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 is available through GSA Advantage™, a menu-driven database system. The INTERNET address for GSA Advantage™ is: http://www.GSAAdvantage.gov.

Schedule for Multiple Award Schedule
Federal Supply Group: Professional Services
Contract Number: 47QRAA20D006F

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract Period: May 20, 2020, to May 19, 2025

Contractor: ECCO SELECT CORPORATION
1601 Iron St, STE 200
NORTH KANSAS CITY, MO 64116-3832

Business Size: Large Business

Telephone: (816) 960-3800
FAX Number: (816) 960-3804
Web Site: www.eccoselect.com
E-mail: contracts@eccoselect.com
Contract Administration: Kelly Pollard

Price list current as of Modification #PA-0006 effective May 25, 2021.
CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s):

<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 (OLMs)</td>
</tr>
<tr>
<td></td>
<td>OLMSTLOC</td>
<td></td>
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<tr>
<td>54151S</td>
<td>54151SSTLOC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td></td>
<td>54151SRC</td>
<td></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 rate table.

1c. A description of all hourly rates, corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services are provided on page 4.

2. Maximum Order: $1,000,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic Only

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. Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign items (list items by country of origin): None.
10a. **Time of Delivery**: Specified on the Task Order.

10b. **Expedited Delivery.** Items available for expedited delivery are noted in this price list.

10c. **Overnight and 2-day delivery.** Contact Contractor

10d. **Urgent Requirements.** Contact Contractor

11. **F.O.B Points(s):** Destination

12a. **Ordering Address(es):** Same as Contractor

12b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. **Payment address(es):** Same as company address

14. **Warranty provision.:** N/A

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

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

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

18a. **Terms and conditions of repair parts lists and any discounts from list prices (if applicable):** N/A

18b. **Terms and conditions for any other services (if applicable):** N/A

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

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

21. **Preventive maintenance (if applicable):** N/A

22a. **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A.

22b. **Section 508 compliance standards can be found at:** N/A.

23. **Unique Entity Identifier (UEI) Number:** 132749800

24. **Notification regarding registration in System for Award Management (SAM) database:** Registered
Schedule Labor Category Descriptions

Junior Analyst
Description: Formulates and defines scope and objectives through research and fact-finding to develop or modify moderately complex systems/projects. Prepares detailed specifications from which programs will be written. Designs, tests, debugs, documents, and maintains those programs.

Minimum Education: Associate degree.
Minimum Experience: 2 years.
License/Certification: None.

Analyst
Description: Formulates and defines scope and objectives. Devises or modifies procedures to solve complex problems considering capacity and limitations, operating time, and form of desired results. Prepares detailed specifications. Designs, tests, and documents those programs. Competent to work at the highest technical level. May be responsible for completion of a phase of a project. Regularly provides guidance and training to less-experienced analysts.

Minimum Education: Bachelor’s degree.
Minimum Experience: 4 years.
License/Certification: None.

Application Programmer I
Description: Under general supervision, understands requirements and how they translate in application features. Collaborate with a team of IT professionals to set specifications for new applications. Design creative prototypes according to specifications. Write high quality source code to program complete applications within deadlines. Perform unit and integration testing before launch. Conduct functional and non-functional testing. Troubleshoot and debug applications. Evaluate existing applications to reprogram, update and add new features. Develop technical documents and materials to accurately represent application design and code.

Minimum Education: Bachelor’s degree.
Minimum Experience: 2 years.
License/Certification: None.

Application Programmer II
Description: Under general supervision, understands requirements and how they translate in application features. Collaborate with a team of IT professionals to set specifications for new applications. Design creative prototypes according to specifications. Write high quality source code to program complete applications within deadlines. Perform unit and integration testing before launch. Conduct functional and non-functional testing. Troubleshoot and debug applications. Evaluate existing applications to reprogram, update and add new features. Develop technical documents and materials to accurately represent application design and code.

Minimum Education: Bachelor’s degree.
Minimum Experience: 4 years.
**License/Certification:** None.

