RESPONSE TO

REQUEST FOR PROPOSAL #3135-10

SOFTWARE DEVELOPMENT & IMPLEMENTATION SERVICES

Prepared November 21st, 2012 by:

Sogeti USA, LLC

Jason Gladstone

480.212.6202

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EXECUTIVE SUMMARY

November 21st, 2012

Keith Killourie,
Buyer III
Maricopa County Community College District

Dear Mr. Killourie,

Sogeti is pleased to provide you with this response to RFP #3135-10, Software Development and Implementation Services for your consideration. As you’ll see in this document, Sogeti’s structure and capabilities align nicely with the needs expressed by MCCC and we are currently working under a similar contract for the District, solely providing services for Rio Salado to date.

Based on our experience with other Phoenix area clients, experience with other institutions of higher education, and strong local presence, I believe you’ll find that Sogeti can provide the expertise and resources that MCCCD requires. The Phoenix office has 78 local full-time consultants focused on application development & integration, business intelligence, testing services & QA, infrastructure & security, mobility, and advisory services with named local leads overseeing each practice area. As part of the Capgemini Group, Sogeti has access to a knowledgebase that combines a global workforce of over 120,000 employees. Overall, the Group has maintained a customer satisfaction rating of over 97%.

We are excited about the opportunity to continue working with MCCCD under this contract and thank you for your time and consideration. Should any questions arise, or if I can provide any additional information, please do not hesitate to contact me.

Sincerely,

Jason Gladstone, Account Executive
Sogeti USA (us.sogeti.com)
3636 N. Central Avenue, Suite 810
Phoenix, AZ 85012
602.325.5286 • jason.gladstone@us.sogeti.com
DESCRIPTION OF SOGETI

Founded in 1967, Sogeti is a wholly-owned subsidiary of Cap Gemini S.A., which is listed on the Paris Stock Exchange and reported 2011 revenue as $9.7 billion (in Euros.) Sogeti serves as the local professional services arm of the larger Capgemini Group. As a member of the Capgemini Group, Sogeti has access to an extensive knowledgebase and resource pool allowing Sogeti to bring assets (frameworks, methodologies, accelerators, etc.) that have been successful on a global scale.

In Phoenix, Sogeti has 78 full-time consultants in a variety of practice areas which include:

- Application Development & Integration
- Business Intelligence
- Testing Services & QA
- Infrastructure & Security
- Mobility
- Advisory Services

The Phoenix office has been in operation since 1999; we are in good standing with the State of Arizona and meet all requirements to do business in the State.

EXPERIENCE AND HISTORY

As a global organization, Sogeti has qualifications across the globe. Below is a summary of Phoenix-based clients and the type of work that we have performed at those clients. A more descriptive summary of sample work can be found in the ‘Comparable Work’ section.

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<thead>
<tr>
<th>Client Name</th>
<th>Industry</th>
<th>Location</th>
<th>Services Provided</th>
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<tbody>
<tr>
<td>Rio Salado College</td>
<td>Public Sector</td>
<td>Tempe</td>
<td>• Implementation</td>
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<td>Blue Cross Blue Shield of Arizona</td>
<td>Healthcare</td>
<td>Phoenix</td>
<td>• Implementation</td>
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<td>• Documentation</td>
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1 Satisfies first part of requirement 7.1.1
2 Satisfies second part of requirement 7.1.1
<table>
<thead>
<tr>
<th>Company</th>
<th>Sector</th>
<th>City</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avnet</td>
<td>Manufacturing, Retail and Distribution</td>
<td>Tempe</td>
<td>Implementation, Programming, Directory Integration, Testing, Reporting, Data Quality Initiatives, Training, Documentation</td>
</tr>
<tr>
<td>Maricopa Superior Court</td>
<td>Public Sector</td>
<td>Phoenix</td>
<td>Implementation, Programming, Data Warehousing, Testing, Training, Integration Testing, Documentation</td>
</tr>
<tr>
<td>Humana</td>
<td>Healthcare</td>
<td>Phoenix</td>
<td>Testing, Integration Testing, Training, Documentation</td>
</tr>
</tbody>
</table>
KEY PERSONNEL

Sogeti has over 100 consultants that report to the Phoenix office between local resources and Rightshore® resources based in our India Delivery Centers. Locally we have 78 full-time consultants with one designated senior resource leading each of our six practice areas. Although each practice area is led locally, they do have regional and national resources that can be leveraged depending on the need.

