHEREOF, the AGENCY and the CONTRACTOR have signed this Amendment.

Computer Aid Inc.

James P. Cooney
Signature

General Manager Government
Title

Date

Dec. 14, 2006

VITA SCM

Philip Pappert
Signature

ASSOC DIRECTOR, SCM
Title

Date

1/30/07

SUPPLIER MANAGED STAFF AUGMENTATION *CONTRACT AMENDMENT*

Contract No. VA-05-1123-CAI

Amendment No. 00007

Master Contract No. VA-05-1123-CAI by and between the VITA and Computer Aid Inc is amended as follows:

EXHIBIT B Performance Service Standards is amended to change the standard on "Receipt of Subsequent Batches of Resumes" from 24 hours to 48 hours.

EXHIBIT D JOB RATE CARDS and SMSA RFP APPENDIX B JOB TITLES AND DESCRIPTION are amended to change the associated rates, in the job descriptions below, to reflect market data presented to VITA in our semi-annual rate review.

Database Administrator
Functional Architect
Product Specialist

The effective date of this Amendment is September 25, 2006 or upon execution whichever is later.

ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL MASTER CONTRACT REMAIN IN FULL FORCE AND EFFECT.

THIS AMENDMENT, consisting of 1 page(s) and 1 attachment(s), is executed by the persons signing below who warrant that they have the authority to execute this Amendment under the original Master Contract.

IN WITNESS WHEREOF, the AGENCY and the CONTRACTOR have signed this Amendment.

Computer Aid Inc.

James P. Cooney

Signature

GM Government Division 09/18/2006

Title Date

VITA SCM

Philip L. Pappert

Signature

ASSOC DIRECTOR 10/17/06

Title Date

Zone 98

Rate

Database Administrator Level 1
Database Administrator Level 2
Database Administrator Level 3

\$ 49.28
\$ 54.61
\$ 66.59

Functional Architect Level 1
Functional Architect Level 2
Functional Architect Level 3
Functional Architect Level 4

\$ 37.85
\$ 43.13
\$ 48.29
\$ 63.00

Product Specialist Level 1
Product Specialist Level 2
Product Specialist Level 3

\$ 46.31
\$ 51.58
\$ 65.80

MODIFICATION # 7
TO
CONTRACT NUMBER VA-051123-CAI
BETWEEN THE VIRGINIA INFORMATION TECHNOLOGIES AGENCY
ON BEHALF OF THE COMMONWEALTH OF VIRGINIA
AND
COMPUTER AID, INC.,

This MODIFICATION #1 is an Agreement between the Virginia Information Technologies Agency (hereinafter referred to as "VITA"), pursuant to §2.2-2012 of the Code of Virginia and on behalf of the Commonwealth of Virginia, and Computer Aid, Inc. ("Supplier") to modify Contract Number VA-051123-CAI, as previously amended ("Contract"). This Modification is, upon execution by VITA and Supplier, incorporated into and made an integral part of the Contract.

The purpose of this Modification is as follows:

1. Delete Section 8 (H) entitled "CAI's Report of Sales and Industrial Funding Adjustment" (p.9) from the contract. The parties agree to replace the language in Section 8 (H) with new contractual language. (See below.)
2. Incorporate into the Contract the statutorily mandated terms and conditions effective July 1, 2006 (see url <http://www.vita.virginia.gov/procurement/documents/StatutorilyMandatedTsandCs.pdf> and the new eVA fee structure for suppliers. <http://www.vita.virginia.gov/procurement/documents/eVATsandCs.pdf>)
3. Incorporate a term and condition which requires Supplier to comply with the Federal Lobbying Act.

The parties agree to the following:

1. SUPPLIER REPORT OF SALES AND INDUSTRIAL FUNDING ADJUSTMENT

The parties agree to delete Section 8(H), p. 9 of the contract entitled "CAI's Report of Sales and Industrial Funding Adjustment and replaces the deleted section with the language below:
Section 8 (H) – CAI's Report of Sales and Industrial Funding Adjustment

By the 10th day of every month, the Supplier shall submit the "Supplier Monthly Report of Sales". A template showing the format in which the report is to be submitted is available at <http://www.vita.virginia.gov/procurement/supplierResources.cfm>. The report shall be submitted via electronic mail to the VITA IFA Coordinator and the VITA Controller (contact information provided below), and shall report all invoices submitted by Supplier pursuant to the Contract to all Authorized Users during the preceding month. The report shall also show a cumulative record of all invoices submitted to all Authorized Users pursuant to the Contract.

The Supplier shall submit the Industrial Funding Adjustment (IFA) payment for the period covered by such "Supplier Monthly Report of Sales" within thirty (30) days of submitting the "Supplier Monthly Report of Sales". The IFA payment shall be submitted in the form of a check or electronic funds disbursement made payable to the Treasurer of Virginia. The IFA payment is equal to two percent (2%) of total sales under this Contract during the relevant month, as determined by the amount invoiced to Authorized Users. The IFA payment shall reference this Contract number, "report amounts", and "report period".

Supplier shall remit IFA payments made via check to VITA, Attention VITA Controller. Supplier shall also provide a copy of the IFA payment to the VITA IFA Coordinator via email or fax. Failure

to comply with reporting and payment requirements of this section may result in default of Contract.

Contact Information

VITA Controller 110 South 7 th Street, 3 rd Floor Richmond, VA 23219-3931 VITAController@vita.virginia.gov	VITA IFA Coordinator 110 South 7 th Street, 1 st Floor Richmond, VA 23219 804-371-5980 (Phone) 804-371-5969 (Fax) ifacoordinator@vita.virginia.gov
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2. STATUTORILY MANDATED AND REQUIRED EVA TERMS AND CONDITIONS

The parties agree to delete Section 14(B), p. 12 entitled "Incorporated Contractual Provisions and replace the deleted language with the following:

Section 14(B): "Incorporated Contractual Provisions

The contractual provisions at the following URL are statutorily mandated provisions that are hereby incorporated by reference:

<http://www.vita.virginia.gov/procurement/documents/StatutorilyMandatedTsandCs.pdf>

The contractual claims provision §2.2-4363 of the Code of Virginia and the required eVA provisions at <http://www.vita.virginia.gov/procurement/documents/eVATsandCs.pdf> are also incorporated by reference.

The terms and conditions in documents posted to the aforereferenced URLs are subject to change pursuant to action by the legislature of the Commonwealth of Virginia or the adoption of revised eVA business requirements. If a change is made to the terms and conditions, a new effective date will be noted in the document title. Supplier is advised to check the URLs periodically.

3. COMPLIANCE WITH FEDERAL LOBBYING ACT

a. Supplier shall not, in connection with this Agreement, engage in any activity prohibited by 31 U.S.C.A. Section 1352 (entitled "Limitation on use of appropriated funds to influence certain Federal Contracting and financial transactions") or by the regulations issued from time to time hereunder (together, the "Lobbying Act"), and shall promptly perform all obligations mandated by the Lobbying Act in connection with this Agreement, including, without limitation, obtaining and delivering to the Commonwealth all necessary certifications and disclosures.

b. Supplier is hereby advised that a significant percentage of the funds used to pay Supplier's invoices under this Agreement may be federal funds. Under no circumstances shall any provision of this Agreement be construed as requiring or requesting the Supplier to influence or attempt to influence any person identified in 31 U.S.C.A. Section 1352 (a) (1) in any matter.

c. A representative of Supplier shall sign the certification attached as Attachment "A" and deliver such certification to the Commonwealth simultaneously with the execution and delivery of this Agreement. Supplier shall have the certification signed by a representative with knowledge of the facts and shall fulfill the promises of undertakings set forth in the certification.

The foregoing is the complete and final expression of the agreement of VITA and Supplier to modify the Contract and cannot be modified, except by a writing signed by duly authorized representatives of both parties hereto.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

PERSONS SIGNING THIS MODIFICATION ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THE CONTRACT AND ACKNOWLEDGE THAT EACH PARTY TO THE CONTRACT AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT, AS MODIFIED HEREIN.

Executed as of the last date set forth below by the undersigned authorized representatives of VITA and Supplier.

Supplier

By:

John E. Williams

(Signature)

Name:

John E. WILLIAMS

(Print)

Title:

Director of Managed Staffing Services

Date:

9-5-06

VITA

By:

Philip L. Pippert

(Signature)

Name:

Philip L. PIPPERT

(Print)

Title:

Assoc Director

Date:

9/13/06

ATTACHMENT "A"

For The

Virginia Information Technologies Agency

(a) CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (α) a. No Federal appropriated funds have been paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee or an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.
- b. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- c. The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and Contracts under grants, loans and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature:

John E. Williams

Printed Name:

John E. Williams

Organization:

Computer Aid, Inc.

Date:

9/5/06

SUPPLIER MANAGED STAFF AUGMENTATION *CONTRACT AMENDMENT*

Contract No. VA-05-1123-CAI
Amendment No. 00006

Master Contract No. VA-05-1123-CAI by and between the VITA and Computer Aid Inc is amended as follows:

The SMSA contract is amended to add an exception category to accommodate unique requests for staff augmentation that do not fit into any of the job categories listed in SMSA RFP APPENDIX B JOB TITLES AND DESCRIPTION.

This amendment has no financial impact. The new exception category will be incorporated into the Peopleclick VMS tool for use by VITA.

The effective date of this Amendment is July 16, 2006 or upon execution whichever is later.

ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL MASTER CONTRACT REMAIN IN FULL FORCE AND EFFECT.

THIS AMENDMENT, consisting of 1 page, is executed by the persons signing below who warrant that they have the authority to execute this Amendment under the original Master Contract.

IN WITNESS WHEREOF, the AGENCY and the CONTRACTOR have signed this Amendment.

Computer Aid Inc.

James P. Caoney

Signature

GM Government Division

Title

07/09/2006

Date

VITA SCM

Philip L. Pippert

Signature

Assoc - Director, SCM 7/19/06

Title

Date

JOB TITLES AND DESCRIPTIONS

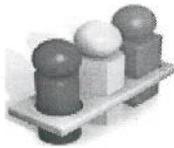
1. SENIOR CONSULTANT :

The Senior Consultant is responsible for evaluating existing systems and/or new user needs to analyze, design, recommend, and implement information system changes. Consultants typically are familiar with a variety of the field's concepts, methodologies, practices, and procedures and rely on experience and judgment to plan and accomplish goals. Consultants are able to perform a variety of complicated tasks with minimal or no direct supervision. Defines system and application architecture and provides vision, problem anticipation, and problem solving ability to organization.

Consults with client to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.

May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to and/or receives strategic direction from an executive or a manager.

Senior Consultant 1	
Years of Experience:	8 to 11 years
Job Description:	<ul style="list-style-type: none"> ▪ Understands government business process and operations ▪ Ability to transition business processes into business and technical requirements ▪ Project Management experience ▪ Reviews, analyzes, and evaluates business systems and user needs ▪ Works well with IT and functional areas ▪ Designs architecture for an organization on an enterprise level ▪ Evaluates and revises business processes ▪ Leads and directs the work of others ▪ Anticipates and resolves issues ▪ Sets deadlines, assigns responsibilities, and monitors progress ▪ Proficient in one or more project management tools ▪ Ensures that all project goals are accomplished according to specifications and business objectives ▪ Determine time estimates and schedule for own work and resolve issues in a timely manner ▪ Identify and track issues, risks and action items ▪ Anticipate, identify, track and resolve issues and risks affecting own work and work of the project team. Develop contingency plans as necessary. ▪ Consistently provides accurate and detailed estimates ▪ May analyze or recommend commercially available software or other IT architectural components ▪ Execution of all responsibilities with little direct supervision



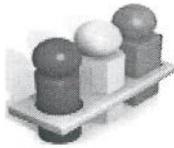
Computer Aid, Inc.

Contract IT

The Right Staff, the Right Skills, Right Now.



	<ul style="list-style-type: none"> ▪ Proficient in one IT architectural discipline ▪ Proficient in developing and providing high-level executive briefings ▪ Mentor and coach peers ▪ Provide knowledge transfer to peers ▪ Provides strategic consultation direction to management
Senior Consultant 2	
Years of Experience:	12 to 20 years
Job Description:	<p>All roles specified in Senior Consultant 1 plus the following:</p> <ul style="list-style-type: none"> ▪ Provides measurable intellectual capital in developing solutions and solving problems ▪ Experience developing architectural components to functional, technical and industry standards ▪ Coordinate work with other IT professionals on system development teams ▪ Generally aware of new developments in industry and process and has ability to apply them to work as appropriate ▪ Proficient in more than one IT architectural discipline defined as information technology, computer programming, computer security, computer systems analysis, database management, information systems, internet applications and development, software development, and related fields. ▪ May manage or oversee the tasks and priorities of one or more supervisors or team leaders ▪ Advises client on alternate methods of solving need or problem, or recommends specific solution ▪ Mentor and coach peers and subordinates ▪ Provide knowledge transfer to peers and subordinates
Senior Consultant 3	
Years of Experience:	More than 20 years
Job Description:	<p>All roles specified in Senior Consultant 2 plus the following:</p> <ul style="list-style-type: none"> ▪ Develop executive management presentations and reports ▪ Engage in ongoing process improvement ▪ Detailed functional and process knowledge of their discipline(s) ▪ Utilize deep modeling, design and assembly skills ▪ Builds system's capability which reflects the highest state of technical sophistication consistent with the organization's needs and budget ▪ Recommends insights that contribute to overall organization's strategic management ▪ Consults with management to determine information requirements of management, scientists, or engineers, determine boundaries and priorities of new projects, and discuss system capacity and equipment acquisitions ▪ Reviews project feasibility studies and makes recommendations ▪ Provides independent verification and validation



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- May assign and schedule work, or delegate work to subordinate managers and supervisors, and review work performed
- May prepare proposals and solicit sale of systems analysis, programming, and computer services to outside firms or agencies
- Mentor and coach managers, peers and subordinates
- Provide knowledge transfer to managers, peers and subordinates

Zone 98		
Job Title		Bill Rate
Senior Consultant Level 1		\$ 124.20
Senior Consultant Level 2		\$ 154.60
Senior Consultant Level 3		\$ 182.43



SENIOR CONSULTANT

The Senior Consultant is responsible for evaluating existing systems and/or new user needs to analyze, design, recommend, and implement information system changes. Consultants typically are familiar with a variety of the field's concepts, methodologies, practices, and procedures and rely on experience and judgment to plan and accomplish goals. Consultants are able to perform a variety of complicated tasks with minimal or no direct supervision. Defines system and application architecture and provides vision, problem anticipation, and problem solving ability to organization.

Consults with client to define need or problem, conducts research, performs studies and surveys to obtain data, and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization.

May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to and/or receives strategic direction from an executive or a manager.

Senior Consultant 1	
Years of Experience:	8 to 11 years
Job Description:	<ul style="list-style-type: none"> ▪ Understands government business process and operations ▪ Ability to transition business processes into business and technical requirements ▪ Project Management experience ▪ Reviews, analyzes, and evaluates business systems and user needs ▪ Works well with IT and functional areas ▪ Designs architecture for an organization on an enterprise level ▪ Evaluates and revises business processes ▪ Leads and directs the work of others ▪ Anticipates and resolves issues ▪ Sets deadlines, assigns responsibilities, and monitors progress ▪ Proficient in one or more project management tools ▪ Ensures that all project goals are accomplished according to specifications and business objectives ▪ Determine time estimates and schedule for own work and resolve issues in a timely manner ▪ Identify and track issues, risks and action items ▪ Anticipate, identify, track and resolve issues and risks affecting own work and work of the project team. Develop contingency plans as necessary. ▪ Consistently provides accurate and detailed estimates ▪ May analyze or recommend commercially available software or other IT architectural components ▪ Execution of all responsibilities with little direct supervision ▪ Proficient in one IT architectural discipline ▪ Proficient in developing and providing high-level executive briefings ▪ Mentor and coach peers ▪ Provide knowledge transfer to peers



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	<ul style="list-style-type: none"> ▪ Provides strategic consultation direction to management
Senior Consultant 2	
Years of Experience:	12 to 20 years
Job Description:	<p>All roles specified in Senior Consultant 1 plus the following:</p> <ul style="list-style-type: none"> ▪ Provides measurable intellectual capital in developing solutions and solving problems ▪ Experience developing architectural components to functional, technical and industry standards ▪ Coordinate work with other IT professionals on system development teams ▪ Generally aware of new developments in industry and process and has ability to apply them to work as appropriate ▪ Proficient in more than one IT architectural discipline defined as information technology, computer programming, computer security, computer systems analysis, database management, information systems, internet applications and development, software development, and related fields. ▪ May manage or oversee the tasks and priorities of one or more supervisors or team leaders ▪ Advises client on alternate methods of solving need or problem, or recommends specific solution ▪ Mentor and coach peers and subordinates ▪ Provide knowledge transfer to peers and subordinates
Senior Consultant 3	
Years of Experience:	More than 20 years
Job Description:	<p>All roles specified in Senior Consultant 2 plus the following:</p> <ul style="list-style-type: none"> ▪ Develop executive management presentations and reports ▪ Engage in ongoing process improvement ▪ Detailed functional and process knowledge of their discipline(s) ▪ Utilize deep modeling, design and assembly skills ▪ Builds system's capability which reflects the highest state of technical sophistication consistent with the organization's needs and budget ▪ Recommends insights that contribute to overall organization's strategic management ▪ Consults with management to determine information requirements of management, scientists, or engineers, determine boundaries and priorities of new projects, and discuss system capacity and equipment acquisitions ▪ Reviews project feasibility studies and makes recommendations ▪ Provides independent verification and validation ▪ May assign and schedule work, or delegate work to subordinate managers and supervisors, and review work performed ▪ May prepare proposals and solicit sale of systems analysis, programming, and computer services to outside firms or agencies ▪ Mentor and coach managers, peers and subordinates <p>Provide knowledge transfer to managers, peers and subordinates</p>

SUPPLIER MANAGED STAFF AUGMENTATION CONTRACT AMENDMENT

Contract No. VA-05-1123-CAI
Amendment No. 00004

Master Contract No. VA-05-1123-CAI by and between the VITA and Computer Aid Inc is amended as follows:

Exhibit B – Performance Service Standards is amended to reflect changes in the Receipt of Subsequent Batches.

This amendment has no financial impact. The changes will be incorporated into the current SLA process.

The effective date of this Amendment is 2/21/06 or upon execution whichever is later.

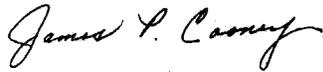
ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL MASTER CONTRACT REMAIN IN FULL FORCE AND EFFECT.

THIS AMENDMENT, consisting of 1 page(s) and 1 attachment(s), is executed by the persons signing below who warrant that they have the authority to execute this Amendment under the original Master Contract.

IN WITNESS WHEREOF, the AGENCY and the CONTRACTOR have signed this Amendment.

Computer Aid Inc.

