

**IBM Corporation
Federal Supply Service**

Authorized Federal Acquisition Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**[™], a menu-driven database system. The INTERNET address for **GSA Advantage!**[™] is:
<http://www.GSAAdvantage.gov>.

Schedule Title – Multiple Award Schedule

Federal Supply Group – Human Capital – Human Resources

Contract Number: GS-02F-0036U

Updated December 2020: Modification A826 Refresh 5

Contract Period: January 7, 2008 – January 6, 2023 Option Extension 2

Contractor:

International Business Machines Corporation
6710 Rockledge Drive
Bethesda, MD 20817 1834

Business Size: Large Business

In accordance with 13 C.F.R. 121.404, the Contractor is ineligible to participate in any RFQ that is set aside for small business where the subject contract's awarded size status for the preponderance NAICS designated in the RFQ is "other than small".

Telephone: (301) 803-3983

FAX Number: (301) 803-2843

Web Site: <https://www.ibm.com/industries/federal/contracts/gsa>

E-mail: stauffer@us.ibm.com

Contract Administration: Sherry Stauffer

CUSTOMER INFORMATION:

1a. Awarded SINS – 541612LOB. OLM

Note: Prior SINS – 541612OPM, 541612PSSC (595-22 and 595-26)

1b. Prices shown below are final prices approved by GSA .

2. Maximum Order: \$1,000,000.00

3. Minimum Order: \$100.00

4. Geographic Coverage (delivery Area): For all Special Items, the geographic scope of this Contract is the 50 United States and the District of Columbia. On a case-by-case basis IBM will perform Services to overseas US Government locations which are in support of national or mutual defense operations (including US Embassies), and to locations which support the national interest of the United States

5. Point(s) of production (city, county, and state or foreign country): Same as company address

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).

7. Quantity discounts: None Offered

- 8. Prompt payment terms:** Net 30 days Information for Ordering Offices: Prompt Payment terms cannot be negotiated out of the contractual agreement in exchange for other considerations.
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** will accept credit card over the micro-purchase threshold, but no greater than \$500,000 (subject to the individual user's credit card limit).
The Government credit card program provides that invoices for credit card orders are not necessary; therefore, IBM will present such invoices to the Government only upon request for an individual order.
- 10. Foreign items (list items by country of origin):** None
- 11a. Time of Delivery (Contractor insert number of days):** Perform work on a task order/delivery order shall begin at a time mutually agreed to by IBM and the agency.
- 11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery:** Contact IBM for urgent requests
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery:** Contact IBM for urgent requests
- 11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery:** Contact IBM for urgent requests
- 12. F.O.B Points(s):** Destination
- 13a. Ordering Address(es):** Same as address above
6710 Rockledge Drive
Bethesda, MD 20817 1834
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.**

14. Payment address(es):

Payment should be remitted to one of the following addresses:

ACH Payments:

IBM Corporation

C/O PNC Bank Lockbox IBM# 643584

500 First Avenue
Pittsburgh, PA 15219
Attn: Lockbox IBM# 643584 (877)762-0830
ABA: 043000096 ct#: 1017305745

Mail:

IBM Corporation
Lockbox 643584
P.O. Box 643584
Pittsburgh, PA 15264-3584

- 15. Warranty provision.** Contractor's standard commercial warranty. See Below
- 16. Export Packing Charges (if applicable):** N/A
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):**
IBM will accept credit card over the micro purchase threshold but no greater than \$500,000 (subject to the individual user's credit card limit).
The Government credit card program provides that invoices for credit card orders are not necessary; therefore, IBM will present such invoices to the Government only upon request for an individual order
- 18. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at:**
www.Section508.gov/.
- If applicable, Section 508 compliance information on supplies and services in this contract, are available by calling IBM's Federal Information Call Center at 1-800-333-6705. Government customers may also view IBM's website and request a VPAT for a specific product: http://www-03.ibm.com/able/product_accessibility/
IBM will indicate how applicable 508 requirements are met by either providing a VPAT or other supporting documentation per the agency standards as specified in the scope of work of the task order.
- 19. Data Universal Numbering System (DUNS) number:** 835130485
IBM Taxpayer Identification (TIN) Number – 13-0871985
IBM CAGE Code Number for orders placed at 6710 Rockledge Dr., Bethesda, MD is 3BXY7
- 20. Notification regarding registration in System for Award Management (SAM) database:**
Registered

21. IBM's End User License Terms (EULA) and Terms of Service Documents are as follows and incorporated into the GSA Agreement:

TERMS AND CONDITIONS

1.1 ORDERS

Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 51.232-19, Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence, except as may be otherwise agreed to by both IBM and the user agency.

