

# CALIBRE

## Facilities Maintenance and Management (O3FAC)

Schedule #: GS-21F-012AA

Period of Performance: October 9, 2017 - October 8, 2022



# 03FAC: Facilities Maintenance and Management

Group Name(s):

-Facilities Maintenance and Management Solutions for Real Property Consulting Services,

-Energy Management, Water Conservation and Support Services

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

**Federal Supply Schedule 811, 871**

**FSC Group:** 811, 871

**Contract Number:** GS-21F-012AA

**Contract Period:** October 9, 2017 – October 8, 2022

**Contractor:**

Physical Address:  
CALIBRE Systems, Inc.  
6354 Walker Lane, Suite 500  
Metro Park  
Alexandria, Virginia 22310-3226  
Tel: (703) 797-8500  
Fax: (703) 797-8501  
Website: [www.calibresys.com](http://www.calibresys.com)  
E-Mail: [contracts@calibresys.com](mailto:contracts@calibresys.com)

Mailing Address:  
CALIBRE Systems, Inc.  
6354 Walker Lane, Suite 300  
Metro Park  
Alexandria, Virginia 22310-3226  
Tel: (703) 797-8500  
Fax: (703) 797-8501  
Website: [www.calibresys.com](http://www.calibresys.com)  
E-Mail: [contracts@calibresys.com](mailto:contracts@calibresys.com)

**Contract Administrator:**

Mindy L. Scott

**Business Size:**

Large Business

*Prices Shown Herein are Net (discount deducted)*

Effective Date: October 9, 2017

## CLIENT INFORMATION

### 1a. Awarded Special Item Numbers (SINs):

811-006 - Facilities Maintenance &  
Management Consulting  
871-204 - Metering Services  
871-211 - Energy Consulting Services

### 1b. Price Lists:

Labor rates escalate 3% per contract year.

### 1c. Description of Labor Categories

#### 2. Maximum Orders: \$1,000,000.00 per SIN.

Orders exceeding the maximum order threshold may be placed in accordance with clause 1-FSS-125 "Requirements Exceeding the Maximum Order (Sep 1999)."

#### 3. Minimum Order: \$100.00

#### 4. Geographic Coverage (Delivery Area):

Worldwide. Service provided outside of the continental United States will include any additional expense required such as travel and living expenses.

**5. Point(s) of Production:** The primary point of production is the CALIBRE office located in Alexandria, Virginia. Upon request, contractor can identify various locations.

**6. Discount from List Prices:** All prices listed are Net prices; basic discounts have been deducted.

**7. Quantity discounts:** Discount of 0.5% on orders in excess of \$1,000,000.00.

**8. Prompt Payment Terms:** 0 percent, net 30 days.

**9a. Acceptance of Government Credit Cards at or below the micro-purchase threshold:** Government credit cards will be accepted for orders at or below the micro-purchase threshold.

**9b. Acceptance of Government Credit Cards above the micro-purchase threshold:** Government credit cards will be accepted for orders above the micro-purchase threshold.

**10. Foreign Items:** Not applicable.

**11a. Time of Delivery:** To be negotiated with ordering agency for each task order.

**11b. Expedited Delivery:** Will be specified in the task order proposal, as applicable.

**11c. Overnight and 2-Day Delivery:** The schedule client may contact CALIBRE for overnight and 2- day delivery.

**11d. Urgent Requirements:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephone replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery timeframe shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

**12. F.O.B point(s):** Destination

### 13a. Ordering Address:

CALIBRE Systems, Inc.  
6354 Walker Lane, Suite 300  
Metro Park  
Alexandria, Virginia 22310-3226

**Attn:** Contract Administrator

**E-Mail:** [contracts@calibresys.com](mailto:contracts@calibresys.com)

**Tel:** (703) 797-8500

**Fax:** (703) 797- 8501

**13b. Ordering Procedures:** The ordering procedures for supplies and services, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA Schedule homepage (<http://www.gsa.gov/schedules>).