VITA SCM



Signature

Signature

GM Government Division 02/21/2006

ASSOCIATE DIRECTOR, SCM 3/2/06

Title

Date

Title

Date

Exhibit B - Performance Service Standards

Performance Metric	Description	Standard	Performance Target	Calculation	Frequency of Review
Work Request Confirmation	Measures average response time from receipt of request to confirmation of request receipt	4 business hours	92% or higher	Number of requisitions which received confirmation within 4 hours / total number or requisitions	Monthly
Release of Request to Subcontractor base	Measures the time between verification of the request and release of the request to the network	15 minutes	95%	Number of requests released in 15 minutes / number of requests received	
Resume Submittal Response Time	Measures average response time from receipt of request to delivery of candidate resumes	3 business days*	90% or higher	Number of requisitions which received first batch of resumes for review within 72 hours / total number of requisitions	Monthly
Receipt of subsequent batches of resumes	Measures the time to receive subsequent resumes when the initial batch did not result in a match	24 hours	95%	Time between notice that no resume matched the hiring manager need and receipt of the next batch of resumes(from initial posting)	
Normal Request Fill Rate	Measures Supplier's ability to satisfactorily fulfill requisitions: indicates how many requisitions are open.	100%	92% or higher	Total number of filled positions at month end / total number of requisitions which have been in place over 2 weeks	Monthly
Normal Round 1 Fill Rate	Measures Supplier's ability to satisfactorily fulfill within first round of resumes submitted to requestor (normal requisitions)	N/A	90% or higher	Total number of filled positions resulting from the first round of resume / total number of requisitions filled	Monthly
Urgent Request Response Time	Measures average response time from receipt of URGENT request to delivery of candidate resumes	24 hours	90% or higher	Number of URGENT requisitions which received first batch of resumes for review within 24 hours / total number of URGENT requisitions.	Monthly
Urgent Request Fill Rate	Measures Supplier's ability to fulfill requisitions: indicates how many requisitions are open.	N/A	92% or higher	Total number of URGENT filled positions at month end/ total number of requisitions which have been in place over 2 weeks.	Monthly
Urgent Round 1 Fill Rate	Measure Supplier's ability to fulfill requisitions within first round of resumes submitted to requestor (urgent)	N/A	90% or higher	Total number of URGENT filled positions resulting from the first round of requisitions filled	Monthly
Resource Dismissal	Measures number resources dismissed due to inadequate resource performance	N/A	5% or lower	Number of turnovers (due to inadequate performance) / total number of resources	Monthly
Accurate Billing	Monthly invoice is complete and correct, submitted on time (based on summary report)		99.99%	Number of invoices refused for payment due to inaccurate data/total number of invoices	Semi-annually

Timely Reports	TBD		99.99%		Monthly
Customer Service Survey Results**	Online survey form provided with last invoice per order	100%	100%	Online survey form provided with last invoice per order	Quarterly
System Availability	Solution available to hiring managers, Supplier and subcontractors		99.00%	Measured during normal business hours as determined by the users location.	Monthly

Fill rate is defined as Supplier offering a resource that was acceptable to the hiring manager, was ordered by the hiring manager and actually reported to for work.

* Unless otherwise agreed by the hiring manager in work request.

** At the conclusion of each work assignment, Supplier will provide the hiring manager with an online customer satisfaction survey with their final invoice. Supplier will work with VITA to encourage participation in this program.

A complete discussion of these SLAs is located in **Appendix A: Expanded Answers to RFP, section J.**

SUPPLIER MANAGED STAFF AUGMENTATION CONTRACT AMENDMENT

Contract No. VA-05-1123-CAI
Amendment No. 00003

Master Contract No. VA-05-1123-CAI by and between the VITA and Computer Aid Inc is amended as follows:

EXHIBIT G Supplier Managed Staff Augmentation Guidelines between CAI and VITA is amended to reflect changes in the Subcontractor Base and Performance Assessment as shown in the attachment.

This amendment has no financial impact. The changes will be incorporated into the process and will be displayed on the SMSA and CAI websites.

The effective date of this Amendment is March 1, 2006 or upon execution whichever is later.

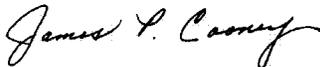
ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL MASTER CONTRACT REMAIN IN FULL FORCE AND EFFECT.

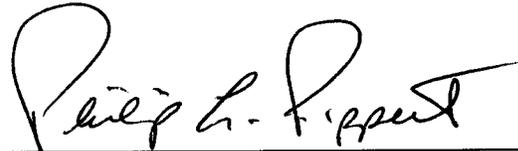
THIS AMENDMENT, consisting of 1 page(s) and 1 attachment(s), is executed by the persons signing below who warrant that they have the authority to execute this Amendment under the original Master Contract.

IN WITNESS WHEREOF, the AGENCY and the CONTRACTOR have signed this Amendment.

Computer Aid Inc.

VITA SCM





Signature

Signature

GM Government Division 02/17/2006

ASSOCIATED DIRECTOR, SCM 3/2/06

Title

Date

Title

Date

SUPPLIER MANAGED STAFF AUGMENTATION GUIDELINES
BETWEEN
COMPUTER AID, INC
AND
VITA

The following guidelines shall be effective upon the effective date of the SMSA contract and may be changed by VITA from time to time as which time this document must be updated and communicated to CAI.

1. PERIODIC MEETINGS

Impromptu implementation meetings will occur as frequently and often as necessary to complete each task in the SOWs and project plan. The participants and timing will be driven by the task assignments.

Weekly Implementation Status meetings will occur on a pre-defined scheduled basis. During implementation, the participants will be the VITA Rollout Manager, VITA Transition Manager, CAI Transition Manager, and CAI Account Manager. The agenda will be centered on progress against the SOW and project plan and resolving any unexpected issues. CAI will document and publish minutes.

Weekly Project Status meetings will begin after successful implementation and will occur on a pre-defined scheduled basis. The participants will be the VITA Contract Manager and CAI Account Manager. The agenda will include: 1) New Requisitions, 2) Transitioned Business, 3) Filled Requisitions, 4) Subcontractor/Resource Performance, 5) Issues and Resolution (Subcontractor, Hiring Manager, System, Process).

Quarterly meetings will be held within two (2) weeks of the end of the previous quarter. The participants will be the VITA Deputy CIO, VITA Supplier Manager, CAI Account Manager, CAI Staffing Managers, and CAI Executive Leadership. The agenda will include: 1) COVA Contract Utilization to include total number of Engagements, total spend (across the enterprise and broken down by agency), breakdown of job categories, and SWAM participation; 2) CAI's Service Level Performance and Customer Satisfaction Survey (completed bi-annually); 3) Subcontractor performance; 4) Issues and Resolution; 5) Process Changes; 6) Trends across agencies, Subcontractors and the market; 7) Networking (Tech Council, MSDC, Job Fairs, Schools).

2. CHANGE MANAGEMENT

A. Change Control Procedures

Within 120 (one hundred twenty) days of the Effective Date and as part of the SMSA Services, CAI will deliver to VITA, for VITA's approval, a written description of the change control procedures substantially in the form set forth in Attachment I (the "Change Control Procedures"). All changes to the Systems that would materially alter the functionality or technical environment of the Systems and all material changes to the Projects (each, a "Change"; collectively, "Changes"); will be made pursuant to the Change Control Procedures. No Change will be implemented without VITA's approval except as may be necessary on a temporary basis to maintain the continuity of the Services. CAI will schedule all projects and Changes so as not to unreasonably interrupt VITA business operations, prepare and deliver to VITA a monthly rolling schedule for ongoing and planned Changes for the next 60 (sixty)-day period, monitor the status of Changes

against the applicable schedule and, document and provide to VITA notification (which may be given orally provided that such oral notice is confirmed in writing to VITA within 10 (ten) days) of all Changes performed on a temporary basis to maintain the continuity of the Services no later than the next business day after the Change was made. The Change Control Procedures will be included in the Management Procedures Manual.

3. SUBCONTRACTOR BASE

A. Size of Subcontractor Base

CAI will manage an "open" network of subcontractors, meaning any subcontractor that meets CAI's audit criteria and agrees to the terms and conditions of the SMSA subcontractor agreement can compete for business on requisitions sent to them via the SMSA web tool. The initial CAI-managed subcontractor base will consist of one tier. After 6 months CAI will create two tiers. Tier 1 will comprise no more than 35 subcontractors whose track record and performance in SMSA and company profile suggests a high probability of continued quality, responsiveness and success under the SMSA business model. The second tier will remain open for all other businesses. Vendor performance will be analyzed on a quarterly basis and tiering changes could be made at that time.

B. Profile of Subcontractors

Subcontractors will be evaluated on their ability to deliver candidates/contractors within VITA's job categories and in each economic zone to ensure ample coverage across the Commonwealth. Additionally, subcontractors will be evaluated on past performance and compliance with contractual terms and conditions. Business size and financial net worth will not be considered in subcontractor qualification decisions.

C. Contract terms – See Exhibit F

D. Authority to Represent Any Resource

Subcontractor must have written (email is acceptable) authorization from a candidate to represent him or her for a specific requisition. Any unauthorized submittal will be rejected.

E. Registration Process

1. Initial

CAI shall work with VITA's incumbent subcontractors, and Commonwealth agencies to transition seated resources to CAI management or to replace such resources with resources from CAI's Subcontractor network.

- a). If an incumbent subcontractor elects to be an active participant in CAI's Subcontractor network, and the incumbent agrees to the terms and conditions and rates as set forth in CAI's IT Services Contract (example in Exhibit F), incumbent's resource(s) will be transitioned upon termination of their existing contract.
- b). If an incumbent subcontractor elects not to participate in any capacity, any Commonwealth agency utilizing a resource of such subcontractor may hire a staff augmentation resource for a knowledge transfer before the incumbent subcontractor's contract is terminated. Such Commonwealth agency may be required to replace the existing resource with a new candidate through CAI's Subcontractor network.

2. On-going

A Subcontractor may request to join CAI's Subcontractor network by placing a telephone call or sending an email to CAI's Account Manager. The Account Manager will provide the Subcontractor a general overview of the Contract and, at the Subcontractor's request, will send an "SMSA Vendor Packet" to such Subcontractor via email. The packet contains all required documentation for the Subcontractor to

register with CAI. Depending on availability and technical expertise, the Account Manager may invite the Subcontractor for a face-to-face meeting at which the Subcontractor shall present a detailed presentation of its services and capabilities. Once the Subcontractor and CAI have completed all required documentation, the Subcontractor will be activated as an SMSA subcontractor.

F. CAI's Resources

CAI may not contend for any work requests or provide any resources to perform IT Staff Augmentation services hereunder, whether directly or indirectly. CAI is also prohibited from including any Subcontractor in the SMSA system/network with whom CAI has any controlling interest.

G. Named Resources

Authorized Users may name a Subcontractor, Resource or combination of Subcontractor and Resource on a Requisition. These are considered Named Resource Requisitions which are SLA exempt and must be approved by VITA SCM.

4. REPORTING

A. Reports

1. Ad Hoc

At any time, the VITA Supplier Manager may make a direct request to the CAI Account Manager for an Ad Hoc report. CAI will use its best efforts to create the report in less than 24 hours. Once the report is created, CAI Account Manager will provide training to the VITA Supplier Manager on how to run and customize reports. The VITA Contract Manager may run the requested report at any time or request CAI to run the requested report.

2. Standard

Commonwealth managers will follow the same process described in the "Ad Hoc" reports paragraph when requesting reports. Two examples of reports that may be commonly requested across all agencies are:

Monthly - Invoice Detail report - shows by engaged candidate, the number of hours and corresponding billing amount for a specified invoice period (this can be run by agency or for all agencies).

Monthly - Purchase Order (PO) Limit Audit - shows by PO the amount expended and the amount remaining by line item through a given time period (this can be run by agency, by all agencies, or for a specific PO).

5. RECRUITING SUBCONTRACTOR AND RESOURCES

CAI will provide to VITA a Subcontractor spreadsheet on a monthly basis that will indicate 1) Active Subcontractors, 2) Pending Subcontractors, 3) Inactive Subcontractors.

CAI will provide to VITA a summary of its activities to seek out new potential Subcontractors (e.g., Tech Council, VA MSDC, User Groups, etc.) as a part of its Quarterly Report.

6. PERFORMANCE ASSESSMENT

CAI shall measure Subcontractors against SLAs and the following key performance indicators:

of submittals

% of unique candidates

Average composite score

- % submitted within 3 days
- % forwarded to hiring manager
- % placed
- Retention

7. BACK GROUND CHECKS

VITA to provide within 30 days of contract effective date

8. ON BOARDING PROCESS

VITA to provide within 30 days of contract effective date

9. RESUME FULFILLMENT

A. Batch Size

The initial batch will consist of five (5) resumes. CAI and VITA may agree to adjust the batch size at any time during the Contract term.

B. Sorting Resumes

Resumes will be sorted first on Quality (composite scores) and secondly on Rate, with the exception of candidates whose rates exceed the rate card. Such candidates will not be included in the first batch of resumes unless there are no other qualified candidates.

C. Same Resume From Different Subcontractors

If more than one subcontractor submits the resume of the same candidate in response to a work request, and each subcontractor has secured the candidate's authorization to represent him or her, CAI will select the subcontractor who offers the lowest rate. If each subcontractor offers the same rate, CAI will select the subcontractor with the first submission of the candidate.

10. RATE CARD MANAGEMENT

Rate cards will be evaluated on a quarterly basis; however CAI will raise any reoccurring rate challenges on a case-by-case basis to VITA for immediate consideration at the Weekly Status Meeting.

11. JOB TITLES AND DESCRIPTIONS

The initial job titles, job descriptions and rates are attached to the Contract, see Exhibit E

CAI will use the ERI enhanced Dictionary of Occupational Titles (eDOT)[®] to develop initial job titles and descriptions. At any time, and in response to market conditions and Commonwealth requirements, CAI may recommend to the VITA Supplier Manager additions, deletions, or changes to job titles and descriptions.

SUPPLIER MANAGED STAFF AUGMENTATION CONTRACT AMENDMENT

Contract No. VA-05-1123-CAI
Amendment No. 00002

Master Contract No. VA-05-1123-CAI by and between the VITA and Computer Aid Inc is amended as follows:

EXHIBIT D JOB RATE CARDS and SMSA RFP APPENDIX B JOB TITLES AND DESCRIPTION are amended to add the Computer Operator, SOC 439001 job descriptions with associated rate entries as shown in the Attachments.

This amendment has no financial impact. The new job descriptions will be incorporated into the Peopleclick VMS tool for use by VITA.

The effective date of this Amendment is February 20, 2006 or upon execution whichever is later.

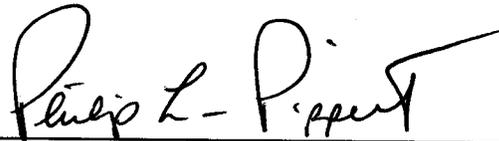
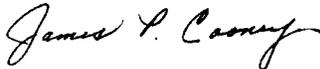
ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL MASTER CONTRACT REMAIN IN FULL FORCE AND EFFECT.

THIS AMENDMENT, consisting of 1 page(s) and 2 attachment(s), is executed by the persons signing below who warrant that they have the authority to execute this Amendment under the original Master Contract.

IN WITNESS WHEREOF, the AGENCY and the CONTRACTOR have signed this Amendment.

Computer Aid Inc.

VITA SCM



Signature

Signature

GM Government Division

02/13/2006

ASSOCIATE DIRECTOR, SCM 3/2/06

Title

Date

Title

Date



1. COMPUTER OPERATOR SOC: 439011

Computer Operator Level 1	
Years of Experience:	3 to 7 years
Job Description:	<ul style="list-style-type: none"> Serves as technician for computer operations and production control technical duties in VEC's Central Office computer room. Determines accuracy and acceptability of input. Analyzes priorities and schedules, executes, prints, distributes jobs. Troubleshoots and resolves problems. Executes jobs. Performs duties related to Operations' peripheral devices. Review, analyze and correct Job Control language (JCL), and support IVRS system. Documents job starting and ending times, all abends and all problems occurring during the shift.
Computer Operator Level 2	
Years of Experience:	7 to 11 years
Job Description:	<p>All roles specified in Computer Operator 1 plus the following:</p> <ul style="list-style-type: none"> Assigns work. Provides on-the-job training. Completes shift turnover reports for management. May act as backup in the absence of supervisor.
Computer Operator Level 3	
Years of Experience:	11 or more years
Job Description:	<p>All roles specified in Computer Operator 2 plus the following:</p> <ul style="list-style-type: none"> Serves as a working supervisor for a shift of computer operations personnel. Responsible for both Central Office computer rooms. Plans and coordinates operations throughput with agency users, Systems Development, Technical Support and



Computer Aid, Inc.

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Department of Information Technology personnel.

- Ensures timely and accurate scheduling, processing and distribution of production work.
- Provides technical advice and recommendations.

Zone 98		
Job Title		Bill Rate
Computer Operator Level 1		\$ 23.58
Computer Operator Level 2		\$ 26.87
Computer Operator Level 3		\$ 29.59

SUPPLIER MANAGED STAFF AUGMENTATION CONTRACT AMENDMENT

Contract No. _____
Amendment No. _____ 00001

Master Contract No. _____ by and between the VITA and Computer Aid Inc is amended as follows:

EXHIBIT D JOB RATE CARDS and SMSA RFP APPENDIX B JOB TITLES AND DESCRIPTION are amended to remove the following job descriptions and rate entries and use the To Be Used Job Descriptions:

Removed Job Description	To Be Used Job Description
EDMS Services	Product Specialist Level 2
Electronic Commerce Services (EDI)	Product Specialist Level 2
Enterprise Planning & Research Consulting Services	Product Specialist Level 3
Industry Specialist	Consultant Level 2
Middleware Integration Consulting Services	Technical Architecture Specialist Level 3
Telecommunications Engineering Services	Product Specialist Level 2

This amendment has no financial impact. The removed job description rates are the same as the To Be Used Job Description rates.

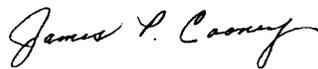
The effective date of this Amendment is December 14, 2005 or upon execution whichever is later.

ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL MASTER CONTRACT REMAIN IN FULL FORCE AND EFFECT.

THIS AMENDMENT, consisting of 1 page(s) and 1 attachment(s), is executed by the persons signing below who warrant that they have the authority to execute this Amendment under the original Master Contract.

IN WITNESS WHEREOF, the AGENCY and the CONTRACTOR have signed this Amendment.

Computer Aid Inc.



Signature

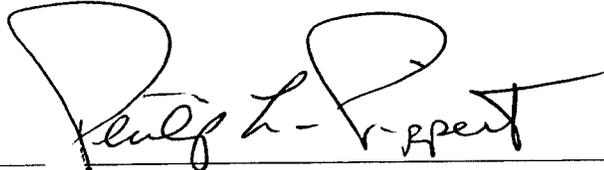
GM Government Division

Title

12/8/05

Date

VITA SCM



Signature

ASSOC. DIRECTOR, SCM

Title

12/19/05

Date

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MASTER SERVICES CONTRACT

THIS SERVICES CONTRACT ("Contract") is entered into by and between the Virginia Information Technologies Agency (hereinafter referred to as "VITA"), pursuant to §2.2-2012 of the Code of Virginia, and Computer Aid, Inc. ("CAI") to be effective as of November xx, 2005 ("Effective Date"). VITA and CAI are referred to herein individually as "Party" and collectively as the "Parties."

1. PURPOSE AND SCOPE

This Contract sets forth the terms and conditions under which CAI shall provide CAI Managed Staff Augmentation ("SMSA") Services to the Authorized Users.

2. DEFINITIONS

A. Acceptance

Acceptance shall take the form of completed Acceptance testing in conformance with the requirements as set forth by the ordering Authorized User in the applicable requisition in CAI's system or Statement of Work.

B. Agent

Any third party independent agent of any Authorized User.

C. Authorized User

All public bodies, including VITA, as defined by §2.2-4301 and referenced by §2.2-4304 of the Code of Virginia.

