CONTRACTOR:
Crossroads Talent Solutions, LLC
17232 General Custer Way
Poolesville, MD 20837

Contract Number: 47QRAA22D007Q
Federal Supply Code / Product Service Codes: R408, R431, R699, R799

Schedule Title: Multiple Award Schedule
Federal Supply Group: Professional Services
Contract Period: March 30, 2022 through March 29, 2027
Business Size: 8(a) Program Participant and Veteran Owned Small Business

Contract Administrator: Mr. Julien Singh
Phone Number: 202-893-1741
Fax Number: 301-966-3013
Website: www.crossroadstalent.net

Online 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. http://www.gsaadvantage.gov

For more information on ordering from Federal Supply Schedules, visit http://www.gsa.gov
# Table of Contents

Customer Information ..................................................................................................................... 3
Service Description / GSA Labor Category Descriptions .............................................................. 5
  SIN 561110 ................................................................................................................................. 5
  SIN 541611 ................................................................................................................................. 7
GSA Labor Rates for Services: Domestic Hourly Rates ................................................................. 10
Customer Information

1a. Table of Awarded Special Item Numbers (SINs):

<table>
<thead>
<tr>
<th>SIN</th>
<th>SIN Name and Description</th>
<th>Service Description Page</th>
<th>Awarded Price Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>561110</td>
<td>Office Administration Services, includes a range of turnkey day-to-day office administrative support services, such as clerical/secretarial functions, data entry, payroll administration, recordkeeping, travel preparation, scheduling, notetaking, meeting management, drafting memos/notes/letters, purchasing/requisitioning supplies, and logistics.</td>
<td>6</td>
<td>10</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials</td>
<td>Defined at Task Order Level</td>
<td>Defined at Task Order Level</td>
</tr>
</tbody>
</table>

1b. Lowest Unit Price for each SIN

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>561110</td>
<td>Administrative Assistant I*</td>
<td>$29.95</td>
</tr>
<tr>
<td>541611</td>
<td>Program Support I</td>
<td>$64.31</td>
</tr>
</tbody>
</table>

1c. Hourly Rates, see page 10.

2. Maximum Order Threshold per SIN:
   SIN 541611: $1,000,000.00
   SIN 561110: $1,000,000.00
   OLM: $250,000.00

3. Minimum Order Threshold per SIN:
   $100.00

4. Geographic Coverage
   Delivery Area: 50 States, District of Columbia, and Puerto Rico

5. Point(s) of production: Poolesville, MD

6. Discount from list prices or statement of net price. Government Net Prices (discounts already deducted.)
7. **Quantity discounts:**
1% for each task order valued at $50,000.00 – $100,000.00
2% for each task order valued at $100,001.00 – $200,000.00
3% for each task order exceeding a valued of $200,000.00

8. **Prompt Payment Terms:**
Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
Discount 1: 1.00 % if Payment is made within 10 days
Discount 2: 00.00 % if Payment is made within 00 days
Net 30 days

9. **Foreign items (list items by country of origin).** Not Applicable

10a. **Time of delivery.** (Contractor insert number of days.) Contact Contractor or To Be Determined at the Task Order level

10b. **Expedited Delivery.** Items available for expedited delivery are noted in this price list. Contact Contractor or To Be Determined at the Task Order level

10c. **Overnight and 2-day delivery.** Contact Contractor or To Be Determined at the Task Order level

10d. **Urgent Requirements.** Contact Contractor or To Be Determined at the Task Order level

11. **F.O.B. point(s).** Destination

12a. **Ordering address(es).** 17232 General Custer Way, Poolesville, MD 20837

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).** 17232 General Custer Way, Poolesville, MD 20837

14. **Warranty provision.** Standard Commercial Warranty Terms & Conditions

15. **Export packing charges, if applicable.** Not Applicable

16. **Terms and conditions of rental, maintenance, and repair (if applicable).** Not Applicable

17. **Terms and conditions of installation (if applicable).** Not Applicable
18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable

18b. Terms and conditions for any other services (if applicable). Not Applicable

19. List of service and distribution points (if applicable). Not Applicable

20. List of participating dealers (if applicable). Not Applicable

21. Preventive maintenance (if applicable). Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable

22b. 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/. Not Applicable

23. Unique Entity Identifier (UEI) number. SGNKEAEJ6C7

24. Notification regarding registration in System for Award Management (SAM) database. Crossroads registered and active in SAM

Service Description / GSA Labor Category Descriptions

Substitutions Methodology:
Due to the availability or limitation of education, a substitution as referenced below may be applied.