Our local leads are responsible for the training and development of consultants in their practice as well as ensuring delivery excellence on any engagements that would fall into their practice area. If Sogeti is awarded a contract with MCCCD, in addition to overseeing delivery, the local leads would also provide MCCCD with market insight and technology trends where appropriate. An additional benefit of working with Sogeti is that our leads often present relevant topics to our clients’ employees (e.g. internal user group meetings) which we have received very positive feedback on.

TIFFANY NGUYEN – APPLICATION DEVELOPMENT & INTEGRATION LEAD

Tiffany has been with Sogeti for 12 years and she has extensive experience implementing large-scale projects, including multiple SharePoint Intranet/Extranet/Internet and international eCommerce solutions. Although her primary focus is on SharePoint, her practice includes many consultants whose primary focus is on custom development, both .NET and Java, and the use of development tools including TFS, Visual Studio, and Eclipse.

MATTHEW TAYLOR – BUSINESS INTELLIGENCE LEAD

Matt joined Sogeti just over a year ago and quickly took on the leadership role of the Business Information (BI) practice. He has strong experience within the many BI arenas including strategic solution design, relational database and data warehouse design, end user report development, executive dashboards and decision support, ETL process design, full-scale solution implementations, data conversion, and data quality efforts.

3 Satisfies requirement 7.1.2
HARSHITA AGRAWAL – TESTING SERVICES & QA LEAD

Harshita, who goes by ‘Hershey’, has been a Sogeti team member for over 5 years. She is experienced in all aspects of testing including Functional, Non-Functional, Integration, Link, End to End, Regression and UAT, using a variety of manual and automated techniques. Hershey has also played a very strategic role for our clients by providing enterprise wide QA assessments and assisting in the QA tool selection process.

CHASE HEATH – INFRASTRUCTURE & SECURITY LEAD

Chase has been employed by Sogeti for 5 years and possesses a deep understanding and experience in strategy, project planning, consultative guidance, network, telecommunications, storage, cloud, virtualization (VMware and Hyper-V) and applications architecture as it relates to infrastructure. Although he has experience in many technologies, his primary focus is the Microsoft product set.

BRITTO AUGUSTINE – MOBILITY LEAD

Britto has recently taken on the lead role of our Mobility practice after spending the majority of his 6 years in the Application Development & Integration practice. He has expertise architecting and implementing large scale, maintainable and scalable n-tier web and desktop business applications on the .NET framework. Recently, Britto had the opportunity to develop a proof of concept .NET mobile application for the new Microsoft Surface tablet.

VENKATA BANDI – ADVISORY SERVICES LEAD

Venakata has been with Sogeti for one year and brings over 16 years of extensive experience in areas including Project Management, Program Management, Delivery Management, Resource Management, Account Management and P&L Management. Currently Venkata is leading a major application rewrite that involves both local and Rightshore® resources.

RESUMES & ORGANIZATIONAL CHART

Resumes of our local leads can be found in Appendix A. Additional resumes can be provided upon request.

Sogeti’s organizational chart which details our relationship with our parent company, Capgemini, and how the Phoenix office is organized can be found in Appendix B.
PAST EXPERIENCE

REFERENCES

We are pleased to share the following references. As a matter of courtesy to our clients, we do request that MCCCD schedule a time with the persons listed below prior to contacting them.

RIO SALADO COLLEGE

Edward Kelty, Vice President Information Services  
2323 West 14th Street, Tempe  
480-517-8630  
edward.kelty@riosalado.edu

Sogeti has been engaged on and off for the past few years on a variety of projects including .NET application development, SharePoint development, and currently finishing a Dynamics CRM project. Our typical engagements have consisted of 1-2 resources.

HUMANA

John Sullivan, Director, PDR  
8990 West Glendale Avenue, Glendale  
602-477-5035  
jsullivan5@humana.com

Sogeti is delivering managed testing services for a division of their pharmacy called RightSourceRx. We peaked at a team of 28 onshore/offshore consultants, primarily focusing on the launch of their new PBM (Pharmacy Benefits Management) application. We are expanding into other quality assurance areas for RightSourceRx and have a services contract through the end of 2013.