**14. Payment Address:**

CALIBRE Systems, Inc.  
Attention: Accounts Payable  
6354 Walker Lane, Suite 300  
Metro Park  
Alexandria, Virginia 22310-3226

Banking Information for Electronic Funds  
Transfer (EFT): SunTrust Bank  
ABA Routing # 055002707  
Account # 000546451

**15. Warranty Provision:** Commercial.

**16. Export Packing charges:** As incurred.

**17. Terms and conditions of Government purchase card acceptance:** Government credit cards will be accepted for orders above and below the micro-purchase threshold. Bank account information will be shown on the invoice.

**18. Terms and Conditions of Rental, Maintenance, and Repair:** Not applicable.

**19. Terms and Conditions of Installations:** Not applicable.

**20a. Terms and conditions of Repair Parts Indicated Date of Parts Price Lists and Any Discounts from List Prices:** Not applicable.

**20b. Terms and Conditions of Any Other Services:** Not applicable.

**21. List of Service and Distribution Points:** Not applicable.

**22. List of Participating Dealers:** Not applicable.

**23. Preventive Maintenance:** Not applicable.

**24. Special attributes such as environmental attributes:** Not applicable.

**25. Section 508:** If applicable, Section 508 compliance information on electronic and Information Technology (EIT) supplies and services will be addressed on a task order basis. The EIT standards can be found at [www.Section508.gov](http://www.Section508.gov).

**26. Data Universal Numbering System (DUNS) Number:** 55-5498187

**27. Federal Tax Identification Number:** 52-1602142

**28. Central Contractor Registration (CCR) Database:** CALIBRE Systems, Inc. is registered with the CCR Database.

**29. Business Size:** Large

## Who We Are

CALIBRE Systems, Inc. (CALIBRE) is an employee-owned management and technology solutions company committed to delivering quality products and services to our clients. Founded in 1989, CALIBRE serves clients in the public and private sectors – defense, federal civil, and commercial. CALIBRE prides itself on providing its clients, business partners, and employee-owners a company centered on ethical business practices, openness, and honesty. CALIBRE's service offerings include management analysis, technology services, and program support.

CALIBRE adheres to three “First Principles” that have remained unchanged since the company formed in 1989:

- **Operate Ethically** – We cooperate uncompromisingly with the highest professional standards and business ethics.
- **Achieve Superior Quality** – We constantly deliver timely, quality products and services that meet our clients' needs at competitive prices. The principal reassures of quality are client success and corporate recognition for excellence.
- **Renew Ourselves** – We are an ever-renewing company, capitalizing on new and expanded opportunities and adjusting rapidly to changes and challenges in the marketplace.

## Solutions That Make a Difference

Enduring solutions that add value in today's environment must be tailored, integrated and adaptable. The best solutions are created by using a proper mix of functional knowledge, skills and experience, innovative thought, and relevant technology applied through a comprehensive problem-solving approach. CALIBRE's approach engages clients in a close, collaborative and continuous working relationship.

This approach is the shortest and most reliable path from a decision-maker's functional requirement to a practical, timely, best value solution.

Additional details may be found on our website at [www.calibresys.com](http://www.calibresys.com). We also may be reached at your convenience to discuss our qualifications as they relate to your client needs.

## CALIBRE's Offerings – 03FAC Services

CALIBRE provides engineering and management consulting, public infrastructure and facilities reviews, and business process improvement services to organizations in support of managing and maintaining scarce real property resources. CALIBRE, a leader in installation and land management expertise, provides value to clients for sustainable management of physical and land assets, as well as natural and cultural resources. Our expertise centers around two aspects of real property stewardship: 1) mitigation strategies that allow our clients to holistically and proactively manage the total impact of asset use on essential facilities, such as business and training facilities critical to the missions of all government organizations; and 2) sustainment, restoration, and modernization of existing real property assets. CALIBRE has significant, demonstrated capabilities that support installation and land management, including encroachment analysis and mitigation / land capacity analysis; energy efficiency assessments and operations; facility condition and functional assessments; land asset use inventorying, cataloging and presentation; land management planning and analysis; installation readiness and impact analysis; preventative maintenance programs; and sustainable training range management. CALIBRE provides a wide range of energy management and integration support. Our services include audit and validation, energy management systems, energy management training, energy planning and analysis, energy security assessment, smart grid interoperability, and sustainability planning and advisory.