<table>
<thead>
<tr>
<th>Education Requirement</th>
<th>Allowed Substitution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate's Degree</td>
<td>Two years relevant experience is equal to an Associate's Degree</td>
</tr>
<tr>
<td>Bachelor's Degree</td>
<td>Associate's Degree plus two years relevant experience, or four years relevant experience.</td>
</tr>
<tr>
<td>Master's Degree</td>
<td>Bachelor's Degree plus 4 years relevant experience, or eight years relevant experience</td>
</tr>
</tbody>
</table>

SIN 561110

Administrative Assistant I

Functional Responsibilities – Administrative Assistant will have the skills requisite to perform the functions described in the client’s statement of work. Demonstrated proficiency in administrative
support. Knowledge of general office software. Ability to type at a minimum of 40 words per minute. Ability to plan, organize, and prioritize work assignments. Ability to deal successfully with wide range of personnel on all levels. Excellent oral/written communications skills. Demonstrated ability to perform word processing and data entry of appropriate software [normally MS Office suite]. Excellent oral and written communication skills and the ability to interact successfully with a multitude of personnel. Ability to set priorities and work under tight deadlines. Familiarity with and possessing an understanding of arithmetic and/or accounting.

**Minimum Education** – High School Diploma or equivalent

**Minimum/General Experience** – 4 years general office experience handling both administrative and clerical tasks for multiple departmental users

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**Administrative Assistant II**

**Functional Responsibilities** – Administrative Assistant will have the skills requisite to perform the functions described in the client’s statement of work. Demonstrated proficiency in administrative support. Knowledge of general office software. Ability to type at a minimum of 40 words per minute. Ability to plan, organize, and prioritize work assignments. Ability to deal successfully with wide range of personnel on all levels. Excellent oral/written communications skills. Demonstrated ability to perform word processing and data entry of appropriate software [normally MS Office suite]. Excellent oral and written communication skills and the ability to interact successfully with a multitude of personnel. Ability to set priorities and work under tight deadlines. Familiarity with and possessing an understanding of arithmetic and/or accounting.

**Minimum Education** – High School Diploma or equivalent

**Minimum/General Experience** – 6 years general office experience handling both administrative and clerical tasks for multiple departmental users

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**Administrative Assistant III**

**Functional Responsibilities** – Administrative Assistant will have the skills requisite to perform the functions described in the client’s statement of work. Demonstrated proficiency in administrative support. Knowledge of general office software. Ability to type at a minimum of 40 words per minute. Ability to plan, organize, and prioritize work assignments. Ability to deal successfully with wide range of personnel on all levels. Excellent oral/written communications skills. Demonstrated ability to perform word processing and data entry of appropriate software [normally MS Office suite]. Excellent oral and written communication skills and the ability to interact successfully with a multitude of personnel. Ability to set priorities and work under tight deadlines. Familiarity with and possessing an understanding of arithmetic and/or accounting.

**Minimum Education** – Associate Degree or higher

**Minimum/General Experience** – 8 years general office experience handling both administrative and clerical tasks for multiple departmental users
SIN 541611

Program Support I

Functional Responsibilities – Provides any needed general administrative support to a project team including, but not limited to, team and project scheduling, document development and management, document librarian functions, desktop publishing, and visitor control. Knowledge of word processing, spreadsheet, presentation, and some database programs (such as Microsoft Office).

Minimum Education – High School Diploma or equivalent

Minimum/General Experience – Minimum of 2 years applied experience

Program Support II

Functional Responsibilities – Provides any needed general administrative support to a project team including, but not limited to, team and project scheduling, document development and management, document librarian functions, desktop publishing, and visitor control. Adapts procedures, techniques, tools, materials, and/or equipment to meet special needs and complete a variety of tasks with increasing complexity and reflecting a high degree of variety. Knowledge of word processing, spreadsheet, presentation, and some database programs (such as Microsoft Office).

Minimum Education – Bachelor’s Degree

Minimum/General Experience – Minimum of 4 years applied experience

Program Support III

Functional Responsibilities – Provides any needed general administrative support to a project team including, but not limited to, team and project scheduling, document development and management, document librarian functions, desktop publishing, and visitor control. May act as a resource to less experienced employees. Judgment and initiative may be required in resolving routine problems and making routine recommendations. May be responsible for portions of a larger project. May request information and guide work from lower-level staff. Works under general or minimal supervision. May act independently to plan and accomplish routine assignments. Typically receives general instructions on new assignments. Knowledge of word processing, spreadsheet, presentation, and some database programs (such as Microsoft Office). Additional working knowledge of desktop publishing programs.

