



GENERAL SERVICES ADMINISTRATION

**Federal Acquisition Service
Authorized Federal Supply Schedule Price List**

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

**INFORMATION TECHNOLOGY Schedule 70 - GENERAL PURPOSE COMMERCIAL INFORMATION
TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES**

SPECIAL ITEM NUMBER 132-34 – Maintenance of Software as a Service

FSC/PSC Class J070 Maint/Repair/Rebuild of Equipment – ADP Equipment/Software/Supplies/Support Equipment

SPECIAL ITEM NUMBER 132-51 – Information Technology Professional Services

FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

Contract number: 47QTCA18D0056

Contract period: January 8, 2018 through January 7, 2023

For more information on ordering from Federal Supply Schedules go to the internet address: <http://www.gsa.gov/schedules>.



agencyQ, Inc.

**1825 K ST NW STE 500,
WASHINGTON, DC 20006**

Phone: 202-776-9090

<http://www.agencyq.com/>

Point of Contact: Chris Merl

Email: chris.merl@agencyQ.com

Business Size: Small

TABLE OF CONTENTS

CUSTOMER INFORMATION.....3

SIN DESCRIPTIONS.....6

TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE AS A SERVICE (SPECIAL ITEM NUMBER 132-34).....7

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51).....11

LABOR CATEGORY DESCRIPTIONS.....16

LABOR CATEGORY RATES.....22

SCA MATRIX.....23

CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s):

SIN	SIN Description
132-34	Maintenance of Software as a Service
132-51	Information Technology Professional

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: N/A

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

Please refer to Page #17, LABOR CATEGORY DESCRIPTIONS.

2. Maximum order:

Special Item No. 132-34 Maintenance of Software as a Service -- \$500,000

Special Item No. 132-51 Information Technology Professional Services -- \$500,000

3. Minimum order: \$100

4. Geographic coverage (delivery area):

Domestic delivery - delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories.

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:

Prices shown in pricelist are net. Discounts have been deducted and the Industrial Funding Fee has been added.

7. Quantity discounts: None

8. Prompt payment terms: 0%; Net 30 days

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold:

Government purchase cards are accepted at and below the micro-purchase threshold.

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

Government purchase cards are accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin): N/A

11a. Time of delivery: Negotiated with Ordering Activity

11b. Expedited Delivery: Negotiated with Ordering Activity

11c. Overnight and 2-day delivery: Negotiated with Ordering Activity

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

13a. Ordering address(es):

Computer-to-Computer Electronic Data Interchange (EDI)

Chris Merl

1825 K St. NW, Suite 500

Washington, DC 20006

202-263-4691

chris.merl@agencyQ.com

13b. 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.

14. Payment address(es):

1825 K St. NW, Suite 500

Washington, DC 20006

202-263-4691

chris.merl@agencyQ.com

15. Warranty provision: Standard Commercial

16. Export packing charges, if applicable: N/A

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): None

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

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

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

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

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

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

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

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/: N/A

25. Data Universal Number System (DUNS) number:

085237977

26. Notification regarding registration in System for Award Management (SAM) database:

agency, Inc. is registered in SAM and the registration is current, CAGE code: 1MJ89

SIN DESCRIPTIONS

132 34 -- Maintenance of Software as a Service - SUBJECT TO COOPERATIVE PURCHASING -- Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

132 51 -- Information Technology Professional Services – SUBJECT TO COOPERATIVE PURCHASING – Includes resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, and other services relevant to 29CFR541.400.

TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE AS A SERVICE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

Hot Line services are not applicable to the services we provide however, all customers are appointed an agencyQ point of contact. This point of contact can be reached outside of normal business hours in the event of an emergency.

5. SOFTWARE MAINTENANCE

- a. Software maintenance as it is defined: (select software maintenance type) :

- ✓ (2) Software Maintenance as a Service (SIN 132-34)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support,

customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

- b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

6. PERIODS OF MAINTENANCE (SIN 132-34)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lessor period of time.
- b. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for maintenance, the period of the maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the maintenance orders citing the new appropriation shall be required, if the maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the maintenance is to be terminated at that time. Orders for the continuation of maintenance will be required if the maintenance is to be continued during the subsequent period.

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

Not Applicable

8. TERM LICENSE CESSATION

Not Applicable

9. UTILIZATION LIMITATIONS - (SIN 132-32, SIN 132-33, AND SIN 132-34)

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

- (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
- (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
- (3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
- (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
- (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

10. SOFTWARE CONVERSIONS - (SIN 132-32 AND SIN 132-33)

Not Applicable

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

12. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses.

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

- ### **b.**
- To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

- a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

(1) The offeror;

(2) Subcontractors; and/or

(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.
- c. The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

LABOR CATEGORY DESCRIPTIONS

Experience Substitution for All Offered Labor Categories

Please note that consistent with agencyQ's hiring practices, work experience can be substituted for degree requirements. Experience, education and the description of duties for the labor categories on the agencyQ IT/70 Schedule are provided as a guideline to the typical background for staff to be provided under individual orders. One year of functional experience is the equivalent of one year of education. One year of education is the equivalent of one year of functional experience. For example, two years of functional experience can be substituted for an Associate degree and four years of functional experience can be substituted for a Bachelor degree. GSA Customer Agencies will be notified when there are any tradeoffs made for education/experience for agency review/approval for agency requirements.