**Application Programmer III**
**Description:** Understand requirements and how they translate in application features. Collaborate with a team of IT professionals to set specifications for new applications. Design creative prototypes according to specifications. Write high quality source code to program complete applications within deadlines. Perform unit and integration testing before launch. Conduct functional and non-functional testing. Troubleshoot and debug applications. Evaluate existing applications to reprogram, update and add new features. Develop technical documents and materials to accurately represent application design and code. May supervise others.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 6 years.

**License/Certification:** None.

**Application Programmer IV**
**Description:** Understand requirements and how they translate in application features. Collaborate with a team of IT professionals to set specifications for new applications. Design creative prototypes according to specifications. Write high quality source code to program complete applications within deadlines. Perform unit and integration testing before launch. Conduct functional and non-functional testing. Troubleshoot and debug applications. Evaluate existing applications to reprogram, update and add new features. Develop technical documents and materials to accurately represent application design and code. May supervise others.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 8 years.

**License/Certification:** None.

**Application Engineer I**
**Description:** Under general supervision, designs, develops and implements programs and applications. Performs customer analysis to create applications that resend to customer needs and provide innovative solutions to common problems. Performs prototyping, application tests and code reviews to ensure product is satisfactory.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 2 years.

**License/Certification:** None.

**Application Engineer II**
**Description:** Under general supervision, designs, develops and implements programs and applications. Performs customer analysis to create applications that resend to customer needs and provide innovative solutions to common problems. Performs prototyping, application tests and code reviews to ensure product is satisfactory.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 4 years.
License/Certification: None.

Business Analyst I
Description: Under general supervision, collaborate with team members to plan, develop and implement project activities to achieve project and client goals. Support compliance efforts, analyzing requirements and assessing deliverables for compliance with project methodologies and requirements. Develop test and use cases, including executing test cases, reviewing results, and reporting on testing activities. Assist with defect identification, tracking, and resolution. Identify potential risks and issues to project success.

Minimum Education: Bachelor’s degree.

Minimum Experience: 2 years.

License/Certification: None.

Business Analyst II
Description: Under general supervision, collaborate with team members to plan, develop and implement project activities to achieve project and client goals. Support compliance efforts, analyzing requirements and assessing deliverables for compliance with project methodologies and requirements. Develop test and use cases, including executing test cases, reviewing results, and reporting on testing activities. Assist with defect identification, tracking, and resolution. Identify potential risks and issues to project success.

Minimum Education: Bachelor’s degree.

Minimum Experience: 4 years.

License/Certification: None.

Business Subject Matter Expert I
Description: Under general supervision, applies subject expertise in evaluating business operations and processes. Identifying areas where technical solutions would improve business performance. Consulting across business operations, providing mentorship, and contributing specialized knowledge. Recommending technical solutions and determining software development requirements. Providing subject expertise and guidance to IT developers during the software development life cycle. Overseeing the development, testing, and implementation of technical solutions. Determining whether technical solutions meet defined requirements. Verifying technical reference information, including user guides, training manuals, and system requirements. Ensuring accurate representation of expertise prior to the distribution of technical solutions to end-users. Documenting processes and disseminating information to all relevant stakeholders.

Minimum Education: Bachelor’s degree.

Minimum Experience: 10 years.

License/Certification: None.

Business Subject Matter Expert II
Description: Under general supervision, applies subject expertise in evaluating business operations and processes. Identifying areas where technical solutions would improve business performance. Consulting across business operations, providing mentorship, and contributing specialized knowledge. Recommending technical solutions and determining software development requirements. Providing subject expertise and guidance to IT developers during the software development life cycle. Overseeing the development, testing, and implementation of technical solutions. Determining whether technical
solutions meet defined requirements. Verifying technical reference information, including user guides, training manuals, and system requirements. Ensuring accurate representation of expertise prior to the distribution of technical solutions to end-users. Documenting processes and disseminating information to all relevant stakeholders.

Minimum Education: Bachelor’s degree.

Minimum Experience: 12 years.

License/Certification: None.

