

**AMENDMENT 6**  
**(ITS-009440/DIT 400191-028)**  
**IT SUPPLEMENTAL STAFFING CONTRACT**

THIS AMENDMENT is entered into by and between the **State of North Carolina Department of Information Technology (DIT)**, located at 3700 Wake Forest Road, NC 27609, and

---

Located at \_\_\_\_\_

Collectively known as the Parties

Whereas, the Parties acknowledge that they entered into a contract, ITS-009440, in March 2016 for the Vendor to provide IT Staffing Services for the State of North Carolina IT Supplemental Staffing Contract (**AGREEMENT**).

Whereas, the Parties agreed in **AMENDMENT 1** to amend the contract to add five new IT Staffing Service categories and to modify the terms and conditions to conform to legislative changes.

Whereas, the Parties agreed to exercise both optional, one (1) year contract renewal terms through and including February 28, 2021.

Whereas, in February 2021, the Parties agreed, in **AMENDMENT 2**, to extend the **AGREEMENT** for a one (1) year term from March 1, 2021, through and including February 28, 2022.

Whereas, in February 2022, the Parties agreed, in **AMENDMENT 3**, to extend the **AGREEMENT** for a one (1) year term from March 1, 2022, through and including February 28, 2023, and to add two (2) optional one (1) year periods.

Whereas, in February 2023, the Parties agreed, in **AMENDMENT 4**, to exercise the two (2) optional one (1) year term to extend the **AGREEMENT** from March 1, 2023, through and including February 28, 2025. The Parties also agreed to add three (3) optional one (1) year terms to the **AGREEMENT**.

Whereas, in February 2024, the Parties agreed, in **AMENDMENT 5**, to exercise two (2) of the optional one (1) year terms to the **AGREEMENT** from March 1, 2025, through and including February 28, 2027, with (1) one-year optional renewal remaining.

Whereas, the Parties now agree, in **AMENDMENT 6**, to extend the **AGREEMENT** through February 28, 2028, and add two (2) additional (1) one-year renewal options; modify Section 5 Requirements and Paragraph 6) Subcontracting and Paragraph 26) Insurance Coverage in the NCDIT Terms and Conditions in IFB ITS-4000191-011 (ITS-009440); add new job categories and Not-To-Exceed (NTE) rates in Attachment A; revise certain existing Not-To-Exceed rates in Attachment B; offer Vendors the opportunity to change their existing Service categories in Attachment C; and revise C.3 Technology Skill Demand in Attachment D.

The Parties hereby agree to amend the **AGREEMENT** as set forth below.

1. **EXTENSION.** The **AGREEMENT** is extended to February 28, 2028, and includes two (2) additional one-year renewal periods, to be exercised by the State in its sole discretion.

2. **TERMINOLOGY UPDATES.** The Parties acknowledge that certain terms or phrases in IFB ITS-400191-011 (ITS-009440) are outdated. Accordingly, the following terms, where they appear in the **AGREEMENT**, are hereby revised as follows:

- (a) "Office of Information Technology Services (OITS)" is replaced with "NC Department of Information Technology (NCDIT)";
- (b) "Vendor Management System (VMS) PeopleFluent" is replaced with "Vendor Management System (VMS) Vector";
- (c) "Task Order and Task Orders" is replaced with VMS requisition or VMS engagements
- (d) "IPS website" is replaced with "NCEvp website";
- (e) "Enrollment Form" is replaced with "Open Enrollment solicitation"; and
- (f) The State will conduct Open Enrollments solely at its discretion. All prior references to annual, recurring, or date-specific Open Enrollment periods are superseded and do not obligate the State to conduct Open Enrollments on an annual basis or at any particular time.

3. **Section 5.0 Requirements.** IFB ITS-400191-011 (ITS-009440) Section 5.0 Requirements, Sections 5.2 and 5.6 are modified, as shown by underlining for insertions and strikethroughs for deletions:

## **Section 5.2. IT SUPPLEMENTAL STAFF PLACEMENT**

### **5.2.2 Eligibility to Work**

The Vendor shall comply with all applicable U.S. federal laws and regulations governing IT Supplemental Staff's employment eligibility and work authorization and is responsible for ensuring all IT Supplemental Staff retain the authorization to legally work in the United States throughout the term of each engagement based on the length of term identified in the request. Documentation of such authorizations must be provided to the MSP prior to engagement and updated promptly if the status changes during the engagement. Vendor shall bear all costs necessary to meet these obligations, including but not limited to costs associated with vetting an individual, costs for filings, fees, and any other compliance activities. Vendor shall immediately notify the State in writing, and in no event later than one (1) business day, if any individual becomes ineligible to legally work in the United States during the engagement. The State reserves the right to immediately remove any individual from the engagement if the individual is determined to be ineligible to legally work in the United States; Vendor shall cooperate in such removal. The State further reserves the right to remove Vendor from the Contract or to exercise any other remedies in the Contract or allowed by law for Vendor's failure to comply with these obligations. The State shall not be responsible for any penalties, fines, or costs arising from the Vendor's failure to comply with applicable requirements.

## Section 5.6 MANAGED SERVICES PROVIDER VENDOR FEE

### EXAMPLE:-

~~Vendor Hourly Rate: \$90.00 per hour (includes all Vendor costs)-~~

~~OITS Administrative Fee: 4.00%-~~

~~MSP Vendor Fee: 1.96%-~~

~~Adjusted MSP bill to the State: \$95.36 per hour~~

### Example:

Vendor Bill Rate: \$100.00 per hour (including all Vendor costs and fees).

The MSP provider will bill the State Agency or Entity the full hourly rate of \$100.00.

The IT Staffing Vendor will invoice the MSP provider the full hourly rate of \$100.00.

The MSP provider will pay the IT Staffing Vendor minus both the Administrative Fee of 4.00% and the MSP fee of 1.96%.

Resulting in a total hourly adjusted payment to the Vendor of \$94.04.

4. **Section 5.0 REQUIREMENTS.** IFB ITS-400191-011 (ITS-009440) Section 5.0 REQUIREMENTS is further modified to add two new Sections, 5.12 and 5.13, respectively as follows:

### **Section 5.12 TIMELY CONTRACTOR PAYMENT**

The State's IT Supplemental Staffing (ITSS) Vendors shall pay all IT supplemental staff for all hours worked and approved by the State agency or entity no later than fifteen (15) business days after the ITSS Vendor has received payment from the State's MSP VMS provider. Failure to comply may result in the State issuing a written notice of the failure. If the failure is not cured within ten (10) days, the State may request its MSP VMS provider to engage the IT supplemental staff through another approved ITSS Vendor and request the release of any non-compete or non-solicitation agreement the ITSS Vendor may have with that staff. The State may also revoke the ITSS Vendor's approval status and remove the Vendor from the Contract. The foregoing rights and remedies of the State shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.

For purposes of this provision, IT supplemental staff includes: (i) the individual resource placed by the Vendor, whether such individual is a direct employee of the Vendor or engaged as an independent contractor or consultant (collectively referred to as IT supplemental staff); (ii) any subcontractor, which may be an individual or entity engaged by the Vendor through another staffing firm; and (iii) any agent acting on behalf of the Vendor to facilitate placement or manage the resource.

### **Section 5.13 RETURN OF STATE PROPERTY**

At the end of any engagement, the Vendor is responsible for ensuring that all state property/equipment provided to Vendor's employee or Vendor's Subcontractor(s) is returned to the State's contracting agency/entity within three (3) business days of an engagement's conclusion (either in person or shipped with a tracking number). If not returned, the Vendor shall be required to reimburse the State's contracting agency/entity for the entire replacement costs of the property/equipment.

5. **LOWER-TIER SUBCONTRACTORS.** ATTACHMENT G: NORTH CAROLINA TERMS AND CONDITIONS FOR SERVICES, Paragraph 6) Subcontracting is modified as shown by underlining

for insertions:

### **Paragraph 6) – Subcontracting**

The Vendor may subcontract the performance of required services with other Vendors or third parties, or change subcontractors, only with the prior written consent of the contracting authority. Vendor shall provide the State with complete copies of any agreements made by and between Vendor and all subcontractors. The selected Vendor remains solely responsible for the performance of its subcontractors. Subcontractors, if any, shall adhere to the same standards required of the selected Vendor.