For Services based on a mutually agreeable Statement of Work, in the event of conflict between the unique terms, conditions and prices of each negotiated engagement and the GSA Schedule terms, the Performance Based Service's task order shall govern.

Whenever the Government requires that service be provided at a domestic location by persons with security clearances, the Government shall state that requirement in each order issued. IBM may, at its option, reject any such orders by written notice to the ordering office within 60 days of receipt. If a DD Form 254, DOD Contract Security Classification Specification is required for security purposes, Section 6.a of the DD Form 254 should show the same IBM address as on the delivery order for maintenance coverage.

1.2 OWNERSHIP RIGHTS

IBM shall retain all right, title, and interest in Base Components (licenses and hardware).

IBM grants the Government a nonexclusive, nontransferable, revocable license to access and use the Base Components solely in connection with the Services as provided under this Agreement. The Government agrees not to download or otherwise copy, reverse assemble, reverse compile, decompile, or otherwise translate the software portions of the Base Components.

Rights Upon Expiration or Termination of the Service:

For generally available Software which on the date of expiration or termination of the Government's Agreement IBM is using solely to provide the Service to the End User, IBM will assign its license, if any, to such software to the Government upon the Government's payment of the termination fee associated with said software.

1.3 REQUIRED CONSENTS

The Government is responsible for promptly obtaining and providing to IBM all Required Consents necessary for IBM to provide the Services described in a Statement of Work. A Required Consent means any consents or approvals required to give IBM or our subcontractors the right or license to access, use and/or modify (including creating derivative works) the hardware, software, firmware and other products, to enable IBM and our subcontractors to perform the Services set forth in the Statement of Work without infringing the ownership or license rights (including patent and copyright) of the providers or owners of such product. IBM will be relieved of the performance of any obligations that may be affected by your failure to promptly provide any Required Consents to IBM.

1.4 PERSONNEL

- a. In recognition of the fact that assigned personnel to the Government under this contract may perform similar services from time to time for others, this contract shall not prevent IBM from performing such similar services or restrict IBM from using the personnel provided to the Government under this contract. IBM reserves the sole right to determine the assignment of its employees.
- b. IBM and the Government will each be responsible for the management, direction, control, compensation, and supervision of its own employees.
- c. IBM may perform its responsibilities under this Contract through its Affiliates or Subcontractors. IBM will be using professional service personnel to perform services procured hereunder.
- d. If the Government reasonably determines that it is not in the Government's best interests for an employee of IBM, IBM's Affiliates, or their Subcontractors to continue performing the Services, the Government will provide IBM with a written notice and explanation for the Government's request to remove such employee from providing Services. Promptly after receiving such notice and explanation, IBM will investigate the matter and take appropriate action, which may include the removal of such employee.

Work schedules may be set forth in the Government's order. IBM will attempt to provide personnel in accordance with such schedules subject to circumstances beyond IBM's control. Should such personnel be unable to perform scheduled services under this contract because of illness, resignation, or other causes beyond IBM's reasonable control, IBM will attempt to replace such personnel within a reasonable time, but IBM shall not be liable for failure to replace such personnel within the schedule. All schedules may be revised by mutual agreement.

1.5 CHANGE

- a. Except for changes made by IBM on an emergency basis, IBM will:
 1. Obtain the Government's approval before making any unplanned changes that will have a material adverse effect on the Government's business operations
 2. Schedule change activities with the goal of minimizing unreasonable interruptions to the Government's business operations.

1.6 TRANSITION/TRANSFORMATION

- a. During the Transition Period, IBM will perform the Transition/Transformation. The Transition Period may be extended upon IBM's and the Government's mutual agreement.
- b. IBM and the Government will agree to a Transition/Transformation Plan. The Government will cooperate with IBM in accomplishing all aspects of the Transition, including providing the resources necessary to perform the Government's responsibility in the Transition during the Transition/Transformation Period.

Specific requirements and responsibilities for the Transition period will be outlined in the Statement of Work.