D. Confidential Information

Any confidential or proprietary information of a Party that is disclosed in any manner, including oral or written, graphic, machine readable or other tangible form, to the other Party in connection with or as a result of discussions related to this Contract, and which at the time of disclosure either (i) is marked as being "Confidential" or "Proprietary", (ii) is otherwise reasonably identifiable as the confidential or proprietary information of the Disclosing Party, or (iii) under the circumstances of disclosure should reasonably be considered as confidential or proprietary information of the disclosing Party.

E. Deliverable

Means the tangible embodiment of the Subcontractor Services performed or provided by a Subcontractor.

F. SMSA Deliverable

Means the tangible embodiment of the SMSA Services performed or provided by CAI.

G. SMSA Solution Requirements

The functional, performance, operational, compatibility, Acceptance testing criteria and other parameters and characteristics of the SMSA Service described in the applicable documentation, CAI's Proposal and such other parameters, characteristics, or performance standards for the product that may be agreed upon in writing by the Parties.

H. SMSA Service

Any work performed or service provided by CAI under this Contract for VITA.

I. Statement of Work (SOW)

A Statement of Work means any incorporated, attached or subsequent document to an order which, upon acceptance by a CAI or Subcontractor in response thereto, shall be deemed a part of this Contract, and which describes the Deliverables, due dates, assignment duration and payment obligations for a specific project, engagement, or assignment for which Subcontractor shall be providing Subcontractor Services.

J. Subcontractor

Any entity with which CAI has entered a subcontractor contract, Exhibit F, to provide the resources to perform the various Subcontractor Services required during the term of the Contract.

K. Subcontractor Service

Any work performed or service provided, including any Deliverable described in the applicable order or SOW attached thereto, by a Subcontractor for an Authorized User.

L. CAI

The prime contractor responsible for managing a base of Subcontractors who provide the resources to perform the various SMSA Services required during the term of the Contract.

M. CAI's Proposal

Proposal submitted by CAI and accepted by VITA, attached hereto as part of Exhibit A that describes the SMSA Services to be performed by CAI.

N. VITA

Virginia Information Technologies Agency, an agency of the Commonwealth of Virginia pursuant to Chapter 20.1 (§§2.2-2005 et seq.) of the Code of Virginia

O. Work Product

The discovery, creation or development of inventions, combinations, machines, methods, formula, techniques, processes, improvements, software designs, computer programs, strategies, specific computer-related know-how, data and original works of authorship (collectively, the "Work Product").

3. TERM AND TERMINATION

1. Term

This Contract is effective and legally binding as of the Effective Date and, unless terminated as provided for in this section, shall continue to be effective and legally binding for a period of two (2) years. Subject to the mutual written agreement of both Parties, this Contract may be extended for up to three (3) additional one-year periods after the expiration of the initial two (2) year-period. VITA will issue a written notification to CAI stating the extension period, 30 days prior to the expiration of any current term.

2. Termination

VITA may terminate this Contract, in whole or in part, upon not less than thirty (30) days prior written notice at any time for any reason. CAI shall submit any contractual dispute to VITA for resolution according to the terms of the Dispute Resolution Section. Upon termination, VITA shall have no future liability except for SMSA Services rendered by CAI prior to the termination date.

3. Transition Plan Upon Expiration or Termination

At VITA's request, CAI shall provide a transition plan to VITA at least one hundred and twenty (120) days prior to the termination effective date hereof. The transition plan will provide for the orderly transition and migration to VITA or VITA's designated third party, of all services then being performed or provided by CAI hereunder. CAI will continue to provide Services to VITA until the transition is complete. Each party will cooperate fully and in good faith with the other and/or its designees, so that the transition of Services rendered under this Agreement shall be timely and efficient and implemented in a manner so as not to interfere with VITA's orderly conduct of its business or CAI's other operations. VITA and its employees will cooperate in good faith with CAI in connection with CAI's obligations under this section. Exhibit G sets forth the details to be included in the transition plan.

4. SMSA SERVICES

A. Nature of Services and Engagement

CAI is an independent contractor engaged to provide SMSA Service, including but not limited to management of the SMSA system and management of the Subcontractor base. Both Parties acknowledge that this Contract is non-exclusive, in that any Authorized User may utilize the services of others, and CAI may provide services to others so long as those services do not breach the terms of this Contract.

B. Statement of Work (SOW)

All Subcontractor Services provided by a subcontractor shall be performed at the rates set forth in an order executed by Authorized User. Subcontractor personnel shall maintain daily time records of hours and tasks performed which shall be submitted or made available for inspection by the ordering Authorized User upon forty eight (48) hours advance written notice. Any total dollar amounts or not-to-exceed limitations appearing in the applicable order or SOW attached thereto shall be considered reasonably accurate estimates.

C. Acceptance Criteria

SMSA Service(s) shall be accepted when the Deliverable meets the SMSA Solution Requirements as tested pursuant to the Acceptance Criteria in Exhibit H. VITA agrees to commence Acceptance testing within a reasonable time period after receipt of the SMSA Service or within such other time period mutually agreed upon by the Parties. CAI agrees to provide to VITA such assistance and advice as VITA may reasonably require, at no additional cost, during such Acceptance testing, other than pre-approved travel expenses incurred which will be reimbursable by VITA at the then-current per diem amounts as published by the Virginia Department of Accounts.

D. Cure Period

CAI shall correct the non-conformities identified hereunder and shall thereafter re-submit such previously non-conforming SMSA Service for re-testing within seven (7) business days of VITA's notice of non-conformance, or as otherwise agreed between VITA and CAI. In the event that CAI fails to re-submit a SMSA Service which meets the SMSA Solution Requirements, VITA may, in its sole discretion: (i) reject the SMSA Service in its entirety and recover amounts previously paid hereunder; (ii) issue a "partial Acceptance" of the SMSA Service with an equitable adjustment in the price to account for such deficiency; or (iii) conditionally accept the applicable SMSA Service while reserving its right to revoke Acceptance if timely correction is not forthcoming. Notwithstanding the foregoing, VITA shall be entitled to pursue any other remedies that are available to it under this Contract.

E. Training and Documentation

Any training or documentation necessary for VITA to have full benefit of the SMSA Service shall be deemed included in the scope of this Contract unless expressly excluded.

5. RIGHTS TO WORK PRODUCT

A. Work Product

VITA and CAI each acknowledge that performance of this Contract may result in Work Product. The Parties agree to document all Work Product specifications and make such specifications an incorporated Exhibit to the applicable order or SOW attached thereto. CAI agrees that it shall require all Subcontractors, pursuant to Exhibit F, to promptly and fully disclose to the ordering Authorized User any and all Work Product generated, conceived, reduced to practice or learned by Subcontractor or any of its employees, either solely or jointly with others, during the term of this Contract, which in any way relates to the business of such Authorized User.

B. Ownership

CAI agrees that, whether or not the services are considered "works made for hire" or an employment to invent, all Work Product discovered, created or developed under this Contract shall be and shall remain the sole and exclusive property of VITA and its assigns. Except as specifically set forth in writing and signed by both VITA and CAI, CAI agrees that VITA shall have all rights with respect to any new Work Product discovered, created or developed under this Contract without regard to the origin of the Work Product. If and to the extent that any preexisting rights of CAI are embodied in the Work Product, CAI hereby grants to VITA the irrevocable, perpetual, non-exclusive, world-wide, royalty-free right and license to (1) use, execute, reproduce, display, perform, distribute copies of, and prepare derivative works based upon such pre-existing rights and any derivative works thereof, and (2) authorize others to do any or all of the foregoing.

If and to the extent that CAI or Subcontractor may, under applicable law and/or contract, be entitled to claim any ownership interest in the Work Product, CAI hereby transfers, grants, conveys, assigns and relinquishes exclusively to VITA any and all right, title and interest it now has or may hereafter acquire in and to the Work Product under patent, copyright, trade secret and trademark law in perpetuity or for the longest period otherwise permitted by law. If any moral rights are created, CAI waives such rights in the Work Product.

CAI further agrees, and will require all Subcontractors to agree that neither CAI, Subcontractor, Subcontractor's employees, nor any party claiming through CAI, Subcontractor, or Subcontractor's employees, shall, other than in the performance of this Contract, make use of or disclose to others any proprietary information relating to the Work Product.

All Subcontractor Services performed hereunder shall include delivery of all source and object code and all executables and documentation. CAI agrees that it shall require all Subcontractors, pursuant to Exhibit F, to provide the ordering Authorized User a copy of the most recent source code at all times.

CAI further agrees as to the Work Product to assist VITA in every reasonable way to obtain and, from time to time, enforce patents, copyrights, trade secrets and other rights and protection relating to Work Product, and to that end, CAI and its employees shall execute all documents for use in applying for and obtaining such patents, copyrights, trade secrets and other rights and protection with respect to such Work Product, as VITA may reasonably request, together with any assignments thereof to VITA or persons designated by it. CAI's and its employees' obligations to assist VITA in obtaining and enforcing such rights shall continue beyond the termination of this Contract.

6. CAI PERSONNEL

A. Selection and Management of CAI Personnel

CAI shall take such steps as may be necessary to ensure that all CAI personnel and Subcontractors provided under this Contract are competent and knowledgeable of the contractual arrangements between VITA and CAI. CAI shall be solely responsible for the conduct of its employees and Subcontractors and shall ensure that such employees and Subcontractors comply with the appropriate Authorized User's site security, information security and personnel conduct rules, as well as applicable federal, state and local laws. VITA reserves the right to require the immediate removal from such Authorized User's premises of any employee, Subcontractor or agent of CAI whom such Authorized User believes has failed to comply or whose conduct or behavior is unacceptable or unprofessional or results in a security or safety breach.

B. CAI Personnel Supervision

CAI and VITA acknowledge that CAI shall be and is the sole employer of CAI personnel, and shall have sole responsibility to supervise, counsel, discipline, review, evaluate, set the pay rates of and terminate the employment of CAI personnel.

7. REPRESENTATIONS AND WARRANTY OF CAI

With respect to the SMSA Services provided by CAI and the Subcontractor Services, CAI represents and warrants the following:

A. Ownership

CAI has the right to provide the services, including SMSA Deliverables, without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third party.

B. Performance

- i). All SMSA Services and Subcontractor Services shall be performed with care, skill and diligence, consistent with or above applicable professional standards currently recognized in its profession, and CAI shall be responsible for the professional quality, technical accuracy, completeness and coordination of all plans, information, specifications, computer programs,

software, SMSA Deliverables, Subcontractor Services and SMSA Services furnished under this Contract;

- ii). If the SMSA Services are pursuant to a particular Request for Proposal, such SMSA Services and SMSA Deliverables shall be fit for the particular purposes specified by VITA and CAI is possessed of superior knowledge with respect to the SMSA Services and is aware that VITA is relying on CAI's skill and judgment in providing the Services;
- iii). The SMSA Services shall meet or exceed the SMSA Solution Requirements;
- iv). The SMSA Services and Subcontractor Services shall be performed in a professional manner;
- v). CAI warrants that the documentation which CAI is required to provide under this Contract shall be sufficient in detail and content to allow a user to understand fully the software or other SMSA Deliverables without reference to any other materials or information.

C. Performance Service Standards and Remedies

CAI will meet or exceed the Service levels detailed in Exhibit B, attached hereto. In the event CAI fails to meet the Service levels, CAI agrees to the following remedies:

- i). A discussion will take place between the CAI representatives and the VITA contract manager. The CAI will be given a warning, and a plan will be developed to improve on the problem areas within thirty (30) days.
- ii). If a second monthly review occurs with minimal or no improvement in the problem areas, CAI will be placed on Probation, and CAI will be given two (2) months to improve their overall service score.
- iii). If a third monthly review with below-threshold score occurs within the two (2) month probationary period, CAI will be required to give a three percent (3%) rebate on the month's revenue back to each Authorized User which has provided revenue to CAI.
- iv). If a fourth below-threshold score occurs within the next three (3) months, CAI will be required to provide a five percent (5%) rebate on the month's revenue back to each Authorized User which has provided revenue to CAI, and the Contract may be terminated by VITA.

D. Limited Warranty Period and Remedy

During the Warranty Period, CAI warrants that the SMSA Deliverables do not contain any material errors and shall conform to the SMSA Solution Requirements. CAI shall correct all errors at no additional cost to any Authorized User. If CAI is unable to make the SMSA Deliverable conform in accordance with the Acceptance Criteria, as set forth in the Statement of Work, and Cure Period Paragraph herein, in all material aspects, within seven (7) business days following notification by VITA, CAI shall, at VITA's request, accept return of any SMSA Deliverables, and return all monies paid by any Authorized User for the non-conforming SMSA Deliverable and any other related SMSA Deliverable rendered unusable. If any Subcontractor Services fail to meet the requirements as documented, all such service will be re-performed at no additional expense to any Authorized User.

THE OBLIGATIONS OF CAI UNDER THIS SECTION ARE MATERIAL. CAI MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY CONCERNING MERCHANTABILITY OR FITNESS FOR ANY OTHER PARTICULAR PURPOSE.

8. ORDERS AND COMPENSATION

A. Order

CAI is required to accept any valid order placed through the eVA electronic procurement website portal (<http://www.eva.state.va.us>). eVA is the Commonwealth of Virginia's total electronic procurement solution. State agencies, as defined in §2.2-2006 of the Code of Virginia, shall order through eVA.

All other Authorized Users are encouraged to order through eVA, but if an Authorized User does not use eVA, such Authorized User must order through the order process or processes implemented by CAI and approved by VITA. This ordering authority is limited to issuing orders for the Subcontractor Services available under this Contract. Under no circumstances shall any Authorized User have the authority to modify this Contract.

B. Purchase Price and Price Protection

Exhibit D sets forth the fees and the appropriate VITA discounts. CAI management fees shall not increase for a period of not less than two (2) years from the Effective Date. Thereafter, any increase in price shall be limited to once per twelve (12) month period and shall not exceed the lesser of 3% or the annual increase in the Consumer Price Index for All Urban Consumers, All US Cities Average, Seasonally Adjusted, All Items Less Food and Energy, as published by the Bureau of Labor Statistics of the Department of Labor (<http://www.bls.gov/cpi/home.htm>), for the effective date of the increase compared with the same index one (1) year prior. CAI shall demonstrate the added value for any requested price increase. Any such change in price shall be submitted to VITA in writing in accordance with the above and shall not become effective for sixty (60) days thereafter. Semi-annually the resource rates set forth in Exhibit D shall be checked against the ERI Index, or other applicable industry data, and the prices in Exhibit D shall be appropriately adjusted to ensure continued price competitiveness, if required. CAI agrees to offer Service price reductions to ensure compliance with the Competitive Pricing Section.

C. Invoice and Payment Terms

All payment obligations under this Contract are subject to the availability of legislative appropriations for this purpose. In the event of non-appropriation of funds for the items under this Contract, VITA may terminate this Contract, any order or Statement of Work, for those goods or services for which funds have not been appropriated. Written notice will be provided to CAI as soon as possible after legislative action is completed.

Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request, and can be obtained online at <http://www.tax.state.va.us/>. Deliveries against this Contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

If any purchases are to be supported by federal funding, and such funding is not made available, VITA may terminate this Contract or appropriate Statement of Work, or an Authorized User may terminate an order or SOW, for goods or services dependent on such federal funds without further obligation.

CAI is responsible for the accuracy of its billing information. CAI agrees not to issue invoices hereunder until services have been performed. Charges older than ninety (90) days may not be paid.

If there are any disputed items, the appropriate Authorized User shall pay all undisputed charges and promptly notify CAI in writing of any disputed amount. CAI shall thereupon review its records, and, if it does not concur with such Authorized User, provide such Authorized User with documentation to support the charge. CAI agrees not to bill VITA for Subcontractor Services until the hiring manager has approved the applicable time card(s). All payment terms are due 30 days from receipt of invoice.

D. Invoice Procedures

CAI shall remit each invoice to the bill to address provided with the order promptly after all services have been accepted. Travel expenses must be itemized as a separate line item on all invoices. No invoice shall include any costs other than those identified in Exhibit D or the executed order or Statement of Work. In the event that the Authorized User approves overtime work under this Contract, CAI will be compensated at overtime rates (time and one-half) for those positions identified in Exhibit D, attached hereto and incorporated herein, required to be paid overtime under the Fair Labor Standards Act.

Invoices issued by CAI shall identify at a minimum:

- i). This Contract number and the applicable order number
- ii). CAI's Federal Employer Identification Number (EIN).
- iii). Additional items as determined through negotiation by the Parties.

ALL CONTRACTUAL OBLIGATIONS UNDER THIS CONTRACT IN CONNECTION WITH AN ORDER PLACED BY ANY PUBLIC BODY (as that term is defined in §2.2-4301 of the Code of Virginia) OF ANY COUNTY, CITY OR TOWN LOCATED WITHIN THE COMMONWEALTH OF VIRGINIA ARE THE SOLE OBLIGATION OF THE COUNTY CITY OR TOWN PLACING THE ORDER AND NOT THE RESPONSIBILITY OF VITA.

E. Overtime Policy

No overtime premiums will be paid to CAI for work which is performed after normal business hours (8:00 a.m. local time – 5:00 local time) in order to complete a task on time, unless otherwise agreed to in writing in advance by Authorized User.

F. Acceptance

Defined in the applicable SOW or other documentation.

G. Reimbursement of Expenses

The appropriate Authorized User shall pay, or reimburse CAI, for all reasonable and actual travel-related expenses greater than thirty (30) miles from portal to portal incurred by CAI during the relevant period; provided, however, that such Authorized User shall only be liable to pay for CAI's travel-related expenses, including transportation, meals, lodging and incidental expenses, that have been authorized by such Authorized User in advance and which will be reimbursable by such Authorized User at the then-current per diem amounts as published by the Virginia Department of Accounts, <http://www.doa.state.va.us/procedures/AdminServices/capp/pdfdocs/20335REV0701042.pdf>. All reimbursed expenses will be billed to the Authorized User on a pass through basis without any markup by CAI.

H. CAI's Report of Sales and Industrial Funding Adjustment

CAI shall submit the "CAI Monthly Report of Sales" which is available online at: (to be furnished at later date). The report shall be submitted in electronic form via electronic mail to the VITA Contract Administrator and the VITA Controller (email addresses to be provided upon award), by the 10th day of every month, reporting all invoices paid by VITA for the preceding month. The report shall also show a cumulative record of all sales which shall carry forward for the duration of the Contract. The CAI Monthly Report of Sales template (in MS Excel format) indicated at the link above is required to be used by the CAI and provided to VITA.

"CAI Monthly Report of Sales" is a detailed record that is prepared from actual invoices submitted to and paid by the Authorized User pursuant to this Contract. Data submitted shall include Name of Project, CAI's tax identification number, invoice date, invoice number, order number, name of requesting entity, User name and telephone number, amount billed for services performed for previous month, and IT service category.

CAI shall submit Industrial Funding Adjustment payment at the same time as submitting the "CAI Monthly Report of Sales" in the form of a check or electronic funds disbursement made payable to the Controller of VITA, based on 2% of total sales under this Contract. CAI shall include this Contract number, "report amounts" and "report period" with all Industrial Funding Adjustment payments. CAI shall remit (i) Industrial Funding Adjustment payments made via check to: VITA, ATTN: Controller; 110 South 7th Street, 3rd Floor; Richmond, VA 23219-3931, and (ii) a copy of the means of payment to the VITA Contract Administrator. Failure to comply with reporting and payment requirements of this section shall result in default of Contract.