- a. Any contracts made by the Vendor with a subcontractor shall include an affirmative statement that the State is an intended third party beneficiary of the contract; that the subcontractor has no agreement with the State; that the subcontractor shall not engage its own subcontractors (“lower-tier subcontractor”) to perform the required services or any portion thereof without prior written authorization from the State; and that the State shall be indemnified by the Vendor for any claim presented by the subcontractor.
- b. Notwithstanding any other term herein, (i) Vendor shall timely exercise its contractual remedies against any non-performing subcontractor and, when appropriate, substitute another subcontractor; and (ii) Vendor shall remain fully liable for all acts, omissions, performance failures, and payment obligations of any person or entity performing the services on its behalf, including any subcontractor or lower-tier subcontractor, regardless of the State’s consent to their engagement. No State approval shall relieve Vendor of its obligations under this Contract.
- c. Notification for Existing Lower-Tier Subcontractors. The Parties acknowledge that lower-tier subcontractors may already be engaged as of the Effective Date. Upon the State’s written request, Vendor shall identify any existing lower-tier subcontractors and provide the State with a list of such entities and their roles. The State may, in its discretion, issue written approval for the continued use of a lower-tier subcontractor during the engagement period, subject to flow-down of all obligations under this Agreement. If written approval is not granted, Vendor shall remove the lower-tier subcontractor and transition the work to Vendor or a first-tier subcontractor within sixty (60) days of receipt of the State’s written notice.

**6. INSURANCE COVERAGE.** ATTACHMENT G: NORTH CAROLINA TERMS AND CONDITIONS FOR SERVICES, Paragraph 26) Insurance Coverage is modified by adding a new subparagraph (e), as shown by under-lining for insertions:

Paragraph 26) Insurance Coverage, subparagraph (e): Upon written request by the State, Vendor shall provide proof of the Insurance Coverage and certify compliance with the coverage required by this Paragraph 26.

**7. ATTACHMENT A: New Job Categories with NTE Rates.** Attachment A is hereby incorporated into this Amendment and the **AGREEMENT** by reference. Attachment A includes Table 1, which lists new job categories and descriptions, and Table 2, which sets the Not-To-Exceed (NTE) rates for those categories.

### **VENDOR ACTION REQUIRED.**

- (a) Vendor shall indicate its election for each category by marking “YES” or “NO” in the column labeled “Vendor Agrees to NTE Rates” in Table 2 and signing Attachment A.
- (b) A “YES” entry signifies Vendor’s agreement to provide staffing for that category at the stated

NTE rates, and such obligation becomes part of the **AGREEMENT**.

- (c) A “NO” entry or a blank entry signifies Vendor’s rejection of that category.
- (d) Vendor’s signature on Attachment A confirms its selections and binds Vendor to provide services only for those categories marked “YES.”
- (e) If Vendor fails to sign Attachment A, no selection(s) will be effective, and Vendor will not be eligible to provide services under any new categories.

**8. ATTACHMENT B: Adjusted NTE Rates for Existing Categories.** Attachment B is hereby incorporated into this Amendment and the **AGREEMENT** by reference. Attachment B reflects revised NTE rates for certain existing job categories.

- (a) **NO ACTION REQUIRED: Automatic Rate Update for Approved Vendors.** The revised Not-To-Exceed (NTE) rates in Attachment B apply automatically to Vendors currently approved to provide the listed job categories; no action is required from these Vendors.
- (b) **ACTION REQUIRED: Vendor Election for Unapproved Categories.** Vendors not currently approved for these categories may elect to provide services under the revised rates by completing and signing Attachment B.
  - (i) Vendor shall indicate its election for each category by marking “YES” or “NO” in the column labeled “Vendor Agrees to Provide These Services at the Set NTE Rates” and signing Attachment B.
  - (ii) A “YES” entry signifies Vendor’s agreement to provide staffing for that category at the revised NTE rate; a “NO” or blank entry signifies rejection of that category.
  - (iii) Vendor’s signature on Attachment B confirms its selections and binds Vendor only to those categories marked “YES.”
  - (iv) If Vendor fails to sign Attachment B, no selections will be effective for that Vendor.

**9. ATTACHMENT C: Current Categories of Services.** Attachment C is hereby incorporated into this Amendment and the **AGREEMENT** by reference. Attachment C is pre-existing categories of service with no changes to the descriptions or NTE Rates.

**OPTIONAL ACTION**

- (a) Vendor may add or make changes to its currently approved service categories by marking “YES” or “NO” in response to the question in Attachment C. Failure to answer the question either “YES” or “NO” shall signify that the Vendor declined to make any changes.
- (b) Vendors desiring to make changes shall mark the appropriate column in the Attachment C Table labelled “Vendor request to be removed from this Category” and “Vendor request to be approved for this Category” with “YES”. Failure to mark a column shall be deemed “NO” and a rejection by Vendor of a change in relation to the corresponding job title.
- (d) Vendor’s signature on Attachment C confirms its selections and binds Vendor only to those categories marked “YES.”
- (iv) If Vendor fails to sign Attachment C, no selections will be effective for that Vendor

**10. ATTACHMENT D: Technology Skill Demand.** Attachment D is hereby incorporated into this

Amendment and the **AGREEMENT** by reference. Attachment D revises the technology skill demand level list in Section C.3.1 in the IFB ITS-400191-011 (ITS-009440) due to the new categories of service added in Attachment A.

Except as modified herein, the **AGREEMENT** continues in effect as written and agreed.

The Effective Date of this Amendment shall be the last day upon which a Party affixes its signature.

Executed by authorized officials as of the day and date indicated below.

**Vendor Name:** \_\_\_\_\_

\_\_\_\_\_  
**Executive Officer Signature**

\_\_\_\_\_  
**Print Name:**

\_\_\_\_\_  
**Executive Officer Title**

\_\_\_\_\_  
**Date**

---

*NC Department of Information Technology*

*Teena Piccione*

\_\_\_\_\_  
**Executive Officer Signature**

**Teena Piccione**

\_\_\_\_\_  
**Print Name**

**Secretary and State CIO**

\_\_\_\_\_  
**Executive Officer Title**

**3/19/2026**

\_\_\_\_\_  
**Date**

## ATTACHMENT A

**TABLE 1 OF ATTACHMENT A – ADDITONS TO JOB TITLES, SKILL LEVELS, AND TECHNOLOGY SKILL DEMAND**

**BELOW IS THE NEW JOB TITLES**

**STANDARD JOB TITLES**

Job Titles define the key activities, responsibilities, and/or capabilities associated with a given role. Standard Job Titles are portable across multiple roles and technologies within the State.

Job Title	Description	Sample Role Types
Accessibility Specialist	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• <b>Accessibility Compliance &amp; Standards:</b> <ul style="list-style-type: none"> <li>○ Ensure compliance with accessibility standards such as WCAG (Web Content Accessibility Guidelines), ADA (Americans with Disabilities Act), and Section 508.</li> <li>○ Conduct accessibility audits and assessments of digital platforms, applications, and content.</li> <li>○ Recommend solutions to address accessibility gaps and ensure adherence to best practices.</li> </ul> </li> <li>• <b>Training &amp; Advocacy:</b> <ul style="list-style-type: none"> <li>○ Develop and deliver training programs to educate teams on accessibility principles and practices.</li> <li>○ Advocate for accessibility and inclusive design within the organization, emphasizing its importance for all users.</li> </ul> </li> <li>• <b>Collaboration &amp; Support:</b> <ul style="list-style-type: none"> <li>○ Work closely with developers, designers, and stakeholders to implement accessibility features.</li> <li>○ Provide guidance on accessible design, including user interface (UI) and user experience (UX).</li> <li>○ Collaborate with QA teams to test and validate accessibility improvements.</li> </ul> </li> <li>• <b>Policy &amp; Documentation:</b> <ul style="list-style-type: none"> <li>○ Assist in developing and maintaining accessibility policies, guidelines, and documentation.</li> <li>○ Stay updated on emerging accessibility tools, technologies, and legal requirements.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Accessibility Specialist</li> <li>• Inclusive Design Consultant</li> <li>• Digital Accessibility Analyst</li> <li>• Accessibility Trainer</li> </ul>