1.7 TERMINATION

Non-Renewal and/or Termination for Convenience – All charges associated with a non-renewal or Termination shall be negotiated in accordance with the FAR. In addition to the Termination charges, the Government may incur wind down charges associated with transitioning the customer from the IBM Shared Service Center (SSC). Such charges may include: the labor charges associated with shutting down/transitioning, miscellaneous subcontractor labor related to the shut down, other miscellaneous charges which IBM has incurred and not yet billed to the contract such as, software maintenance charges not recovered through the monthly billings, reimbursement to IBM of any initial, one-time license or charges in an amount equal to the remaining unamortized value, if any, for the software, other service or transition charges not yet billed.

TECHNICAL AND CONSULTING SERVICES PROJECT TERMINATION

Either party (IBM or the Government) may terminate a project on written notice if the other party does not meet its obligations concerning the Statement of Work. Upon termination, IBM will stop work in an orderly manner as soon as practical.

The Government agrees to pay IBM for all Services provided and any Products and Materials delivered through the project's termination and any charges IBM incurs in terminating subcontracts, if any. The provisions of the Government's rights to Terminate for Convenience shall be in accordance with FAR 52.249-2.

1.8 LIMITATION OF LIABILITY

Circumstances may arise where, because of a default on IBM's part or other liability, the Government is entitled to recover damages from IBM. In each such instance, regardless of the basis on which the Government is entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), IBM is liable only for:

- A. Payments referred to in IBM's Patents and Copyrights terms described herein;

- B. Damages for bodily injury (including death) and damage to real property and tangible personal property; and
- C. The amount of any other actual direct damages or loss, up to the greater of: (i) \$100,000; OR (ii) the contract price (if recurring, 12 months' charges apply) for the Product or Service that is the subject of the claim. For purposes of this item, the term "Product" includes Materials, Machine Code and Licensed Internal Code. Nothing in this subsection C shall limit the Government's right to (i) excess procurement costs in the event of a Termination for Default; or (ii) the contractual remedies prescribed under the Price Reductions clause (GSAR 551.238-75) (May 2004)(Alternate I- May 2003) and GSAR 551.215-72, Price Adjustment – Failure to Provide Accurate Information (Aug 1997).
- D. For classroom training or education material, IBM is liable for the charges associated with the corresponding item provided.

This limit also applies to any of IBM's subcontractors and Program developers. It is the maximum for which IBM and its subcontractors and Program developers are collectively responsible.

Items for which IBM is not liable:

Under no circumstances is IBM, or its subcontractors, or Program developers liable for any of the following even if informed of their possibility:

- A. Loss of, or damage to data; or
- B. Special, incidental, or indirect damages or for any economic consequential damages, or
- C. Lost profits, business, revenue, goodwill or anticipated savings
- D. Any third party claims against you except as described in the Patents and Copyrights section or as permitted by the Limitation of Liability section for bodily injury (including death) or damage to real or tangible personal property for which IBM is legally liable

The parties acknowledge that nothing in this provision shall restrict the Government's statutory remedies in the event of fraud.

1.9 INTELLECTUAL PROPERTY PROTECTION

For purposes of this clause, the term "Product" includes Materials, Machine Code and Licensed Internal Code.

If a third party claims that a Product IBM provides to the Government infringes that party's patent or copyright, IBM will indemnify the Government, its officers, agents, and employees against liability, at IBM's expense and pay all costs, damages, and attorneys fees that a court finally awards or that are included in a settlement approved by IBM, provided that the Government:

- A. Promptly notifies IBM in writing of the claim; and
- B. Gives IBM such opportunity as is offered by applicable laws, rules or regulations to participate in the defense thereof. The Government shall make every effort to permit IBM to fully participate in the defense and/or in any settlement of such claim. However, IBM understands that such participation will be under the control of the Department of Justice.

Remedies

If such a claim is made or appears likely to be made, the Government agrees to permit IBM to enable the Government to continue to use the Product, or to modify it, or replace it with one that is at least functionally equivalent. If IBM determines that none of these alternatives is reasonably available, the Government agrees to return the Product to IBM on IBM's written request. IBM will then give the Government a credit equal to:

1. For a Machine, the Government's net book value provided the Government has followed generally-accepted accounting principles.
2. For a Program, the amount paid by the Government or 12 months' charges (whichever is less)
3. For Materials, the amount the Government paid IBM for the creation of the Materials.

