GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

Schedule Name:
Multiple Award Schedule (MAS)
Category 54151S
General Purpose Information Technology Equipment, Software, and Services

Arluk Technology Solutions, LLC
Physical Address:
3800 Centerpoint Dr Ste 502
Anchorage, AK 99503-5825

Mailing Address:
4300 Lafayette Center Drive, Suite 303
Chantilly, VA 20151

POC: Steven Kutscher Phone: 703-488-9368
Email: skutscher@koniag-gs.com

Business Size: Small Disadvantaged Business

MAS Schedule Number: 47QTCA18D001F
Contract Period: October 26, 2017 through October 25, 2022
Pricelist current through Modification PS-A826 MAS Refresh 5, effective November 18, 2020

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 GSAAAdvantage®, a
menu-driven database system. The INTERNET address for GSAAAdvantage!® is:

For more information on ordering from Federal Supply Schedules click on the GSA Schedules
link at www.gsa.gov
CUSTOMER INFORMATION

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)/CATEGORIES
SIN 54151S: Information Technology Professional Services
SIN 54151HEAL: Health Information Technology Services
ANCILLARY: Ancillary Supplies and/or Services

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:
See GSA Price List for Details

1c. HOURLY RATES: (Services Only)
See Attached GSA Price List for Details

2. MAXIMUM ORDER:
$500,000 Per Order
$250,000 Per ANCILLARY Order

3. MINIMUM ORDER:
$100.00

4. GEOGRAPHIC COVERAGE:
Domestic, 50 states, Washington, DC, Puerto Rico, US Territories and to a CONUS port or consolidation point for orders received from overseas activities.

5. POINT(S) OF PRODUCTION:
USA

6. DISCOUNT FROM LIST PRICES:
GSA Net Prices are shown on GSA Advantage!. Negotiated discounts have been applied and the IFF has been added.

7. QUANTITY DISCOUNT(S):
None

8. PROMPT PAYMENT TERMS:
Net 30 Days

9a. Government Purchase Cards are accepted at or below the micro-purchase threshold. 9b. Government Purchase Cards are accepted above the micro-purchase threshold.

10. FOREIGN ITEMS:
None

11a. TIME OF DELIVERY:
As Negotiated

11b. EXPEDITED DELIVERY:
Contact Contractor for details
11c. OVERNIGHT AND 2-DAY DELIVERY:
Contact Contractor for details

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. (Telephonic 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 time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. FOB POINT:
FOB Destination

13a. ORDERING ADDRESS:
4300 Lafayette Center Drive, Suite 303
Chantilly, VA
POC: Steven Kutscher
Email: skutscher@koniag-gs.com

13b. ORDERING PROCEDURES: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in FAR 8.405-3

14. PAYMENT ADDRESS:
4300 Lafayette Center Drive, Suite 303
Chantilly, VA 20151
POC: Steven Kutscher
Email: skutscher@koniag-gs.com

14. WARRANTY PROVISION:
Not Applicable

16. EXPORT PACKING CHARGES:
Not Applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:
Not Applicable

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR:
Not Applicable

19. TERMS AND CONDITIONS OF INSTALLATION:
Not Applicable

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES:
Not Applicable
20a. TERMS AND CONDITIONS FOR 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

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):
Not Applicable

24b. Section 508 Compliance for EIT:
Contact Contractor for details

25. DUNS NUMBER: 080205103

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:
Arluk Technology Solutions, LLC has an Active Registration in the SAM database
54151

**HEAL LABOR CATEGORY DESCRIPTIONS**

**Education/Experience Substitutions:**
4 years of experience is equivalent to a Bachelor’s Degree
Associate’s Degree and 2 Years is of experience is equivalent to a Bachelor’s Degree

**Business Data Analyst**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 10 years of experience in related field

Functional Responsibilities: Reviews, analyzes, and evaluates health information technology services and user data needs. Documents requirements, defines scope and objectives, and formulates solutions to parallel overall health IT strategies. Familiar with reporting tools, health records, health analytics and connected health structures, and data extraction concepts related to the health environment. Analyzes the processed data for quality, consistency, and correspondence to customer reporting and data integrity requirements. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complex tasks.