Job Title	Description	Sample Role Types
AI Architect	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• <b>AI Systems Architect:</b> <ul style="list-style-type: none"> <li>○ Expertise in AI technologies, enterprise AI solutions, and machine learning applications.</li> <li>○ Focus on application, technical, domain, or solution architecture specific to AI initiatives.</li> <li>○ Designing and implementing AI-based solutions that align with organizational goals.</li> </ul> </li> <li>• <b>Strategic Development:</b> <ul style="list-style-type: none"> <li>○ Development and maintenance of formal AI strategies and road maps.</li> <li>○ Guidance on solution sourcing, technical standards, architecture patterns, and technology implementation plans for AI systems.</li> </ul> </li> <li>• <b>Project Execution:</b> <ul style="list-style-type: none"> <li>○ Oversee successful completion of AI technology projects, ensuring alignment with scope, resources, timelines, and quality objectives.</li> <li>○ Define and manage team structure and resources to support AI initiatives.</li> <li>○ Analyze feasibility and compatibility of AI solutions with enterprise architecture (EA), including hardware, network, and other systems.</li> <li>○ Provide recommendations and guidance toward final AI solution architecture, ensuring compliance with EA standards.</li> </ul> </li> <li>• <b>Research &amp; Innovation:</b> <ul style="list-style-type: none"> <li>○ Conduct market research and industry analysis of AI technologies and trends.</li> <li>○ Collaborate with subject matter experts, business stakeholders, and IT teams to align AI strategies with business objectives.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• AI Systems Architect</li> <li>• AI Solution Designer</li> <li>• Machine Learning Engineer</li> <li>• Data Scientist</li> </ul>

Job Title	Description	Sample Role Types
AI Consultant	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>● <b>AI Strategy Development:</b> <ul style="list-style-type: none"> <li>○ Collaborate with stakeholders to define AI-driven strategies that align with organizational goals.</li> <li>○ Identify opportunities for AI implementation to improve processes, enhance customer experiences, and drive innovation.</li> </ul> </li> <li>● <b>AI Solution Design:</b> <ul style="list-style-type: none"> <li>○ Design and recommend AI solutions, including machine learning models, natural language processing (NLP), and computer vision applications.</li> <li>○ Provide guidance on selecting the appropriate AI tools, platforms, and frameworks for specific business needs.</li> <li>○ Ensure AI solutions comply with ethical guidelines, data privacy regulations, and security standards.</li> </ul> </li> <li>● <b>Implementation &amp; Deployment:</b> <ul style="list-style-type: none"> <li>○ Assist in the deployment of AI models, ensuring scalability, efficiency, and integration with existing systems as needed by a State agency or Entity.</li> <li>○ Collaborate with cross-functional teams, including data scientists, software developers, and business analysts, to monitor the implementation process of AI solutions effectively.</li> </ul> </li> <li>● <b>Training &amp; Enablement:</b> <ul style="list-style-type: none"> <li>○ Develop and deliver training programs to help teams understand and leverage AI technologies.</li> <li>○ Support change management and adoption of AI solutions within the organization.</li> </ul> </li> <li>● <b>Performance Monitoring &amp; Optimization:</b> <ul style="list-style-type: none"> <li>○ Monitor AI systems to ensure optimal performance and accuracy.</li> <li>○ Continuously analyze and refine AI models based on feedback and evolving business needs.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>● AI Consultant</li> <li>● Machine Learning Consultant</li> <li>● Data Science Advisor</li> <li>● AI Solutions Expert</li> </ul>

Job Title	Description	Sample Role Types
AI Developer	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• <b>AI Development &amp; Implementation:</b> <ul style="list-style-type: none"> <li>○ Assist with development and implementation of AI models and solutions tailored to the State’s business needs.</li> <li>○ Experienced in machine learning algorithms, natural language processing (NLP) systems, and computer vision models.</li> <li>○ Collaborate with data scientists and engineers to ensure seamless integration of AI models into existing systems.</li> </ul> </li> <li>• <b>Data Processing &amp; Analysis:</b> <ul style="list-style-type: none"> <li>○ Collect, preprocess, and analyze large datasets to train and optimize AI models.</li> <li>○ Utilize big data technologies and tools to manage structured and unstructured data effectively.</li> </ul> </li> <li>• <b>Performance Optimization:</b> <ul style="list-style-type: none"> <li>○ Continuously monitor and refine AI systems to improve accuracy, efficiency, and scalability.</li> <li>○ Implement best practices for AI model testing, debugging, and version control.</li> </ul> </li> <li>• <b>Collaboration &amp; Support:</b> <ul style="list-style-type: none"> <li>○ Work with cross-functional teams, including product managers, designers, and business analysts, to understand requirements and deliver AI-powered solutions.</li> <li>○ Provide technical support and troubleshooting for deployed AI models and systems.</li> </ul> </li> <li>• <b>Research &amp; Innovation:</b> <ul style="list-style-type: none"> <li>○ Stay updated on emerging AI technologies and frameworks, experimenting with cutting-edge techniques to drive innovation.</li> <li>○ Contributes to the development of AI strategies and roadmaps for the organization.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• AI Developer</li> <li>• Machine Learning Engineer</li> <li>• Data Scientist</li> <li>• NLP Specialist</li> </ul>

Job Title	Description	Sample Role Types
AI Trainer	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• <b>Training Development &amp; Delivery:</b> <ul style="list-style-type: none"> <li>○ Design and deliver training programs focused on AI technologies, including machine learning, natural language processing (NLP), and computer vision.</li> <li>○ Create comprehensive training materials such as presentations, hands-on exercises, and documentation for diverse audiences.</li> <li>○ Conduct workshops and seminars to educate employees on AI concepts and tools.</li> </ul> </li> <li>• <b>Skill Assessment &amp; Enablement:</b> <ul style="list-style-type: none"> <li>○ Assess team knowledge levels to identify skill gaps and provide tailored learning solutions.</li> <li>○ Empower teams to effectively implement and utilize AI technologies in business processes.</li> </ul> </li> <li>• <b>AI Tools &amp; Techniques:</b> <ul style="list-style-type: none"> <li>○ Provide training on leading AI frameworks and platforms, such as TensorFlow, PyTorch, and OpenAI APIs.</li> <li>○ Educate teams on leveraging cloud-based AI services like AWS SageMaker, Google AI, or Microsoft Azure Machine Learning.</li> </ul> </li> <li>• <b>Collaboration &amp; Support:</b> <ul style="list-style-type: none"> <li>○ Work with developers, data scientists, and project managers to align training with organizational goals.</li> <li>○ Offer ongoing guidance and mentorship to ensure successful application of AI knowledge in real-world scenarios.</li> </ul> </li> <li>• <b>Evaluation &amp; Improvement:</b> <ul style="list-style-type: none"> <li>○ Monitor training outcomes and gather feedback to enhance future training programs.</li> <li>○ Stay updated on the latest advancements in AI to incorporate new techniques and technologies into training content.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• AI Trainer</li> <li>• Machine Learning Trainer</li> <li>• Technical AI Instructor</li> <li>• AI Enablement Specialist</li> </ul>

Job Title	Description	Sample Role Types
Applications Systems Manager	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• <b>Oversight of Application Systems:</b> <ul style="list-style-type: none"> <li>○ Manage the design, development, deployment, and maintenance of application systems to meet business needs.</li> <li>○ Ensure the efficient operation, scalability, and performance of application systems across the organization.</li> </ul> </li> <li>• <b>Team Leadership &amp; Coordination:</b> <ul style="list-style-type: none"> <li>○ Lead cross-functional teams, including developers, analysts, and testers, in delivering high-quality solutions.</li> <li>○ Coordinate and delegate tasks across teams, ensuring timely delivery of project milestones and objectives.</li> </ul> </li> <li>• <b>Strategic Planning:</b> <ul style="list-style-type: none"> <li>○ Develop and maintain application system strategies aligned with organizational goals.</li> <li>○ Identify opportunities for system enhancements, upgrades, and integrations to improve business processes.</li> </ul> </li> <li>• <b>Risk &amp; Issue Management:</b> <ul style="list-style-type: none"> <li>○ Monitor project risks and issues, implementing mitigation strategies to minimize impact.</li> <li>○ Conduct regular system audits to ensure security, compliance, and data integrity.</li> </ul> </li> <li>• <b>Stakeholder Collaboration:</b> <ul style="list-style-type: none"> <li>○ Collaborate with business stakeholders to gather requirements and align system capabilities with business needs.</li> <li>○ Provide regular updates and reports on system performance, project status, and future roadmap plans.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Application Systems Manager</li> <li>• IT Systems Manager</li> <li>• Software Systems Lead</li> </ul>