This is subject to the Government's right to require continued use of the programs pursuant to the provisions of 28USC1498. In the event of such continued use, the Government shall notify IBM in writing of its election to continue use and agrees to undertake at the Government's expense the defense of any action against the Government and to indemnify IBM with respect to all costs, damages, and attorneys' fees attributed to such continued use after such notice is given to IBM; it being understood that IBM may participate at its expense in the defense of any such action if such claim is against IBM.

Claims for Which IBM is Not Responsible:

IBM has no obligation regarding any claim based on any of the following:

- A The Government's modification of a Product, or a Program's use in other than its Specified Operating Environment.
- B. Anything the Government provides which is incorporated into a Product or IBM's compliance with any designs, specifications, or instructions provided by the Government or by a third party on behalf of the Government;
- C. The combination, operation, or use of a Product with other Products not provided by IBM as a system, or the combination, operation or use of a Product with any product, data , apparatus, or business method that IBM did not provide, or the distribution, operation or use of a Product for the benefit of a third party;
- D. Infringement by a non-IBM Product.

The foregoing states the entire obligation of IBM with respect to infringement of patents or copyrights.

1.10 WARRANTY

IBM warrants it has the requisite corporate power and authority to execute, deliver and perform its obligations under this Agreement.

Compliance with Laws and Obligations

IBM warrants that it complies with the IBM Regulatory Requirements to the extent that such IBM Regulatory Requirements relate to the performance of its obligations under this Agreement.

Other Disclaimers

Advice, reports, data, and deliverables (including Materials) provided by IBM to CN are delivered without warranties of any kind.

IBM does not warrant uninterrupted or error-free operation of any machines, software, products, or Services or that IBM will find or correct all defects.

EXCEPT AS PROVIDED IN THIS WARRANTY OF THE BASE TERMS, THERE ARE NO EXPRESS WARRANTIES, REPRESENTATIONS, UNDERTAKINGS, OR CONDITIONS (STATUTORY OR OTHERWISE) BY IBM, AND THERE ARE NO IMPLIED WARRANTIES, REPRESENTATIONS, UNDERTAKINGS, OR CONDITIONS (STATUTORY OR OTHERWISE) BY IBM, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IN THIS AGREEMENT.

Warranty for IBM Professional Services:

IBM warrants that it performs each IBM Service using reasonable care and skill and according to its current description (including any completion criteria) contained in an Attachment or Statement of Work.

THIS WARRANTY IS YOUR EXCLUSIVE WARRANTY AND REPLACES ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

IBM does not warrant uninterrupted or error-free operation of any deliverable or Service or that IBM will correct all defects. Unless IBM specifies otherwise. It provides Materials and non-IBM Services WITHOUT WARRANTIES OF ANY KIND. However, non-IBM suppliers may provide their own warranties to you.

1.11 MATERIALS OWNERSHIP AND LICENSE

IBM will specify materials to be delivered to the Government. They will be identified as being "Type I Materials," "Type II Materials," or otherwise as mutually agreed upon. If not specified, Materials will be considered Type II Materials.

Type I Materials are those, created during the Service performance period, in which the Government has all right, title and interest (including ownership of copyright). IBM will retain one copy of the Materials. IBM is granted 1) an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, distribute (internally and externally) copies of, and prepare derivative works based on Type I Materials and 2) the right to authorize others to do any of the former. With respect to data or materials of a proprietary nature, IBM will safeguard the data or materials in accordance with the terms of a mutually agreeable Confidential Disclosure Agreement.

Type II Materials are those, created during the Service performance period or otherwise (such as those that preexist the Service), in which IBM or third parties have all right, title and interest (including ownership of copyright). IBM will deliver one copy of the specified Materials to the Government. IBM grants the Government an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, and distribute, within the Government agency, copies of Type II Materials.

Both IBM and Government agree to reproduce the copyright notice and any other legend of ownership on any copies made under the license granted under this item.

Any idea, concept, know-how, or technique which relates to the subject matter of a service and is developed or provided by either IBM or the Government, or jointly, in the performance of a service may (subject to applicable patents and copyrights) be freely used by either the Government or IBM.

1.12 COMPLETE AGREEMENT

IBM's HRLOB Schedule Contract, including these published terms, and any RFP, Proposal and Statement of Work issued against the Contract constitute the complete Agreement of the parties and supersede all prior communications, agreement or understandings on this subject.