**Help Desk Specialist**
Minimum Education: High School Diploma or advanced training and certifications such as A+ Certification
Minimum Experience: 2 years of experience in related field

Functional Responsibilities: Respond to and diagnoses problems related to health IT services through interaction with users and determine problem recognition, research, isolation, and resolution steps. Escalate customer/application problems related to the health IT system to functional or programming staff as needed and work directly with the support staff towards problem resolution. Use problem management database and help desk systems as the primary problem tracking and resolution tool to address and resolve issues related to the connected health, electronic health records, health information management and related systems. Understand and apply fundamental of customer service, incident response, problem response and change management related to the Health IT environment. Provide Level I and Level II phone and walk up support to users in the areas such as email, word processing software, spreadsheet software, database software, user privileges, network access, network communication problems, network hardware trouble shooting, and diagnostics of printing problems. Demonstrate significant experience in computer hardware and software systems.

**Information Technology Analyst Sr.**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 10 years of experience in related field

Functional Responsibilities: Provides expert leadership and guidance with current Health IT principles and practices of architecture data management systems and experience in large Health IT system designs, and with data modeling in the health information management arena. Provides expert leadership and guidance in modeling and organizing information to facilitate support of health IT solutions, health analytics, connect health and health IT service projects or health information architectures. Provides expert leadership and guidance on how and what to data and process model. Primarily functions as senior resource for transition planning from legacy to modern Health IT systems by concentrating on information flows, data exchange. and data translation standardization services.

**Sr. Program Manager**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 10 years of experience in related field
Functional Responsibilities: Responsible for the performance of a relatively significant Health program or multiple smaller Health programs in accordance with contract requirements and company policies, Health IT procedures and Health IT guidelines. Helps determine both technical and Health IT goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning Contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract. Responsible for the personnel and technical management of all tasks. Ensure that the full range of corporate resources is available and made available to perform the required tasks. Proven supervisory and management skills. Progressive project related experience is required. Specialized experience required includes: health IT solutions, complete project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas including the use of different technologies. Proven expertise in understanding program requirements of the types of tasks to be performed, ability to review and evaluate all work performed, management and control of funds and resources, and provide direction to ensure compliance with all management policies. Provides technical management related to connected health, electronic health records, health information management and related systems, and oversight for problem definition, analysis and requirements development and implementation for complex systems in the Health IT environment. Provides recommendations and advice on system improvements, optimization and maintenance.

Sr. Project Manager
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 10 years of experience in related field
Functional Responsibilities: Responsible for the performance of a relatively significant Health program or multiple smaller Health programs in accordance with contract requirements and company policies, Health IT procedures and Health IT guidelines. Helps determine both technical and Health IT goals in consultation with top management and make detailed plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning Contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract. Responsible for the personnel and technical management of all tasks. Ensure that the full range of corporate resources is available and made available to perform the required tasks. Proven supervisory and management skills. Progressive project related experience is required. Specialized experience required includes: health IT solutions, complete project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas including the use of different technologies. Proven expertise in understanding program requirements of the types of tasks to be performed, ability to review and evaluate all work performed, management and control of funds and resources, and provide direction to ensure compliance with all management policies. Provides technical management related to connected health, electronic health records, health information management and related systems, and oversight for problem definition, analysis and requirements development and implementation for complex systems in the Health IT environment. Provides recommendations and advice on system improvements, optimization and maintenance.

Subject Matter Expert
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 10 years of experience in related field
Functional Responsibilities: This is a first level position for an experienced consultant who has considerable experience in, but not limited to, supporting large Health IT projects related to the Health environment. These senior personnel are considered experts in a functional domain (e.g., finance,
organizational development, large scale enterprise solutions, acquisition, etc.) with a number of years of experience. Performs Health IT and IT research, collection, collation and compilation of health data, and preparation of health inputs into larger reports. Evaluates and interprets findings related to health IT research, innovation health solutions and other health IT services. Prepares finished products for review by team leader or higher-level analysts. Interfaces with external entities to collect data. Uses and/or develops computer tools to facilitate analysis tasks. Prepares monthly status reports. May be assigned to customer site. Prepares and presents briefings. Generally, employees assigned to this job are senior level individual contributors but may have supervisory responsibilities.