BLUE CROSS BLUE SHIELD OF ARIZONA

Ash Dubey, Manager, Electronic Transaction Services, Development  
2525 West Townley Avenue, Phoenix  
602.916.7770  
adubey@azblue.com

Sogeti has been working with BCBSAZ since 2005 in a variety of capacities including application development, testing, project management, and business intelligence. At the peak, we had 26 resources on-site primarily focused on assisting the client prepare their systems and processes for the recent Healthcare reforms.

4 Satisfies requirement 7.2.1
STATE OF ARIZONA

Mark Masterson, CIO, Dept of Education
1535 West Jefferson Street, Phoenix
602-542-3542
mark.masterson@azed.gov

Sogeti has provided services to the State of Arizona since 2007 and has specifically provided the Department of Education (ADE) with resources in the areas of testing, SharePoint, BI/reporting, and custom .NET development. Most recently, we are assisting ADE with a large rewrite of a legacy application to .NET.

COMPARABLE WORK

Client Name: Avnet
Location: Tempe
Industry: Manufacturing, Retail and Distribution
Team Size: 6 consultants
Project Description: Sogeti was engaged to re-architect the client’s global eCommerce site utilizing the SharePoint 2010 Enterprise platform. Sogeti provided SharePoint implementation and configuration, custom web part development and designed the site’s security architecture, metadata structure and website branding among other services.

Client Name: Humana
Location: Phoenix
Industry: Healthcare
Team Size: 28 consultants
Project Description: Sogeti was engaged to provide an automated testing solution utilizing Sogeti’s TMAP testing methodology and HP QuickTest Professional tools. The team automated nearly 1,000 test cases against the client’s pharmacy management application and implemented a robust testing process for the client to utilize going forward.
Services Provided: Testing, Integration Testing, Training, Documentation

Client Name: Pearson
Location: Denver & Phoenix
Industry: Education
Team Size: 8 consultants
Project Description: Sogeti was engaged to enhance and streamline the clients Learning Management System. The development team utilized cutting edge technologies including Ajax, jQuery, restful web services and Object Relational Mapping to successfully deliver results.
Services Provided: Implementation, Programming, Integration Testing, Training, Testing, Documentation

Satisfies requirement 7.2.2
**Client Name:** Maricopa Superior Court  
**Location:** Phoenix  
**Industry:** Public Sector  
**Team Size:** 9 consultants  
**Project Description:** Sogeti was engaged to re-platform their main line of business system onto a .NET platform leveraging Entity framework, MVC3, and jQuery. In addition to the development tasks, Sogeti was also asked to provide the SQL Server back-end design and development to support the application which required two resources.  
**Services Provided:** Implementation, Programming, Data Warehousing, Integration Testing, Training, Testing, Documentation

**Client Name:** Sagicor Life Insurance Company  
**Location:** Scottsdale  
**Industry:** Financial Services  
**Team Size:** 6 consultants  
**Project Description:** Sogeti was engaged in two separate but related efforts with Sagicor. The first effort was to migrate their current intranet to SharePoint 2010 and create a SharePoint extranet so clients and partners could gain access to necessary information. The second effort was centered around business intelligence where Sogeti extracted data from their main line of business system and created a SQL Server data warehouse to provide the business with reports and dashboards. The reports and dashboards were presented through the new SharePoint intranet.  
**Services Provided:** Implementation, Programming, Reporting, Directory Integration, Data Warehousing, Decision Support, Data Quality Initiatives, Testing, Integration Testing, Training, Documentation

**Client Name:** National Merit Scholarship Corporation  
**Location:** Chicago  
**Industry:** Academic Scholarships  
**Team Size:** 2 consultants  
**Project Description:** Sogeti developed a complete regression testing suite by creating an automated testing framework centered around the HP platform of Quick Test Pro, Quality Center and LoadRunner. The team developed and executed automated functional and performance tests against the client’s online scholarship application and transitioned the newly developed testing framework to the client to utilize as their in-house testing suite.  
**Services Provided:** Testing, Integration Testing, Training, Documentation