Any terms of this Agreement which by their nature extend beyond the Agreement termination remain in effect until fulfilled.

1.13 PRINCIPLES OF OUR RELATIONSHIP

- a. Neither party grants the other the right to use its trademarks, trade names, or other designations in any promotion or publication without prior written consent.
- b. Each party grants only the licenses and rights specified in this Agreement. No other licenses or rights (including licenses or rights under patents) are granted either directly, by implication, or otherwise.
- c. The Government authorizes International Business Machines Corporation and its subsidiaries (and their successors and assigns, contractors, and IBM Business Partners) to store and use Customer's business contact information wherever they do business, in connection with IBM Products and Services or in furtherance of IBM's business relationship with Customer.
- d. Customer is responsible for selecting Services that meet its needs and for the results obtained from the use of the Products and Services, including the Customer's decision to implement any recommendation concerning Customer's business practices and operations.
- e. Where approval, acceptance, consent or similar action by either party is required under this Agreement, such action will not be unreasonably delayed or withheld.
- f. As reasonably required by IBM to fulfill its obligations under this Agreement, Customer agrees to provide IBM with sufficient and safe access (including remote access) to Customer's facilities, systems, information, personnel, and resources. IBM is not responsible for any delay in performing or failure to perform caused by Customer's delay in providing such access or performing other Customer responsibilities under this Agreement.

1.14 EUROPEAN UNION GENERAL DATA PROTECTION REGULATION (GDPR)

The European Union passed the General Data Protection Regulation (EU/2016/679) (GDPR), effective 25 May 2018. The GDPR is designed to ensure a consistent level of protection of the rights and

freedoms of natural persons with regard to the processing of their data and to establish one set of data protection rules for Personal Data. IBM is committed to GDPR readiness.

Regarding GDPR, you represent as follows:

- a. Either you do not require IBM to process Personal Data within the meaning of GDPR (e.g., because no processing of Personal Data occurs in the European Union (EU); no monitoring of Personal behavior takes place in EU; or your activities are otherwise exempt from GDPR); and you will communicate to IBM in writing, without undue delay, any anticipated change affecting this representation, or
- b. You agree to IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and applicable DPA Exhibit, which apply and supplement the contract. Please contact your IBM representative for the applicable Data Processing Exhibit.

IBM'S SHARED SERVICE CENTER PRICING AND LABOR RATES

Tiered Per Employee Pricing for HR LOB SSC Core Services

Tiered Per Employee Pricing for HR LOB SSC Core Services CY17-CY22

Per Employee Price for Solution WITHOUT Payroll w/IFF						
CY	# of Employees					
	15,000 - 29,999	30,000 - 59,999	60,000 - 89,999	90,000 - 119,999	120,000 - 149,000	150,000 +
2020	\$514.04	\$332.76	\$239.17	\$202.80	\$188.06	\$176.19
2021	\$516.47	\$334.64	\$240.81	\$204.36	\$189.58	\$177.68
2022	\$518.96	\$336.55	\$242.48	\$205.95	\$191.13	\$179.21
2023	\$521.49	\$338.51	\$244.19	\$207.57	\$192.71	\$180.76
2024	\$524.07	\$340.50	\$245.93	\$209.23	\$194.32	\$182.35
2025	\$526.70	\$342.54	\$247.70	\$210.92	\$195.96	\$183.97

Tiered Per Employee Price for HR LOB SSC Core Services (with Payroll Option)

Per Employee Price for Solution WITH Payroll w/IFF						
CY	# of Employees					
	15,000 - 29,999	30,000 - 59,999	60,000 - 89,999	90,000 - 119,999	120,000 - 149,000	150,000 +
2020	\$602.86	\$404.47	\$302.29	\$262.30	\$246.30	\$233.24
2021	\$606.17	\$407.20	\$304.78	\$264.70	\$248.67	\$235.58
2022	\$609.55	\$409.98	\$307.31	\$267.16	\$251.09	\$237.97
2023	\$612.99	\$412.82	\$309.90	\$269.67	\$253.55	\$240.41
2024	\$616.51	\$415.71	\$312.54	\$272.22	\$256.06	\$242.90
2025	\$620.09	\$418.67	\$315.24	\$274.83	\$258.63	\$245.44