**Systems Analyst**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 5 years of experience in related field
Functional Responsibilities: Design, analyze, and implement health information technology systems, identify system requirements and specifications related to health IT services and communicate to client staff about alternatives for Health IT system development and design. Ensure that development occurs per specifications. Performs software and system testing procedures, bug verification, release testing and support. May provide additional support in areas such as client consultation, product design, hardware issues, documentation preparation, web programming and problem resolution

**Technical Writer**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 5 years of experience in related field
Functional Responsibilities: Provides administrative support of Health IT project goals including: attending weekly project status meetings; attending monthly meetings; attending monthly team meetings; reviewing all project documents; completing agendas and meeting minutes for project meetings, and providing QA support. Ensures that project documents are CMMI compliant. Reviews all project management plans to ensure they are in accordance with the CMMI quality assurance plan. Responsible for writing and maintaining the Quality Management Plan and maintaining the QA review log. Prepares a checklist for the project team in preparation for client meetings. Facilitates client meetings, reviews the checklist with the team to ensure all required items have been addressed, updates the checklist with findings and ensures that any required items have been addressed, posts meeting results and posts completed checklists to the appropriate repository and notifies the team. Manages the lessons learned documents after each release. Conducts document quality reviews prior to each project release. Posts the findings in the appropriate repository. Excellent written communication skills.

**Tester/Information Assurance Engineer**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 5 years of experience in related field
Functional Responsibilities: Develops Health IT project test plans and creates test cases as per business requirements. Performs various types of testing, including functional testing, system testing, integration testing, security testing, health records testing, health exchange testing, health information management testing, end-to-end testing, operational readiness testing, and smoke testing. Documents test results in test summary report. Documents and tracks defects and resolutions. Develops the Requirements Traceability Matrix and verifies the test coverage.
54151S LABOR CATEGORY DESCRIPTIONS

Education/Experience Substitutions:
4 years of experience is equivalent to a Bachelor’s Degree
Associate’s Degree and 2 Years is of experience is equivalent to a Bachelor’s Degree

Application Developer, Jr
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 1 year of experience in related field
Functional Responsibilities: Under general supervision, assists with systems development lifecycle activities including analysis, requirements, design, development, testing, and implementation of vendor products, information systems, and business processes with appropriate technologies. Follows best practices and works closely with experienced analysts or project leaders to seek guidance and added instructions.

Application Developer, Mid
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 3 years of experience in related field
Functional Responsibilities: Performs systems development lifecycle activities including analysis, requirements, design, development, testing, and implementation of vendor products, information systems, and business processes in a variety of technical environments. Follows best practices and develops and improves upon procedures consistent with task requirements.

Application Developer, Sr
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Performs systems development lifecycle activities including analysis, requirements, design, development, testing, and implementation of vendor products, information systems, and business processes in a variety of technical environments. Evaluates and recommends technical solutions and participates in strategic planning. Evaluates problems of workflows, organization, and technology and develops appropriate corrective action. Assists project manager in providing daily supervision and direction to staff, as needed. Follows best practices and develops and improves upon procedures consistent with task requirements.

Business Analyst, Jr
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 1 year of experience in related field
Functional Responsibilities: Under general supervision, supports analytical thinking and communication techniques to rapidly assimilate various types of information and identify which are relevant. Assist with requirements and prioritization activities including elicitation, analysis, design, testing, and implementation of application products, information systems, and business processes. Understand prioritization techniques to align requirements with vision. Works with end users and business stakeholders to translate business questions and goals into requirements. Works closely with experienced analysts or project leaders to seek guidance and added instructions.