Data Analyst I
Description: Under general supervision, assists in the development, maintenance, and delivery of business intelligence reporting. Leads analysis and generates reports that track the performance of campaigns and product launches, as well as conducting competitive analysis and research on best practices and market trends within digital analytics. Creates strategic analytics deliverables/components as part of a contribution to a holistic strategy and contributes to client presentations. Defines, builds, and delivers standard and ad hoc ecommerce reports. Works with Strategists to cull out insights from data and research to create integrated strategy deliverables. Harmonizes disparate data sources and resolve data issues. Uncovers digital insights and provide thought leadership in a collaborative, cross-functional environment. Has the ability to synthesize insights and provide recommendations for clients based on their business objectives. Attends and participates in client presentations. Leads measurement strategy while working directly with internal and external teams. Practices real time performance management.

Minimum Education: Bachelor’s degree.

Minimum Experience: 2 years.

License/Certification: None.

Data Analyst III
Description: Owns development, maintenance, and delivery of business intelligence reporting. Leads analysis and generates reports that track the performance of campaigns and product launches, as well as conducting competitive analysis and research on best practices and market trends within digital analytics. Creates strategic analytics deliverables/components as part of a contribution to a holistic strategy and contributes to client presentations. Defines, builds, and delivers standard and ad hoc ecommerce reports. Works with Strategists to cull out insights from data and research to create integrated strategy deliverables. Harmonizes disparate data sources and resolve data issues. Uncovers digital insights and provide thought leadership in a collaborative, cross-functional environment. Has the ability to synthesize insights and provide recommendations for clients based on their business objectives. Attends and participates in client presentations. Leads measurement strategy while working directly with internal and external teams. Practices real time performance management. Act as day-to-day analytics lead on assigned projects.

Minimum Education: Bachelor’s degree.

Minimum Experience: 6 years.

License/Certification: None.

Data Analyst IV
Description: Owns development, maintenance, and delivery of business intelligence reporting. Leads analysis and generates reports that track the performance of campaigns and product launches, as well as
Conducting competitive analysis and research on best practices and market trends within digital analytics. Creates strategic analytics deliverables/components as part of a contribution to a holistic strategy and contributes to client presentations. Defines, builds, and delivers standard and ad hoc ecommerce reports. Works with Strategists to cull out insights from data and research to create integrated strategy deliverables. Harmonizes disparate data sources and resolve data issues. Uncover digital insights and provide thought leadership in a collaborative, cross-functional environment. Has the ability to synthesize insights and provide recommendations for clients based on their business objectives. Attends and participates in client presentations. Leads measurement strategy while working directly with internal and external teams. Practices real time performance management. Act as day-to-day analytics lead on assigned projects.

**Minimum Education:** Bachelor's degree.

**Minimum Experience:** 8 years.

**License/Certification:** None.

**Data Architect I**

**Description:** Design and implement effective database solutions and models to store and retrieve data. Examine and identify database structural necessities by evaluating client operations, applications, and programming. Assess database implementation procedures to ensure they comply with internal and external regulations. Prepare accurate database design and architecture reports for management and executive teams. Oversee the migration of data from legacy systems to new solutions. Monitor the system performance by performing regular tests, troubleshooting and integrating new features. Actively seeks to remain technically current and increase expertise and abilities. Recommend solutions to improve new and existing database systems. Educate staff members through training and individual support. Offer support by responding to system problems in a timely manner.

**Minimum Education:** Bachelor's degree.

**Minimum Experience:** 2 years.

**License/Certification:** None.

**Database Administrator I**

**Description:** Under general supervision, participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary.

**Minimum Education:** Bachelor's degree.

**Minimum Experience:** 2 years.

**License/Certification:** None.

**Database Administrator II**

**Description:** Under general supervision, participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to
resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 4 years.

**License/Certification:** None.

**Help Desk I**

**Description:** Under general supervision, provide Tier 2 / Tier 3 level support to handle escalation issues, troubleshooting, and break fixes. Work closely with all levels to protect investment in technology through skillful life-cycle management, next-generation computing, and security practices by designing the processes and technologies required to implement, support, organize, modify, and otherwise maintain computer systems as they relate to end user devices (workstations and other endpoints): Evaluate tickets for ongoing performance and architecture improvement opportunities for reduction of endpoint incidents. Manage endpoints in a hybrid environment consisting of thin clients with virtualized desktops, physical PC workstations. Responsible for the platform and methodologies of PC Desktop Support including some hands-on problem solving but will also have mid-level Microsoft Server, virtualization and network support responsibilities. Adhere to organizational change management processes. Provide mentoring, education, guidance, assistance and training for other team members regarding technical support processes and technologies.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 2 years.