Minimum Education – Bachelor’s Degree

Minimum/General Experience – Minimum of 6 years applied experience

Subject Matter Expert I

Functional Responsibilities – Authoritative or respected position in a client’s enterprise environment, management systems and practices, or a specific technology area such as complex enterprise networks, information exchange architectures, information assurance, directory services, or network performance engineering. Performs research and functional and empirical analyses and recommends solutions related to the design, development, deployment and integration of complex enterprise or management systems. Offers uncommon subject matter expertise for client specified issues. Experienced in major enterprise development and operating environments with a broad knowledge of information
architecture and operating systems AND/OR experienced in large-scale integrated organizational management systems and approaches with a broad knowledge of the interdependent dynamics of various functional operating areas on organizational performance. Covers a broad range specific careers where a level of specialized expertise is required.

**Minimum Education** – Bachelor’s Degree

**Minimum/General Experience** – 5 years specialized experience in a technical area, management practice, or operating environment specifically of interest to a specified client.

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**Subject Matter Expert II**

**Functional Responsibilities** – Authoritative or respected position in a client’s enterprise environment, management systems and practices, or a specific technology area such as complex enterprise networks, information exchange architectures, information assurance, directory services, or network performance engineering. Performs research and functional and empirical analyses and recommends solutions related to the design, development, deployment and integration of complex enterprise or management systems. Offers uncommon subject matter expertise for client specified issues. Experienced in major enterprise development and operating environments with a broad knowledge of information architecture and operating systems AND/OR experienced in large-scale integrated organizational management systems and approaches with a broad knowledge of the interdependent dynamics of various functional operating areas on organizational performance. Covers a broad range specific careers where a level of specialized expertise is required.

**Minimum Education** – Bachelor’s Degree

**Minimum/General Experience** – 8 years specialized experience in a technical area, management practice, or operating environment specifically of interest to a specified client. Demonstrated ability to apply leading-edge principles and methods of problem solving to complex network enterprise systems or organizational environments.

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**Subject Matter Expert III**

**Functional Responsibilities** – Authoritative or respected position in a client’s enterprise environment, management systems and practices, or a specific technology area such as complex enterprise networks, information exchange architectures, information assurance, directory services, or network performance engineering. Performs research and functional and empirical analyses and recommends solutions related to the design, development, deployment and integration of complex enterprise or management systems. Offers uncommon subject matter expertise for client specified issues. Experienced in major enterprise development and operating environments with a broad knowledge of information architecture and operating systems AND/OR experienced in large-scale integrated organizational management systems and approaches with a broad knowledge of the interdependent dynamics of various functional operating areas on organizational performance. Covers a broad range specific careers where a level of specialized expertise is required.

**Minimum Education** – Master’s Degree
**Minimum/General Experience** – 10 years specialized experience in a technical area, management practice, or operating environment specifically of interest to a specified client. Demonstrated ability to apply leading-edge principles and methods of problem solving to complex network enterprise systems or organizational environments.

**Technical Specialist I**

**Functional Responsibilities** – This individual should have extensive experience in such activities such as financial monitoring, contract budgeting, foreign assistance strategies, recruiting and staffing key contract positions, and client relationship development and management. This labor category includes professionals with extensive subject matter knowledge and expertise, program management credentials, international and domestic work experience, and experience in managing and/or providing technical assistance in an environment of complex multiyear and multi-objective programs. The individual may act as a Program Director, Principal, Technical Advisor, or related position. Understands business practices, market position and deployment of technology into mission environments. Provides group facilitation, interviewing, training, and provides additional forms knowledge transfer. Specialized experience may include facilitation, training, methodology and evaluation, process reengineering across all phases, identifying best practices, organizational development, activity. Must have experience in execution of key project areas.

**Minimum Education** – Bachelor’s degree

**Minimum/General Experience** – 6 years’ related experience demonstrated ability to work independently with only general direction.

**Technical Specialist II**

**Functional Responsibilities** – This individual should have extensive experience in such activities such as financial monitoring, contract budgeting, foreign assistance strategies, recruiting and staffing key contract positions, and client relationship development and management. This labor category includes professionals with extensive subject matter knowledge and expertise, program management credentials, international and domestic work experience, and experience in supporting and/or providing technical assistance in an environment of complex multiyear and multi-objective programs. The individual may act as a Program Director, Principal, Key Technical Advisor, or related position. Understands business practices, market position and deployment of technology into mission environments. Demonstrated exceptional written and oral communications skills. Specialized experience may include facilitation, training, methodology and evaluation, process reengineering across all phases, identifying best practices, organizational development, activity. Must have experience in execution of key project areas.

**Minimum Education** – Bachelor’s degree

**Minimum/General Experience** – 8 years’ related experience demonstrated ability to work independently and manage large scale projects.
Technical Specialist III

Functional Responsibilities – This individual should have extensive experience in such activities such as financial monitoring, contract budgeting, foreign assistance strategies, recruiting and staffing key contract positions, and client relationship development and management. This labor category includes professionals with extensive subject matter knowledge and expertise, program management credentials, international and domestic work experience, and experience in managing and/or providing technical assistance in an environment of complex multiyear and multi-objective programs. The individual may act as a Senior Program Director, Chief of Party, Key Principal, Senior Technical Advisor, or related position. Understands business practices, market position and deployment of technology into mission environments. Demonstrated exceptional written and oral communications skills. Specialized experience may include facilitation, training, methodology and evaluation, process reengineering across all phases, identifying best practices, organizational development, activity.