Business Analyst, Mid
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 3 years of experience in related field
Functional Responsibilities: Use analytical thinking and communication techniques to rapidly assimilate various types of information and identify which are relevant. Develop requirements and prioritization activities including elicitation, analysis, design, testing, and implementation of application products, information systems, and business processes. Use prioritization techniques to align requirements with vision. Works with end users and business stakeholders to translate business questions and goals into requirements. Verifies and validates requirements achieve goals. Understand business analysis best practices. Works independently or as part of team and enables others to collaborate as a team.

**Business Analyst, Sr**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Use analytical thinking and communication techniques to rapidly assimilate various types of information and identify which are relevant. Performs requirements and prioritization activities including elicitation, analysis, design, testing, and implementation of application products, information systems, and business processes. Use prioritization techniques to align requirements with vision. Works with end users and business stakeholders to translate business questions and goals into requirements. Verifies and validates requirements achieve goals. Understand business analysis best practices. Works independently or as part of team and enables others to collaborate as a team.

**Database Administrator, Jr**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 1 year of experience in related field
Functional Responsibilities: Under general supervision, designs, implements and maintains moderately complex databases. Maintains database dictionaries and integration of systems through database design. Competent to work on most phases of database administration but may require some instruction and guidance in other phases.

**Database Administrator, Mid**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Responsible for all activities related to the administration of computerized databases. Assigns personnel to various projects and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of various databases. Projects long-range requirements for database administration in conjunction with other managers in the information systems function as well as business function managers. Prepares activity and progress reports regarding the database management section.

**Database Administrator, Sr**
Minimum Education: Bachelor’s Degree in related discipline.
 Minimum Experience: 15 years of experience in related field
Functional Responsibilities: Responsible for all activities related to the administration of computerized databases. Leads personnel on various projects and reviews their activities. Reviews performance reports. Establishes administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of various databases. Projects long-range requirements for database administration in conjunction with other managers in the information systems function as well as business function managers. Approves activity and progress reports regarding the database management section.
DevOps Engineer I
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 3 years of experience in related field
Functional Responsibilities: Under general supervision, responsible for implementing the methods of deployment (development, testing and production) and the processes and tools required to execute those deployments. Supports the continuous integration systems used to build software products. Implements failure management processes and tools so outages can be handled without causing a loss of delivery.
Automates parts of the development delivery process using scripts and other appropriate tools. Documents processes and user guides for integrated tools and scripts. Develops analytical methods and tools to measure the efficiency of products and processes. Advises on new technologies and methodologies by becoming an expert in emerging technologies and tools.

DevOps Lead
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Responsible for leading the methods of deployment (development, testing and production) and the processes and tools required to execute those deployments. Manages the continuous integration systems used to build software products. Creates failure management processes and tools so outages can be handled without causing a loss of delivery. Champions changes to tools and processes to improve the efficiency and effectiveness of the development team. Manages issue tracking and agile development tools. Automates parts of the development delivery process using scripts and other appropriate tools. Documents processes and user guides for integrated tools and scripts. Devises analytical methods and tools to measure the efficiency of products and processes. Advises on new technologies and methodologies by becoming an expert in emerging technologies and tools.

Graphic Designer II
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 3 years of experience in related field
Functional Responsibilities: Responsible for design of projects from conception to completion. Works independently and meets with client as needed. Possesses specialized skills in Web, multimedia, or video. Experienced in desktop layout, image manipulation, and some pre-press preparation.

Help Desk Specialist, Sr
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Respond to and diagnoses problems through interaction with users and determine problem recognition, research, isolation, and resolution steps. Escalate customer/application problems to functional or programming staff as needed and work directly with the support staff towards problem resolution. Use problem management database and help desk systems as the primary problem tracking and resolution tool. Understand and apply fundamental of customer service, incident response, problem response and change management. Provide Level II and Level III phone and walk up support to users in the areas such as email, word processing software, spreadsheet software, database software, user privileges, network access, network communication problems, network hardware trouble shooting, and diagnostics of printing problems. Demonstrate significant experience in computer hardware and software systems.
IT Project Manager, Jr.
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 1 year of experience in related field
Functional Responsibilities: Assists with leading a project by focusing on the delivery of high-value activities and by collaborating closely with customers and stakeholders. Documents project planning activities and tracks progress and risk. Accountable for their team’s work and takes responsibility for their client’s success.