**License/Certification:** None.

**Help Desk II**

**Description:** Under general supervision, provide Tier 2/Tier 3 level support to handle escalation issues, troubleshooting, and break fixes. Work closely with all levels to protect investment in technology through skillful life-cycle management, next-generation computing, and security practices by designing the processes and technologies required to implement, support, organize, modify, and otherwise maintain computer systems as they relate to end user devices (workstations and other endpoints): Evaluate tickets for ongoing performance and architecture improvement opportunities for reduction of endpoint incidents. Manage endpoints in a hybrid environment consisting of thin clients with virtualized desktops, physical PC workstations. Responsible for the platform and methodologies of PC Desktop Support including some hands-on problem solving but will also have mid-level Microsoft Server, virtualization and network support responsibilities. Adhere to organizational change management processes. Provide mentoring, education, guidance, assistance and training for other team members regarding technical support processes and technologies.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 4 years.

**License/Certification:** None.

**Information Technology Subject Matter Expert I**

**Description:** Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and
implementation advice on complex problems that require a high-level knowledge of the subject matter for effective implementation.

Minimum Education: Bachelor’s degree.

Minimum Experience: 10 years.

License/Certification: None.

Information Technology Subject Matter Expert II
Description: Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require a high-level knowledge of the subject matter for effective implementation.

Minimum Education: Bachelor’s degree.

Minimum Experience: 12 years.

License/Certification: None.

Information Technology Subject Matter Expert III
Description: Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require a high-level knowledge of the subject matter for effective implementation.

Minimum Education: Bachelor’s degree.

Minimum Experience: 14 years.

License/Certification: None.

Information Technology Subject Matter Expert IV
Description: Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require a high level knowledge of the subject matter for effective implementation.

Minimum Education: Bachelor’s degree.

Minimum Experience: 16 years.

License/Certification: None.

Network Engineer I
Description: Under general supervision, analyze, design, install, configure, stabilize, optimize, and maintain network infrastructure and related technologies and equipment. Monitor network status, network connectivity, switch operation, firewalls, load balancing technology, and router configuration using various
utilities and commands. Network Provide direction and recommendations regarding network
configurations and installations.

Minimum Education: Bachelor’s degree.

Minimum Experience: 2 years.

License/Certification: None.

Network Engineer II

Description: Under general supervision, analyze, design, install, configure, stabilize, optimize, and
maintain network infrastructure and related technologies and equipment. Monitor network status, network
connectivity, switch operation, firewalls, load balancing technology, and router configuration using various
utilities and commands. Network Provide direction and recommendations regarding network
configurations and installations.

Minimum Education: Bachelor’s degree.

Minimum Experience: 4 years.

License/Certification: None.

Network Engineer III

Description: Supervises teams that analyze, design, install, configure, stabilize, optimize, and maintain
network infrastructure and related technologies and equipment. Monitor network status, network
connectivity, switch operation, firewalls, load balancing technology, and router configuration using various
utilities and commands. Network Provide direction and recommendations regarding network
configurations and installations.

Minimum Education: Bachelor’s degree.

Minimum Experience: 6 years.

License/Certification: None.

Project and Delivery Manager I

Description: Focuses on process improvement and management. Analyze business
processes/workflows to identify business objectives and requirements Identify, analyze, and document
business, product, and process requirements, including but not limited to: business requirement
documentation (functional, non-functional, user), use case scenarios, process flows, and test script
development Communicate requirements to various stakeholders, including but not limited to, business
unit members, development team members, quality assurance team members and other stakeholders as
needed. Develop and deliver training materials and user guides to in person and virtual audiences as
needed. Prepare estimates, to establish project timelines and milestones. Communicate project
task/activity milestones to Project Managers and project teams. Collaborate with Project Managers,
business units and vendors to complete project deliverables and milestones in applicable phases of the
Project Management Lifecycle. Facilitate knowledge transfer. Works through processes to understand
where efficiencies or improvements need to occur and is able to document these. Attends and leads
project meetings to drive for understanding of deliverables and meeting of timelines. Additionally, is able
to drive to important details to ensure proper decisions are made. Conduct assessment of proposed
solutions to identify risks and related business impacts as well as some financial and technical impacts.
Communicate project task/activity milestones to Project Managers and project teams. Develop,
communicate, and act as a catalyst for change for enterprise level technology projects.
Minimum Education: Bachelor's degree.