Labor Rates – Non-Core Services

Labor Rates - as of December 2018

GS-02F-0036U

GSA Service Proposed (e.g. Labor Category or Job Title/Task)	Minimum Education / Certification Level	Minimum Years of Experience	7	8	9	10
			Jan 1, 2017 - Dec 31,2017	Jan 1, 2018-Dec 31,2018	Jan 1, 2019 - Dec 31,2019	Jan 1, 2020 - Dec 31,2020
			GSA Price (Including IFF)	GSA Price (Including IFF)	GSA Price (Including IFF)	GSA Price (Including IFF)
Architect I	Bachelors	1	\$150.87	\$153.02	\$153.02	\$153.02
Architect II	Bachelors	3	\$181.29	\$184.14	\$184.14	\$184.14
Architect III	Bachelors	5	\$211.72	\$215.25	\$215.25	\$215.25
Architect IV	Bachelors	7	\$256.47	\$260.14	\$260.14	\$260.14
Architect V	Bachelors	12	\$318.79	\$323.96	\$323.96	\$323.96
Business Analyst I	Bachelors	1	\$120.70	\$122.42	\$122.42	\$122.42
Business Analyst II	Bachelors	3	\$166.45	\$168.83	\$168.83	\$168.83
Business Analyst III	Bachelors	5	\$212.21	\$215.25	\$215.25	\$215.25
Business Analyst IV	Bachelors	7	\$256.47	\$260.14	\$260.14	\$260.14
Business Analyst V	Bachelors	12	\$319.39	\$323.96	\$323.96	\$323.96
Consultant I	Bachelors	1	\$207.85	\$210.04	\$210.04	\$210.04
Consultant II	Bachelors	3	\$234.34	\$236.90	\$236.90	\$236.90
Consultant III	Bachelors	5	\$256.47	\$259.35	\$259.35	\$259.35
Consultant IV	Bachelors	7	\$296.70	\$294.26	\$294.26	\$294.26
Consultant V	Bachelors	12	\$337.52	\$335.93	\$335.93	\$335.93
Database Administrator I	Bachelors	1	\$120.70	\$122.42	\$122.42	\$122.42
Database Administrator II	Bachelors	3	\$135.78	\$137.72	\$137.72	\$137.72
Database Administrator III	Bachelors	5	\$150.87	\$153.02	\$153.02	\$153.02
Database Administrator IV	Bachelors	7	\$216.43	\$219.53	\$219.53	\$219.53
Database Administrator V	Bachelors	12	\$281.26	\$285.28	\$285.28	\$285.28
Project Coordinator I	Bachelors	1	\$95.55	\$96.92	\$96.92	\$96.92
Project Coordinator II	Bachelors	3	\$104.87	\$106.37	\$106.37	\$106.37
Project Coordinator III	Bachelors	5	\$115.66	\$117.31	\$117.31	\$117.31
Project Coordinator IV	Bachelors	7	\$135.78	\$137.72	\$137.72	\$137.72
Project Manager I	Bachelors	1	\$116.83	\$118.51	\$118.51	\$118.51
Project Manager II	Bachelors	3	\$119.18	\$120.88	\$120.88	\$120.88
Project Manager III	Bachelors	5	\$176.38	\$178.90	\$178.90	\$178.90
Project Manager IV	Bachelors	7	\$226.30	\$229.53	\$229.53	\$229.53
Project Manager V	Bachelors	12	\$319.39	\$323.95	\$323.95	\$323.95
Software Lab Services I	Bachelors	1	\$241.21	\$244.66	\$244.66	\$244.66
Software Lab Services II	Bachelors	3	\$258.37	\$262.06	\$262.06	\$262.06
Software Lab Services III	Bachelors	5	\$275.53	\$279.47	\$279.47	\$279.47
Software Lab Services IV	Bachelors	7	\$301.28	\$305.59	\$305.59	\$305.59
Software Lab Services V	Bachelors	12	\$337.50	\$342.34	\$342.34	\$342.34
Systems Administrator - Client, Enterprise and Data Center Technologies I	Bachelors	1	\$121.69	\$123.42	\$123.42	\$123.42
Systems Administrator - Client, Enterprise and Data Center Technologies II	Bachelors	3	\$135.27	\$137.20	\$137.20	\$137.20
Systems Administrator - Client, Enterprise and Data Center Technologies III	Bachelors	5	\$148.85	\$150.98	\$150.98	\$150.98
Systems Administrator - Client, Enterprise and Data Center Technologies IV	Bachelors	7	\$169.97	\$172.40	\$172.40	\$172.40
Systems Administrator - Client, Enterprise and Data Center Technologies V	Bachelors	12	\$203.92	\$206.86	\$206.86	\$206.86
Technical Systems and Solutions Specialist I	Bachelors	1	\$120.70	\$122.42	\$122.42	\$122.42
Technical Systems and Solutions Specialist II	Bachelors	3	\$166.45	\$168.83	\$168.83	\$168.83
Technical Systems and Solutions Specialist III	Bachelors	5	\$212.21	\$215.25	\$215.25	\$215.25
Technical Systems and Solutions Specialist IV	Bachelors	7	\$234.54	\$237.90	\$237.90	\$237.90
Technical Systems and Solutions Specialist V	Bachelors	12	\$262.20	\$265.95	\$265.95	\$265.95
IT Analyst - Solutions I	Bachelors	1	\$110.63	\$112.22	\$112.22	\$112.22
IT Analyst - Solutions II	Bachelors	3	\$123.20	\$124.97	\$124.97	\$124.97
IT Analyst - Solutions III	Bachelors	5	\$135.78	\$137.72	\$137.72	\$137.72
IT Analyst - Solutions IV	Bachelors	7	\$150.87	\$153.02	\$153.02	\$153.02
IT Analyst - Solutions V	Bachelors	12	\$182.30	\$184.91	\$184.91	\$184.91