IT Project Manager, Mid
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 3 years of experience in related field
Functional Responsibilities: Leads a project by focusing on the delivery of high-value activities and by collaborating closely with customers and stakeholders. Coordinates project planning activities and tracks progress and risk. Highly accountable for their team’s work and takes responsibility for their client’s success.

IT Project Manager, Sr.
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Leads a project by focusing on the delivery of high-value activities and by collaborating closely with customers and stakeholders. Coordinates project planning activities and tracks progress and risk. Highly accountable for their team’s work and takes responsibility for their client’s success.

IT Project Manager, Principal
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 10 years of experience in related field
Functional Responsibilities: Leads a project by focusing on the delivery of high-value activities and by collaborating closely with customers and stakeholders. Leads project planning activities and tracks progress, risk and earned value. Highly accountable for their team’s work and takes responsibility for their client’s success.

Network Administrator
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Under general supervision, the Network Administrator performs tasks relative to monitoring, troubleshooting, and resolving issues stemming from Network appliances, which may impact production to include routers, switches, firewalls and other network related equipment or protocols required to maintain connectivity for end users. This individual also works with static O&M teams to deploy required configuration changes or enhancements to the environment and enterprise network that may be required due to new product deployment or existing product requirements.

Program Manager
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Responsible for the performance of multiple smaller programs in accordance with contract requirements and company policies, procedures and guidelines. Helps determine both technical and business goals in consultation with top management and make detailed
plans for the accomplishment of these goals. Responsible for formulating and enforcing work standards, assigning Contractor schedules, reviewing work discrepancies, supervising Contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract. Responsible for the personnel and technical management of all tasks. Insure that the full range of corporate resources is available and made available to perform the required tasks. Proven supervisory and management skills. Progressive project related experience is required. Specialized experience required includes: complete project development from inception to deployment, demonstrated ability to provide guidance and direction in multiple tasks across several functional areas including the use of different technologies. Proven expertise in understanding program requirements of the types of tasks to be performed, ability to review and evaluate all work performed, management and control of funds and resources, and provide direction to ensure compliance with all management policies. Provides technical management and oversight for problem definition, analysis and requirements development and implementation for complex systems in the subject matter area. Provides recommendations and advice on system improvements, optimization and maintenance.

Software Analyst, Jr
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 1 year of experience in related field
Functional Responsibilities: Under general supervision, uses analytical thinking and communication techniques to rapidly assimilate various types of information and identify which are relevant. Assist requirements and prioritization activities including elicitation, analysis, design, testing, and implementation of application products, information systems, and business processes in a development environment. Understand prioritization techniques to align requirements with vision. Works with end users and business stakeholders to translate business questions and goals into requirements for application design, development, and DevOps exercises. Verifies and validates working software satisfies needs. Works closely with experienced analysts or project leaders to seek guidance and added instructions.

Software Analyst, Mid
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 3 years of experience in related field
Functional Responsibilities: Use analytical thinking and communication techniques to rapidly assimilate various types of information and identify which are relevant. Coordinates requirements and prioritization activities including elicitation, analysis, design, testing, and implementation of application products, information systems, and business processes in a development environment. Understand prioritization techniques to align requirements with vision. Works with end users and business stakeholders to translate business questions and goals into requirements for application design, development, and DevOps exercises. Verifies and validates working software satisfies needs. Works closely with experienced analysts or project leaders to obtain user acceptance.

Software Analyst, Sr
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Uses analytical thinking and communication techniques to rapidly assimilate various types of information and identify which are relevant. Leads requirements and prioritization activities including elicitation, analysis, design, testing, and implementation of application products, information systems, and business processes in a development environment. Understand prioritization techniques to align requirements with vision. Works with end users and business stakeholders to translate business questions and goals into requirements for application design,
development, and DevOps exercises. Approves working software satisfies needs. Guides experienced analysts or project leaders to obtain user acceptance.