9. COMPETITIVE PRICING

CAI warrants and agrees that each of the charges, economic or product terms or warranties granted to VITA pursuant to this Contract are comparable to or better than the equivalent charge, economic or product term or warranty being offered to any commercial or government customer of CAI. If CAI enters into any arrangements with another customer of CAI or with an Authorized User to provide

services under more favorable prices, as the prices may be indicated on CAI's current US and International price lists or comparable documents, then this Contract shall be deemed amended as of the date of such other arrangements to incorporate those more favorable prices, and CAI shall immediately notify VITA of such change.

10. CONFIDENTIALITY

A. Treatment and Protection

Each Party agrees to (i) hold in strict confidence all Confidential Information of the other Party, (ii) use the Confidential Information solely to perform or to exercise its rights under this Contract, and (iii) not transfer, display, convey or otherwise disclose or make available all or any part of such Confidential Information to any third-party. However, an Authorized User may disclose the Confidential Information as delivered by CAI to Subcontractors, contractors or agents of such Authorized User that are bound by a non-disclosure contract with such Authorized User. Each Party shall take the same measures to protect against the disclosure or use of the Confidential Information as it takes to protect its own proprietary or confidential information (but in no event shall such measures be less than reasonable care).

B. Exclusions

The term "Confidential Information" shall not include information that is:

- i). in the public domain through no fault of the receiving Party or of any other person or entity that is similarly contractually or otherwise obligated;
- ii). obtained independently from a third-party without an obligation of confidentiality to the disclosing Party and without breach of this Contract;
- iii). independently developed by the receiving Party without reference to the Confidential Information of the other Party; or
- iv). required to be disclosed under The Virginia Freedom of Information Act (§§2.2-3700 et seq. of the Code of Virginia) or similar laws.

C. Court Order

The owner of Confidential Information ordered to be disclosed pursuant to a court order may seek a protective order and such disclosure will not reclassify the information.

D. Return or Destruction

Upon the termination or expiration of this Contract or upon the earlier request of the disclosing Party, the receiving Party shall (i) at its own expense, (a) promptly return to the disclosing Party all tangible Confidential Information (and all copies thereof except the record required by law) of the disclosing Party, or (b) upon written request from the disclosing Party, destroy such Confidential Information and provide the disclosing Party with written certification of such destruction, and (ii) cease all further use of the other Party's Confidential Information, whether in tangible or intangible form.

11. LIABILITY AND INDEMNIFICATION

CAI agrees to indemnify, defend and hold harmless any Authorized User, its officers, directors, agents and employees ("Indemnified Parties") from and against any and all third party claims, or direct damages suffered by Authorized Users, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, fines, judgments, settlements, expenses (including attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of Authorized User's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from: (i) any act of any CAI employee or Subcontractor of CAI, or (ii) breach of any representation, warranty or covenant of CAI contained herein, (iii) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Deliverables or services. Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations. For state agencies the applicable laws include §§ 2.2-510 and 2.2-514 of the Code

of Virginia. In all cases the selection and approval of counsel and approval of any settlement shall be satisfactory to the Authorized User against whom the claim has been asserted.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Deliverable or services, and in addition to all other obligations of CAI in this Section, CAI shall at its expense, either (a) procure for all Authorized Users the right to continue use of such infringing Deliverable or services, or any component thereof; or (b) replace or modify such infringing Deliverable or services, or any component thereof, with non-infringing products or services satisfactory to the Authorized User.. And in addition, CAI shall provide any Authorized User with a comparable temporary replacement Deliverable or reimburse any Authorized User for the reasonable costs incurred by such Authorized User in obtaining an alternative product in the event such Authorized User cannot use the affected product. If CAI cannot accomplish any of the foregoing within a reasonable time and at commercially reasonable rates, then CAI shall accept the return of the infringing component of the Software or services, along with any other components of any products rendered unusable by any Authorized User as a result of the infringing component, and refund the price paid to CAI for such components.

At the express request of the Commonwealth of Virginia Attorney General, CAI shall defend any such Claim with counsel reasonably satisfactory to VITA and shall pay any interim or final judgment or award entered against VITA, or settlement amount agreed to by CAI, within sixty (60) days of such judgment award being entered and shall, in addition, pay any and all other reasonable expenses incurred by VITA in connection with any such claim. CAI may settle any Claim without VITA's written consent unless such settlement (A) contains an admission of liability or wrongdoing by VITA; (B) does not include a release of all covered claims pending against VITA; or (C) imposes any obligations upon VITA other than an obligation to stop using any infringing items.

EXCEPT WITH REGARD TO CLAIMS FOR PROPERTY DAMAGE, PERSONAL INJURY, DEATH OR INFRINGEMENT, AND THE INDEMNIFICATION AND CONFIDENTIALITY OBLIGATIONS, WITH RESPECT TO EACH OF WHICH LIABILITY SHALL NOT BE LIMITED PURSUANT TO THIS SECTION, IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY (OR THE INDEMNIFIED PARTIES OF SUCH PARTY) FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, EXCEPT WHEN SUCH DAMAGES ARE CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF THE PARTY, ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS.

12. SECURITY COMPLIANCE

CAI agrees to comply with all provisions of VITA's then current security procedures as are pertinent to CAI's operation and have been supplied to CAI by VITA and further agrees to comply with all applicable federal, state and local laws. CAI shall indemnify, defend, and hold VITA, its officers, directors, employees and agents harmless from and against any and all fines, penalties (whether criminal or civil), judgments, damages and assessments, including reasonable expenses suffered by, accrued against, or charged to or recoverable from VITA, its officers, directors, agents or employees, on account of the failure of CAI to perform its obligations pursuant this Section.

13. BANKRUPTCY

If CAI becomes insolvent, takes any step leading to its cessation as a going concern, fails to pay its debts as they become due, or ceases business operations continuously for longer than fifteen (15) business days, then VITA may immediately terminate this Contract on notice to CAI unless CAI immediately gives VITA adequate assurance of the future performance of this Contract. If bankruptcy proceedings are commenced with respect to CAI, and if this Contract has not otherwise terminated, then VITA may suspend all further performance of this Contract until CAI assumes this Contract and provides adequate assurance of performance thereof or rejects this Contract pursuant to Section 365 of the Bankruptcy Code or any similar or successor provision, it being agreed by the Parties that this is an executory contract. Any such suspension of further performance by VITA pending CAI's

assumption or rejection shall not be a breach of this Contract, and shall not affect VITA's right to pursue or enforce any of its rights under this Contract or otherwise.

14. GENERAL PROVISIONS

A. Relationship Between VITA and CAI

CAI has no authority to contract for VITA or in any way to bind, to commit VITA to any agreement of any kind, or to assume any liabilities of any nature in the name of or on behalf of VITA. Under no circumstances shall CAI, or any of its employees, hold itself out as or be considered an agent or an employee of VITA, and VITA shall have no duty to provide or maintain any insurance or other employee benefits on behalf of CAI or its employees. CAI represents and warrants that it is an independent contractor for purposes of federal, state and local employment taxes and agrees that VITA is not responsible to collect or withhold any federal, state or local employment taxes, including, but not limited to, income tax withholding and social security contributions, for CAI. Any and all taxes, interest or penalties, including, but not limited to, any federal, state or local withholding or employment taxes, imposed, assessed or levied as a result of this Contract shall be paid or withheld by CAI or, if assessed against and paid by VITA, shall be reimbursed by CAI upon demand by VITA.

B. Incorporated Contractual Provisions

The contractual provisions at the following URL are statutorily mandated provisions that are hereby incorporated by reference, including the contractual claims provision §2.2-4363 of the Code of Virginia: http://www.vita.virginia.gov/procurement/documents/terms_04-05sw.pdf.

C. Governing Law

This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia without regard to that body of law controlling choice of law. Any and all litigation shall be brought in the circuit courts of the Commonwealth of Virginia. The English language version of this Contract prevails when interpreting this Contract. The United Nations Convention on Contracts for the International Sale of Goods and all other laws and international treaties or conventions relating to the sale of goods are expressly disclaimed. UCITA shall apply to this Contract only to the extent required by §59.1-501.15 of the Code of Virginia.

D. Dispute Resolution

In accordance with §2.2-4363 of the Code of Virginia, Contractual claims, whether for money or other relief, shall be submitted in writing to the public body from whom the relief is sought no later than sixty (60) days after final payment; however, written notice of CAI's intention to file such claim must be given to VITA at the time of the occurrence or beginning of the work upon which the claim is based. Pendency of claims shall not delay payment of amounts agreed due in the final payment. VITA shall render a final decision in writing within thirty (30) days after its receipt of CAI's written claim.

CAI may not invoke any available administrative procedure under §2.2-4365 of the Code of Virginia nor institute legal action prior to receipt of the purchasing agency's decision on the claim, unless that agency fails to render its decision within thirty (30) days. The decision of the purchasing agency shall be final and conclusive unless the CAI, within six (6) months of the date of the final decision on the claim, invokes appropriate action under §2.2-4364, Code of Virginia or the administrative procedure authorized by §2.2-4365, Code of Virginia.

Upon request from the public body from whom the relief is sought, CAI agrees to submit any and all contractual disputes arising from this Contract to VITA's alternative dispute resolution (ADR) procedures. CAI may invoke VITA's ADR procedures at any time and concurrently with any other statutory remedies prescribed by the Code of Virginia.

In the event of any breach by VITA, CAI's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall CAI's remedies include the right to terminate any license or support services hereunder.

E. Advertising and Use of Proprietary Marks

CAI shall not use any Authorized User's name or refer to any Authorized User, directly or indirectly, in any press release or formal advertisement without receiving prior written consent of such Authorized User. In no event may CAI use a proprietary mark without receiving the prior written consent of the Authorized User.

F. Notices

Any notice required or permitted to be given under this Contract shall be in writing and shall be deemed to have been sufficiently given if delivered in person, or if deposited in the US mails, postage prepaid, for mailing by registered, certified mail, or overnight courier service addressed to the addresses shown on the signature page. Either Party may change its address for notice purposes by giving the other Party notice of such change in accordance with this Section.

G. No Waiver

Any failure to enforce any terms of this Contract shall not constitute a waiver.

H. Assignment

This Contract shall be binding upon and shall inure to the benefit of the permitted successors and assigns of each party hereto. CAI may not assign, subcontract, delegate or otherwise convey this Contract, or any of its rights and obligations hereunder, to any entity without the prior written consent of VITA, and any such attempted assignment or subcontracting without consent shall be void. VITA may assign this Contract to any entity, so long as the assignee agrees in writing to be bound by the all the terms and conditions of this Contract.

If any law limits the right of the Parties to prohibit assignment or nonconsensual assignments, the effective date of the assignment shall be sixty (60) days after CAI gives VITA prompt written notice of the assignment, signed by authorized representatives of both CAI and the assignee. Any payments made prior to receipt of such notification shall not be covered by this assignment.

I. Captions

The captions are for convenience and in no way define, limit or enlarge the scope of this Contract or any of its Sections.

J. Severability

Invalidity of any term of this Contract, in whole or in part, shall not affect the validity of any other term. The Parties further agree that in the event such provision is an essential part of this Contract, they shall immediately begin negotiations for a suitable replacement provision.

K. Survival

The provisions of this Contract regarding Rights to Work Product, Warranty, Confidentiality, Liability and Indemnification, Exhibit F and the General Provisions shall survive the expiration or termination of this Contract.

L. Force Majeure

Neither Party shall be responsible for failure to meet its obligations under this Contract if the failure arises from causes beyond the control and without the fault or negligence of the non-performing Party. If any performance date under this Contract is postponed or extended pursuant to this section for longer than thirty (30) calendar days, VITA, by written notice given during the postponement or extension, may terminate CAI's right to render further performance after the effective date of termination without liability for that termination.

M. Remedies

The remedies set forth in this Contract are intended to be cumulative. In addition to any specific remedy, VITA reserves any and all other remedies that may be available at law or in equity.

N. Right to Audit

VITA reserves the right to audit those CAI records that relate to the Subcontractor Services rendered or the amounts due CAI for such services under this Contract. VITA's right to audit shall be limited as follows:

- i). Three (3) years from Service performance date;

- ii). Performed at CAI's premises, during normal business hours at mutually agreed upon times; and
- iii). Excludes access to CAI cost information.

O. Offers of Employment

During the first twelve (12) months of the Contract, should either party hire an employee of the other who has substantially worked on any project covered by this Contract without prior written consent, the hiring party shall be billed for 50% of the employee's annual salary in effect at the time of termination.

P. Contract Administration

CAI agrees that at all times during the term of this Contract an account executive, at CAI's senior management level, shall be assigned and available to VITA. CAI reserves the right to change such account executive upon reasonable advance written notice to VITA.

Q. Entire Contract

The following Exhibits, including all subparts thereof, are attached to this Contract and are made a part of this Contract for all purposes:

- i). Exhibit A CAI's Proposal
- ii). Exhibit B Performance Service Standards
- iii). Exhibit C SWAM Report
- iv). Exhibit D Job Rate Cards/Pricing
- v). Exhibit E Implementation Plan
- vi). Exhibit F Subcontractor Services Agreement Mandatory Terms and Conditions for Subcontractor Agreements
- vii). Exhibit G Transition Plan
- viii). Exhibit H Implementation SOWs
- ix). Exhibit I SMSA Management Guidelines

This Contract, its Exhibits, all orders and any prior NDA constitute the entire agreement between the Parties and supersedes any and all previous representations, understandings, discussions or agreements between VITA and CAI as to the subject matter hereof. This Contract may only be amended by an instrument in writing signed by VITA and CAI. In the event of a conflict, the following order of precedents shall apply:

The Contract; Exhibit F, Subcontractor Services Agreement Mandatory Terms and Conditions for Subcontractor Agreements; Exhibit H, Implementation, Exhibit E, Implementation Plan; Exhibit B, Performance Service Standards; Exhibit D, Job Rate Cards/Pricing; Exhibit I, SMSA Management Guidelines, Exhibit A: CAI's Proposal.

VITA and CAI each acknowledge that it has had the opportunity to review this Contract with its legal counsel.

Executed as of the last date set forth below by the undersigned authorized representatives of the Parties.

CAI VITA

John M. Kerech

By: _____

[Signature]

By: _____

(Signature)
Name: John M. Kucek
(Print)
Title, Its: Region Manager
Date: November 23, 2005
Address for Notice:
James P. Cooney
470 Friendship Road
Harrisburg, PA 17111
Attention: _____

(Signature)
Name: N. Jerry Simonoff
(Print)
Title, Its: Director, Strategic Mgmt. Services
Date: 11/23/05
Address for Notice:
110 South Seventh Street
Richmond, VA 23219
Attention: Contract Administrator

- 15. EXHIBIT A CAI'S PROPOSAL (INCORPORATED BY REFERENCE)
- 16. EXHIBIT B PERFORMANCE STANDARDS
- 17. EXHIBIT C SWAM REPORT FORMAT
- 18. EXHIBIT D JOB RATE CARDS
- 19. EXHIBIT E IMPLEMENTATION PLAN
- 20. EXHIBIT F MINIMUM TERM FOR CONTRACTS WITH SUBCONTRACTORS
- 21. EXHIBIT G SMSA MANAGEMENT GUIDELINES

Exhibit B - Performance Service Standards

Performance Metric	Description	Standard	Performance Target	Calculation	Frequency of Review
Work Request Confirmation	Measures average response time from receipt of request to confirmation of request receipt	4 business hours	92% or higher	Number of requisitions which received confirmation within 4 hours / total number of requisitions	Monthly
Release of Request to Subcontractor base	Measures the time between verification of the request and release of the request to the network	15 minutes	95%	Number of requests released in 15 minutes / number of requests received	
Resume Submittal Response Time	Measures average response time from receipt of request to delivery of candidate resumes	3 business days*	90% or higher	Number of requisitions which received first batch of resumes for review within 72 hours / total number of requisitions	Monthly
Receipt of subsequent batches of resumes	Measures the time to receive subsequent resumes when the initial batch did not result in a match	30 minutes	95%	Time between notice that no resume matched the hiring manager need and receipt of the next batch of resumes(from initial posting)	
Normal Request Fill Rate	Measures Supplier's ability to satisfactorily fulfill requisitions: indicates how many requisitions are open.	100%	92% or higher	Total number of filled positions at month end / total number of requisitions which have been in place over 2 weeks	Monthly
Normal Round 1 Fill Rate	Measures Supplier's ability to satisfactorily fulfill within first round of resumes submitted to requestor (normal requisitions)	N/A	90% or higher	Total number of filled positions resulting from the first round of resume / total number of requisitions filled	Monthly
Urgent Request Response Time	Measures average response time from receipt of URGENT request to delivery of candidate resumes	24 hours	90% or higher	Number of URGENT requisitions which received first batch of resumes for review within 24 hours / total number of URGENT requisitions.	Monthly
Urgent Request Fill Rate	Measures Supplier's ability to fulfill requisitions: indicates how many requisitions are open.	N/A	92% or higher	Total number of URGENT filled positions at month end/ total number of requisitions which have been in place over 2 weeks.	Monthly
Urgent Round 1 Fill Rate	Measure Supplier's ability to fulfill requisitions within first round of resumes submitted to requestor (urgent)	N/A	90% or higher	Total number of URGENT filled positions resulting from the first round of requisitions filled	Monthly
Resource Dismissal	Measures number resources dismissed due to inadequate resource performance	N/A	5% or lower	Number of turnovers (due to inadequate performance) / total number of resources	Monthly
Accurate Billing	Monthly invoice is complete and correct, submitted on time (based on summary report)		99.99%	Number of invoices refused for payment due to inaccurate data/total number of invoices	Semi-annually

Timely Reports	TBD		99.99%		Monthly
Customer Service Survey Results**	Online survey form provided with last invoice per order	100%	100%	Online survey form provided with last invoice per order	Quarterly
System Availability	Solution available to hiring managers, Supplier and subcontractors		99.00%	Measured during normal business hours as determined by the users location.	Monthly

Fill rate is defined as Supplier offering a resource that was acceptable to the hiring manager, was ordered by the hiring manager and actually reported to for work.

* Unless otherwise agreed by the hiring manager in work request.

** At the conclusion of each work assignment, Supplier will provide the hiring manager with an online customer satisfaction survey with their final invoice. Supplier will work with VITA to encourage participation in this program.