### **Facility Condition and Functional Assessments**

CALIBRE provides engineering and management consulting, public infrastructure and facilities reviews, and business process improvement services to organizations in support of managing and maintaining scarce real property resources. Our facility management and maintenance capabilities include specialized expertise in asset management using the BUILDER™ Sustainment Management System (SMS), building commissioning, facility condition assessments, maintenance management, performance-based contracting, resource

allocation and budget execution, and process improvement – all in the fields of physical plant asset planning, construction, operation, maintenance, and demolition.

### ***Preventative Maintenance Programs***

CALIBRE's web-based Capital Repair and Deferred Maintenance (CRDM) software solution, FIX, is an organization-level data repository and decision support tool. As a scalable and relational system, FIX provides users the foundation for informed decision making in regard to facilities condition, risk management, budget allocation, capital renewal / reinvestment, and workload planning. CALIBRE's strength lies in our ability to help our clients succeed by tailoring our assistance to solve specific needs.

### ***Installation Readiness and Impact Analysis***

CALIBRE has developed an extensive array of objective criteria against which essential installation services are measured to determine installation readiness. These criteria are routinely applied to help drive targeted investment actions that result in improved operations and sustainability. Cost estimating relationships (CERs) are then derived from an analysis of the cost and performance results achieved. These CERs support a predictive model that determines the resources required to achieve a desired performance level. These analyses and modeling services result in quantifiable justification for required investment to achieve overall operational readiness.

### ***Energy Efficiency Assessments and Operations***

Our Certified Energy Managers (CEMs) support our clients at the facility-level through headquarters, providing support for reporting systems, energy programs, and master planning. We evaluate facilities with a support tool for sustainment, restoration, and modernization (SRM) decisions using BUILDER™ Sustainment Management System (SMS). The BUILDER™ decision support tool allows users to manage buildings individually or in groups, enabling effective management of historic, housing, health / environment, and safety / code issues.

CALIBRE maintains a staff of Certified Energy Managers to offer additional support such as:

- Meter data analysis
- Conservation opportunity identification
- Measurement and verification services
- Trend and billing analysis
- Tenant billing
- A smart grid laboratory

### ***Audit and Validation***

The Energy Independence Security Act of 2007 and Executive Order 13514 require our government clients to provide transparent reporting of their performance in meeting or exceeding waste, energy, and water reduction goals. CALIBRE's audit and validation services help our clients develop and improve their business processes by focusing on project results. We conduct comprehensive measuring techniques to verify energy project performance at the appropriate time interval and perform project feasibility studies, facility condition assessments, and energy savings performance contracts.

### ***Energy Management Systems***

The Energy Policy Act of 2005 requires installation of meters on government buildings. CALIBRE's Meter Data Management System (MDMS) provides business intelligence by retrieving and transmitting meter data via secure internet to a central database for all energy commodities. MDMS generates reports and provides accurate, secure, on-time delivery of actionable energy metrics to stakeholders from the individual facility to headquarters. CALIBRE's energy management systems help organizations make timely, informed decisions to achieve their energy goals.

### ***Energy Management Training***

CALIBRE's Energy Management Training provides administrative and technical training for energy managers, senior officials, building operators, and others responsible for energy-efficient facility operation.

In many cases, 25 percent or more of a facility's utility bill is attributable to inefficient equipment and building operation procedures. We designed our training to help organizations identify and eliminate energy waste.

### ***Energy Planning and Analysis***

CALIBRE's energy planning and analysis focuses on sustainable and economically viable options for reducing energy consumption at facilities. Our work includes energy consumption assessments; evaluation, identification, and recommendations for implementation options; and oversight for energy conservation projects.

### ***Energy Security Assessment***

CALIBRE works with our clients to redefine energy security driven by world events and current legislation and policies. CALIBRE helps develop comprehensive approaches to energy security that include alternative / renewable energy projects; new "net-zero" strategies for waste, energy, and water; integrated use of performance contracting and enhanced use leasing of government property; capital improvements and enhanced sustainment of critical energy infrastructure; development of micro-grids for critical facilities; and a smart grid to achieve the greatest reduction in energy usage.