LABOR DESCRIPTIONS

PROJECT MANAGER

- Provides direction to the teams
- Prepare and manage the overall project work plan
- Plans, organizes, monitors, and oversees IT projects, business strategies, and technology development.
- Manages cross functional teams
- Understands needs of business users as well as development and service support areas.
- Defines program and project goals, plans and reports.
- Responsible for all aspects of the development and implementation of assigned projects.

PROJECT COORDINATOR

- -Advises project team on processes
- - Develops project schedule and supports deliverables
- - Analyzes impact change requests have on the schedule
- - Analyzes progress reported against work schedules
- - Organizes and facilitates sessions regarding the project management of the project

CONSULTANT

- Leads or participate in consulting projects that deliver customer-focused results aligned with strategic and operational goals of the Client.
- Obtains and shares internal and external learning and knowledge, problem solving, strategy, methodologies, tool and processes.
- Facilitates identification, review and analysis of strategic issues and advises regarding development and implementation of strategy for the client's environment.
- May assist in developing, leading and conducting education classes
- Provides guidance in analyzing, investigating, and resolving issues.
- Analyzes trends and issues and provides recommendations.
- Responsible for development, implementation, and maintenance of guidelines, policies, procedures, and processes.
- Provides vision and guidance for area of responsibility
- Provides consultation and vision on process tools, methods, product lines, technology, implementation, support, process design, client initiatives, and business activities.
- May be required to oversee technical implementation and execution of strategic plans.
- Research and provide information on technical trends, evaluate and implement exiting applications and/or customized solutions.
- Has expertise and operates across one or more industries and variety of services such as information technology, e-business, cloud, security, and latest business transformation solutions.

- Adhere to project development and documentation standards
- Provides assistance and responsible for aspects of the development and implementation process, including tasks associated with program office support.

ARCHITECT

- Responsible for overall system design or the component design of a large system or solution.
- Responsibility includes detailed documentation of technical requirements and design documents.
- Works with the development team for the development of applications or systems
- Facilitates and guides requirements gathering, analysis, development of hypotheses/conclusions
- Performs analysis of business models, logical specifications and/or user requirements to design client solutions.
- Has expert knowledge of application design and usability principles, issues, and techniques.
- Architects focused on solution architecture organizes the development effort of a system solution. Responsible for the overall vision that underlies the projected solution and transform the vision through the execution of the solution. Shapes, designs and plan specific service line in product areas.
- May include roles such as Application Architect, Portfolio Architect, Network Architect, Systems Architect, Mainframe Architect, Enterprise/Infrastructure Architect, Solutions Architect.