A complete discussion of these SLAs is located in **Appendix A: Expanded Answers to RFP, section J.**

Zone 97	Zone 98	Zone 99	Zone 100	Zone 101	Zone 102	Zone 103	Zone 104	Zone 105	Zone 106
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Counties									
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Gloucester	CharlesCity	Caroline	Arlington	Albemarle	Amelia	Alleghany	Carroll	Bland	Accomack
IsleofWight	Chesterfield	Culpeper	Clarke	Augusta	Brunswick	Amherst	Craig	Buchanan	Northampton
JamesCity	Dinwiddie	Essex	Fairfax	Fluvanna	Buckingham	Appomattox	Floyd	Dickenson	
Mathews	Goochland	KingandQueen	Fauquier	Greene	Charlotte	Bath	Franklin	Grayson	
Middlesex	Hanover	KingGeorge	Frederick	Highland	Cumberland	BedfordCounty	Giles	Lee	
Southampton	Henrico	Lancaster	Loudoun	Louisa	Greensville	Botetourt	Henry	Russell	
Surry	KingWilliam	Madison	Page	Nelson	Halifax	Campbell	Montgomery	Scott	
Sussex	NewKent	Northumberland	PrinceWilliam	Rockingham	Lunenburg	Pittsylvania	Patrick	Smyth	
York	Powhatan	Orange	Rappahannock		Mecklenburg	Rockbridge	Pulaski	Tazewell	
	PrinceGeorge	RichmondCounty	Shenandoah		Nottoway		RoanokeCounty	Washington	
		Spotsylvania	Warren		PrinceEdward		Galax	Wise	
		Stafford					Martinsville	Wythe	
		Westmoreland					Radford		
							Roanoke, City of		
							Salem		

Cities									
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Zone 97	Zone 98	Zone 99	Zone 100	Zone 101	Zone 102	Zone 103	Zone 104	Zone 105	Zone 106
Chesapeake	ColonialHeights	Fredericksburg	Alexandria	Charlottesville	Emporia	Bedford, City of	Galax	Bristol	NA
Franklin	Hopewell		Fairfax	Harrisonburg		BuenaVista	Martinsville	Norton	
Hampton	Petersburg		FallsChurch	Staunton		CliftonForge	Radford		
NewportNews	Richmond, City of		Manassas	Waynesboro		Covington	Roanoke, City of		
Norfolk			ManassasPark			Danville	Salem		
Poquoson			Winchester			Lexington			
Portsmouth						Lynchburg			
Suffolk									
VirginiaBeach									
Williamsburg									

Implementation Plan

This document contains our implementation plan

IMPLEMENTATION PLAN	1
SCOPE AND OBJECTIVE	2
IMPLEMENTATION STAFFING PLAN	2
Project Organization	2
Implementation Team	3
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SCOPE AND OBJECTIVE

The scope of this plan is the realization of the Peopleclick VMS and CAI on-site account management team to support the VITA Beta and roll out of the SMSA solution. The objective is to provide for the planning and instructions to the VITA/CAI team to successfully deliver the configured Peopleclick VMS.

IMPLEMENTATION STAFFING PLAN

Implementation of a project of this magnitude requires detailed planning. As a separate document in your proposal, provide a proposed project plan for implementing the SMSA activity outlined in this Section 5, which details the individual tasks, their duration, the resources assigned and each deliverables. Provide detailed description of the ideal plan that you would recommend in order to achieve maximum service levels within a minimal (to be defined prior to contract execution) amount of time following the service implementation start date.

Our solution draws from our recent experience implementing the similar IT Staff Augmentation contracts.

Project Organization

We propose modeling our implementation project team after the one we used in the Commonwealth of Pennsylvania, consisting of

CAI team, Peopleclick team, and VITA and COVA team

The CAI team consists of:

- Implementation Project Manager
- Account Manager
- SMSA Account Staff
- Contract administrator
- Administrative assistant
- Programmers

The Peopleclick team consists of:

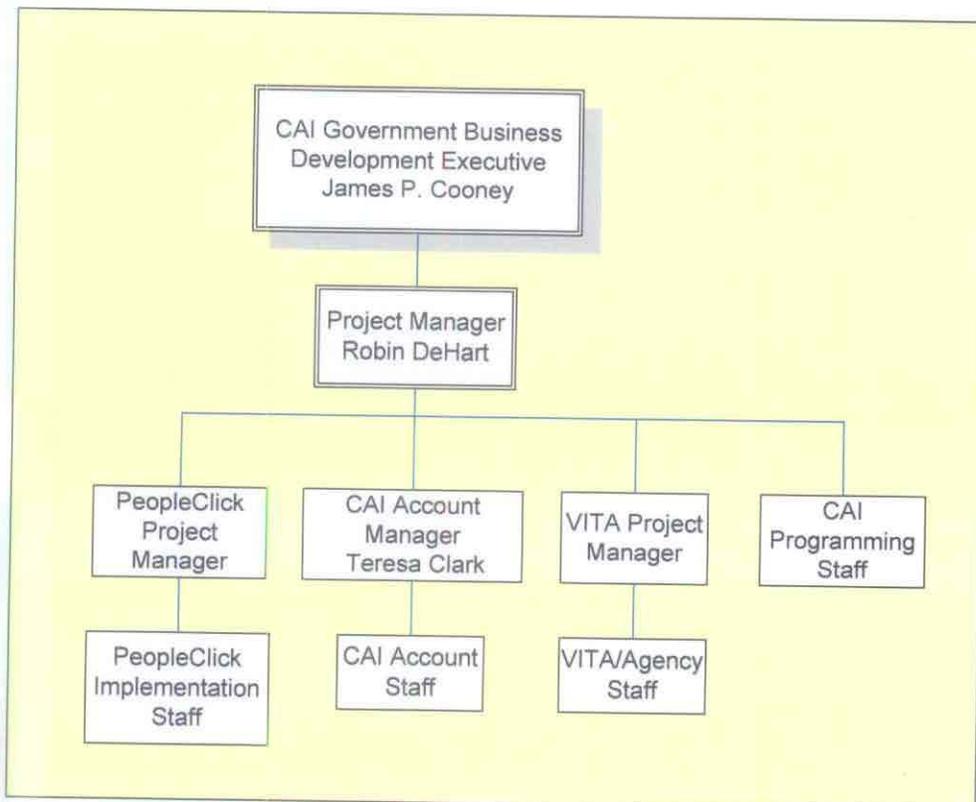
- Peopleclick Project Manager
- Consultants
- Developers

The VITA team consists of:

- VITA Contract Manager
- VITA/Agency Hiring Managers

The VITA project manager will be responsible for resolving conflicts between agencies (resource consumers) and subcontractors and between agencies and VITA. The VITA/COVA hiring managers assigned to the implementation will be responsible for providing input into the development of processes, data gathering as requested, attending Peopleclick training and Peopleclick system testing.

Implementation Team



The accompanying diagram depicts our proposed implementation team. Mr. James P. Cooney is our executive with customer satisfaction responsibility for this project. Robin DeHart will be the CAI implementation start-up manager. She was our implementation project manager for the Commonwealth of Pennsylvania IT Staff Augmentation contract for CAI. Robin has extensive project management experience. Her duties during implementation include:

- Serving as a key point of contact for VITA and all other public bodies
- Interfacing with Peopleclick including their project manager
- Providing weekly status reports

- Maintaining the project plan
- Issues tracking and management
- Ensuring a high quality level of service and a smooth implementation

IMPLEMENTATION PILOT PHASE

Implementation of a project of this magnitude requires detailed planning. As a separate document in your proposal, provide a proposed project plan for implementing the SMSA activity outlined in this Section 5, which details the individual tasks, their duration, the resources assigned and each deliverables. Provide detailed description of the ideal plan that you would recommend in order to achieve maximum service levels within a minimal (to be defined prior to contract execution) amount of time following the service implementation start date.

We developed this customized, proposed implementation pilot plan for VITA SMSA project based on our successful implementation of the Commonwealth of Pennsylvania IT Staff Augmentation project last year. We followed the *Peopleclick VMS Implementation Guide*, which is included in **CAI--SMSA 1.5 Appendix B: Peopleclick Vendor Management System** (page B-43), to develop our original plan. Our project plan has four major tasks which we describe in detail in the following sections. We have assumed receiving intent to award notification on November 30, 2005. The Microsoft Project .mpp file is included for your reference. Deliverables and signoff tasks are denoted as milestones in the project plan.

Deploy Project Team

This task begins with contract award from VITA. The following tasks will be performed:

- Account Staff Training
 - The RFP, CAI's response, job descriptions and details of the contract
- Conduct VITA/CAI kick-off meeting
- Discovery
 - Review of the VITA provided discovery information
 - Requirements Review and VITA acceptance

Review VITA Discovery Information Task

This important task is the reviewing of VITA provided information:

- Suppliers/Vendors

- Requirement/Job Classes (RFP)
- Requirement Template Information
- VMS application Users and roles
- Projects/Cost Centers
- Resource Deployment Locations
- Requisition and hiring Approval processes
- Reporting requirements
- Validate SLAs/reporting
- Current Engaged Contractors and Resources
- Define Vendor Tiers
- Business rule definitions

Critical to this task is the accuracy and completeness of the discovery information gathered by VITA.

Peopleclick Implementation Coordination

This task is central to deploying the project solution and includes the deployment of a Peopleclick demo site, development of the interfaces, setup of the Peopleclick VMS and training for hiring managers and subcontractors. Each major task ends with VITA review and signoff.

Construction Task

The Construction task is comprised of Peopleclick VMS customization and loading of sample data into a user acceptance system, or demo region. This region is used for VITA acceptance and integration testing. CAI will perform a complete integration test which is an end-to-end test of purchase request to invoice.

Upon successful completion of the integration testing and VITA acceptance of the test results, we will proceed with the VITA SMSA Training task.

Peopleclick VMS Training

During this task, the account team, VITA/COVA agency staff and vendors will be trained on the VMS tool, contract terms and conditions, processes and time reporting. Individuals will be sent their login information via email upon successful completion of training.

CAI has assumed 8 training sessions for VITA staff and hiring managers using two VITA-provided training rooms with a capacity of 10 trainees per room. We have also assumed 5 training sessions for subcontractors using the same facilities and capacity. CAI will provide webcast training for those individuals unable to attend on-site training.

Finally, the Peopleclick VMS production site will be populated with the necessary reference data such as rate cards, users, and subcontractors.

VITA SMSA Deployment

This task is centered on the two tasks of developing the information for the subcontractors and delivering the information to the existing subcontractors and resources under the new contract terms and conditions.

Project Management

This is an ongoing task for the duration of the implementation.

Our implementation project manager will provide weekly status reports, maintain the project plan and manage issues.

IMPLEMENTATION DELIVERABLES

We will assist VITA in developing the following deliverables during the implementation phase:

- VITA Business Process Workflow
- Process Documents
 - Security/Background Checks
 - Order Process Exceptions
 - Adding job description/category
 - Checklist for Managers for subcontractor signup
 - Checklist for agency for start of new candidate
 - Final Approval Checklist
 - Candidate Contact Checklist
 - Candidate Engagement Checklist
 - Define Help Desk Ticket/Issue tracking system
 - Help Desk process - email and phone
 - Process for hiring/account manager

- Peopleclick Demo Site
- CAI Invoice Interface
- Agency Information Packet
- Subcontractor Packet
- Status Reports, including a issues
- Project Plan (MS .mpp file)

22. EXHIBIT H-1 - STATEMENT OF WORK ROLL OUT

**SUPPLIER MANAGED STAFF AUGMENTATION GUIDELINES
BETWEEN
COMPUTER AID, INC
AND
VITA**

The following guidelines shall be effective upon the effective date of the SMSA contract and may be changed by VITA from time to time as which time this document must be updated and communicated to CAI.

1. PERIODIC MEETINGS

Impromptu implementation meetings will occur as frequently and often as necessary to complete each task in the SOWs and project plan. The participants and timing will be driven by the task assignments.

Weekly Implementation Status meetings will occur every Monday at 9:30 AM Eastern time and will last approximately 45 minutes. If Monday is a Commonwealth of Virginia holiday, the meeting will occur on Tuesday. During implementation, the participants will be the VITA RollOut Manager, VITA Transition Manager, CAI Transition Manager, and CAI Account Manager. The agenda will be centered on progress against the SOW and project plan and resolving any unexpected issues. CAI will document and publish minutes.

Weekly Project Status meetings will begin after successful implementation and will occur every Monday at 9:30 a.m. Eastern time and will last approximately 30 minutes. If Monday is a Commonwealth of Virginia holiday, the meeting will occur on Tuesday. The participants will be the VITA Contract Manager and CAI Account Manager. The agenda will include: 1) New Requisitions, 2) Transitioned Business, 3) Filled Requisitions, 4) Vendor Performance, 5) Issues and Resolution (Vendor, Hiring Manager, System, Process).

Quarterly meetings will be held within two (2) weeks of the end of the previous quarter. The participants will be the VITA Deputy CIO, VITA Contract Manager, CAI Account Manager, CAI Staffing Managers, and CAI Executive Leadership. The agenda will include: 1) COVA Contract Utilization to include total number of Engagements, total spend (across the enterprise and broken down by agency), breakdown of job categories, and SWAM participation; 2) CAI's Service Level Performance and Customer Satisfaction Survey (completed bi-annually); 3) Subcontractor performance; 4) Issues and Resolution; 5) Process Changes; 6) Trends across agencies, vendors and the market; 7) Networking (Tech Council, MSDC, Job Fairs, Schools).

2. CHANGE MANAGEMENT

A. Change Control Procedures

Within 60 (sixty) days of the Effective Date and as part of the SMSA Services, CAI will deliver to VITA, for VITA's approval, a written description of the change control procedures substantially in the form set forth in Attachment I (the "Change Control Procedures"). All changes to the Systems that would materially alter the functionality or technical environment of the Systems and all material changes to the Projects (each, a "Change"; collectively, "Changes"), will be made pursuant to the Change Control Procedures. No Change will be implemented without VITA's approval except as may be necessary on a temporary basis to maintain the continuity of the Services. CAI will schedule all projects and Changes so as not to unreasonably interrupt VITA business

operations, prepare and deliver to VITA a monthly rolling schedule for ongoing and planned Changes for the next 60 (sixty)-day period, monitor the status of Changes against the applicable schedule and, document and provide to VITA notification (which may be given orally provided that such oral notice is confirmed in writing to VITA within 10 (ten) days) of all Changes performed on a temporary basis to maintain the continuity of the Services no later than the next business day after the Change was made. The Change Control Procedures will be included in the Management Procedures Manual.

3. SUBCONTRACTOR BASE

A. Size of Subcontractor Base

The initial CAI-managed subcontractor base will consist of a minimum of 24 and maximum of 35 subcontractors.

B. Profile of Subcontractors

Subcontractors will be evaluated on their ability to deliver candidates/contractors across all of or within VITA's job categories and in each economic zone to ensure ample coverage across the Commonwealth. Additionally, subcontractors will be evaluated on past performance and compliance with contractual terms and conditions. Business size and financial net worth will not be considered in subcontractor qualification decisions.

C. Contract terms – See Exhibit F

D. Authority to Represent Any Resource

Subcontractor must have written (email is acceptable) authorization from a candidate to represent him or her for a specific requisition. Any unauthorized submittal will be rejected.

E. Registration Process

1. Initial

CAI shall work with VITA's incumbent subcontractors, and Commonwealth agencies to transition seated resources to CAI management or to replace such resources with resources from CAI's vendor network.

- a). If an incumbent subcontractor elects to be an active participant in CAI's vendor network, and it agrees to the terms and conditions and rates as set forth in CAI's IT Services Contract (example in Exhibit F), its resource(s) will be transitioned upon termination of its existing contract.
- b). If an incumbent subcontractor elects not to participate in any capacity, any Commonwealth agency utilizing a resource of such subcontractor may hire a staff augmentation resource for a knowledge transfer before the incumbent subcontractor's contract is terminated. Such Commonwealth agency may be required to replace the existing resource with a new candidate through CAI's vendor network.

2. On-going

A vendor may request to join CAI's vendor network by placing a telephone call or sending an email to CAI's Account Manager. The Account Manager will provide the vendor a general overview of the Contract and, at the vendor's request, will send a "new vendor packet" to such vendor via email. The new vendor packet contains all required documentation for the vendor to register with CAI. Depending on availability and technical expertise, the Account Manager may invite the vendor for a face-to-face meeting at which the vendor shall present a detailed presentation of its services and capabilities. Once the vendor and CAI have completed all required documentation, the vendor shall be deemed pre-qualified and shall be placed on a CAI-maintained list of potential vendors for future consideration.

4. REPORTING

A. Reports

1. Ad Hoc

At any time, the VITA Contract Manager may make a direct request to the CAI Account Manager for an Ad Hoc report. CAI will use its best efforts to create the report in less than 24 hours. Once the report is created, CAI Account Manager will provide training to the VITA Contract Manager on how to run and customize reports. The VITA Contract Manager may run the requested report at any time or request CAI to run the requested report.

2. Standard

Commonwealth managers will follow the same process described in the "Ad Hoc" reports paragraph when requesting reports. Two examples of reports that may be commonly requested across all agencies are:

Monthly - Invoice Detail report - shows by engaged candidate, the number of hours and corresponding billing amount for a specified invoice period (this can be run by agency or for all agencies).

Monthly - Purchase Order (PO) Limit Audit - shows by PO the amount expended and the amount remaining by line item through a given time period (this can be run by agency, by all agencies, or for a specific PO).

5. RECRUITING SUBCONTRACTOR AND RESOURCES

CAI will provide to VITA a Vendor spreadsheet on a monthly basis that will indicate 1) Active Vendors, 2) Pending Vendors, 3) Inactive Vendors.

CAI will provide to VITA a summary of its activities to seek out new potential vendors (e.g., Tech Council, VA MSDC, User Groups, etc.) as a part of its Quarterly Report.

6. PERFORMANCE ASSESSMENT

CAI shall measure vendors against SLAs and the following key performance indicators:

of submittals

% of unique candidates

Average composite score

% submitted within 3 days

% forwarded to hiring manager

% placed

7. BACK GROUND CHECKS

VITA to provide within 30 days of contract effective date

8. ON BOARDING PROCESS – JUDI TO PROVIDE TO JOHN

VITA to provide within 30 days of contract effective date

9. RESUME FULFILLMENT**A. Batch Size**

The initial batch will consist of five (5) resumes. CAI and VITA may agree to adjust the batch size at any time during the Contract term.

B. Sorting Resumes

Resumes will be sorted first on Quality (composite scores) and secondly on Rate, with the exception of candidates whose rates exceed the rate card. Such candidates will not be included in the first batch of resumes unless there are no other qualified candidates.

C. Same Resume From Different Subcontractors

If more than one subcontractor submits the resume of the same candidate in response to a work request, and each subcontractor has secured the candidate's authorization to represent him or her, CAI will select the subcontractor who offers the lowest rate. If each subcontractor offers the same rate, CAI will select the subcontractor with the first submission of the candidate.

10. RATE CARD MANAGEMENT

Rate cards will be evaluated on a semiannual basis, however CAI will raise any reoccurring rate challenges on a case-by-case basis to VITA for immediate consideration at the Weekly Status Meeting.

11. JOB TITLES AND DESCRIPTIONS

The initial job titles, job descriptions and rates are as attached to the Contract , see Exhibit E

CAI will use the ERI enhanced Dictionary of Occupational Titles (eDOT)[®] to develop initial job titles and descriptions. At any time, and in response to market conditions and Commonwealth requirements, CAI may recommend to the VITA Contract Manager additions, deletions, or changes to job titles and descriptions.

23. EXHIBIT H-2 - STATEMENT OF WORK TRANSITION OF CURRENT RESOURCES

24. EXHIBIT G TRANSITION PLAN

The transition plan will include the following:

- a). CAI will develop and submit to VITA a transition plan setting forth the respective tasks to be accomplished by each party in connection with the orderly transition and schedule pursuant to which the tasks are to be completed.
- b). All VITA's Confidential Information shall be promptly delivered or returned (as applicable) to VITA or at VITA's written request destroyed and so certified by CAI.
- c). All documents, records, books, tapes, disks and files provided by VITA (which have not been disposed of with VITA's permission) shall be returned to VITA in substantially the same condition as received, ordinary usage excluded.
- d). CAI will provide VITA with reasonably detailed specifications for all hardware, software or other equipment VITA will require to properly assume and perform the Services previously performed by CAI under this Agreement. This will include a complete list of all software by versions then being used by CAI in connection with the Services hereunder.
- e). CAI will reasonably assist VITA in the installation of any such hardware or equipment obtained by VITA in connection with the transition plan.
- f). If during the course of this Agreement, CAI has developed any software program(s) for use by CAI in providing the Services hereunder or for VITA to which CAI has retained ownership, CAI will grant to VITA a nonexclusive, nontransferable, perpetual license to use the software program(s) including all documentation. VITA and Supplier shall enter into an agreement in form and substance reasonably satisfactory to CAI and VITA containing such terms and conditions as may be appropriate for such a transaction.
- g). CAI will assist VITA to obtain any necessary rights to access, run, copy or otherwise use any third party software then being used by CAI in connection with providing the Service hereunder.
- h). CAI will deliver to VITA copies of existing documentation relating to the Service provided hereunder and as appropriate, including third party documentation.
- i). CAI will delivery to VITA all VITA data in a format or formats reasonably acceptable to VITA in order to eliminate or minimize the effort required to manually enter data or re-key information.
- j). CAI will assist VITA by providing training for VITA employees who will be assuming responsibility for the Services previously provided by CAI hereunder.