### ***Smart Grid Interoperability***

Secure, accredited enterprise data systems are critical to effective implementation of actions that will reduce energy consumption to meet strategic goals. The use of proprietary communications, devices, and systems continues to limit competition, increase sustainment costs, and raise the complexity and risk of future projects requiring integration. Our open standards architecture, combined with our Energy Smart Grid Laboratory, allows secure integration with the internet and legacy smart grid infrastructure.

CALIBRE's sustainability experts and planning tools help facility managers prepare long-term management plans for energy, water, greenhouse gas and other resources. Our tools and experts assist facility managers with prioritizing energy alternatives; we perform site-specific weighting of factors to optimize the outputs for each facility. CALIBRE identifies energy alternatives with the highest potential for achieving independence while weighing quantitative and non-quantitative factors such as cost, impact, compatibility with mission, and social acceptance.

**Facility Capital Repair/Replacement Budget Justification & Allocation:** Whether in the public or private sector, the facility maintenance and repair requirement is harder to determine, less glamorous, and less immediate than many other uses of an organization's limited resources. CALIBRE offers services for several budget-level estimating methodologies:

- The physical plant's initial cost or replacement value
- Formulae grounded in other quantifiable attributes of the plant
- Life-cycle analysis of each facility's systems and components
- Assessment of the facility's current or projected physical condition
- Determination of the programming and budgeting requirement with processes that are repeatable and auditable

CALIBRE's professional staff has helped public agencies and institutions improve their facility management programs with our expert maintenance management services.

**Performance Management and Budget Integration:** CALIBRE offers clients performance management services that include performance measurement systems and the integration of performance information into budget reviews, actions and decisions. Seasoned CALIBRE professionals provide training and technical assistance in developing performance metrics that are aligned with organizational goals and objectives. We also assist in developing supporting systems that report, display and analyze performance information.

**LABOR CATEGORY RATES: SINS 811-006, 871-204, and 871-211**

<b>Service Proposed (Labor Category)</b>	<b>Unit of Issue</b>	<b>Year 1</b> 10/9/2017 - 10/8/2018	<b>Year 2</b> 10/9/2018 - 10/8/2019	<b>Year 3</b> 10/9/2019 - 10/8/2020	<b>Year 4</b> 10/9/2020 - 10/8/2021	<b>Year 5</b> 10/9/2021 - 10/8/2022
Executive Consultant	Hour	\$266.64	\$274.64	\$282.87	\$291.36	\$300.10
Subject Matter Expert	Hour	\$208.67	\$214.93	\$221.38	\$228.02	\$234.86
Principal Consultant	Hour	\$168.10	\$173.14	\$178.33	\$183.68	\$189.19
Senior Project Manager	Hour	\$156.50	\$161.19	\$166.03	\$171.01	\$176.14
Senior Energy Consultant	Hour	\$159.98	\$164.78	\$169.72	\$174.81	\$180.06
Senior Engineer	Hour	\$159.98	\$164.78	\$169.72	\$174.81	\$180.06
Energy Consultant	Hour	\$148.39	\$152.84	\$157.43	\$162.15	\$167.02
Principal Analyst	Hour	\$131.83	\$135.78	\$139.86	\$144.05	\$148.38
Senior Technical Analyst	Hour	\$114.77	\$118.22	\$121.76	\$125.42	\$129.18
Engineer	Hour	\$104.34	\$107.47	\$110.69	\$114.01	\$117.43
Junior Energy Consultant	Hour	\$104.34	\$107.47	\$110.69	\$114.01	\$117.43
Technician	Hour	\$92.74	\$95.52	\$98.39	\$101.34	\$104.38
Analyst	Hour	\$69.56	\$71.64	\$73.79	\$76.01	\$78.29
Administrative Assistant	Hour	\$57.97	\$59.71	\$61.50	\$63.34	\$65.24
Data Entry Clerk	Hour	\$52.17	\$53.73	\$55.35	\$57.01	\$58.72



## 1c. Description of Labor Categories

### 1. Executive Consultant

**Functional Responsibility:** Execute comprehensive contract management and, ultimately, deliver professional, high-quality products and services. Provide direction and executive consultation to support agency heads, directors, senior officers, and managers engaged in managerial, organizational, and business-improvement efforts. Provide technical expertise and managerial services that may include, but are not limited to: facilities operations and maintenance, energy management policy and operations, cost and economic analysis, strategic and organizational analysis, technical development, and systems improvement. Oversee team of consultants, engineers, and analysts. Ensure that products and deliverables meet client requirements and deadlines.