**Client Name:** Transocean  
**Location:** Houston  
**Industry:** Offshore Drilling  
**Team Size:** 6 consultants  
**Project Description:** Sogeti was engaged to implement a real-time data acquisition and reporting system utilizing the latest Microsoft SketchFlow, Silverlight and HTML 5 technologies. Sogeti developed both a lightweight mobile client interface and feature-rich intranet information dashboard for the client.  
**Services Provided:** Programming, Implementation, Decision Support, Reporting, Testing, Documentation, Training
Client Name: General Electric
Location: Cincinnati
Industry: Manufacturing
Team Size: 10 consultants
Project Description: Sogeti met with C-level executives to define an overall strategy for the company’s Business Intelligence initiatives and provided product evaluation and data analysis of all major data, business and system domains. A roadmap for Master Data management and Data Quality was delivered to the client to help drive BI operations for the next several years and Sogeti was retained to implement several of the initiatives developed in the strategic roadmap.
Services Provided: Data Warehousing, Data Quality Initiatives, Implementation, Training, Documentation.

Client Name: Grant Thornton International
Location: Chicago
Industry: Tax and Audit Services
Team Size: 13 consultants
Project Description: Grant Thornton International challenged Sogeti to deliver a very high visibility global mobile application that integrated with back-end services currently running in production. The solution extracts data from a variety of sources including multiple SharePoint instances and SQL server and was implemented with no disruption to the existing production services. The resulting solution was architected to deliver a high level of scalability and performance to serve as the foundational framework for future internal applications.
Services Provided: Integration, Programming, Integration Testing, Directory Integration, Training, Testing, Documentation

OTHER INFORMATION

Within Sogeti, our model is to have a deep focus on a select group of clients whose selected technologies match up well with our capabilities. Because of this model, nothing is more important than client satisfaction and although we strive to ensure our delivery is free of obstacles and challenges, they do arise on occasion and we do everything we can to rectify these situations. We are proud to consider ourselves partners in our clients’ businesses.

Sogeti has not been involved and is not currently involved in any federal or state regulatory agency inquiry. Furthermore, Sogeti has not been subject to a criminal investigation, has not had a contract (Master Services Agreement) terminated prior to normal expiration, nor been sued for breach of contract, misrepresentation, fraud, or any other form of infringement.

6 Satisfies requirement 7.2.3
SERVICES AVAILABLE

Sogeti should be awarded this contract with MCCCD because we are currently engaged under the existing contract, our capabilities and offerings match nicely with what was provided in Section 1.1 of this RFP, and because we have a strong, local employee base.\(^7\)

Under the current contract vehicle, Sogeti has provided services to Rio Salado for the last few years in application development, reporting/business intelligence, SharePoint, and we are currently wrapping up a CRM implementation. We have had conversations with some of the other colleges in regards to our capabilities and most recently we responded to a Federated SSO RFP at the District level.

In addition to the work we’ve done or are currently doing, the technologies selected within MCCCD and our large number of local employees are additional reasons why Sogeti should be awarded this contract. With the exception of Multimedia, the list provided in Section 1.1 fits nicely with our capabilities and offerings. As a Microsoft Gold partner and Oracle Diamond partner, we have achieved two competencies that will greatly benefit MCCCD. With 78 full-time consultants in Phoenix, there is a great probability that we will have the necessary resource(s) available when the need arises.

SCOPE OF WORK\(^8\)

Sogeti is pleased to provide the following services to assist with MCCCD’s technology needs. All costs, which are detailed in the Pricing Schedule, are listed in as hourly costs but depending on the specific engagement and engagement type daily and/or total costs can be provided.

Resumes of our practice leads are provided in Appendix A and sample materials typically used on projects are provided in Appendix C. These sample materials include a Communication Plan, Status Report, and Project Impact Report but different or additional materials may be provided based on the type of engagement.

It is important to note that our intention is not to use subcontractors for the services outlined below. In the event a subcontractor was needed, we would ensure that we receive approval before moving forward.