Minimum Experience: 2 years.

License/Certification: None.

Project Manager
Description: Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Minimum Education: Bachelor's degree.

Minimum Experience: 6 years.

License/Certification: PMP.

Program Manager
Description: Develops programs to support the organization's strategic direction, as well as creating and managing long term goals. Develops budgets and operating plans for programs.

Minimum Education: Master’s degree

Minimum Experience: 12 years.

License/Certification: PMP.

Quality Assurance Analyst I
Description: Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs complex workflow analysis and recommends quality improvements.

Minimum Education: Bachelor's degree.

Minimum Experience: 2 years.

License/Certification: PMP.

Senior Consultant I
Description: Works with end user groups to evaluate and solve problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement changes.

Minimum Education: Bachelor’s degree.
Minimum Experience: 6 years.

License/Certification: None.

Senior Consultant II
Description: Works with end user groups to evaluate and solve problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement changes.

Minimum Education: Master’s degree.

Minimum Experience: 10 years.

License/Certification: None.

Senior Consultant III
Description: Works with end user groups to evaluate and solve problems. Evaluates existing systems and/or user needs to analyze, design, recommend, and implement changes.

Minimum Education: Bachelor’s degree

Minimum Experience: 6 years.

License/Certification: None.

Senior Project Manager
Description: Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Minimum Education: Master’s degree

Minimum Experience: 10 years.

License/Certification: PMP.

Senior Subject Matter Expert
Description: Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation.

Minimum Education: Master’s degree

Minimum Experience: 12 years.

License/Certification: None.
Senior Writer/Editor  
**Description:** Writes a variety of articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document. Responsible for content of technical documentation.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 8 years.

**License/Certification:** None.

Software Architect II  
**Description:** Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of highly complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 4 years.

**License/Certification:** None.

Software Developer/Programmer II  
**Description:** Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 4 years.

**License/Certification:** None.

Software Developer/Programmer III  
**Description:** Leads and participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. Assists in training less experienced software development staff.

**Minimum Education:** Bachelor’s degree

**Minimum Experience:** 6 years.

**License/Certification:** None.
Software Developer/Programmer IV

**Description:** Leads and participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. Assists in training less experienced software development staff.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 8 years.

**License/Certification:** None.

Software Engineer I

**Description:** Assists in providing technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that necessitate high-level knowledge of the subject matter for effective implementation. Assists in all phases of software development with emphasis on the planning, analysis, modeling, simulation, testing, integration, documentation and presentation phases.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 2 years.

**License/Certification:** None.

Software Engineer II

**Description:** Assists in providing technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that necessitate high-level knowledge of the subject matter for effective implementation. Assists in all phases of software development with emphasis on the planning, analysis, modeling, simulation, testing, integration, documentation and presentation phases.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 4 years.

**License/Certification:** None.

Subject Matter Expert

**Description:** Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 10 years.
License/Certification: None.

System Administrator I
Description: Under general supervision, monitor and react to custom alarms, customer tickets and inbound calls. Facilitate timely resolution of alarms and incident ticket through advanced troubleshooting, operating procedures and tools. Respond to customer inquiries, alarms and bring systems into full operation, as well as provide value-add support by reviewing and monitoring alarms and tickets for change and problem management activities. Works closely with infrastructure, development, and engineering teams. May supervise others.

Minimum Education: Bachelor’s degree.

Minimum Experience: 2 years.

License/Certification: None.

Technical Writer
Description: Writes a variety of articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document.

Minimum Education: Bachelor’s degree

Minimum Experience: 4 years.

License/Certification: None.

Test Engineer I
Description: Under general supervision, supplies testing programs to new software. Identifies bugs in new systems and understanding how to resolve them. Generates reports describing defects and resolutions. Ensures that new software products are ready for consumer use. Works with development teams to prevent issues with new products.

Minimum Education: Bachelor’s degree.