Minimum Education – Master’s degree

Minimum/General Experience – 12 years’ related experience demonstrated ability to work independently and manage large scale projects.

GSA Labor Rates for Services: Domestic Hourly Rates

Effective March 30, 2022 – through March 29, 2027

Rates listed include Industrial Funding Fee (IFF) of 0.75%.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>561110</td>
<td>Administrative Assistant I*</td>
<td>$29.95</td>
<td>$30.70</td>
<td>$31.47</td>
<td>$32.25</td>
<td>$33.06</td>
</tr>
<tr>
<td>561110</td>
<td>Administrative Assistant II*</td>
<td>$33.71</td>
<td>$34.56</td>
<td>$35.42</td>
<td>$36.31</td>
<td>$37.21</td>
</tr>
<tr>
<td>561110</td>
<td>Administrative Assistant III*</td>
<td>$41.13</td>
<td>$42.16</td>
<td>$43.21</td>
<td>$44.29</td>
<td>$45.40</td>
</tr>
<tr>
<td>541611</td>
<td>Program Support I</td>
<td>$64.31</td>
<td>$65.92</td>
<td>$67.57</td>
<td>$69.26</td>
<td>$70.99</td>
</tr>
<tr>
<td>541611</td>
<td>Program Support II</td>
<td>$78.22</td>
<td>$80.17</td>
<td>$82.18</td>
<td>$84.23</td>
<td>$86.34</td>
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<tr>
<td>541611</td>
<td>Program Support III</td>
<td>$96.99</td>
<td>$99.41</td>
<td>$101.90</td>
<td>$104.44</td>
<td>$107.06</td>
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<tr>
<td>541611</td>
<td>Subject Matter Expert I</td>
<td>$114.53</td>
<td>$117.40</td>
<td>$120.33</td>
<td>$123.34</td>
<td>$126.42</td>
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<td>541611</td>
<td>Subject Matter Expert II</td>
<td>$175.70</td>
<td>$180.10</td>
<td>$184.60</td>
<td>$189.21</td>
<td>$193.94</td>
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<td>541611</td>
<td>Subject Matter Expert III</td>
<td>$231.04</td>
<td>$236.82</td>
<td>$242.74</td>
<td>$248.81</td>
<td>$255.03</td>
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<td>541611</td>
<td>Technical Specialist I*</td>
<td>$81.62</td>
<td>$83.66</td>
<td>$85.75</td>
<td>$87.89</td>
<td>$90.09</td>
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<tr>
<td>541611</td>
<td>Technical Specialist II*</td>
<td>$96.66</td>
<td>$99.08</td>
<td>$101.56</td>
<td>$104.10</td>
<td>$106.70</td>
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<tr>
<td>541611</td>
<td>Technical Specialist III</td>
<td>$118.19</td>
<td>$121.14</td>
<td>$124.17</td>
<td>$127.27</td>
<td>$130.46</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1</td>
<td>March 30, 2022 – March 29, 2023</td>
</tr>
<tr>
<td>Year 2</td>
<td>March 30, 2023 – March 29, 2024</td>
</tr>
<tr>
<td>Year 3</td>
<td>March 30, 2024 – March 29, 2025</td>
</tr>
<tr>
<td>Year 4</td>
<td>March 30, 2025 – March 29, 2026</td>
</tr>
<tr>
<td>Year 5</td>
<td>March 30, 2026 – March 29, 2027</td>
</tr>
</tbody>
</table>
*SCA WD applies. In accordance with Solicitation 47QSMDD20R0001 Service Contract Act (SCA) Index of Wages, Crossroads Talent Solutions, LLC lists the following labor categories which are subject to SCA. The prices and code titles for the indicated SCA Eligible Labor Categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

<table>
<thead>
<tr>
<th>SCA Eligible Labor Categories</th>
<th>SCA Equivalent Code Titles</th>
<th>Wage Determination Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Specialist I</td>
<td>30363 – Paralegal III</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Technical Specialist II</td>
<td>30364 – Paralegal IV</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Administrative Assistant I</td>
<td>01261 – Personnel Assistant (Employment) I</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Administrative Assistant II</td>
<td>01262 – Personnel Assistant (Employment) II</td>
<td>2015-4269</td>
</tr>
<tr>
<td>Administrative Assistant III</td>
<td>01263 – Personnel Assistant (Employment) III</td>
<td>2015-4269</td>
</tr>
</tbody>
</table>