GENERAL SERVICES ADMINISTRATION

Federal Supply Service
Authorized Federal Supply Schedule Price List

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

Schedule Title: Multiple Award Schedule
Federal Supply Group: Professional Services

Contract Number: 47QRAA18D00D0
Contract Period: July 25, 2018 – July 24, 2023

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contractor: SYNAVOICE LLC, DBA SYNAVOICE
11327 Vale RD
Oakton, VA 22124-1302

Business Size: Small, Disadvantaged, Woman Owned Business

Telephone: 703-401-2340
FAX Number: 703-391-1222
Web Site: www.synavoice.com
E-mail: julie.rothhouse@synavoice.com
Contract Administration: Julie S Rothhouse

Pricelist current through Modification #PS-A821, effective June 27, 2020.
CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>541611RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMRC</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. See Page 4.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See Page 5

2. Maximum Order: For SIN 541611: $1,000,000.00  
For SIN OLM: $250,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic and Overseas

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

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

7. Quantity discounts: None

8. Prompt payment terms: Net 30 days  
Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Will accept over micro purchase threshold

10. Foreign items (list items by country of origin): None

11a. Time of Delivery (Contractor insert number of days): Specified on the Task Order
11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor

12. F.O.B Points(s): Destination

13a. Ordering Address(es): Same as Contractor

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address(es): Same as company address

15. Warranty provision: Contractor’s standard commercial warranty.

16. Export Packing Charges (if applicable): N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor

18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

19. Terms and conditions of installation (if applicable): N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

20a. Terms and conditions for any other services (if applicable): N/A

21. List of service and distribution points (if applicable): N/A

22. List of participating dealers (if applicable): N/A

23. Preventive maintenance (if applicable): N/A

24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/.
25. Data Universal Numbering System (DUNS) number: 079787666

26. Notification regarding registration in System for Award Management (SAM) database:
    Registered
Service Contract Labor Standards: The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Awards Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the contractor adds SCLS labor categories/employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

GSA Hourly Rates w/IFF

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<td>Business Analyst 1</td>
<td>Both</td>
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Labor Category Descriptions

Business Analyst 1

**Functional Responsibilities:** Under supervision, the Business Analyst 1 provides research and analysis support. Researches and analyzes data related to a project topic. Applies knowledge to determine the accuracy and reasonableness of the data. Documents and summarizes the results to be used in developing client recommendations. Assists in developing processes and implementing solutions to meet the client’s business needs. Translates Subject Matter Expert’s (SME) and Senior Business Analyst’s knowledge of client's business processes and industry to inform and support members of the project team.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 1 year

Business Analyst 2

**Functional Responsibilities:** Under supervision, the Business Analyst 2 provides research and analysis support. Researches and analyzes data related to a project topic. Applies knowledge to determine the accuracy and reasonableness of the data. Documents and summarizes the results to be used in developing client recommendations. Assists in developing business processes and implementing solutions to meet the client’s business needs. Translates SME’s and Senior Business Analyst’s knowledge of client's business processes and industry to inform and support members of the project team.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

Business Analyst 3

**Functional Responsibilities:** Under broad supervision, the Business Analyst 3 provides research and analysis support. Researches and analyzes data related to a project topic. Applies knowledge to determine the accuracy and reasonableness of the data. Documents and summarizes the results to be used in developing client recommendations. Assists in developing business processes and implementing solutions to meet the client’s business needs. Translates SME’s and Senior Business Analyst’s knowledge of client's business processes and industry to inform and support members of the project team.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

Business Analyst 4

**Functional Responsibilities:** Under broad supervision, the Business Analyst 4 provides research and analysis support. Researches and analyzes data related to a project topic. Applies knowledge to determine the accuracy and reasonableness of the data. Documents and summarizes the results to be used in developing client recommendations. Leads in developing business processes and implementing solutions to meet the client’s business needs. Leverages knowledge of client's business processes and industry to inform and support members of the project team.

**Minimum Education:** Master’s
Minimum Experience: 15 years

**Consultant**

**Functional Responsibilities:** The Consultant is a supervised team member contributing to client assignments within specified guidelines. Performs a variety of tasks that require both practical experience and theoretical, state-of-the-art, technical knowledge in a specialty area. Understands overall purpose of task assignment.

Minimum Education: Associate’s

Minimum Experience: 2 years

**Program Manager**

**Functional Responsibilities:** Under broad direction, the Program Manager leads client programs/projects and plays a major role in developing recommendations. Proficiently applies consulting methodologies to collect and analyze data. Leads the development of programs and the implementation of solutions to meet the client’s business needs. Applies knowledge of client’s industry to meet the objectives of the engagement. Coordinates planning the engagement; establishing the engagement requirements; managing the costs of the engagement; and delivering results that meet or exceed client expectations. Develops and assists in making client presentations. Responsible for the overall contract performance and operations. Maintains and manages relationships with senior-level management within the client organization and serves as the contractor’s authorized interface with the ordering agency’s Contracting Officer (CO) and Contracting Officer’s Representative(s) (CORs).

Minimum Education: Master’s

Minimum Experience: 10 years

**Project Manager 1**

**Functional Responsibilities:** The Project Manager (PM) 1 performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Demonstrates skills in the scope of work encompassed by the Task Order (TO); provides technical guidance to the project team in performance of the work; and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of all contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight. The PM maintains and manages the client interface at the Contracting Officer’s Technical Representative (COTR) levels of the client organization. Assists the Program Manager, as required, in managing contract performance.