Software Systems Engineer, Jr
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 1 year of experience in related field
Functional Responsibilities: The software systems design engineer, under general supervision, will design, analyze, and implement information systems, identify system requirements and specifications relative to Active Directory functions, recover, and perform discovery of lost or misplaced files. The engineer will assist the agency in identifying files such as “.pst”, which will be required to further develop congruity of data sets required and ensure that development occurs per specifications. This individual also performs software and system testing procedures, bug verification, release testing and support and may provide additional support in areas such as client consultation; product launches, like Microsoft 365 and its relative impact to the program; documentation preparation; and problem resolution.

Software Systems Engineer, Mid
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 3 years of experience in related field
Functional Responsibilities: The software systems design engineer, will design, analyze, and implement information systems, identify system requirements and specifications relative to Active Directory functions, recover, and perform discovery of lost or misplaced files. The engineer will identify files such as “.pst”, which will be required to further develop congruity of data sets required and ensure that development occurs per specifications. This individual also performs software and system testing procedures, bug verification, release testing and support and may provide additional support in areas such as client consultation; product launches, like Microsoft 365 and its relative impact to the program; documentation preparation; and problem resolution.

Storage Engineer
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Defines the Storage Service from a day-to-day operations perspective; establishes standards for the Storage Service, builds operational O&M checklists to maintain the Storage Service (daily, weekly, monthly, yearly O&M checklists); builds Tactics, Techniques and Processes (TTPs) and Standard Operating Processes (SOPs) associated with Storage Service checklists; provides daily execution and oversight of the Storage Service; Subject Matter Expert of current state and interface with Modernization branch for future enhancements of the Storage Service; oversees vulnerability and remediation process associated with the Storage Service

KCura’s Relativity Subject Matter Expert
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: The Technical SME has deep experience and certification (RCA, Infrastructure and Processing Specialist) on KCura’s Relativity platform. The role of the Technical SME is to execute the day-to-day technical operations of Relativity. This position will also lead client support from a technical perspective and inform and educate internal stake holders of tactical solutions related to projects. The Technical SME will add value by consulting with project managers to determine their task goals and find innovative solutions aligned with strategy.
EnCase Subject Matter Expert
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: The Technical SME has deep experience and certification (EnCEP and/or EnCE) on Guidance Software’s EnCase enterprise eDiscovery suite. The role of the Technical SME is to execute the day-to-day technical operations of EnCase. This position will also lead client support from a technical perspective and inform and educate internal stakeholders of tactical solutions related to projects. The Technical SME will add value by consulting with project managers to determine their task goals and find innovative solutions aligned with strategy.

Subject Matter Expert, Mid
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: This position is for a consultant who has intermediate experience in, but not limited to, supporting large projects related to the individual's subject matter expertise. These intermediate personnel are considered experts in a functional domain (e.g., finance, organizational development, large scale enterprise solutions, acquisition, etc.) with a number of years of experience. Performs research, collection, collation and compilation of data, and preparation of inputs into larger reports. Evaluates and interprets findings. Prepares finished products for review by team leader or higher-level analysts.
Interfaces with external entities to collect data. Uses and/or develops computer tools to facilitate analysis tasks. Prepares monthly status reports. May be assigned to customer site. Prepares and presents briefings.

Subject Matter Expert, Sr
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 10 years of experience in related field
Functional Responsibilities: This position is for a consultant who has considerable experience in, but not limited to, supporting large projects related to the individual's subject matter expertise. These senior personnel are considered experts in a functional domain (e.g., finance, organizational development, large scale enterprise solutions, acquisition, etc.) with a number of years of experience. Performs research, collection, collation and compilation of data, and preparation of inputs into larger reports. Evaluates and interprets findings. Prepares finished products for review by team leader. Interfaces with external entities to collect data. Uses and/or develops computer tools to facilitate analysis tasks. Prepares monthly status reports. May be assigned to customer site. Prepares and presents briefings. Generally, employees assigned to this job are senior level individual contributors but may have supervisory responsibilities.