Job Title	Description	Sample Role Types
Cloud Administrator	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• <b>Cloud Infrastructure Management:</b> <ul style="list-style-type: none"> <li>○ Maintain, monitor, and optimize cloud-based systems to ensure high availability and performance.</li> <li>○ Implement cloud solutions, including storage, computer, networking, and security configurations.</li> <li>○ Manage cloud service platforms such as AWS, Microsoft Azure, or Google Cloud.</li> </ul> </li> <li>• <b>Security &amp; Compliance:</b> <ul style="list-style-type: none"> <li>○ Ensure cloud environments meet security and compliance standards, including data protection policies.</li> <li>○ Implement and manage access controls, encryption, and monitoring tools to secure cloud resources.</li> </ul> </li> <li>• <b>System Performance Optimization:</b> <ul style="list-style-type: none"> <li>○ Analyze resource usage and optimize configurations to improve efficiency and reduce costs.</li> <li>○ Monitor system health and resolve issues to maintain seamless operations.</li> </ul> </li> <li>• <b>Collaboration &amp; Support:</b> <ul style="list-style-type: none"> <li>○ Collaborate with development, operations, and security teams to align cloud infrastructure with organizational goals.</li> <li>○ Provide technical support and troubleshooting for cloud-related issues.</li> </ul> </li> <li>• <b>Automation &amp; Innovation:</b> <ul style="list-style-type: none"> <li>○ Develop automation scripts for cloud resource provisioning, deployment, and maintenance.</li> <li>○ Stay updated on emerging cloud technologies and recommend solutions for continuous improvement.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Cloud Administrator</li> <li>• Cloud Operations Specialist</li> <li>• Cloud Engineer</li> <li>• Cloud Systems Analyst</li> </ul>

Job Title	Description	Sample Role Types
Cloud Architect	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• <b>Cloud Architecture Design:</b> <ul style="list-style-type: none"> <li>○ Develop and implement scalable, secure, and efficient cloud architectures to meet organizational goals.</li> <li>○ Design solutions for cloud computing environments including infrastructure, platforms, and software-as-a-service (SaaS).</li> </ul> </li> <li>• <b>Strategic Planning:</b> <ul style="list-style-type: none"> <li>○ Create and maintain cloud strategy, roadmaps, and best practices.</li> <li>○ Evaluate and select cloud technologies, platforms, and services suitable for business requirements.</li> </ul> </li> <li>• <b>Implementation &amp; Optimization:</b> <ul style="list-style-type: none"> <li>○ Assist in the migration process of on-premises systems to cloud environments for a successful outcome.</li> <li>○ Optimize cloud resources to reduce costs while maintaining performance and reliability.</li> </ul> </li> <li>• <b>Security &amp; Compliance:</b> <ul style="list-style-type: none"> <li>○ Implement security measures to protect cloud systems and ensure compliance with regulatory standards.</li> <li>○ Monitor and respond to security incidents, ensuring robust disaster recovery and backup solutions.</li> </ul> </li> <li>• <b>Collaboration &amp; Support:</b> <ul style="list-style-type: none"> <li>○ Work closely with stakeholders, including developers, operations teams, and business leaders, to align cloud solutions with organizational needs.</li> <li>○ Provide technical guidance and training to teams on cloud technologies and processes.</li> </ul> </li> <li>• <b>Research &amp; Innovation:</b> <ul style="list-style-type: none"> <li>○ Stay updated on emerging cloud technologies and recommend innovative solutions for continuous improvement.</li> <li>○ Drive adoption of advanced cloud features such as AI integration, serverless computing, and multi-cloud strategies.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Cloud Architect</li> <li>• Solutions Architect - Cloud</li> <li>• Enterprise Cloud Architect</li> <li>• Cloud Infrastructure Architect</li> </ul>

Job Title	Description	Sample Role Types
Cloud Engineer	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• <b>Cloud Solution Development:</b> <ul style="list-style-type: none"> <li>○ Assist with design, development, and implementation of cloud-based systems tailored to the State’s organizational needs.</li> <li>○ Work on infrastructure as code (IaC) to automate the provisioning and management of cloud resources.</li> </ul> </li> <li>• <b>Cloud Infrastructure Management:</b> <ul style="list-style-type: none"> <li>○ Build and maintain scalable cloud environments, ensuring high availability and reliability.</li> <li>○ Monitor and optimize cloud systems to improve efficiency and reduce operational costs.</li> </ul> </li> <li>• <b>Security &amp; Compliance:</b> <ul style="list-style-type: none"> <li>○ Implement security best practices to protect cloud systems and data.</li> <li>○ Ensure compliance with industry standards and regulations within cloud environments.</li> </ul> </li> <li>• <b>Collaboration &amp; Support:</b> <ul style="list-style-type: none"> <li>○ Collaborate with development, operations, and security teams to align cloud solutions with business objectives.</li> <li>○ Provide technical support and guidance for cloud-related issues and projects.</li> </ul> </li> <li>• <b>Innovation &amp; Optimization:</b> <ul style="list-style-type: none"> <li>○ Evaluate new cloud technologies and recommend solutions for continuous improvement.</li> <li>○ Enhance the performance of cloud systems using advanced techniques and tools.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Cloud Engineer</li> <li>• Cloud Solutions Developer</li> <li>• Infrastructure Cloud Specialist</li> <li>• Cloud Systems Engineer</li> </ul>

Job Title	Description	Sample Role Types
CRM Analyst	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• <b>CRM Data Analysis:</b> <ul style="list-style-type: none"> <li>○ Analyze customer relationship management (CRM) data to identify trends, insights, and opportunities for business growth.</li> <li>○ Monitor and report on CRM system usage, ensuring data accuracy and consistency across platforms.</li> </ul> </li> <li>• <b>CRM System Optimization:</b> <ul style="list-style-type: none"> <li>○ Collaborate with stakeholders to customize CRM systems to meet organizational needs and improve workflows.</li> <li>○ Recommend enhancements to CRM processes for better customer engagement and retention.</li> </ul> </li> <li>• <b>Reporting &amp; Performance Metrics:</b> <ul style="list-style-type: none"> <li>○ Develop and maintain dashboards and reports to track CRM performance and KPIs.</li> <li>○ Provide actionable insights to marketing, sales, and customer service teams based on CRM data analysis.</li> </ul> </li> <li>• <b>Training &amp; Support:</b> <ul style="list-style-type: none"> <li>○ Train team members on effective CRM system usage and best practices.</li> <li>○ Provide ongoing support and troubleshooting for CRM-related issues.</li> </ul> </li> <li>• <b>Collaboration &amp; Strategy:</b> <ul style="list-style-type: none"> <li>○ Work closely with cross-functional teams to ensure CRM strategies align with organizational objectives.</li> <li>○ Assist in the development of customer-centric campaigns and initiatives using CRM insights.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• CRM Analyst</li> <li>• Customer Data Specialist</li> <li>• CRM Strategy Analyst</li> <li>• CRM Reporting Specialist</li> </ul>

Job Title	Description	Sample Role Types
CRM Architect	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Designing, implementing, and optimizing an organization’s CRM platform (such as Salesforce, Microsoft Dynamics, or HubSpot) to ensure it aligns with the State’s business goals, is scalable, and drives user adoption.</li> <li>• Bridge between strategic business requirements and technical development. Solution Design &amp; Architecture: Design end-to-end CRM solutions, including data models, application architecture, security models, and system integrations.</li> <li>• Strategic Planning: Collaborate with business leaders (sales, marketing, customer service) to define the CRM roadmap, ensuring technology supports operational efficiency and customer engagement.</li> <li>• System Integration: Manage integration between the CRM and other enterprise systems (e.g., ERP, marketing automation, data warehouses) using ETL/iPaaS tools.</li> <li>• Technical Leadership: Lead technical design sessions, perform code reviews, and provide guidance to developers and administrators on best practices.</li> <li>• Data Integrity &amp; Governance: Establish data standards, ensure security compliance, and oversee data quality initiatives (deduplication, migration).</li> <li>• Platform Optimization: implement new features, including AI-driven capabilities .</li> <li>• Stakeholder Management: Facilitate meetings, gather requirements, and present technical solutions to non-technical stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• CRM Administration</li> <li>• CRM Development</li> <li>• CRM Solution design</li> <li>• Knowledge of major CRM platforms</li> <li>• Proficiency in CRM customization</li> <li>• SQL and API integrations,</li> </ul>