Statement of Work 0001

SMSA Roll Out

The objective of this statement of work (SOW) is to develop a detailed implementation plan and then execution of said plan for the purposes of deploying the SMSA solution.

A. Project Scope and Key Assumptions

The scope of this project is the implementation of a pilot of the SMSA Vendor Management Solution including Peopleclick Vendor Management System (VMS), CAI onsite support team, and documented processes, and the implementation to all Executive Agencies. On site personnel will be at VITA's headquarters within two business days.

VMS implementation assumes:

Implementation plan is based on a start date of November 30, 2005, with a VITA BETA start date of Jan 5, and a "Go Live" date of Jan 16th

VITA provides all required information in the prescribed time periods in the provided workbooks

Requisition Workflow is defined and approved

All deliverables will be reviewed and accepted or rejected with comment within three business days.

The roll out will be executed in accordance with the time line set forth in the Implementation Plan, Exhibit E.

B. Schedule

Work on this SOW will commence immediately on the execution by both parties. Work will conclude upon final acceptance of the Peopleclick VMS implementation and acceptance of the CAI SMSA Services team.

C. Deliverables

The following deliverables are due during the implementation phase:

Task	Sub Task	Owner
VITA Business Process Workflow		VITA
Business Rules		CAI
Process Documents for:		
	Security/Background Checks	CAI
	Order Process Exceptions	VITA
	Adding job description/category	VITA
	Checklist for Managers for subcontractor signup	CAI
	Checklist for agency for start of new candidate	VITA
	Final Approval Checklist	VITA
	Candidate Contact Checklist	CAI
	Candidate Engagement	VITA

	Checklist	
	Define Help Desk Ticket/Issue tracking system	CAI/VITA (Level I, II & III)
	Help Desk process - email and phone	CAI/VITA (Level I, II & III)
	Process for hiring manager screening	VITA
Peopleclick Demo Site		CAI
CAI Invoice Interface		CAI
Agency Information Packet		VITA
Subcontractor Packet		CAI
Status Reports, including issues		CAI
Project Plan (MS .mpp file)		CAI

D. Roles and Responsibilities of CAI and VITA

CAI's responsibilities will include:

Provide an on-site single point of contact for the duration of the SOW to manage and coordinate all activities who will act as Project Manager for the Implementation.

Conduct weekly checkpoints, project plan and status updates with the Supplier Manager throughout the project including weekly status reports.

Conduct two "meet and greet" sessions to introduce CAI into the community - one for VITA invited suppliers, and one focused on SWAM supplies.

Provide live staffed help desk from the beginning of VITA BETA through 4 weeks after the "Go Live" date

Establish, maintain and report issue tracking to VITA

Develop eVA Workflow

Update the proposed Implementation Plan refining schedule and assignments

- Act as intermediary between VITA and Peopleclick implementation team for the Peopleclick VMS deployment
- Assist in setup configuration and user acceptance training
- Customization of the following workbooks:
- VMS Org Shell and Pivotal Setup Form.doc
- 4.6-VMS Vendor Implementation Workbook.xls

- 4.6-VMS Implementation Config Workbook.xls
- 4.6-VMS Email Configuration Worksheet.xls
- 4.6-VMS Data Collection Workbook.xls

- Consolidation of VITA and Agency staff responses to the following workbooks:
 - VMS Org Shell and Pivotal Setup Form.doc
 - 4.6-VMS Vendor Implementation Workbook.xls
 - 4.6-VMS Implementation Config Workbook.xls
 - 4.6-VMS Email Configuration Worksheet.xls
 - 4.6-VMS Data Collection Workbook.xls

- Develop Peopleclick Requirement Class templates.

- Finalize/amend job descriptions and wage rates, as needed.

- Hold and/or attend meetings within VITA/Executive agencies to socialize SMSA.

- Develop a draft communication plan to the potential subcontractors and affected hiring managers. Plan will include contract summary, contact information and methods, training schedule and syllabus. Provide draft to subcontractor for review and acceptance within 4 days of contract effective date, as approved by Supplier Manager.

- CAI Staff collect the VITA provided information and consolidate into a VMS Data Collection Workbook-CAI-Draft.xls for Peopleclick VMS implementation.
- Prepare, schedule and conduct training for all VITA (~100) and all Executive Agency (~250) agency hiring managers and administrative staff, as appropriate) according to dates on the implementation plan.
- Training classes are four hours in duration
- CAI will provide two trainers to support two simultaneous classes for up to ten students.
- Provide just in time training

- Prepare, schedule and conduct training for at least 35 Subcontractors. Establish, maintain and report issue tracking to VITA.
- Training classes are two hours in duration
- CAI will provide two trainers to support two simultaneous classes for up to ten students.
- Provide just in time training

- Provide Hiring Manager and Subcontractor training via webcast for those not able to attend onsite training.

- Subcontractor network development:
 - Register and train at least 35 Subcontractor firms before the Exhibit E Implementation Plan "Go Live" date

Detail VITA's responsibilities

Assign a single point of contact, Supplier Manager, for the duration of the SOW to manage and coordinate all activities.

The VITA Project Manager will be responsible for resolving conflicts between agencies (resource consumers) and subcontractors and between agencies and VITA.

Respond to CAI questions in a timely manner

Review and approve CAI updated implementation plan

Coordinate agency and subcontractor meetings and monitor required attendance. Ensure adequate replacements for unavailable attendees.

Provide input into the development of processes, data gathering as requested, attending Peopleclick training and Peopleclick system testing.

Review and approve the following completed workbooks:

- VMS Org Shell and Pivotal Setup Form.doc
- 4.6-VMS Vendor Implementation Workbook.xls
- 4.6-VMS Implementation Config Workbook.xls
- 4.6-VMS Email Configuration Worksheet.xls
- 4.6-VMS Data Collection Workbook.xls

Review and approve CAI developed eVA Workflow and process documents

Approve SMSA Supplier Subcontractor Agreement before submission to subcontractor and before final execution.

Provide training rooms equipped with PCs including internet access

Direct the collection to CAI of the following information:

- Client Users – anyone who will enter or be proxy for entering time
- Review and approve requirement class templates
- Define locations

Participate with hiring managers in the acceptance testing of the customized Peopleclick VMS site.

E. Work Location

All work is to be performed at the VITA's/CAI's location(s) unless otherwise indicated.

F. Knowledge Transfer

As part of this Deliverable, CAI shall make reasonable effort to allow VITA's employees working with CAI on this Deliverable, to observe and learn the following documented items, steps or procedures.

G. Milestone Dates

To be populated from Implementation Plan

H. Acceptance Criteria

All Deliverables of a nature suitable for testing shall be subject to Acceptance (by VITA) under the following procedures:

- 1) Testing of Deliverables. For Deliverable commissioned under an SOW, a reasonable period for testing and error correction shall be considered a normal part of the development process. CAI shall provide reasonable on-site assistance in testing of Deliverables. Following delivery / installation, VITA shall have 3 business days (Test Period) to conduct reasonable testing of the Deliverable to determine whether it performs substantially in accordance with the SOW. VITA shall provide reasonable access to its premises, proper environmental and site conditions, any required test data in proper format and the cooperation of its staff and any other contractors to assist CAI during installation and testing of the Deliverable. On-site testing shall be conducted according to a written test plan approved by CAI. VITA shall provide CAI timely sign-offs as each function on the test plan is demonstrated.
- 2) Correction of Defects. If no material variances from the test plan are identified in writing during the Test Period, the Service shall be deemed accepted by VITA. If material defects are identified during the Test Period, VITA shall provide a written punchlist identifying the particular specification at issue and provide detailed reasons why the tested feature does not meet the specification. CAI shall not be required to correct minor imperfections or defects that do not materially impair the operation or quality of the Service. CAI shall have a reasonable opportunity to correct, replace or provide functional workarounds for all punchlist items or to commence corrective action reasonably acceptable to VITA and proceed with reasonable diligence to completion.
- 3) Acceptance of Services. A Service shall be deemed accepted if VITA does not notify CAI of any material defects during the Test Period or, if VITA makes beneficial use of the Service, it shall conclusively be deemed accepted and any outstanding punchlist items shall be covered to the extent provided under the Warrant section of this Service Addendum.

I. Installation

J. IAW the approved project plan. Point of Contact

For the duration of this project, the following project managers shall serve as the point of contact for day-to-day communication:

VITA: Jenny Larus

CAI: Charles S. Anderson

By signing below, both parties agree to the terms of this Exhibit.

CAI

VITA

James P. Cooney

N. Jerry Simonoff

By: _____

By: _____

(Signature)

(Signature)

Name: James P. Cooney

Name: N. Jerry Simonoff

(Print)

(Print)

Title: GM, Government Division

Title: Director, Strategic Management Services

Date: November 23, 2005

Date: 11/23/05

Statement of Work 0002

A. SMSA Transition

B. Project Scope and Key Assumptions

The objective of this statement of work (SOW) is to develop a detailed implementation plan and then execution of said plan for the purposes of transitioning currently engaged subcontractors to the SMSA solution. The Transition will be executed in accordance with the time line set forth in the Implementation Plan, Exhibit E.

All deliverables will be reviewed and accepted or rejected with comment within three business days.

C. Deliverables

Transition Communication Plan

Customized 4.6 VMS Engaged Contractor Workbook.xls including identification of engaged resources

Subcontractor Training classes (sufficient to train all transitioned subcontractors)

Weekly status reports with issue tracking reports

Frequently Asked Questions (FAQ's)

An acceptable customer satisfaction score by agency hiring managers.

Population of engaged resources into VMS

Successful utilization of time cards by hiring managers and engaged resources.

D. Schedule

Work on this SOW will commence immediately on the execution by both parties. Work will conclude upon final acceptance of successful transition of engaged candidates.

E. Roles and Responsibilities of CAI and VITA

1. CAI's responsibilities will include:

Assign a single point of contact for the duration of the SOW to manage and coordinate all activities.

Provide proactive risk analysis and recommended risk mitigation for the scope of work.

Provide draft a Subcontractor Agreement(s) for review and acceptance

Customize the following workbooks:

4.6 VMS Engaged Contractor Workbook.xls

Collect and consolidate the customized workbooks.

Act as intermediary between VITA and the Peopleclick implementation team.

Assist VITA with the resolution of issues arising from potential subcontractors with engaged candidates. This includes providing supporting pricing, job classification information and contract language interpretation.

Assist VITA in the review and job description mapping for engaged candidates.

Migrate Engaged Resources to SMSA – this includes loading collected data into VMS, executing the Subcontractor Agreement and on boarding of the engaged candidate.

Establish, maintain and report issue tracking to VITA.

Provide VITA weekly status reports.

Provide subcontractors and VITA clients with a "high touch" customer relationship service.

Provide frequently asked questions about SMSA to the Transition Project Manager (TPM).

When asked, provide consistent pre-approved by VITA, answers to questions asked about SMSA.

Provide assistance in helping the TPM resolve issues between SMSA and the Agencies as it pertains to the transitioning of currently engaged resources from their current contract process into the SMSA solution.

Proactively provide VITA with best practices and lessons learned to improve the SMSA process.

Work proactively with agencies and subcontractors to adopt the SMSA program in conjunction with the TPM. This may include but is not limited to such things as agency or subcontractor visits.

Identify potential "failure" points to the TPM of SMSA processes prior to their failure and work with the TPM to prevent failures.

Interface daily with the TPM to assist the TPM in successfully planning and executing the transition plan.

When encountering unique situations that have not previously been encountered and/or institutionalized by the SMSA Transition team, present the situation(s) and the solution recommendation(s) to the TPM for resolution.

Assist the TPM in developing and using scenarios that seated engaged resources can be assigned to, that will enable SMSA to successfully transition each engaged resource into SMSA. This includes but is not limited to the following scenarios:

If the incumbent subcontractor is interested in being an active participant in the SMSA Supplier network, they agree to the T&C's and rates, their resource will be transitioned once their existing contract is terminated.

If the incumbent subcontractor is not interested in participating in the network, but would like to keep their existing resources in place, they can have the opportunity to do so if they agree to the T&C's and rates. They will not receive any new requisitions.

If the incumbent subcontractor is not interested in participating in the network, but would like to keep their existing resources in place, they may have the option to reassign their current contract to another subcontractor They will not receive any new requisitions.

If the incumbent subcontractor is not interested in participating in any capacity, the agency may be able to hire a staff augmentation resource for a knowledge transfer before the incumbent's contract is terminated.

If the incumbent subcontractor is not interested in participating in any capacity, the agency may be required to replace the incumbent resource with a new candidate through the subcontractor network.

Support the resource transition process by developing and providing Peopleclick VMS operational reports.

Direct authorized user hiring managers in the review and approval of engaged candidate requirements in VMS.

2. Detail VITA's responsibilities

Assign a single point of contact, Transition Project Manager (TPM) for the duration of the SOW to manage and coordinate all activities.

Respond to SMSA Supplier questions in a timely manner.

Coordinate agency meetings and monitor required attendance. Ensure adequate replacements for unavailable attendees.

Review and approve draft communication plan.

Review and approve the customized workbooks:

4.6 VMS Engaged Contractor Workbook.xls

Work with agencies to direct the collection of the VMS Engaged Contractor Workbook.xls and 4.6 VMS Engaged Contractor Workbook.xls.

Cancel engaged subcontractor's contracts for engaged resources.

Communicate with the Agencies, their representatives and the Subcontractors about the SMSA program.

Manage customer relationships between SMSA and the Agencies plus the Subcontractors for the Transition phase.

VITA shall collect frequently asked questions from SMSA Supplier and provide SMSA Supplier with the appropriate answer(s).

Provide frequently asked questions and their answers to SMSA Supplier.

Provide feedback to SMSA Supplier about agency and supplier satisfaction with their SMSA role.

VITA will provide a single point of contact (the TPM) for agencies and suppliers during the Transition phase of the implementation.

Provide SMSA Supplier with office space.

Review and approve a jointly developed risk mitigation plan.

F. Work Location

All work is to be performed at the VITA's/CAI's location(s) unless otherwise indicated.

G. Knowledge Transfer

As part of this Deliverable, CAI shall make reasonable effort to allow VITA's employees working with CAI on this Deliverable, to observe and learn the following documented items, steps or procedures.

H. Acceptance Criteria

All Deliverables of a nature suitable for testing shall be subject to Acceptance (by VITA) under the following procedures:

- 1) Testing of Deliverables. For Deliverable commissioned under an SOW, a reasonable period for testing and error correction shall be considered a normal part of the development process. CAI shall provide reasonable on-site assistance in testing of Deliverables. Following delivery / installation, VITA shall have 3_ business days (Test Period) to conduct reasonable testing of the Deliverable to determine whether it performs substantially in accordance with the SOW. VITA shall provide reasonable access to its premises, proper environmental and site conditions, any required test data in proper format and the cooperation of its staff and any other contractors to assist CAI during installation and testing of the Deliverable. On-site testing shall be conducted according to a written test plan approved by CAI. VITA shall provide CAI timely sign-offs as each function on the test plan is demonstrated.
- 2) Correction of Defects. If no material variances from the test plan are identified in writing during the Test Period, the Service shall be deemed accepted by VITA. If material defects are identified during the Test Period, VITA shall provide a written punchlist identifying the particular specification at issue and provide detailed reasons why the tested feature does not meet the specification. CAI shall not be required to correct minor imperfections or defects that do not materially impair the operation or quality of the Service. CAI shall have a reasonable opportunity to correct, replace or provide functional workarounds for all punchlist items or to commence corrective action reasonably acceptable to VITA and proceed with reasonable diligence to completion.
- 3) Acceptance of Services. A Service shall be deemed accepted if VITA does not notify CAI of any material defects during the Test Period or, if VITA makes beneficial use of the Service, it shall conclusively be deemed accepted and any outstanding punchlist items shall be covered to the extent provided under the Warrant section of this Service Addendum.

I. Point of Contact

For the duration of this project, the following project managers shall serve as the point of contact for day-to-day communication:

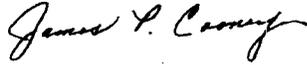
VITA: Bill Davis

CAI: Charles S. Anderson

By signing below, both parties agree to the terms of this Exhibit.

CAI

VITA



By: _____

(Signature)

Name: James P. Cooney

(Print)

Title: GM, Government Division

Date: November 23, 2005



By: _____

(Signature)

Name: N. Jerry Simonoff

(Print)

Title: Director, Strategic Management Services

Date: 11/23/05

EXHIBIT F
IT SERVICES CONTRACT
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EXHIBIT F

IT SERVICES CONTRACT

THIS SERVICES CONTRACT ("Contract") is entered into by and between Computer Aid, Inc, (hereinafter referred to as "SMSA Supplier"), and _____ ("Subcontractor") to be effective as of _____, 20__ ("Effective Date"). SMSA Supplier and Subcontractor are referred to herein individually as "Party" and collectively as the "Parties."

1. PURPOSE AND SCOPE

This Contract sets forth the terms and conditions under which Subcontractor shall provide Services pursuant to this agreement in accordance with specific orders or Statement of Work attached thereto.

2. DEFINITIONS

A. Acceptance

Acceptance shall take the form of successful performance of the Services at the designated location (receipt), or completed Acceptance testing in conformance with the Requirements as set forth in the applicable order or SOW attached thereto.

B. Confidential Information

Any confidential or proprietary information of a Party that is disclosed in any manner, including oral or written, graphic, machine readable or other tangible form, to the other Party in connection with or as a result of discussions related to this Contract, and which at the time of disclosure either (i) is marked as being "Confidential" or "Proprietary", (ii) is otherwise reasonably identifiable as the confidential or proprietary information of the Disclosing Party, or (iii) under the circumstances of disclosure should reasonably be considered as confidential or proprietary information of the disclosing Party.

C. Deliverable

Means the tangible embodiment of the Services performed or provided by Subcontractor.

D. Order

E. Requirements

The functional, performance, operational, compatibility, Acceptance testing criteria and other parameters and characteristics of the Service described in the order or SOW attached thereto.

F. Subcontractor Service

Any work performed or service provided, including any Deliverable described in the applicable order or SOW attached thereto, by Subcontractor under this Contract.

G. Statement of Work (SOW)

A Statement of Work means any document which, upon signing by both Parties, shall be deemed a part of this Contract, and which describes the deliverables, due dates, assignment duration and payment obligations for a specific project, engagement, or assignment for which Subcontractor shall be providing Services.

H. Subcontractor

Includes any individual who is an employee, sub-contractor, or independent contractor of Subcontractor who is assigned by Subcontractor to perform Services under this Contract.

I. Work Product

The discovery, creation or development of inventions, combinations, machines, methods, formula, techniques, processes, improvements, software designs, computer programs, strategies, specific computer-related know-how, data and original works of authorship (collectively, the "Work Product").