**Minimum Education/Experience:** Master's degree and 12 years of experience; specialized certification and training may substitute for 2 years of experience. Demonstrate highly developed leadership and managerial skills, which includes cross-functional areas and core competencies. Exercise communication skills that present and promote integrated solutions to clients.

### 2. Subject Matter Expert

**Functional Responsibility:** Provide subject matter expert technical advice and counsel in support of agency management, organizational, and business-improvement efforts. Areas of expertise may include, but are not limited to: facility operation and maintenance, energy management policy and operations, cost and economic analysis, strategic and organizational analysis, and systems improvement. Technically guide and review the work of consultants, engineers, and analysts to ensure that products and deliverables meet client requirements and deadlines. Facilitate process improvement efforts. Direct executive lectures, briefings, discussions, and speeches. Exercise communication skills that present and promote integrated solutions to clients.

**Minimum Education/Experience:** Master's degree and 12 years of experience; specialized certification and training may substitute for 2 years of experience. Demonstrate subject matter expertise and communications skills, which include cross-functional areas and technical core competencies.

### 3. Principal Consultant

**Functional Responsibility:** Provide executive consultation to support agency heads, directors, senior officers, and managers addressing facility management and energy-related organizational and business improvement efforts, including resolution of complex problems. Provide technical and managerial skills that may include, but are not limited to: facility operation and maintenance, energy management policy and operations, cost and economic analysis, strategic and organizational analysis, and systems improvement. Manage a team of consultants, engineers and analysts to ensure that products and deliverables meet client requirements and deadlines. Facilitate providing deliverables on schedule.

**Minimum Education/Experience:** Bachelor's degree and 10 years of relevant experience; specialized certification and training may substitute for 2 years of experience. Apply highly developed leadership and managerial skills, which includes cross-functional areas and core competencies. Exercise communication skills that present and promote integrated solutions to clients.

### 4. Senior Project Manager

**Functional Responsibility:** Provide comprehensive project or program management in accordance with client requirements and company guidelines. Direct, organize, and monitor work activity. Meet project cost, schedule, and performance objectives. Provide strategic planning for successful completion of the program. Adapt processes in response to program and project challenges. Interface with all levels of management. Confer regularly with Government management officials regarding contractor activities and performance. Enforce work standards. Supervise deliverable services and products. Coordinate contractor team schedules. Review work, communicate policies and procedures, and creatively resolve a

variety of facility management problems. Facilitate providing deliverables on schedule.

**Minimum Education/Experience:** Bachelor's degree and 8 years of management experience; specialized certification and training may substitute for 2 years of experience.

#### 5. Senior Energy Consultant

**Functional Responsibility:** Investigate, develop, and direct efficient technical and energy projects that comply with Government standards in response to client needs. Provide senior-level consulting to agency heads, directors, and senior managers on core competencies such as but not limited to: best energy management practices for facilities and utilities, energy management policy and operations, metering programs, cost and economic analysis, strategic and organizational analysis, and systems improvement. Identify complex problems and devise their solutions. Analyze and resolve issues to promote client needs. Facilitate deliverable schedule.

**Minimum Education/Experience:** Bachelor's degree and 6 years of relevant experience; specialized certification and training may substitute for 2 years of experience.

#### 6. Senior Engineer

**Functional Responsibility:** Manage a team of consultants and analysts. Provide consulting to directors and senior managers on core competencies such as: facilities operations and maintenance, operations and maintenance, facility-condition assessments, capital planning, utilities management, service contracting, process improvements, staffing and requirements studies, and commissioning. Define and resolve problems, recommending cost-effective strategies to meet client objectives. If needed, direct and guide a team of engineers and analysts. Generate reports and other documents. Analyze and resolve issues to promote the client's needs. Support timely delivery of deliverables.