BUSINESS ANALYST

- Acts as liaison between business areas and IT
- Participates in research to evaluate business requirements and recommends solutions or assist in problem resolution.
- Works with client to plan and initiate the project
- Performs research, collection and collation of data from studies.
- Performs assessments and projections as part of analysis process.

TECHNICAL SYSTEMS AND SOLUTIONS SPECIALIST

Works on client's key operations and business solutions. Analyzes, designs, and develops client's information systems and program specifications; involved in creation of specification/requirements, and maintenance/ design/build /test phases of systems and applications. May also be asked to provide technical support and analysis of infrastructure projects and production environment; develop upgrade/improvement recommendation; monitor, plan, and measure impact of new products and services.

Codes, test and debugs applications and programs. May participate in the application design of systems, including use of analytical techniques. Develops program specifications and detail design documents. Assists in testing, training, and preparation of operations. Works on systems business intelligence or decision support systems supporting client's key operations.

Roles may include: System Analyst, Programmer, Developer, Designer, Tester:

DATABASE ADMINISTRATOR

Based on skill level, the administrator can be staffed to do one, or a combination of the following: 1) installs, upgrades, resolves (patches, updates) to applications, 2) Implements the database design, that may include setup (creating tables, columns, data types, constraints), improving availability and response times, 3) Creates databases logical design which involves data architecture design, data modeling, and schema definition, 4) performs industry research for data and DB technologies and related software, tools, standards and training.

SYSTEM ADMINISTRATOR

- Provides technical support and analysis of infrastructure project and production environment; develops upgrade/improvement recommendation; monitors, plans, measures, and tests new products and services
- Works on client technologies including operating support systems
- Works on enterprise technologies, software configurations management and distribution, storage area networks
- Work on data center technologies such as network (LAN,WAN, router) management, server management, mainframe operating system.

SOFTWARE LAB SERVICES SPECIALIST

Collaborates closely with product development and product support, 2) Leading edge skill on the current versions of software products and on products in development/test, 3) Skills may include performance tuning, infrastructure logical designs, scaling, installation, integration, training, testing, migration.

IT ANALYST SOLUTIONS

- Create, analyze, coordinate, and document complex IT projects, products processes and provide recommendations based on analysis for optimal solutions.
- Create/update reports, and propose action and/or implementation plans and present to leadership to assist in decision-making and drive the work to conclusion.
- Provide IT process and/or product subject matter expertise, conduct research, gather requirements, and conduct analysis and/or coordination activities related to IT processes, projects and/or services.
- Display a technical aptitude and the ability to coordinate, design, and manage IT processes and work.

SKILL LEVELS

SKILL LEVEL I

Under direct supervision, general knowledge in field, works on assignments that are generally semi routine in nature, may assist with moderately complex projects.

Minimum 1 year experience, Bachelor Degree

SKILL LEVEL II

Experienced with frequent use and application of technical standards, principals and theories. Works under general supervision, providing solutions to technical problems of moderate scope and complexity.

Minimum 3 years experience, Bachelor Degree

SKILL LEVEL III

Career level with a complete understanding and wide application of technical principles, theories and concepts. Working under only general direction, provides technical solutions to a wide range of difficult problems. Independently determines and develops approach to solutions.

Minimum 5 years experience, Bachelor Degree

SKILL LEVEL IV

Considered an emerging authority, who applies extensive technical experience. Develops technical solutions to complex problems. Exercises considerable latitude in determining objectives and approaches to assignments.

Minimum 7 years experience, Bachelor Degree

SKILL LEVEL V

Recognized expert within IBM, who designs, researches and develops highly advanced applications and provides highly innovative solutions. Develops technical solutions to complex problems. Leads and pursues courses of action necessary to obtain desired results.

Minimum 12 years experience, Bachelor Degree

Substitution Table

Degree	Experience Equivalence	Other Equivalence
Bachelors	Associate degree +2 years relevant experience	Professional certifications such as (Project Management, Lean Sigma, or ITIL)
Masters (Advanced degree)	Bachelors +2 years relevant experience, or Associate + 4 years relevant experience	Masters Certificate or Professional license
Doctorate (Advanced degree)	Masters + 2 years relevant experience, or Bachelors + 4 years relevant experience	
<p>* Successful completion of higher education which has not yet resulted in a degree may be counted as 1 year of experience for each year of college completed.</p> <p>* Skill Level minimum years of experience is defined as total years of experience</p>		