Project Coordinator

Functional Responsibility: Supports client projects as tasked. May assist in the preparation of status reports. Duties may include word processing, research, proofreading, editing, copying and binding, maintaining department/client files, expense reports, and coordinating events/meeting. Coordinates systems development, systems maintenance, and production activities for necessary support resources. Working knowledge of applicable software applications. Participates in the day-to-day activities of the project as assigned by senior staff. Works under supervision.

Minimum Education/Experience: Requires an AA or Technical Degree and a minimum of 1 year of experience.

Project Manager

Functional Responsibility: Coordinates and monitors status of client projects. Prepares status reports and briefs for account team members, clients, or others. Participates in the day-to-day activities of the project. Reports to senior staff. Coordinates systems architecture, development, systems maintenance, and production activities for necessary support resources. Working knowledge of applicable software applications. Participates in the day-to-day activities of the project.

Minimum Education/Experience: Requires a BS/BA in English, Communications, IT, Marketing or related field and a minimum of 2 years of experience.

Senior Project Manager

Functional Responsibility: Coordinates and monitors status of client projects. Prepares status reports and briefs for account team members, clients, or others. Participates in the day-to-day activities of the project. Reports to senior staff. Coordinates systems architecture, development, systems maintenance, and production activities for necessary support resources. Working knowledge of applicable software applications. Participates in the day-to-day activities of the project.

Minimum Education/Experience: Requires a BS/BA in English, Communications, IT, Marketing or related field and a minimum of 5 years of experience.

Account Manager

Functional Responsibility: Oversees and manages all aspects of client account, including client contact, team coordination, and larger project strategy. Provides specific strategic direction in the support of information systems design and management. Reports to senior staff.

Minimum Education/Experience: Requires a BS/BA in English, Communications, IT, Marketing or related field and a minimum of 3 years of experience.

Vice President, Accounts

Functional Responsibility: Oversees and manages all aspects of client account, including client contact, team coordination, and larger project strategy. Provides specific strategic direction in the support of information systems design and management.

Minimum Education/Experience: Requires a BS/BA in English, Communications, IT, Marketing or related field and a minimum of 6 years of experience.

Director, Delivery

Functional Responsibility: Coordinates and monitors status of key and complex client projects. Prepares status reports and briefs for account team members, clients, or others. Participates in the day-to-day activities of the project. Working knowledge of applicable software applications. Reports to Executive staff. Assists Executive staff in oversight of the larger client portfolio.

Minimum Education/Experience: Requires a BS/BA in English, Communications, IT, Marketing or related field and a minimum of 7 years of experience.

Senior Vice President, Delivery

Functional Responsibility: Responsible for the successful execution of the portfolio of client engagements. Designs client team structure and oversees all activities related to client deliverables, providing executive-level strategic counsel. Creates comprehensive strategy and solutions for systems architecture, development, systems maintenance, and production activities for necessary support resources. Expert knowledge of applicable software applications and systems architecture, as well as client engagement methodology. Presents to senior client groups regularly.

Minimum Education/Experience: Requires a BS/BA in English, Communications, IT, Marketing or related field and a minimum of 10 years of experience.

Data/Insights Analyst

Functional Responsibility: Interprets data, analyzes results using statistical techniques and provides ongoing reports. Acquires data from primary or secondary data sources for analysis and other strategies that optimize product efficiency and quality. Review source and destination data requirements.

Minimum Education/Experience: Requires a BS/BA in English, Communications, IT, Marketing or related field and a minimum of 2 years of experience.

Senior Data/Insights Analyst

Functional Responsibility: Interprets data, analyzes results using statistical techniques and provides ongoing reports. Acquires data from primary or secondary data sources for analysis and other strategies that optimize product efficiency and quality. Review source and destination data requirements. May supervise junior staff.

Minimum Education/Experience: Requires a BS/BA in English, Communications, IT, Marketing or related field and a minimum of 5 years of experience.

Graphic/Web Designer

Functional Responsibility: Creates, designs, and illustrates across all mediums, including original drawings. Works with clients and project team members. Position carries specialized and advanced drawing and media skills.

Minimum Education/Experience: Requires a BA/BS in Fine Arts, Design, Studio Arts, or related field and a minimum of 2 years of experience.

Senior Graphic/Web Designer

Functional Responsibility: Creates, designs, and illustrates across all mediums, including original drawings. Works with clients and project team members. Position carries specialized and advanced drawing and media skills.

Minimum Education/Experience: Requires a BA/BS in Fine Arts, Design, Studio Arts, or related field and a minimum of 5 years of experience.

UX Designer

Functional Responsibility: Designs the creative content, technical specifications, and site architecture of projects using new and traditional techniques and a wide variety of computer applications across all media.

Minimum Education/Experience: Requires a BS/BA in Fine Arts, Media and Design, or related field and a minimum of 2 years of experience.