**Minimum Education/Experience:** Bachelor's degree and 6 years of relevant experience. Specialized registration, certification and training may substitute for 2 years of experience.

#### 7. Energy Consultant

**Functional Responsibility:** Advise Government clients and team in areas such as but not limited to; energy management and utility consumption tracking. Identify problems, develop solutions, and define plans and requirements to implement those solutions. Assess current energy programs. Identify areas for improvement in conservation efforts and energy management.

**Minimum Education/Experience:** Bachelor's degree and 4 years of functional experience; specialized certification and training may substitute for 2 years of experience.

#### 8. Principal Analyst

**Functional Responsibility:** Provide leadership and coordinate the evaluation analyses of facilities management related processes to ensure effective and efficient use of best practices and problem-solving techniques. Develop and recommend cost-effective solutions to meet client objectives. Under the direction of a program or project manager, may manage a team of analysts and engineers. Review work, communicate policies and procedures, and creatively resolve a variety of facility management problems.

**Minimum Education/Experience:** Bachelor's degree and 4 years of management experience; specialized certification and training may substitute for 2 years of experience.

#### 9. Senior Technical Analyst

**Functional Responsibility:** Exercise functional and technical skills. Lead, support, and coordinate projects for facilities management, operations and maintenance, facility condition assessments, capital planning, utilities management, service contracting, process improvement, staffing and requirement

studies, technical development, and commissioning. Improve process performance. Identify, recommend, and design cost-effective strategies to meet client objectives.

**Minimum Education/Experience:** Certification and Bachelor's degree preferred with 3 years of relevant experience; specialized certification and training may substitute for bachelor's degree and 3 years of experience.

## 10. Engineer

**Functional Responsibility:** Consult with agency heads, directors, and senior managers on organization-wide improvements in areas such as: facilities management, operations and maintenance, facility condition assessments, capital planning, utilities management, service contracting, process improvements, staffing and requirements studies, technical development, and commissioning. Define and analyze problems concerning requirements development and implementation in order to provide technical direction to resolve complex issues and to propose system solutions in aid of functional processes, such as operations, procurement, or training.

**Minimum Education/Experience:** Bachelor's degree and 2 years of relevant functional experience. Specialized certification and training may substitute for 2 years of experience. Demonstrate extensive functional knowledge and experience as well as familiarity in one or more facility system disciplines, and operations.

## 11. Junior Energy Consultant

**Functional Responsibility:** Employ functional and technical skills in energy management and utility-consumption tracking to support senior management and clients. Assess current energy programs and identify areas for improvement in energy conservation efforts and energy management. Collect, model, analyze, and document data. Assist energy consultant on evaluation and redesign of energy programs to ensure effective and efficient use of business information, technology, and resources. Improve energy process performance.

**Minimum Education/Experience:** Bachelor's degree and 2 years of relevant experience; specialized certification and training may substitute for bachelor's degree or 2 years of experience.

## 12. Technician

**Functional Responsibility:** Collect, document, and organize information for preparation of client deliverables connected to facilities management and energy projects. Tasks may include data collection, research, surveys, technical process and document reviews.

**Minimum Education/Experience:** High school diploma or general education diploma, and 2 years of relevant experience. Technical training in equipment, systems, or processes related to project task.

## 13. Analyst

**Functional Responsibility:** Participate in data collection, analysis, documentation of facility management, and energy program projects. Organize and translate data into information for studies, reports, and documentation. Collects, compiles, analyzes and assembles data for reports. Support research and assist in preparation of reports, briefings, and documentation deliverables.

**Minimum Education/Experience:** Bachelor's degree and 2 years of experience.

## 14. Administrative Assistant

**Functional Responsibility:** Perform variety of administrative duties. Use word processing, spreadsheet, and briefing chart software along with other administrative software programs. Compile deliverables to produce report deliverables required by the team and client.

**Minimum Education/Experience:** High school diploma or general education diploma and 1 year of experience preferred.

#### **15. Data Entry Clerk**

**Functional Responsibility:** Provide data entry, filing, and document reproduction services. Collect and distribute mail. Perform other clerical functions in an entry-level position.

**Minimum Education/Experience:** High school diploma or general education diploma.