Minimum Experience: 2 years.

License/Certification: None.

Test Engineer II
Description: Under general supervision, supplies testing programs to new software. Identifies bugs in new systems and understanding how to resolve them. Generates reports describing defects and resolutions. Ensures that new software products are ready for consumer use. Works with development teams to prevent issues with new products.

Minimum Education: Bachelor’s degree.

Minimum Experience: 4 years.

License/Certification: None.

Test Engineer IV
Description: Supplies testing programs to new software. Identifies bugs in new systems and understanding how to resolve them. Generates reports describing defects and resolutions. Ensures that
new software products are ready for consumer use. Works with development teams to prevent issues with new products. May supervise others.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 8 years.

**License/Certification:** None.

**User Experience Designer I**

**Description:** Under general supervision, manage the User Experience from strategy to wireframe. Communicate clearly about design, from delivering persuasive presentations to writing detailed annotation. Working with others to leverage primary research, personas, task analysis, heuristic and competitive reviews to craft industry-leading user experiences. Crafting and conducting stakeholder interviews with everyone from subject matter experts to C-level executives to determine business/site objectives. Creating information design and navigation systems for internet, intranet and extranet sites, as well as online and mobile applications. Creating and refining user-experience thought expressed as deliverables, including task and gap analyses, content analysis and strategy and feature/functionality matrices, usage scenarios, site maps, wireframes, flow diagrams and user-requirements documents. Preparing and presenting design recommendations based on business goals, user research, UCD and IA principles. Consistently deliver design on a deadline.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 2 years.

**License/Certification:** None.

**User Experience Designer II**

**Description:** Under general supervision, manage the User Experience from strategy to wireframe. Communicate clearly about design, from delivering persuasive presentations to writing detailed annotations. Working with others to leverage primary research, personas, task analysis, heuristic and competitive reviews to craft industry-leading user experiences. Crafting and conducting stakeholder interviews with everyone from subject matter experts to C-level executives to determine business/site objectives. Creating information design and navigation systems for internet, intranet and extranet sites, as well as online and mobile applications. Creating and refining user-experience thought expressed as deliverables, including task and gap analyses, content analysis and strategy and feature/functionality matrices, usage scenarios, site maps, wireframes, flow diagrams and user-requirements documents. Preparing and presenting design recommendations based on business goals, user research, UCD and IA principles. Consistently deliver design on a deadline.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 4 years.

**License/Certification:** None.

**User Experience Designer IV**

**Description:** Manage the User Experience from strategy to wireframe. Supervise and lead teams of Experience Architects and Senior Experience Architects. Mentoring and monitoring the UX team to grow them as professionals. Communicate clearly about design, from delivering persuasive presentations to writing detailed annotations. Working with others to leverage primary research, personas, task analysis, heuristic and competitive reviews to craft industry-leading user experiences. Crafting and conducting
stakeholder interviews with everyone from subject matter experts to C-level executives to determine business/site objectives. Creating information design and navigation systems for internet, intranet and extranet sites, as well as online and mobile applications. Creating and refining user-experience thought expressed as deliverables, including task and gap analyses, content analysis and strategy and feature/functionality matrices, usage scenarios, site maps, wireframes, flow diagrams and user-requirements documents. Preparing and presenting design recommendations based on business goals, user research, UCD and IA principles. Consistently deliver design on a deadline.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 8 years.

**License/Certification:** None.

**Web Developer I**

**Description:** Under general supervision, creates best-in-class websites and applications, completing all requirements and meeting usability expectations. Writes programming code that adheres to established development protocols and best practices. Determine scope, possibilities, and creative applications. Evaluates emerging technologies, performing proof of concepts, as well as documenting recommendations, strategies and best practices. Supports existing and new product development through each phase of the life cycle, including requirements, development, quality assurance, and implementation. Completes work within the established timeline and budget. Keeps abreast of the latest development techniques and languages. Shares knowledge with co-workers.

**Minimum Education:** Bachelor’s degree.

**Minimum Experience:** 2 years.

**License/Certification:** None.
## Schedule Labor Categories and Hourly Rates

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**Service Contract Labor Standards:** The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA 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/SCA eligible labor categories. If and/or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.