<table>
<thead>
<tr>
<th>Implementation</th>
<th>Sogeti is a Microsoft Gold partner and Oracle Diamond partner, and we’ve implemented many solutions, including most areas listed in Section 1.1. We have been successful in large and smaller scale implementations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programming</td>
<td>Sogeti offers a variety of solutions throughout the application life cycle including application development, design, requirements gathering, testing, implementation, supporting and extending application solutions.</td>
</tr>
<tr>
<td>Integration Testing</td>
<td>Sogeti has deep expertise in testing and we actually created the TMap framework to ensure successful testing. Our resources are skilled in integration testing from creating the test scripts (both manual and automated) to execution, to reporting on the results.</td>
</tr>
</tbody>
</table>

\(^7\) Satisfies requirement 7.3.1  
\(^8\) Satisfies requirement 7.3.2
Reporting

Sogeti has successfully implemented a variety of reporting solutions in many different technologies. Reporting is often a component of a larger BI engagement which includes data warehouses/data marts, ETL, and data quality.

Directory Integration

Sogeti has several offerings in this area that would fall into our Infrastructure and Security practice.

Data Warehousing

Sogeti’s Business Intelligence practice has proven methodologies and solid qualifications around implementing end-to-end data warehousing solutions for medium and large clients across multiple verticals.

Decision Support

Sogeti provides a wide variety of Key Performance Indicators (KPIs), dashboarding and reporting solutions utilizing technologies from Microsoft, Oracle, IBM, MicroStrategy, and Business Objects.

Data Quality Initiatives

Sogeti has in-depth experience in all aspects of master data management initiatives and programs including data provisioning, data governance, data quality improvement and using data as an organizational asset.

Training

Training is provided during the course of each overall project or engagement where appropriate. This can include Sogeti hosted informal lunch & learn sessions at the client site, as well as formal training/knowledge transfer sessions.

Testing

Sogeti has a dedicated Testing & QA practice which specializes in utilizing the Sogeti developed TMap testing methodology to drive all phases of the testing lifecycle. This includes manual and automated testing.

Documentation

Documentation is created during the course of each overall project or engagement as required. Sogeti has templates in place to help facilitate the efficient creation of documentation materials.

CLIENT TRAINING

When Sogeti engages with a client, we evaluate the project on a case by case basis to determine which tools or methodologies are the best suited to be successful. Sometimes the client’s current tools and processes are the best route, sometimes Sogeti can add greater value by leveraging our tools, and sometimes it’s a blend of client and Sogeti assets that create the optimal solution. The decision is dependent on the scope of work and each engagement must be evaluated on a case by case basis.

If a decision has been made to leverage Sogeti’s tools and methodologies, the general process we follow to train client staff on our materials is to first provide them with those materials for review. After an initial review, the client resources have the opportunity to ask questions and receive clarifications where needed. Once the initial review is complete, Sogeti schedules periodic checkpoints to review the client’s use of the tools/methodologies, provide feedback, and provide an open forum for questions and clarifications.

This simple approach has worked very well in the past with our clients and we look forward to the opportunity to work with MCCCD resources.
WORK WITH HIGHER EDUCATION CLIENTS

Sogeti is pleased to provide the following higher education qualifications to MCCCD.

Rio Salado College – Sogeti has enjoyed working with Rio Salado for several years where our engagements have ranged from extending functionality of an online course syllabus application to providing assistance with SharePoint to upgrading to Dynamics CRM 2011 and modifying/adding functionality needed.

Kaplan University – Sogeti developed an automated performance appraisal application for the client’s call center leveraging InfoPath forms, web services, and SQL Server for storage and reporting. This application was embedded into an existing SharePoint intranet.

Ohio University – provided assistance with Microsoft Exchange Server with a resource out of our Columbus office.

The Ohio State University – provided assistance with SharePoint applications with resources out of our Columbus office.

University of Cincinnati – Sogeti was responsible for defining detailed requirements with the goal of modernizing their financial system and assisting the University through the procurement process (software package purchase). This effort was managed out of our Cincinnati office.

Washington University in St. Louis – Sogeti delivered a SharePoint solution for the Olin Business School to provide a customized experience to its students (intranet) and the public. The solution included content management workflow, branding achieved through a custom master page, consolidation of 14 school calendar systems, and the consumption of RSS feeds to provide external content. Sogeti included internal IS staff on this effort and continually provided formal and informal training to ensure both teams were highly effective.