Job Title	Description	Sample Role Types
CRM Developer	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• <b>CRM System Development:</b> <ul style="list-style-type: none"> <li>○ Design, develop, and implement CRM solutions to support business processes and customer engagement.</li> <li>○ Customize and configure CRM platforms to meet organizational requirements and enhance functionality.</li> </ul> </li> <li>• <b>Integration &amp; Automation:</b> <ul style="list-style-type: none"> <li>○ Integrate CRM systems with other enterprise tools and applications, ensuring seamless data flow across systems.</li> <li>○ Develop automation workflows to optimize CRM processes and improve efficiency.</li> </ul> </li> <li>• <b>Performance Optimization:</b> <ul style="list-style-type: none"> <li>○ Monitor and troubleshoot CRM system performance, implementing solutions to address issues and improve reliability.</li> <li>○ Optimize CRM configurations to enhance user experience and reduce operational costs.</li> </ul> </li> <li>• <b>Collaboration &amp; Support:</b> <ul style="list-style-type: none"> <li>○ Work with stakeholders, including sales, marketing, and customer service teams, to align CRM solutions with business objectives.</li> <li>○ Provide technical support and training to users on CRM system functionality and best practices.</li> </ul> </li> <li>• <b>Security &amp; Compliance:</b> <ul style="list-style-type: none"> <li>○ Implement security measures to protect CRM data and ensure compliance with organizational policies and regulatory standards.</li> <li>○ Regularly review and update CRM system configurations to maintain data integrity and security.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• CRM Developer</li> <li>• Salesforce Developer</li> <li>• Dynamics CRM Developer</li> <li>• CRM Integration Specialist</li> </ul>

Job Title	Description	Sample Role Types
Data Scientist	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• <b>Data Analysis &amp; Modeling:</b> <ul style="list-style-type: none"> <li>○ Analyze large datasets to identify patterns, trends, and insights that inform business decisions.</li> <li>○ Design and implement predictive models and machine learning algorithms tailored to organizational needs.</li> </ul> </li> <li>• <b>Data Preparation &amp; Processing:</b> <ul style="list-style-type: none"> <li>○ Collect, clean, and preprocess structured and unstructured data to ensure accuracy and usability for analysis.</li> <li>○ Utilize data engineering tools and techniques to create efficient workflows for data management.</li> </ul> </li> <li>• <b>Collaboration &amp; Communication:</b> <ul style="list-style-type: none"> <li>○ Collaborate with cross-functional teams to understand business requirements and translate them into analytical solutions.</li> <li>○ Present findings and recommendations to stakeholders using data visualization tools and storytelling techniques.</li> </ul> </li> <li>• <b>Research &amp; Innovation:</b> <ul style="list-style-type: none"> <li>○ Explore and experiment with advanced analytical methods, AI technologies, and big data tools.</li> <li>○ Stay updated on emerging trends in data science and implement innovative solutions to drive business growth.</li> </ul> </li> <li>• <b>Performance Monitoring:</b> <ul style="list-style-type: none"> <li>○ Continuously evaluate and optimize models to improve accuracy, scalability, and efficiency.</li> <li>○ Develop and maintain dashboards and reports to monitor key metrics and outcomes.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Data Scientist</li> <li>• Machine Learning Engineer</li> <li>• Predictive Analytics Specialist</li> <li>• AI Developer</li> </ul>

Job Title	Description	Sample Role Types
DevOps Engineer	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• <b>Continuous Integration/Continuous Deployment (CI/CD):</b> <ul style="list-style-type: none"> <li>○ Design, implement, and manage CI/CD pipelines to automate software builds, tests, and deployments.</li> <li>○ Ensure seamless integration between development and operations teams to accelerate delivery cycles.</li> </ul> </li> <li>• <b>Infrastructure Automation:</b> <ul style="list-style-type: none"> <li>○ Develop and maintain infrastructure as code (IaC) using tools like Terraform, Ansible, or CloudFormation.</li> <li>○ Automate provisioning, scaling, and management of cloud-based and on-premises systems.</li> </ul> </li> <li>• <b>Monitoring &amp; Optimization:</b> <ul style="list-style-type: none"> <li>○ Assist in monitoring solutions to track system performance, availability, and security.</li> <li>○ Track optimization of system configurations and workflows to improve efficiency and reduce downtime.</li> </ul> </li> <li>• <b>Collaboration &amp; Support:</b> <ul style="list-style-type: none"> <li>○ Collaborate with developers, QA teams, and product managers to ensure alignment of tools, processes, and goals.</li> <li>○ Provide technical support for DevOps tools and processes, troubleshooting issues as they arise.</li> </ul> </li> <li>• <b>Security Practices:</b> <ul style="list-style-type: none"> <li>○ Integrate security protocols into CI/CD pipelines to ensure secure software delivery.</li> <li>○ Monitor and address vulnerabilities in infrastructure and applications.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• DevOps Engineer</li> <li>• Infrastructure Automation Specialist</li> <li>• Release Engineer</li> <li>• Cloud Operations Engineer</li> </ul>

Job Title	Description	Sample Role Types
Electronic Health Records Analyst	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• <b>EHR System Analysis:</b> <ul style="list-style-type: none"> <li>○ Analyze and assess electronic health records (EHR) systems to ensure optimal functionality and usability.</li> <li>○ Identify opportunities for system enhancements to improve workflows and patient care.</li> </ul> </li> <li>• <b>Implementation &amp; Optimization:</b> <ul style="list-style-type: none"> <li>○ Collaborate with healthcare teams to implement and optimize EHR systems tailored to organizational needs.</li> <li>○ Configure and maintain EHR systems to meet clinical, operational, and regulatory requirements.</li> </ul> </li> <li>• <b>Compliance &amp; Security:</b> <ul style="list-style-type: none"> <li>○ Ensure EHR systems comply with healthcare regulations such as HIPAA and other data privacy standards.</li> <li>○ Monitor system security to protect sensitive patient information and mitigate risks.</li> </ul> </li> <li>• <b>Training &amp; Support:</b> <ul style="list-style-type: none"> <li>○ Develop and deliver training programs for healthcare staff on effective use of EHR systems.</li> <li>○ Provide ongoing technical support and troubleshooting for EHR-related issues.</li> </ul> </li> <li>• <b>Data Analysis &amp; Reporting:</b> <ul style="list-style-type: none"> <li>○ Analyze EHR data to generate actionable insights that support clinical and operational decision-making.</li> <li>○ Create and maintain dashboards and reports to track key metrics and outcomes.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Electronic Health Records Analyst</li> <li>• Healthcare Systems Analyst</li> <li>• EHR Optimization Specialist</li> <li>• Health IT Analyst</li> </ul>

Job Title	Description	Sample Role Types
Electronic Health Records Developer	<p><b>Provides services including, but not limited to</b></p> <ul style="list-style-type: none"> <li>• <b>EHR System Development:</b> <ul style="list-style-type: none"> <li>○ Design, develop, and implement electronic health record (EHR) solutions tailored to healthcare organizational needs.</li> <li>○ Customize EHR platforms to enhance functionality, usability, and performance.</li> </ul> </li> <li>• <b>Integration &amp; Implementation:</b> <ul style="list-style-type: none"> <li>○ Integrate EHR systems with other healthcare applications and databases, ensuring seamless interoperability.</li> <li>○ Deploy EHR solutions and configure them to meet clinical, operational, and regulatory requirements.</li> </ul> </li> <li>• <b>Troubleshooting &amp; Optimization:</b> <ul style="list-style-type: none"> <li>○ Monitor and troubleshoot EHR systems to address technical issues and ensure reliable operation.</li> <li>○ Optimize system configurations to improve efficiency and user experience.</li> </ul> </li> <li>• <b>Collaboration &amp; Support:</b> <ul style="list-style-type: none"> <li>○ Work closely with healthcare staff, IT teams, and stakeholders to align EHR solutions with clinical workflows.</li> <li>○ Provide technical support and training to users on EHR systems and tools.</li> </ul> </li> <li>• <b>Security &amp; Compliance:</b> <ul style="list-style-type: none"> <li>○ Implement security measures to protect sensitive patient data and maintain compliance with healthcare regulations such as HIPAA.</li> <li>○ Regularly update systems to adhere to evolving standards and policies.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• EHR Developer</li> <li>• Health IT Specialist</li> <li>• EHR Integration Engineer</li> <li>• Healthcare Solutions Developer</li> </ul>