Minimum Education: Bachelor’s

Minimum Experience: 3 years

**Project Manager 2**

**Functional Responsibilities:** The PM 2 performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single or multiple project(s). Demonstrates skills in the scope of work encompassed by the TO; provides technical guidance to the project team in performance of the work; and reviews the quality of all work products.
Organizes, directs, and coordinates the planning and production of all contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight. The PM maintains and manages the client interface at the COTR levels of the client organization. Assists the Program Manager, as required, in managing contract performance.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**Project Manager 3**

**Functional Responsibilities:** The PM 3 performs day-to-day management of contract support operations, involving multiple tasks and groups of personnel at multiple locations, on a single or multiple projects. Demonstrates skills in the scope of work encompassed by the TO; provides technical guidance to the project team in performance of the work; and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of all contract support activities. Responsible for staffing, project planning, project financials, and staff direction and oversight. The PM maintains and manages the client interface at the COTR levels of the client organization. Assists the Program Manager, as required, in managing contract performance.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

**SME 1**

**Functional Responsibilities:** The SME I develops solutions and delivers expert leadership and support to project teams by leveraging knowledge of theories, principles, or technology in the designated field (domain) or discipline (functional area). Contributes to the implementation of strategy and helps assess the impact of industry trends, policies, and/or standard methodologies. Understands, articulates, and implements best practices related to their area of expertise. Works directly in supervision of lower level team members to maintain quality across all project deliverables. Depending on the work environment, leads or is an active participant of a work-group with the need for specialized knowledge. Revises documents based on advice on how their area of capability can resolve an organizational or business need, and actively participates in all phases of the project solution development.

**Minimum Education:** Master’s

**Minimum Experience:** 15 years

**SME 2**

**Functional Responsibilities:** The SME 2 develops solutions and delivers expert leadership and support to project teams by leveraging knowledge of theories, principles, or technology in the designated field (domain) or discipline (functional area). Contributes to the implementation of strategy and helps assess the impact of industry trends, policies, and/or standard methodologies. Understands, articulates, and implements best practices related to their area of expertise. Works directly in supervision of lower level SMEs and team members to maintain quality across all project deliverables. Depending on the work environment, leads or is an active participant of a work-group with the need for specialized knowledge. Provides guidance on how their area of capability can resolve an organizational/business need, and actively participates in all phases of the development of the solution development.
Minimum Education: Ph.D.

Minimum Experience: 15 years

**Technical Editor/Writer 1**

**Functional Responsibilities:** Under direction, the Technical Editor/Writer 1 conceptualizes, formats, structures, writes, edits, and finalizes written materials that meet editorial and client specifications and adhere to standards for quality, graphics, coverage, format, and style. Formats and writes technical manuals and documents; procedures; strategic plans; communications plans; white papers; and content and narrative for training manuals and presentations. Writes for multiple distribution channels including but not limited to: newsletters, emails, social media, magazines, and trade journals. Proofreads and edits documents. Possesses familiarity with Government Publishing Office (GPO) Style Manual, Chicago Manual of Style, and Associated Press (AP) Style Manual. Maintains client-specific Style Guides. Proficient in Microsoft Word and PowerPoint. Possesses familiarity in 508 compliance and the Paper Work Reduction Act (PRA).

Minimum Education: Bachelor’s

Minimum Experience: 1 year

**Technical Editor/Writer 2**

**Functional Responsibilities:** Under direction, the Technical Editor/Writer 2 conceptualizes, formats, structures, writes, edits, and finalizes written materials that meet editorial and client specifications and adhere to standards for quality, graphics, coverage, format, and style. Ability to format and write technical manuals and documents; procedures; strategic plans; communications plans; white papers; and content and narrative for training manuals and presentations. Writes for multiple distribution channels including but not limited to: newsletters, emails, social media, magazines, and trade journals. Possesses an understanding of GPO Style Manual, Chicago Manual of Style, and AP Style Manual. Maintains client-specific Style Guides. Proficient in Microsoft Word and PowerPoint. Possesses familiarity in 508 compliance and the PRA.

Minimum Education: Bachelor’s

Minimum Experience: 5 years

**Technical Editor/Writer 3**

**Functional Responsibilities:** Under direction, the Technical Editor/Writer 3 conceptualizes, formats, structures, writes, edits, and finalizes written materials that meet editorial and client specifications and adhere to standards for quality, graphics, coverage, format, and style. Conceptualizes and creates technical manuals and documents; procedures; strategic plans; communications plans; white papers; and content and narrative for training manuals and presentations. Writes for multiple distribution channels including but not limited to: newsletters, emails, social media, magazines, and trade journals. Experienced editor of technical, government documents. Possess a thorough understanding of GPO Style Manual, Chicago Manual of Style, and AP Style Manual. Develops and maintains client-specific Style Guides. Proficient in Microsoft Word and PowerPoint. Possess familiarity in 508 compliance and the PRA.

Minimum Education: Bachelor’s
**Minimum Experience:** 10 years

**Technical Editor/Writer 4**

**Functional Responsibilities:** Under broad direction, the Technical Editor/Writer 4 conceptualizes, formats, structures, writes, edits, and finalizes written materials that meet editorial and client specifications and adhere to standards for quality, graphics, coverage, format, and style. Conceptualizes and creates technical manuals and documents; procedures; strategic plans; communications plans; white papers; and content and narrative for training manuals and presentations. Writes expertly for multiple distribution channels including but not limited to: newsletters, emails, social media, magazines, and trade journals. Experienced editor of technical, government documents. Possess a thorough understanding of GPO Style Manual, Chicago Manual of Style, and AP Style Manual. Able to develop and maintain client-specific Style Guides. Expert in Microsoft Word and PowerPoint. Proficient in 508 compliance and familiar with the PRA. Must be able to obtain a Government clearance.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 15 years

**Education/Experience Substitution Chart:**

**Experience & Degree Substitution Equivalencies**
Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s</td>
<td>High School and 10 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience or Associate’s + 6 years relevant experience or 8 years relevant experience</td>
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</tbody>
</table>