3. TERM AND TERMINATION

Either Party may terminate this Contract, in whole or in part, upon not less than thirty (30) days prior written notice at any time for any reason, provided however that if Subcontractor is providing Services at the time of such notice, the Contract shall terminate at the later of (i) the date of termination specified in such notice, or (ii) the first date that Subcontractor is no longer providing Services pursuant to this Contract.

Either party may submit any contractual dispute to mediation for resolution according to the terms of the Dispute Resolution Section.

4. SERVICES

A. Nature of Services and Engagement

Subcontractor is an independent contractor engaged to perform certain Services, including but not limited to consulting, installation and/or support activities as set forth in any order or SOW attached thereto.

B. Statement of Work (SOW)

All Services shall be performed at the times, locations and rates set forth in the applicable order or SOW attached thereto. All changes in the scope of Service must be described in a written change request, which includes an appropriate adjustment to the price, delivery dates or both. Any authorized Services beyond the scope of an order or applicable SOW attached thereto shall be performed at the hourly rates set forth in the SOW, unless otherwise agreed in writing by the Parties.

5. RIGHTS TO WORK PRODUCT

SMSA Supplier's right to any new work or Deliverable hereunder are for the sole purpose of meeting its contractual obligations to its customer and are not for any other purpose or use.

A. Work Product

SMSA Supplier and Subcontractor each acknowledge that performance of this Contract may result in Work Product(s). Subcontractor agrees that it shall promptly and fully disclose to SMSA Supplier any and all Work Products generated, conceived, reduced to practice or learned by Subcontractor or any of its employees, either solely or jointly with others, during the term of this Contract, which in any way relate to the applicable order or SOW attached thereto. Subcontractor further agrees that neither Subcontractor or Subcontractor's employees, nor any party claiming through Subcontractor or Subcontractor's employees, shall, other than in the performance of this Contract, make use of or disclose to others any proprietary information relating to the Work Product. All Services performed hereunder shall include delivery of all source and object code and all executables and documentation. Subcontractor agrees that SMSA Supplier shall have the right to require Subcontractor to provide a copy of the most recent object or source code to SMSA Supplier's customer at any and all times.

B. Ownership

Subcontractor agrees that, whether or not the Services are considered "works made for hire" or an employment to invent, all Work Product discovered, created or developed under this Contract shall be and shall remain the sole and exclusive property of SMSA Supplier. Except as specifically set forth in writing and signed by both SMSA Supplier and Subcontractor, Subcontractor agrees that SMSA Supplier shall have all rights with respect to any Work Product discovered, created or developed under this Contract without regard to the origin of the Work Product.

If and to the extent that Subcontractor may, under applicable law, be entitled to claim any ownership interest in the Work Product, Subcontractor hereby transfers, grants, conveys, assigns and relinquishes exclusively to SMSA Supplier any and all right, title and interest it now has or may hereafter acquire in and to the Work Product under patent, copyright, trade secret and trademark law in perpetuity or for the longest period otherwise permitted by law. If any moral rights are created, Subcontractor waives such rights in the Work Product. Subcontractor further agrees as to the Work Product to assist SMSA Supplier in every reasonable way to obtain and,

from time to time, enforce patents, copyrights, trade secrets and other rights and protection relating to Work Product, and to that end, Subcontractor and its employees shall execute all documents for use in applying for and obtaining such patents, copyrights, trade secrets and other rights and protection with respect to such Work Product, as SMSA Supplier may reasonably request, together with any assignments thereof to SMSA Supplier or persons designated by it. Subcontractor's and its employees' obligations to assist SMSA Supplier in obtaining and enforcing such rights shall continue beyond the termination of this Contract.

C. Preexisting Code

If and to the extent that any pre-existing rights are embodied or reflected in the Service deliverables, Subcontractor hereby grants to the SMSA Supplier an irrevocable, perpetual, non-exclusive, worldwide, royalty-free right and license to (i) use, modify, transmit, execute, reproduce, display, perform, distribute, sublicense copies of and prepare derivative works based upon such pre-existing rights and any derivative works thereof, and (ii) authorize others to do any or all of the foregoing.

6. SUBCONTRACTOR PERSONNEL

A. Selection and Management of Subcontractor Personnel

Subcontractor shall take such steps as may be necessary to ensure that all Subcontractor personnel provided under this Contract are competent and knowledgeable of the contractual arrangements and the applicable order or SOW attached thereto, between SMSA Supplier and Subcontractor. Subcontractor shall be solely responsible for the conduct of its employees and subcontractors and shall ensure that such personnel comply with the appropriate work site security, information security and personnel conduct rules, as well as applicable federal, state and local laws. SMSA Supplier reserves the right to require the immediate removal from such work site of any personnel believed to have failed to comply or whose conduct or behavior is unacceptable or unprofessional or results in a security or safety breach.

B. Subcontractor Personnel Supervision

Subcontractor and SMSA Supplier acknowledge that Subcontractor shall be and is the sole employer of Subcontractor personnel, and shall have sole responsibility to counsel, discipline, review, evaluate, set the pay rates of and terminate the employment of Subcontractor personnel. Subcontractor warrants that it is and shall be the only entity to provide consideration to Subcontractor personnel pursuant to this Contract.

7. REPRESENTATIONS AND WARRANTY OF SUBCONTRACTOR

With respect to the Services provided by Subcontractor, Subcontractor represents and warrants the following:

A. Ownership

Subcontractor has the right to provide the Services, including Deliverables, without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third party.

B. Performance

- i). All Services shall be performed with care, skill and diligence, consistent with or above applicable professional standards currently recognized in its profession, and Subcontractor shall be responsible for the professional quality, technical accuracy, completeness and coordination of all plans, information, specifications, computer programs, software, Deliverables and Services furnished under this Contract;
- ii). The Services shall meet or exceed the requirements contained in any applicable order or SOW attached thereto;
- iii). The Services shall be performed in a professional manner;

- iv). Subcontractor warrants that the documentation which Subcontractor is required to provide under this Contract shall be sufficient in detail and content to allow a user to understand fully the software or other Deliverables without reference to any other materials or information.

THE OBLIGATIONS OF SUBCONTRACTOR UNDER THIS SECTION ARE MATERIAL. SUBCONTRACTOR MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY CONCERNING MERCHANTABILITY OR FITNESS FOR ANY OTHER PARTICULAR PURPOSE.

8. ORDERS AND COMPENSATION

A. Work Request Fulfillment Process

Any and all Services provided pursuant to this Contract must be pursuant to a written order or SOW attached thereto, and such order or SOW must incorporate by reference all the terms and conditions contained in this Contract.

[Additional terms and conditions addressing the work request fulfillment process may be mutually agreed to by the Parties at a later date.]

B. Fees and Payment

[Terms and conditions addressing fees and payment will be mutually agreed to by the Parties at a later date.]

C. Taxes

[Terms and conditions addressing taxes may be mutually agreed to by the Parties at a later date.]

D. Overtime

E. Acceptance

F. Reimbursement of Expenses

9. SWAM

For each new order or SOW attached thereto, or as mutually agreed by the Parties, all Subcontractor personnel are required to provide certain information related to small, women-owned, and minority-owned (SWAM) business activity.

10. CONFIDENTIALITY

A. Treatment and Protection

Each Party agrees to (i) hold in strict confidence all Confidential Information of the other Party, (ii) use the Confidential Information solely to perform or to exercise its rights under this Contract, and (iii) not to transfer, display, convey or otherwise disclose or make available all or any part of such Confidential Information to any third-party. However, a Subcontractor may disclose Confidential Information directly related to Services provided pursuant to this Contract as delivered by or through SMSA Supplier to Subcontractor personnel that are bound by a non-disclosure agreement with such Subcontractor. Each Party shall take the same measures to protect against the disclosure or use of the Confidential Information as it takes to protect its own proprietary or confidential information (but in no event shall such measures be less than reasonable care).

B. Exclusions

The term "Confidential Information" shall not include information that is:

- i). in the public domain through no fault of the receiving Party or of any other person or entity that is similarly contractually or otherwise obligated;
- ii). obtained independently from a third-party without an obligation of confidentiality to the disclosing Party and without breach of this Contract;

- iii). independently developed by the receiving Party without reference to the Confidential Information of the other Party; or
- iv). required to be disclosed under The Virginia Freedom of Information Act (§§2.2-3700 et seq. of the Code of Virginia) or similar laws or pursuant to a court order.

C. Return or Destruction

Upon the termination or expiration of this Contract or upon the earlier request of the disclosing Party, the receiving party shall (i) at its own expense, (a) promptly return to the disclosing party, which may be Supplier's customer, all tangible Confidential Information (and all copies thereof except the record required by law) of the disclosing party, or (b) upon written request from the disclosing party, destroy such Confidential Information and provide the disclosing party with written certification of such destruction, and (ii) cease all further use of the other party's Confidential Information, whether in tangible or intangible form.

11. LIABILITY AND INDEMNIFICATION

Subcontractor agrees to indemnify, defend and hold harmless SMSA Supplier, its officers, directors, agents and employees ("SMSA Supplier's Indemnified Parties") from and against any and all third party claims, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, fines, judgments, settlements, expenses (including attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of SMSA Supplier's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from: (i) any act of any Subcontractor employee or Subcontractor of Subcontractor, (ii) breach of any representation, warranty or covenant of Subcontractor contained herein, (iii) any defect in the Services, or (iv) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Services. Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations. In all cases the selection and approval of counsel and approval of any settlement shall be satisfactory to SMSA Supplier.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Services, and in addition to all other obligations of Subcontractor in this Section, Subcontractor shall at its expense, either (a) procure for SMSA Supplier the right to continue use of such infringing Services, or any component thereof; or (b) replace with non-infringing substitute service satisfactory to SMSA Supplier. And in addition, Subcontractor shall provide SMSA Supplier with a comparable temporary replacement Services or reimburse SMSA Supplier for the reasonable costs incurred by SMSA Supplier in obtaining an alternative product in the event such SMSA Supplier's customer cannot use the affected Services. If Subcontractor cannot accomplish any of the foregoing within a reasonable time and at commercially reasonable rates, then Subcontractor shall accept the return of the infringing component of the Services, along with any other components of any products rendered unusable by SMSA Supplier's customer as a result of the infringing component, and refund the price paid to Subcontractor for such components.

EXCEPT WITH REGARD TO CLAIMS FOR PROPERTY DAMAGE, PERSONAL INJURY OR INFRINGEMENT, AND THE INDEMNIFICATION AND CONFIDENTIALITY OBLIGATIONS, WITH RESPECT TO EACH OF WHICH LIABILITY SHALL NOT BE LIMITED PURSUANT TO THIS SECTION, IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY (OR THE INDEMNIFIED PARTIES OF SUCH PARTY) FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, EXCEPT WHEN SUCH DAMAGES ARE CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF THE PARTY, ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS.

12. SECURITY COMPLIANCE

For each instance SMSA Supplier may request that Services be provided by the following:

Subcontractor agrees to require all Subcontractor personnel comply with all provisions of SMSA Supplier's then current security procedures for each applicable work location and as are pertinent to

Subcontractor's operation and have been supplied to Subcontractor by SMSA Supplier and further agrees to comply with all applicable federal, state and local laws. Subcontractor shall indemnify, defend, and hold SMSA Supplier, its officers, directors, employees and agents harmless from and against any and all fines, penalties (whether criminal or civil), judgments, damages and assessments, including reasonable expenses suffered by, accrued against, or charged to or recoverable from SMSA Supplier, its officers, directors, agents or employees, on account of the failure of Subcontractor to perform its obligations pursuant this Section.

13. GENERAL PROVISIONS

A. Relationship Between SMSA Supplier and Subcontractor

Subcontractor has no authority to contract for SMSA Supplier or in any way to bind, to commit SMSA Supplier to any agreement of any kind, or to assume any liabilities of any nature in the name of or on behalf of SMSA Supplier. Under no circumstances shall Subcontractor, or any Subcontractor personnel, hold itself out as or be considered an agent or an employee of SMSA Supplier, and SMSA Supplier shall have no duty to provide or maintain any insurance or other employee benefits on behalf of Subcontractor or its personnel. Subcontractor represents and warrants that it is an independent contractor for purposes of all applicable taxes associated with the performance of this Contract. Subcontractor shall be responsible for payment of all applicable taxes associated with the performance of this Contract including, but not limited to, federal, state and local personal income and other payroll taxes payable with respect to the compensation of Subcontractor, its employees, agents and/or subcontractors. Subcontractor shall immediately pay all taxes lawfully imposed upon it with respect to this Contract or any Services provided pursuant to this Contract.

B. Incorporated Contractual Provisions

The contractual provisions at the following URL are statutorily mandated provisions that are hereby incorporated by reference, including the contractual claims provision §2.2-4363 of the Code of Virginia: http://www.vita.virginia.gov/procurement/documents/terms_04-05sw.pdf.

C. Governing Law

This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia without regard to that body of law controlling choice of law. Any and all litigation shall be brought in the circuit courts of the Commonwealth of Virginia. The English language version of this Contract prevails when interpreting this Contract. The United Nations Convention on Contracts for the International Sale of Goods and all other laws and international treaties or conventions relating to the sale of goods are expressly disclaimed. UCITA shall apply to this Contract only to the extent required by §59.1-501.15 of the Code of Virginia.

D. Dispute Resolution

In the event that the Parties have any dispute, disagreement or cause of action (each, hereinafter, a "Dispute") arising pursuant to this Contract or any order or SOW attached thereto, the aggrieved Party shall first try in good faith to resolve such dispute with the other Party before instituting any legal action with respect to such Dispute. If such informal efforts are unsuccessful, the Parties shall thereafter submit such dispute to non-binding mediation in accordance with the terms of this Section. Upon initiation of any mediation (actual or constructive) the aggrieved Party shall promptly give notice to the other Party that it desires to mediate the Dispute. The aggrieved Party shall cooperate for a period of 90 days (or such shorter period as is necessary to avoid material financial harm to it or avoid prejudicing the enforceability of any of its legal rights) from the date that such notice is mailed (determined by postmark) to the other Party. Such mediation shall be administered by mutual agreement of the Parties, or in the absence of such mutual agreement, by the American Arbitration Association under its Commercial Mediation Procedures. In the event that such Dispute is not resolved to the satisfaction of the aggrieved Party within the time period contemplated above, then the aggrieved Party shall be free to engage in any legal process that it deems appropriate with respect to such Dispute. The foregoing shall not be implied to limit any response that the aggrieved Party may make in response to any lawsuit or other action initiated by the other Party.

In the event of any breach by SMSA Supplier, Subcontractor's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Subcontractor's remedies include the right to terminate any license or support services hereunder.

E. Notices

Any notice required or permitted to be given under this Contract shall be in writing and shall be deemed to have been sufficiently given if delivered in person, or if deposited in the US mails, postage prepaid, for mailing by registered, certified mail, or overnight courier service addressed to the addresses shown on the signature page. Either Party may change its address for notice purposes by giving the other Party notice of such change in accordance with this Section.

F. Advertising and Use of Proprietary Marks

Subcontractor shall not use any SMSA Supplier or customer names or refer to any customer directly or indirectly, in any press release or formal advertisement without receiving prior written consent of such SMSA Supplier or customer. In no event may Subcontractor use a proprietary mark without receiving the prior written consent of the owner.

G. No Waiver

Any failure to enforce any terms of this Contract shall not constitute a waiver.

H. Assignment

This Contract shall be binding upon and shall inure to the benefit of the permitted successors and assigns of each party hereto. Subcontractor may not assign, subcontract, delegate or otherwise convey this Contract, or any of its rights and obligations hereunder, to any entity without the prior written consent of SMSA Supplier, and any such attempted assignment or subcontracting without consent shall be void.

If any law limits the right of the Parties to prohibit assignment or nonconsensual assignments, the effective date of the assignment shall be thirty (30) days after the Subcontractor gives SMSA Supplier prompt written notice of the assignment, signed by authorized representatives of both the Subcontractor and the assignee. Any payments made prior to receipt of such notification shall not be covered by this assignment.

I. Captions

The captions are for convenience and in no way define, limit or enlarge the scope of this Contract or any of its Sections.

J. Severability

Invalidity of any term of this Contract, in whole or in part, shall not affect the validity of any other term. The Parties further agree that in the event such provision is an essential part of this Contract, they shall immediately begin negotiations for a suitable replacement provision.

K. Survival

The provisions of this Contract regarding Rights to Work Products, Warranty, Confidentiality, Liability and Indemnification, and the General Provisions shall survive the expiration or termination of this Contract.

L. Force Majeure

Neither Party shall be responsible for failure to meet its obligations under this Contract if the failure arises from causes beyond the control and without the fault or negligence of the non-performing Party. If any performance date under this Contract is postponed or extended pursuant to this section for longer than thirty (30) calendar days, SMSA Supplier, by written notice given during the postponement or extension, may terminate Subcontractor's right to render further performance after the effective date of termination without liability for that termination.

M. Remedies

The remedies set forth in this Contract are intended to be cumulative. In addition to any specific remedy, SMSA Supplier reserves any and all other remedies that may be available at law or in equity.

N. Right to Audit

SMSA Supplier reserves the right to audit those Subcontractor records that relate to the Services rendered or the amounts due Subcontractor for such Services under this Contract, as well as all applicable tax records related to local, state and federal taxes owed for Services provided under this Contract. SMSA Supplier's right to audit shall be limited as follows:

- i). Three (3) years from Service performance date;
- ii). Performed at Subcontractor's premises, during normal business hours at mutually agreed upon times; and
- iii). Excludes access to Subcontractor cost information.

O. Entire Contract

This Contract and any prior NDA constitute the entire agreement between the Parties and supersedes any and all previous representations, understandings, discussions or agreements between SMSA Supplier and Subcontractor as to the subject matter hereof. This Contract may only be amended by an instrument in writing signed by SMSA Supplier and Subcontractor.

SMSA Supplier and Subcontractor each acknowledge that it has had the opportunity to review this Contract with its legal counsel.

Executed as of the last date set forth below by the undersigned authorized representatives of the Parties.

Subcontractor

By: _____

(Signature)

Name: _____

(Print)

Title, Its: _____

Date: _____

Address for Notice:

Attention: _____

SMSA Supplier

By: _____

(Signature)

Name: _____

(Print)

Title, Its: _____

Date: _____

Address for Notice:

Attention: Contract Administrator

EXHIBIT F
IT SERVICES CONTRACT
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EXHIBIT F

IT SERVICES CONTRACT

THIS SERVICES CONTRACT ("Contract") is entered into by and between Computer Aid, Inc, (hereinafter referred to as "SMSA Supplier"), and _____ ("Subcontractor") to be effective as of _____, 20__ ("Effective Date"). SMSA Supplier and Subcontractor are referred to herein individually as "Party" and collectively as the "Parties."

1. PURPOSE AND SCOPE

This Contract sets forth the terms and conditions under which Subcontractor shall provide Services pursuant to this agreement in accordance with specific orders or Statement of Work attached thereto.

2. DEFINITIONS

A. Acceptance

Acceptance shall take the form of successful performance of the Services at the designated location (receipt), or completed Acceptance testing in conformance with the Requirements as set forth in the applicable order or SOW attached thereto.

B. Confidential Information

Any confidential or proprietary information of a Party that is disclosed in any manner, including oral or written, graphic, machine readable or other tangible form, to the other Party in connection with or as a result of discussions related to this Contract, and which at the time of disclosure either (i) is marked as being "Confidential" or "Proprietary", (ii) is otherwise reasonably identifiable as the confidential or proprietary information of the Disclosing Party, or (iii) under the circumstances of disclosure should reasonably be considered as confidential or proprietary information of the disclosing Party.