Job Title	Description	Sample Role Types
Enterprise Service Bus Developer	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Design, development, and maintenance of Enterprise Service Bus (ESB) integrations, ensuring seamless communication between various systems and applications.</li> <li>• Collaboration with stakeholders to gather requirements, define integration solutions, and ensure alignment with business needs.</li> <li>• Development of efficient and reusable integration components using ESB platforms such as MuleSoft, Apache Camel, or IBM Integration Bus.</li> <li>• Implementation of data transformation, routing, and orchestration processes to optimize system performance and functionality.</li> <li>• Troubleshooting and resolving integration-related issues, including debugging and performance tuning.</li> <li>• Ensuring adherence to best practices, security standards, and compliance requirements during integration development.</li> <li>• Documentation of technical designs, integration workflows, and support procedures for maintenance and scalability.</li> </ul>	<ul style="list-style-type: none"> <li>• ESB Developer</li> <li>• Integration Specialist</li> <li>• Middleware Engineer</li> <li>• Application Integration Developer</li> </ul>
Low-Code Developer	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Development of applications using low-code/no-code platforms such as OutSystems, Mendix, Microsoft Power Apps, or Appian.</li> <li>• Collaboration with business users to gather requirements and translate them into functional applications with rapid development cycles.</li> <li>• Configuration of workflows, user interfaces, and integrations using drag-and-drop tools and pre-built components.</li> <li>• Customization of applications by incorporating APIs, scripting, and minimal hand-coding to meet complex business needs.</li> <li>• Testing, debugging, and deploying applications while ensuring scalability and performance optimization.</li> <li>• Maintenance and enhancement of existing low-code applications to meet evolving business requirements.</li> <li>• Documentation of application designs, workflows, and best practices for future reference and scalability.</li> </ul>	<ul style="list-style-type: none"> <li>• Low-Code Application Developer</li> <li>• Citizen Developer Coach</li> <li>• Rapid Application Developer</li> <li>• Workflow Automation Specialist</li> </ul>

Job Title	Description	Sample Role Types
Machine Learning Engineer	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Assist with Implementation, and optimization of machine learning models to solve complex business problems</li> <li>• Collaboration with cross-functional teams to gather requirements and design data-driven solutions.</li> <li>• Preprocessing and analyzing large datasets to ensure data quality, relevance, and suitability for modeling.</li> <li>• Selection and application of appropriate machine learning algorithms and frameworks, such as TensorFlow, PyTorch, or Scikit-learn.</li> <li>• Continuous monitoring and evaluation of model performance, including fine-tuning for accuracy and efficiency.</li> <li>• Deployment of machine learning models into production environments and integration with existing systems.</li> <li>• Documentation of workflows, algorithms, and processes to ensure reproducibility and maintainability.</li> <li>• Staying up to date with advancements in AI/ML technologies and applying relevant innovations to existing processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Machine Learning Engineer</li> <li>• Data Scientist</li> <li>• AI Specialist</li> <li>• Predictive Analytics Developer</li> </ul>
Product Manager	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Ownership of the product lifecycle, from ideation to launch, ensuring alignment with business goals and customer needs.</li> <li>• Collaboration with stakeholders, including development teams, marketing, and sales, to define and prioritize product features and requirements.</li> <li>• Creation and maintenance of product roadmaps, ensuring timely delivery of milestones and alignment with organizational strategies.</li> <li>• Conducting market research and competitive analysis to identify opportunities and inform product development.</li> <li>• Monitoring product performance metrics and user feedback to drive continuous improvements and innovations.</li> <li>• Managing scope, resources, timelines, costs/budget, and communication related to product development and delivery.</li> <li>• Facilitating cross-functional team meetings, product demos, and stakeholder updates to ensure transparency and alignment.</li> <li>• Advocacy for the customer experience, ensuring products meet usability, accessibility, and quality standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Product Manager</li> <li>• Product Owner</li> <li>• Product Strategist</li> <li>• Product Development Manager</li> </ul>

Job Title	Description	Sample Role Types
Salesforce Architect	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Assist with designing and implementing scalable Salesforce solutions to meet the State’s business needs and objectives.</li> <li>• Architecture and technical design of Salesforce platforms, including Sales Cloud, Service Cloud, Marketing Cloud, and custom applications.</li> <li>• Collaborating with stakeholders to gather requirements, define technical specifications, and align solutions with organizational goals.</li> <li>• Assist with integration of Salesforce with other enterprise systems, ensuring seamless data flow and functionality as needed.</li> <li>• Establishing and enforcing best practices, coding standards, and security protocols for Salesforce development.</li> <li>• Troubleshooting and resolving complex Salesforce-related issues, including performance optimization and bug fixes.</li> <li>• Mentoring and guiding development teams, ensuring technical excellence and adherence to architectural principles.</li> <li>• Up to date with Salesforce advancements, releases, and ecosystem innovations to drive continuous improvement.</li> </ul>	<ul style="list-style-type: none"> <li>• Salesforce Architect</li> <li>• CRM Solutions Architect</li> <li>• Salesforce Integration Specialist</li> <li>• Enterprise Salesforce Consultant</li> </ul>
Salesforce Developer	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Development and customization of Salesforce applications using Apex, Visualforce, Lightning Components, and other Salesforce technologies.</li> <li>• Collaboration with business analysts and stakeholders to gather requirements and design scalable solutions.</li> <li>• Configuration of Salesforce workflows, validation rules, and process automations to enhance system functionality.</li> <li>• Creation and maintenance of integrations between Salesforce and other enterprise systems using APIs and middleware tools.</li> <li>• Troubleshooting, debugging, and optimizing Salesforce applications to ensure performance and reliability.</li> <li>• Implementation of security protocols, data management strategies, and compliance practices within Salesforce environments.</li> <li>• Documentation of technical solutions, workflows, and best practices for future reference and scalability.</li> <li>• Staying up to date with Salesforce releases and ecosystem advancements to incorporate new features and innovations.</li> </ul>	<ul style="list-style-type: none"> <li>• Salesforce Developer</li> <li>• CRM Developer</li> <li>• Apex Developer</li> <li>• Lightning Application Developer</li> </ul>

Job Title	Description	Sample Role Types
Software Engineer	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Designing, developing, and testing software applications and systems to meet business requirements.</li> <li>• Collaborating with cross-functional teams to gather requirements, define technical specifications, and implement solutions.</li> <li>• Writing clean, efficient, and maintainable code using programming languages such as Java, Python, C++, JavaScript, or others.</li> <li>• Debugging and troubleshooting software issues, including performance optimization and security enhancements.</li> <li>• Ensuring adherence to software development best practices, coding standards, and documentation guidelines.</li> <li>• Participating in code reviews and contributing to improving team development processes.</li> <li>• Integrating software systems with third-party APIs, databases, and cloud services as needed.</li> <li>• Staying up to date with emerging technologies, frameworks, and software development methodologies.</li> </ul>	<ul style="list-style-type: none"> <li>• Software Engineer</li> <li>• Application Developer</li> <li>• System Developer</li> <li>• Backend Engineer</li> </ul>
User Experience Designer	<p><b>Provides services including, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Designing and optimizing user interfaces and experiences for web and mobile applications, ensuring usability and accessibility standards.</li> <li>• Conducting user research, interviews, and usability testing to gather insights and improve design decisions.</li> <li>• Developing wireframes, prototypes, and visual designs using tools like Adobe XD, Figma, or Sketch.</li> <li>• Collaborating with stakeholders, product managers, and development teams to align design goals with business objectives.</li> <li>• Creating user personas, journey maps, and interaction flows to inform design strategies and solutions.</li> <li>• Ensuring consistency in branding and design elements across all user touchpoints.</li> <li>• Staying up to date with design trends, tools, and emerging technologies to enhance user experiences.</li> <li>• Documenting and presenting design concepts, guidelines, and deliverables to stakeholders and team members.</li> </ul>	<ul style="list-style-type: none"> <li>• UX Designer</li> <li>• Interaction Designer</li> <li>• User Interface Designer</li> <li>• Experience Architect</li> </ul>

## Attachment A

**Table 2: NOT-TO-EXCEED (NTE) PRICING for NEW CATEGORIES**

**INSTRUCTIONS:** Vendors must indicate agreement to provide staffing for **NEW** categories at the established **Not-To-Exceed Rates** by marking **YES** or **NO** in column labeled Vendor Agrees to NTE Rates. Vendor's failure to make an entry in this column shall be deemed as a **NO**.