PROPOSER EXPERIENCE & TIME IN BUSINESS

With over 45 years of experience Sogeti has deep expertise in a wide range of technology solutions including but not limited to application development and architecture, data warehousing and analytics, testing and quality assurance, project management and infrastructure solutions. As a member of the Capgemini Group, Sogeti has access to an extensive knowledgebase and resource pool allowing us to bring assets to our engagements (frameworks, methodologies, solution accelerators, etc) that have been successful on a global scale. The Phoenix office has been in operation locally since 1999 and we are proud of our low consultant attrition rate which provides a great level of continuity to our clients.

LOCAL STAFF & FACILITIES

Sogeti has 78 full-time consultants in Phoenix in our six different practice areas. Please see the ‘Key Personnel’ section and Appendix A for descriptions and resumes of our local practice leads. Additional resumes can be provided upon request.

The local office, located in downtown Phoenix (Central & Indian School Road), provides our consultants with conference rooms and training rooms which host regularly occurring training sessions. Office space is also
provided for Sogeti’s consultants as they report to the office if they are not currently assigned to a client (known as ‘on the bench’.) When consultants are on the bench they are training or working on internal projects.

**COMMUNICATION OF ORGANIZATIONAL CHANGES**

The account executive who handles the MCCCD account will proactively communicate any organizational change or changes that could potentially impact MCCCD. This information may be communicated via email, phone, and/or in-person meetings depending on the scope and impact of the changes.

**PRICE INCREASES**

As a standard business practice, we do request the option of a 5% increase each year after the completion of the preceding year. It is important to note that any increase in bill rate must first be approved by the client and the increase is dependent on multiple factors including skill set, current bill rate(s), length of engagement, market conditions, and client budget.

As Sogeti is very interested in continuing our relationship with Rio Salado and potentially other entities within the District, if Sogeti is awarded this contract, we will commit to not raise the rates listed in the Pricing Schedule above 15% over the potential 5 year length of this contract.

**WORKSTATIONS & SUPPORT STAFF**

Sogeti provides all its consultants with laptops and provides all the necessary support staff needed so there will be no additional burden to MCCCD in these areas.

**TECHNOLOGY RESOURCES**

Please see the ‘Key Personnel’ section and Appendix A for descriptions and resumes of our local practice leads. Additional resumes can be provided upon request.

**ADDITIONAL QUALIFICATIONS**

In addition to what MCCCD has specifically asked for in a response, our customer satisfaction levels and our size should be taken into consideration. The Capgemini Group (Sogeti and Capgemini Consulting) has a customer

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9 Satisfies requirement 7.3.4
10 Satisfies requirement 7.3.5
satisfaction survey where expectations are set before the project begins and the customer has an opportunity to rate the team after the engagement. This mandatory survey is completed for every client, every engagement, and we’re thrilled to report our satisfaction rating is 97.3%. Additionally, the Group has 120,000 consultants working and contributing to our internal knowledgebase across the globe. We bring this breadth of expertise to each and every engagement.
This appendix contains resumes of our local practice leads. Additional resumes can be provided upon request.
These sample materials include a Communication Plan, Status Report, and Project Impact Report but different or additional materials may be provided based on the type or needs of the engagement.
Sogeti’s parent company, the Capgemini Group, is publicly traded on the Euronext Paris stock exchange under the symbol CAP. Due to the immense size of the documents we have chosen not to print them out but they are contained in the accompanying flash drive. The documents include:

- The Capgemini 2011 Annual Report
- Sogeti USA Dun and Bradstreet Report
### Pricing Sheet - Sogeti USA

**All rates listed are hourly**

<table>
<thead>
<tr>
<th>Role</th>
<th>Min Rate</th>
<th>Max Rate</th>
<th>Min Rate</th>
<th>Max Rate</th>
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<tr>
<td><strong>150+ Hours</strong></td>
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<tr>
<td>Project Manager</td>
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<td>$95.00</td>
<td>$125.00</td>
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<tr>
<td>Senior Project Manager</td>
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<td>$140.00</td>
<td>$160.00</td>
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<td>$155.00</td>
</tr>
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