C. Deliverable

Means the tangible embodiment of the Services performed or provided by Subcontractor.

D. Order

E. Requirements

The functional, performance, operational, compatibility, Acceptance testing criteria and other parameters and characteristics of the Service described in the order or SOW attached thereto.

F. Subcontractor Service

Any work performed or service provided, including any Deliverable described in the applicable order or SOW attached thereto, by Subcontractor under this Contract.

G. Statement of Work (SOW)

A Statement of Work means any document which, upon signing by both Parties, shall be deemed a part of this Contract, and which describes the deliverables, due dates, assignment duration and payment obligations for a specific project, engagement, or assignment for which Subcontractor shall be providing Services.

H. Subcontractor

Includes any individual who is an employee, sub-contractor, or independent contractor of Subcontractor who is assigned by Subcontractor to perform Services under this Contract.

I. Work Product

The discovery, creation or development of inventions, combinations, machines, methods, formula, techniques, processes, improvements, software designs, computer programs, strategies, specific computer-related know-how, data and original works of authorship (collectively, the "Work Product").

3. TERM AND TERMINATION

Either Party may terminate this Contract, in whole or in part, upon not less than thirty (30) days prior written notice at any time for any reason, provided however that if Subcontractor is providing Services at the time of such notice, the Contract shall terminate at the later of (i) the date of termination specified in such notice, or (ii) the first date that Subcontractor is no longer providing Services pursuant to this Contract.

Either party may submit any contractual dispute to mediation for resolution according to the terms of the Dispute Resolution Section.

4. SERVICES

A. Nature of Services and Engagement

Subcontractor is an independent contractor engaged to perform certain Services, including but not limited to consulting, installation and/or support activities as set forth in any order or SOW attached thereto.

B. Statement of Work (SOW)

All Services shall be performed at the times, locations and rates set forth in the applicable order or SOW attached thereto. All changes in the scope of Service must be described in a written change request, which includes an appropriate adjustment to the price, delivery dates or both. Any authorized Services beyond the scope of an order or applicable SOW attached thereto shall be performed at the hourly rates set forth in the SOW, unless otherwise agreed in writing by the Parties.

5. RIGHTS TO WORK PRODUCT

SMSA Supplier's right to any new work or Deliverable hereunder are for the sole purpose of meeting its contractual obligations to its customer and are not for any other purpose or use.

A. Work Product

SMSA Supplier and Subcontractor each acknowledge that performance of this Contract may result in Work Product(s). Subcontractor agrees that it shall promptly and fully disclose to SMSA Supplier any and all Work Products generated, conceived, reduced to practice or learned by Subcontractor or any of its employees, either solely or jointly with others, during the term of this Contract, which in any way relate to the applicable order or SOW attached thereto. Subcontractor further agrees that neither Subcontractor or Subcontractor's employees, nor any party claiming through Subcontractor or Subcontractor's employees, shall, other than in the performance of this Contract, make use of or disclose to others any proprietary information relating to the Work Product. All Services performed hereunder shall include delivery of all source and object code and all executables and documentation. Subcontractor agrees that SMSA Supplier shall have the right to require Subcontractor to provide a copy of the most recent object or source code to SMSA Supplier's customer at any and all times.

B. Ownership

Subcontractor agrees that, whether or not the Services are considered "works made for hire" or an employment to invent, all Work Product discovered, created or developed under this Contract shall be and shall remain the sole and exclusive property of SMSA Supplier. Except as specifically set forth in writing and signed by both SMSA Supplier and Subcontractor, Subcontractor agrees that SMSA Supplier shall have all rights with respect to any Work Product discovered, created or developed under this Contract without regard to the origin of the Work Product.

If and to the extent that Subcontractor may, under applicable law, be entitled to claim any ownership interest in the Work Product, Subcontractor hereby transfers, grants, conveys, assigns and relinquishes exclusively to SMSA Supplier any and all right, title and interest it now has or may hereafter acquire in and to the Work Product under patent, copyright, trade secret and trademark law in perpetuity or for the longest period otherwise permitted by law. If any moral rights are created, Subcontractor waives such rights in the Work Product. Subcontractor further agrees as to the Work Product to assist SMSA Supplier in every reasonable way to obtain and,

from time to time, enforce patents, copyrights, trade secrets and other rights and protection relating to Work Product, and to that end, Subcontractor and its employees shall execute all documents for use in applying for and obtaining such patents, copyrights, trade secrets and other rights and protection with respect to such Work Product, as SMSA Supplier may reasonably request, together with any assignments thereof to SMSA Supplier or persons designated by it. Subcontractor's and its employees' obligations to assist SMSA Supplier in obtaining and enforcing such rights shall continue beyond the termination of this Contract.

C. Preexisting Code

If and to the extent that any pre-existing rights are embodied or reflected in the Service deliverables, Subcontractor hereby grants to the SMSA Supplier an irrevocable, perpetual, non-exclusive, worldwide, royalty-free right and license to (i) use, modify, transmit, execute, reproduce, display, perform, distribute, sublicense copies of and prepare derivative works based upon such pre-existing rights and any derivative works thereof, and (ii) authorize others to do any or all of the foregoing.

6. SUBCONTRACTOR PERSONNEL

A. Selection and Management of Subcontractor Personnel

Subcontractor shall take such steps as may be necessary to ensure that all Subcontractor personnel provided under this Contract are competent and knowledgeable of the contractual arrangements and the applicable order or SOW attached thereto, between SMSA Supplier and Subcontractor. Subcontractor shall be solely responsible for the conduct of its employees and subcontractors and shall ensure that such personnel comply with the appropriate work site security, information security and personnel conduct rules, as well as applicable federal, state and local laws. SMSA Supplier reserves the right to require the immediate removal from such work site of any personnel believed to have failed to comply or whose conduct or behavior is unacceptable or unprofessional or results in a security or safety breach.

B. Subcontractor Personnel Supervision

Subcontractor and SMSA Supplier acknowledge that Subcontractor shall be and is the sole employer of Subcontractor personnel, and shall have sole responsibility to counsel, discipline, review, evaluate, set the pay rates of and terminate the employment of Subcontractor personnel. Subcontractor warrants that it is and shall be the only entity to provide consideration to Subcontractor personnel pursuant to this Contract.

7. REPRESENTATIONS AND WARRANTY OF SUBCONTRACTOR

With respect to the Services provided by Subcontractor, Subcontractor represents and warrants the following:

A. Ownership

Subcontractor has the right to provide the Services, including Deliverables, without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third party.

B. Performance

- i). All Services shall be performed with care, skill and diligence, consistent with or above applicable professional standards currently recognized in its profession, and Subcontractor shall be responsible for the professional quality, technical accuracy, completeness and coordination of all plans, information, specifications, computer programs, software, Deliverables and Services furnished under this Contract;
- ii). The Services shall meet or exceed the requirements contained in any applicable order or SOW attached thereto;
- iii). The Services shall be performed in a professional manner;

- iv). Subcontractor warrants that the documentation which Subcontractor is required to provide under this Contract shall be sufficient in detail and content to allow a user to understand fully the software or other Deliverables without reference to any other materials or information.

THE OBLIGATIONS OF SUBCONTRACTOR UNDER THIS SECTION ARE MATERIAL. SUBCONTRACTOR MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY CONCERNING MERCHANTABILITY OR FITNESS FOR ANY OTHER PARTICULAR PURPOSE.

8. ORDERS AND COMPENSATION

A. Work Request Fulfillment Process

Any and all Services provided pursuant to this Contract must be pursuant to a written order or SOW attached thereto, and such order or SOW must incorporate by reference all the terms and conditions contained in this Contract.

[Additional terms and conditions addressing the work request fulfillment process may be mutually agreed to by the Parties at a later date.]

B. Fees and Payment

[Terms and conditions addressing fees and payment will be mutually agreed to by the Parties at a later date.]

C. Taxes

[Terms and conditions addressing taxes may be mutually agreed to by the Parties at a later date.]

D. Overtime

E. Acceptance

F. Reimbursement of Expenses

9. SWAM

For each new order or SOW attached thereto, or as mutually agreed by the Parties, all Subcontractor personnel are required to provide certain information related to small, women-owned, and minority-owned (SWAM) business activity.

10. CONFIDENTIALITY

A. Treatment and Protection

Each Party agrees to (i) hold in strict confidence all Confidential Information of the other Party, (ii) use the Confidential Information solely to perform or to exercise its rights under this Contract, and (iii) not to transfer, display, convey or otherwise disclose or make available all or any part of such Confidential Information to any third-party. However, a Subcontractor may disclose Confidential Information directly related to Services provided pursuant to this Contract as delivered by or through SMSA Supplier to Subcontractor personnel that are bound by a non-disclosure agreement with such Subcontractor. Each Party shall take the same measures to protect against the disclosure or use of the Confidential Information as it takes to protect its own proprietary or confidential information (but in no event shall such measures be less than reasonable care).

B. Exclusions

The term "Confidential Information" shall not include information that is:

- i). in the public domain through no fault of the receiving Party or of any other person or entity that is similarly contractually or otherwise obligated;
- ii). obtained independently from a third-party without an obligation of confidentiality to the disclosing Party and without breach of this Contract;

- iii). independently developed by the receiving Party without reference to the Confidential Information of the other Party; or
- iv). required to be disclosed under The Virginia Freedom of Information Act (§§2.2-3700 et seq. of the Code of Virginia) or similar laws or pursuant to a court order.

C. Return or Destruction

Upon the termination or expiration of this Contract or upon the earlier request of the disclosing Party, the receiving party shall (i) at its own expense, (a) promptly return to the disclosing party, which may be Supplier's customer, all tangible Confidential Information (and all copies thereof except the record required by law) of the disclosing party, or (b) upon written request from the disclosing party, destroy such Confidential Information and provide the disclosing party with written certification of such destruction, and (ii) cease all further use of the other party's Confidential Information, whether in tangible or intangible form.

11. LIABILITY AND INDEMNIFICATION

Subcontractor agrees to indemnify, defend and hold harmless SMSA Supplier, its officers, directors, agents and employees ("SMSA Supplier's Indemnified Parties") from and against any and all third party claims, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, fines, judgments, settlements, expenses (including attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of SMSA Supplier's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from: (i) any act of any Subcontractor employee or Subcontractor of Subcontractor, (ii) breach of any representation, warranty or covenant of Subcontractor contained herein, (iii) any defect in the Services, or (iv) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Services. Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations. In all cases the selection and approval of counsel and approval of any settlement shall be satisfactory to SMSA Supplier.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Services, and in addition to all other obligations of Subcontractor in this Section, Subcontractor shall at its expense, either (a) procure for SMSA Supplier the right to continue use of such infringing Services, or any component thereof; or (b) replace with non-infringing substitute service satisfactory to SMSA Supplier. And in addition, Subcontractor shall provide SMSA Supplier with a comparable temporary replacement Services or reimburse SMSA Supplier for the reasonable costs incurred by SMSA Supplier in obtaining an alternative product in the event such SMSA Supplier's customer cannot use the affected Services. If Subcontractor cannot accomplish any of the foregoing within a reasonable time and at commercially reasonable rates, then Subcontractor shall accept the return of the infringing component of the Services, along with any other components of any products rendered unusable by SMSA Supplier's customer as a result of the infringing component, and refund the price paid to Subcontractor for such components.

EXCEPT WITH REGARD TO CLAIMS FOR PROPERTY DAMAGE, PERSONAL INJURY OR INFRINGEMENT, AND THE INDEMNIFICATION AND CONFIDENTIALITY OBLIGATIONS, WITH RESPECT TO EACH OF WHICH LIABILITY SHALL NOT BE LIMITED PURSUANT TO THIS SECTION, IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY (OR THE INDEMNIFIED PARTIES OF SUCH PARTY) FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, EXCEPT WHEN SUCH DAMAGES ARE CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF THE PARTY, ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS.

12. SECURITY COMPLIANCE

For each instance SMSA Supplier may request that Services be provided by the following:

Subcontractor agrees to require all Subcontractor personnel comply with all provisions of SMSA Supplier's then current security procedures for each applicable work location and as are pertinent to

Subcontractor's operation and have been supplied to Subcontractor by SMSA Supplier and further agrees to comply with all applicable federal, state and local laws. Subcontractor shall indemnify, defend, and hold SMSA Supplier, its officers, directors, employees and agents harmless from and against any and all fines, penalties (whether criminal or civil), judgments, damages and assessments, including reasonable expenses suffered by, accrued against, or charged to or recoverable from SMSA Supplier, its officers, directors, agents or employees, on account of the failure of Subcontractor to perform its obligations pursuant this Section.

13. GENERAL PROVISIONS

A. Relationship Between SMSA Supplier and Subcontractor

Subcontractor has no authority to contract for SMSA Supplier or in any way to bind, to commit SMSA Supplier to any agreement of any kind, or to assume any liabilities of any nature in the name of or on behalf of SMSA Supplier. Under no circumstances shall Subcontractor, or any Subcontractor personnel, hold itself out as or be considered an agent or an employee of SMSA Supplier, and SMSA Supplier shall have no duty to provide or maintain any insurance or other employee benefits on behalf of Subcontractor or its personnel. Subcontractor represents and warrants that it is an independent contractor for purposes of all applicable taxes associated with the performance of this Contract. Subcontractor shall be responsible for payment of all applicable taxes associated with the performance of this Contract including, but not limited to, federal, state and local personal income and other payroll taxes payable with respect to the compensation of Subcontractor, its employees, agents and/or subcontractors. Subcontractor shall immediately pay all taxes lawfully imposed upon it with respect to this Contract or any Services provided pursuant to this Contract.

B. Incorporated Contractual Provisions

The contractual provisions at the following URL are statutorily mandated provisions that are hereby incorporated by reference, including the contractual claims provision §2.2-4363 of the Code of Virginia: http://www.vita.virginia.gov/procurement/documents/terms_04-05sw.pdf.

C. Governing Law

This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia without regard to that body of law controlling choice of law. Any and all litigation shall be brought in the circuit courts of the Commonwealth of Virginia. The English language version of this Contract prevails when interpreting this Contract. The United Nations Convention on Contracts for the International Sale of Goods and all other laws and international treaties or conventions relating to the sale of goods are expressly disclaimed. UCITA shall apply to this Contract only to the extent required by §59.1-501.15 of the Code of Virginia.

D. Dispute Resolution

In the event that the Parties have any dispute, disagreement or cause of action (each, hereinafter, a "Dispute") arising pursuant to this Contract or any order or SOW attached thereto, the aggrieved Party shall first try in good faith to resolve such dispute with the other Party before instituting any legal action with respect to such Dispute. If such informal efforts are unsuccessful, the Parties shall thereafter submit such dispute to non-binding mediation in accordance with the terms of this Section. Upon initiation of any mediation (actual or constructive) the aggrieved Party shall promptly give notice to the other Party that it desires to mediate the Dispute. The aggrieved Party shall cooperate for a period of 90 days (or such shorter period as is necessary to avoid material financial harm to it or avoid prejudicing the enforceability of any of its legal rights) from the date that such notice is mailed (determined by postmark) to the other Party. Such mediation shall be administered by mutual agreement of the Parties, or in the absence of such mutual agreement, by the American Arbitration Association under its Commercial Mediation Procedures. In the event that such Dispute is not resolved to the satisfaction of the aggrieved Party within the time period contemplated above, then the aggrieved Party shall be free to engage in any legal process that it deems appropriate with respect to such Dispute. The foregoing shall not be implied to limit any response that the aggrieved Party may make in response to any lawsuit or other action initiated by the other Party.

In the event of any breach by SMSA Supplier, Subcontractor's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Subcontractor's remedies include the right to terminate any license or support services hereunder.

E. Notices

Any notice required or permitted to be given under this Contract shall be in writing and shall be deemed to have been sufficiently given if delivered in person, or if deposited in the US mails, postage prepaid, for mailing by registered, certified mail, or overnight courier service addressed to the addresses shown on the signature page. Either Party may change its address for notice purposes by giving the other Party notice of such change in accordance with this Section.

F. Advertising and Use of Proprietary Marks

Subcontractor shall not use any SMSA Supplier or customer names or refer to any customer directly or indirectly, in any press release or formal advertisement without receiving prior written consent of such SMSA Supplier or customer. In no event may Subcontractor use a proprietary mark without receiving the prior written consent of the owner.

G. No Waiver

Any failure to enforce any terms of this Contract shall not constitute a waiver.

H. Assignment

This Contract shall be binding upon and shall inure to the benefit of the permitted successors and assigns of each party hereto. Subcontractor may not assign, subcontract, delegate or otherwise convey this Contract, or any of its rights and obligations hereunder, to any entity without the prior written consent of SMSA Supplier, and any such attempted assignment or subcontracting without consent shall be void.

If any law limits the right of the Parties to prohibit assignment or nonconsensual assignments, the effective date of the assignment shall be thirty (30) days after the Subcontractor gives SMSA Supplier prompt written notice of the assignment, signed by authorized representatives of both the Subcontractor and the assignee. Any payments made prior to receipt of such notification shall not be covered by this assignment.

I. Captions

The captions are for convenience and in no way define, limit or enlarge the scope of this Contract or any of its Sections.

J. Severability

Invalidity of any term of this Contract, in whole or in part, shall not affect the validity of any other term. The Parties further agree that in the event such provision is an essential part of this Contract, they shall immediately begin negotiations for a suitable replacement provision.

K. Survival

The provisions of this Contract regarding Rights to Work Products, Warranty, Confidentiality, Liability and Indemnification, and the General Provisions shall survive the expiration or termination of this Contract.

L. Force Majeure

Neither Party shall be responsible for failure to meet its obligations under this Contract if the failure arises from causes beyond the control and without the fault or negligence of the non-performing Party. If any performance date under this Contract is postponed or extended pursuant to this section for longer than thirty (30) calendar days, SMSA Supplier, by written notice given during the postponement or extension, may terminate Subcontractor's right to render further performance after the effective date of termination without liability for that termination.

M. Remedies

The remedies set forth in this Contract are intended to be cumulative. In addition to any specific remedy, SMSA Supplier reserves any and all other remedies that may be available at law or in equity.

N. Right to Audit

SMSA Supplier reserves the right to audit those Subcontractor records that relate to the Services rendered or the amounts due Subcontractor for such Services under this Contract, as well as all applicable tax records related to local, state and federal taxes owed for Services provided under this Contract. SMSA Supplier's right to audit shall be limited as follows:

- i). Three (3) years from Service performance date;
- ii). Performed at Subcontractor's premises, during normal business hours at mutually agreed upon times; and
- iii). Excludes access to Subcontractor cost information.

O. Entire Contract

This Contract and any prior NDA constitute the entire agreement between the Parties and supersedes any and all previous representations, understandings, discussions or agreements between SMSA Supplier and Subcontractor as to the subject matter hereof. This Contract may only be amended by an instrument in writing signed by SMSA Supplier and Subcontractor.

SMSA Supplier and Subcontractor each acknowledge that it has had the opportunity to review this Contract with its legal counsel.

Executed as of the last date set forth below by the undersigned authorized representatives of the Parties.

Subcontractor

SMSA Supplier

By: _____

By: _____

(Signature)

(Signature)

Name: _____

Name: _____

(Print)

(Print)

Title, Its: _____

Title, Its: _____

Date: _____

Date: _____

Address for Notice:

Address for Notice:

Attention: _____

Attention: Contract Administrator