Category Job Title	Skill Level	NTE Rate Normal Skill Demand	NTE Rate High Skill Demand	Vendor Agrees to NTE Rates (Mark with YES or NO)
		<b>All Fees will be deducted</b>	<b>All Fees will be deducted</b>	
<b>Accessibility Specialist</b>	Junior	\$48.47	\$51.85	
	Mid-Level	\$57.40	\$61.41	
	Senior	\$64.19	\$68.68	
	Expert	\$68.64	\$73.44	
<b>AI Architect</b>	Junior	\$106.22	\$113.65	
	Mid-Level	\$128.03	\$137.00	
	Senior	\$147.95	\$158.29	
	Expert	\$160.45	\$171.68	
<b>AI Consultant</b>	Junior	\$84.94	\$90.88	
	Mid-Level	\$101.03	\$108.10	
	Senior	\$113.04	\$120.95	
	Expert	\$120.49	\$128.93	
<b>AI Developer</b>	Junior	\$88.73	\$94.94	
	Mid-Level	\$105.48	\$112.86	
	Senior	\$118.30	\$126.58	
	Expert	\$126.12	\$134.94	
<b>AI Trainer</b>	Junior	\$83.61	\$89.46	
	Mid-Level	\$102.18	\$109.33	
	Senior	\$114.04	\$122.02	
	Expert	\$121.95	\$130.48	

Category Job Title	Skill Level	NTE Rate Normal Skill Demand	NTE Rate High Skill Demand	Vendor Agrees to NTE Rates (Mark with YES or NO)
		All Fees will be deducted	All Fees will be deducted	
<b>Applications Systems Manager</b>	Junior	\$101.92	\$109.06	
	Mid-Level	\$119.14	\$127.48	
	Senior	\$131.69	\$140.90	
	Expert	\$141.68	\$151.60	
<b>Cloud Administrator</b>	Junior	\$82.71	\$88.51	
	Mid-Level	\$94.17	\$100.77	
	Senior	\$104.57	\$111.90	
	Expert	\$112.18	\$120.03	
<b>Cloud Architect</b>	Junior	\$106.77	\$114.25	
	Mid-Level	\$122.29	\$130.85	
	Senior	\$133.52	\$142.87	
	Expert	\$140.20	\$150.00	
<b>Cloud Engineer</b>	Junior	\$97.58	\$104.41	
	Mid-Level	\$114.88	\$122.92	
	Senior	\$126.64	\$135.51	
	Expert	\$133.65	\$143.00	
<b>CRM Analyst</b>	Junior	\$59.02	\$63.15	
	Mid-Level	\$70.29	\$75.21	
	Senior	\$78.51	\$84.00	
	Expert	\$83.72	\$89.58	
<b>CRM Architect</b>	Junior	\$84.92	\$90.87	
	Mid-Level	\$98.87	\$105.80	
	Senior	\$110.06	\$117.77	
	Expert	\$116.76	\$124.94	
<b>CRM Developer</b>	Junior	\$55.23	\$59.10	
	Mid-Level	\$64.79	\$69.32	
	Senior	\$72.34	\$77.40	
	Expert	\$77.36	\$82.77	
<b>Data Scientist</b>	Junior	\$99.31	\$106.26	
	Mid-Level	\$116.63	\$124.79	
	Senior	\$128.76	\$137.77	
	Expert	\$135.63	\$145.13	

Category Job Title	Skill Level	NTE Rate Normal Skill Demand	NTE Rate High Skill Demand	Vendor Agrees to NTE Rates (Mark with YES or NO)
		All Fees will be deducted	All Fees will be deducted	
DevOps Engineer	Junior	\$78.68	\$84.18	
	Mid-Level	\$93.51	\$100.05	
	Senior	\$105.32	\$112.70	
	Expert	\$113.95	\$121.93	
Electronic Health Record Analyst	Junior	\$103.89	\$109.95	
	Mid-Level	\$119.53	\$126.50	
	Senior	\$131.90	\$139.60	
	Expert	\$139.65	\$147.80	
Electronic Health Record Developer	Junior	\$64.93	\$70.99	
	Mid-Level	\$74.71	\$81.68	
	Senior	\$82.44	\$90.13	
	Expert	\$87.28	\$95.43	
Enterprise Service Bus Developer	Junior	\$94.35	\$100.96	
	Mid-Level	\$106.06	\$113.49	
	Senior	\$116.63	\$124.79	
	Expert	\$123.47	\$132.11	
Low-Code Developer	Junior	\$129.87	\$135.91	
	Mid-Level	\$149.42	\$156.40	
	Senior	\$164.88	\$172.57	
	Expert	\$174.56	\$182.70	
Machine Learning Engineer	Junior	\$98.64	\$105.54	
	Mid-Level	\$119.61	\$127.98	
	Senior	\$132.27	\$141.63	
	Expert	\$141.74	\$151.65	
Product Manager	Junior	\$95.08	\$101.74	
	Mid-Level	\$113.53	\$121.48	
	Senior	\$127.42	\$136.34	
	Expert	\$138.88	\$148.60	
Salesforce Architect	Junior	\$110.94	\$116.11	
	Mid-Level	\$131.47	\$137.59	
	Senior	\$146.74	\$153.58	
	Expert	\$156.70	\$164.02	

Category Job Title	Skill Level	NTE Rate Normal Skill Demand	NTE Rate High Skill Demand	Vendor Agrees to NTE Rates (Mark with YES or NO)
		<b>All Fees will be deducted</b>	<b>All Fees will be deducted</b>	
<b>Salesforce Developer</b>	Junior	\$85.86	\$91.87	
	Mid-Level	\$97.19	\$104.00	
	Senior	\$106.42	\$113.87	
	Expert	\$112.41	\$120.28	
<b>Software Engineer</b>	Junior	\$93.79	\$100.36	
	Mid-Level	\$110.97	\$118.74	
	Senior	\$123.87	\$132.54	
	Expert	\$134.00	\$143.39	
<b>User Experience Designer</b>	Junior	\$73.19	\$78.31	
	Mid-Level	\$83.70	\$89.57	
	Senior	\$93.08	\$99.59	
	Expert	\$101.55	\$108.67	

**Attachment A---Vendor Certification**

By signing below, Vendor certifies that it has completed Table 2 and agrees to provide services for the categories marked "YES" at the stated Not-To-Exceed (NTE) rates. Vendor acknowledges that entries marked "NO" or left blank indicate rejection of those categories. Vendor further acknowledges that its selections become effective only upon signature below.

Vendor Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Print Name & Title: \_\_\_\_\_

Date: \_\_\_\_\_

**ATTACHMENT B**

**INCREASE OF NOT TO EXCEED (NTE) RATES FOR CATEGORIES**

**INSTRUCTIONS:**

The NTE Rates for the Job Titles listed below have increased. The current Job Title Descriptions have not changed. Incumbent Vendors currently providing these categories of services do not need to take any action.

Incumbent Vendors who are not currently providing these categories of Service may fill out this form and select any of the categories below indicating Services the Vendor now agrees to provide by marking YES in the last column. Vendor’s failure to mark a column with either “YES” or “NO” will be deemed “NO.”

These rate changes will not apply to any current active engagements. The rate increase for these categories will take effect for NEW engagements only beginning April 1, 2026.

<b>Category Job Title</b>	<b>Skill Level</b>	<b>NEW Not To Exceed Rate Normal Skill Demand</b>	<b>NEW Not To Exceed Rate High Skill Demand</b>	<b>Vendor Agrees to Provide These Services at the Set NTE Rates YES or NO</b>
<b>Standard Job Titles:</b>				
Business Analyst	Junior	\$64.38	\$68.89	
	Mid-Level	\$70.18	\$75.09	
	Senior	\$75.78	\$81.09	
	Expert	\$81.03	\$86.71	
Database Administrator	Junior	\$97.25	\$104.05	
	Mid-Level	\$110.26	\$117.98	
	Senior	\$122.48	\$131.05	
	Expert	\$133.29	\$142.63	
Developer / Programmer	Junior	\$92.67	\$99.17	
	Mid-Level	\$99.75	\$106.72	
	Senior	\$106.59	\$114.05	
	Expert	\$113.05	\$120.96	
Project Manager	Junior	\$74.18	\$79.38	
	Mid-Level	\$82.99	\$88.79	
	Senior	\$91.23	\$97.62	
	Expert	\$98.63	\$105.53	

**Attachment B---Vendor Certification**

By signing below, Vendor agrees to provide services for the categories marked “YES” at the stated Not-To-Exceed (NTE) rates. Vendor acknowledges that entries marked “NO” or left blank indicate rejection of those categories. Vendor further acknowledges that its selections become effective only upon signature below.