System Administrator
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through
internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

**Systems Security Specialist**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Protects systems by defining access privileges, control structures, and resources; recognizes problems by identifying abnormalities; reporting violations; implements security improvements by assessing current situation; evaluating trends; anticipating requirements; determines security violations and inefficiencies by conducting periodic audits; upgrades system by implementing and maintaining security controls; keeps users informed by preparing performance reports; communicating system status; maintains quality service by following organization standards; maintains technical knowledge by attending educational workshops, reviewing publications; contributes to team effort by accomplishing related results as needed.

**Technical Writer, Jr**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 1 year of experience in related field
Functional Responsibilities: Under general supervision, provides administrative support of project goals including: attending weekly project status meetings; attending monthly meetings; attending monthly team meetings; reviewing all project documents; completing agendas and meeting minutes for project meetings, and providing QA support. Ensures that project documents are CMMI compliant. Reviews all project management plans to ensure they are in accordance with the CMMI quality assurance plan. Responsible for writing and maintaining the Quality Management Plan and maintaining the QA review log. Prepares a checklist for the project team in preparation for client meetings. Facilitates client meetings, reviews the checklist with the team to ensure all required items have been addressed, updates the checklist with findings and ensures that any required items have been addressed, posts meeting results and posts completed checklists to the appropriate repository and notifies the team. Manages the lessons learned documents after each release. Conducts document quality reviews prior to each project release. Posts the findings in the appropriate repository. Excellent written communication skills required.

**Test Engineer, Jr**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 1 year of experience in related field
Functional Responsibilities: Under general supervision, develops project test plans and creates test cases as per business requirements. Performs various types of testing, including functional testing, system testing, integration testing, security testing, end-to-end testing, operational readiness testing, and smoke testing. Documents test results in test summary report. Documents and tracks defects and resolutions. Develops the Requirements Traceability Matrix and verifies the test coverage.

**Test Engineer, Mid**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 3 years of experience in related field
Functional Responsibilities: Approves project test plans and creates test cases as per business requirements. Performs various types of testing, including functional testing, system testing,
integration testing, security testing, end-to-end testing, operational readiness testing, and smoke testing. Documents test results in test summary report. Documents and tracks defects and resolutions. Finalizes the Requirements Traceability Matrix and approves the test coverage.

**Training Manager**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at the highest level of all phases of information systems training.

**Training Specialist, Jr**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 1 year of experience in related field
Functional Responsibilities: Under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.

**Training Specialist, Mid**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 3 years of experience in related field
Functional Responsibilities: Organizes and conducts complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.

**VM Engineer**
Minimum Education: Bachelor’s Degree in related discipline.
Minimum Experience: 7 years of experience in related field
Functional Responsibilities: Under general supervision, the VM Engineer is responsible for performing maintenance and administrative tasks relative to the VM environment to include such functions as CPU monitoring for utilization data management, alerting thresholds, backup, and data flows. This individual also undertakes any and all actions required for maintenance and or upgrades of VM environment to ensure high availability of resources for RERM.
ANCILLARY LABOR CATEGORY DESCRIPTIONS

Education/Experience Substitutions:
4 years of experience is equivalent to a Bachelor’s Degree
Associate’s Degree and 2 Years is of experience is equivalent to a Bachelor’s Degree

Help Desk Specialist, Mid
Minimum Education: High School Diploma in related discipline.
Minimum Experience: 3 years of experience in related field
Functional Responsibilities: Respond to and diagnoses problems through interaction with users and determine problem recognition, research, isolation, and resolution steps. Escalate customer/application problems to functional or programming staff as needed and work directly with the support staff towards problem resolution. Use problem management database and help desk systems as the primary problem tracking and resolution tool. Understand and apply fundamental of customer service, incident response, problem response and change management. Provide Level II and Level III phone and walk up support to users in the areas such as email, word processing software, spreadsheet software, database software, user privileges, network access, network communication problems, network hardware trouble shooting, and diagnostics of printing problems. Demonstrate significant experience in computer hardware and software systems.
## 54151HEAL GSA Pricing

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## ANCILLARY GSA Pricing

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