Vendor Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Print Name & Title: \_\_\_\_\_

Date: \_\_\_\_\_

## ATTACHMENT C

### Current Categories of Service

#### INSTRUCTIONS:

The following Categories are pre-existing categories with No changes to description or NTE rates.

Does the Vendor want to make any changes to the current categories of service for which they are approved?

Yes, \_\_\_\_ No \_\_\_\_

*If "Yes," mark the appropriate column in the table below*

*If "No," then no further action is needed:*

To confirm the current categories, you are approved to provide contact the States MSP VMS provider, CAI at NC.Help@cai.io

Category Job Titles	Skill Level	Not To Exceed Rate Normal Skill Demand	Not To Exceed Rate High Skill Demand	Vendor request to be removed from this Category	Vendor request to be approved for this Category
<b>Network / Telecom Specialist</b>	Junior	\$58.01	\$62.08		
	Mid-Level	\$64.24	\$68.75		
	Senior	\$70.30	\$75.22		
	Expert	\$75.99	\$81.31		
<b>Program Director</b>	Junior	\$84.59	\$90.53		
	Mid-Level	\$106.56	\$114.04		
	Senior	\$132.98	\$142.28		
	Expert	\$147.84	\$158.18		
<b>QA Performance Tester</b>	Junior	\$55.30	\$59.17		
	Mid-Level	\$60.92	\$65.19		
	Senior	\$67.84	\$72.59		
	Expert	\$77.58	\$83.01		
<b>Security Specialist</b>	Junior	\$78.12	\$83.59		
	Mid-Level	\$95.26	\$101.91		
	Senior	\$106.38	\$113.82		
	Expert	\$118.34	\$126.63		
<b>Service Support Analyst</b>	Junior	\$40.78	\$43.64		
	Mid-Level	\$44.40	\$47.51		
	Senior	\$47.53	\$50.86		
	Expert	\$50.13	\$53.64		
<b>Specialist</b>	Junior	\$65.67	\$70.27		
	Mid-Level	\$73.01	\$78.12		
	Senior	\$79.96	\$85.55		
	Expert	\$86.17	\$92.20		
<b>System Administrator</b>	Junior	\$53.66	\$57.42		
	Mid-Level	\$58.50	\$62.59		
	Senior	\$63.23	\$67.66		
	Expert	\$67.77	\$72.51		
<b>Technical Architect</b>	Junior	\$71.13	\$76.12		
	Mid-Level	\$79.21	\$84.75		
	Senior	\$86.89	\$92.98		
	Expert	\$94.10	\$100.68		

Category Job Titles	Skill Level	Not To Exceed Rate Normal Skill Demand	Not To Exceed Rate High Skill Demand	Vendor request to be removed from this Category	Vendor request to be approved for this Category
Technical Specialist	Junior	\$100.37	\$107.40		
	Mid-Level	\$104.91	\$112.25		
	Senior	\$112.13	\$119.98		
	Expert	\$121.52	\$130.03		
Technical Writer	Junior	\$42.65	\$45.65		
	Mid-Level	\$48.00	\$51.36		
	Senior	\$53.01	\$56.73		
	Expert	\$57.47	\$61.47		
Tester / QA Analyst	Junior	\$35.05	\$37.52		
	Mid-Level	\$38.38	\$41.08		
	Senior	\$41.62	\$44.53		
	Expert	\$44.67	\$47.80		
SAP Business Analyst	Junior	N/A	\$60.80		
	Mid-Level	N/A	\$92.36		
	Senior	N/A	\$127.82		
	Expert	N/A	\$151.64		
SAP Developer / Programmer	Junior	N/A	\$80.17		
	Mid-Level	N/A	\$111.84		
	Senior	N/A	\$133.77		
	Expert	N/A	\$185.77		
SAP Specialist	Junior	N/A	\$76.88		
	Mid-Level	N/A	\$110.61		
	Senior	N/A	\$133.34		
	Expert	N/A	\$181.13		
SAP System Administrator	Junior	N/A	\$96.58		
	Mid-Level	N/A	\$122.84		
	Senior	N/A	\$151.75		
	Expert	N/A	\$210.08		
SAP Technical Architect	Junior	N/A	\$101.14		
	Mid-Level	N/A	\$126.92		
	Senior	N/A	\$179.46		
	Expert	N/A	\$210.91		
IBM Cúram Architect	Junior	N/A	\$96.64		
	Mid-Level	N/A	\$120.86		
	Senior	N/A	\$147.28		
	Expert	N/A	\$175.13		
IBM Cúram Business Analyst	Junior	N/A	\$95.41		
	Mid-Level	N/A	\$112.38		
	Senior	N/A	\$136.98		
	Expert	N/A	\$155.54		
IBM Cúram Developer / Programmer	Junior	N/A	\$108.80		
	Mid-Level	N/A	\$130.48		
	Senior	N/A	\$140.46		

Category Job Titles	Skill Level	Not To Exceed Rate Normal Skill Demand	Not To Exceed Rate High Skill Demand	Vendor request to be removed from this Category	Vendor request to be approved for this Category
	Expert	N/A	\$164.33		
<b>IBM Curam Specialist</b>	Junior	N/A	\$96.91		
	Mid-Level	N/A	\$118.60		
	Senior	N/A	\$136.66		
	Expert	N/A	\$155.79		

**Attachment C---Vendor Certification**

By signing below, Vendor agrees to its removal from the provision of services marked "No," and agrees to provide services for the categories marked "YES" at the stated Not-To-Exceed (NTE) rates. Vendor acknowledges that entries left blank indicate rejection of those categories. Vendor further acknowledges that its selections become effective only upon signature below.

Vendor Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Print Name & Title: \_\_\_\_\_

Date: \_\_\_\_\_

## ATTACHMENT D

The following Technology Skill Demand Levels are added to Section C.3.1 Technology Skill Demand Level List:

### Section C.3.1.1 Normal Technology Skill Level

- AI & ML – Prompt Engineering: Basic and operational-level prompt design
- AI & ML – Generative AI Usage: LLM-assisted drafting, summarization, Q&A
- API Gateway
- AWS Cloud
- Azure Cloud
- Azure Service Bus
- CI/CD toolsets
  - Jenkins
  - Azure DevOps
  - GIT
  - GitHub
- gRPC
- JSON
- JWT
- Kafka
- Linux
- MongoDB
- MySQL
- OAuth2
- PostgreSQL
- RabbitMQ
- RESTful
- TLS
- Tableau

### Section C.3.1.2 High Technology Skill Level

- AI & ML – LLMOps: Model deployment, monitoring, evaluation at scale
- AI & ML – RAG Architecture: Vector search, embeddings, retrieval pipelines
- Azure Data Factory
  - Azure Fabric
  - Databricks
  - Docker
  - Epic
    - Epic Ambulatory
    - Willow
    - Breaker
    - ClinDoc
  - GoLang
  - Google Cloud
  - Kubernetes
  - OKTA
    - SSO

- IAM Solutions
- OpenTelemetry
- PowerBI
- Prometheus
- Python
- Salesforce
- SAP ABAP
- SAP Analytics Cloud
- SAP Ariba
- SAP Audit and Control
- SAP BTP Eclipse
- SAP Cloud Contract Management
- SAP CyberSecurity
- SAP DataSphere
- SAP DevOps
- SAP Document Management
- SAP GovRAMP
- SAP GovRAMP Cloud Security
- SAP GovRAMP Core Security
- SAP S4 Business Partner
- SAP S4 Financial Systems
- SAP S4 Grants Management
- SAP S4 HR
- SAP S4 Materials Management
- SAP S4 Project Systems
- SAP S4 Sales and Distribution
- SAP WalkMe
- SAP Workzone
- Terraform