Senior UX Designer

Functional Responsibility: Designs the creative content, technical specifications, and site architecture of projects using new and traditional techniques and a wide variety of computer applications across all media.

Minimum Education/Experience: Requires a BS/BA in Fine Arts, Media and Design, or related field and a minimum of 5 years of experience.

Art Director

Functional Responsibility: Specializes in development and concept of client's project. Is proficient in and familiar with all multimedia applications and materials. Provides supervision to junior staff.

Minimum Education/Experience: Requires a BA in Art, Graphic Design, Information Technology, Media or Studio Arts, or related field and a minimum of 5 years of experience.

Creative Director

Functional Responsibility: Plans complex print, multimedia design, and digital projects, as well as animation and illustration. Specializes in integrated campaign development to include design of marketing materials, direct mail campaigns, and Web pages. Works independently and may supervise junior staff.

Minimum Education/Experience: Requires a BA in Art, Graphic Design, Information Technology, Media or Studio Arts, or related field and a minimum of 7 years of experience.

Chief Strategy Officer

Functional Responsibility: Responsible for client strategy development in developing digital properties & content, communications, brand and product awareness, advertising planning. Works independently and meets with clients.

Minimum Education/Experience: Requires a BS/BA in English, Communications, Marketing or related field and a minimum of 15 years of experience.

Junior Web Developer

Functional Responsibility: Provides specific development and implementation support to web services programs for accounts as assigned. Uses applicable technologies. Works under supervision.

Minimum Education/Experience: Requires a AA or Technical Certification and a minimum of 1 year of experience.

Web Developer

Functional Responsibility: Supports successful development, implementation, and day-to-day management of all the web services programs for accounts as assigned. Uses advanced technologies including but not limited to Active Server Pages, JavaScript, XML, etc. to produce cross-browser, cross-platform, modular, reusable code, and other applicable technologies.

Minimum Education/Experience: Requires a BS/BA in Information Technology, or related technical field and a minimum of 2 years of experience.

Senior Web Developer

Functional Responsibility: Supports successful development, implementation, and day-to-day management of all the web services programs for accounts as assigned. Uses advanced technologies including but not limited to Active Server Pages, JavaScript, XML, etc. to produce cross-browser, cross-platform, modular, reusable code, and other applicable technologies. Works independently and may supervise junior staff.

Minimum Education/Experience: Requires a BS/BA in Information Technology, or related technical field and a minimum of 5 years of experience.

Technical Director

Functional Responsibility: Responsible for successful development, implementation, and day-to-day management of all the web services programs for accounts. Uses advanced technologies including but not limited to Active Server Pages, JavaScript, XML, etc. to produce cross-browser, cross-platform, modular, reusable code, and other applicable technologies. Works independently and supervises junior staff.

Minimum Education/Experience: Requires a BS/BA in Information Technology, or related technical field and a minimum of 7 years of experience.

Business Analyst

Functional Responsibility: Elicits, analyzes, specifies, and validates the business needs of project stakeholders and other project entities. Performs detailed analysis, develops alternative solutions, designs business solutions, conducts feasibility studies, develops implementation plans, performs project management, performs implementation tasks, conducts testing and insures results.

Minimum Education/Experience: Requires a BS/BA in Information Technology or related technical field and a minimum of 2 years of experience.

Senior Business Analyst

Functional Responsibility: Elicits, analyzes, specifies, and validates the business needs of project stakeholders and other project entities. Elicits, analyzes, specifies, and validates the business needs of project stakeholders and other project entities. Performs detailed analysis, develops alternative solutions, designs business solutions, conducts feasibility studies, develops implementation plans, performs project management, performs implementation tasks, conducts testing and insures results.

Minimum Education/Experience: Requires a BS/BA in Information Technology or related technical field and a minimum of 5 years of experience.

Quality Control/Assurance Engineer

Functional Responsibility: Assists in developing and executing formal test plans to ensure the delivery of quality software applications. Involved in test planning, writing test cases/scripts, test case automation and test execution. Documents all problems. Plans, designs, and executes effective formal test plans for all system-related projects and initiatives. Applies analytical and problem-solving skills to develop test plans, write test cases/scripts and, conduct all testing and track all testing defects and associated fixes.

Minimum Education/Experience: Requires a BS/BA in Information Technology or related technical field and a minimum of 2 years of experience.

Senior Quality Control/Assurance Engineer

Functional Responsibility: Responsible for developing and executing formal test plans to ensure the delivery of quality software applications. Involved in test planning, writing test cases/scripts, test case automation and test execution. Documents all problems. Plans, designs, and executes effective formal test plans for all system-related projects and initiatives. Applies analytical and problem-solving skills to develop test plans, write test cases/scripts and, conduct all testing and track all testing defects and associated fixes.

Minimum Education/Experience: Requires a BS/BA in Information Technology or related technical field and a minimum of 5 years of experience.

Systems Administrator

Functional Responsibility: The System Administrator will be responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff, volunteers, and Partners.

Minimum Education/Experience: Requires a BS/BA in Information Technology, or related technical field and a minimum of 5 years of experience.

Network Administrator

Functional Responsibility: A network administrator is an individual that will be responsible for the maintenance of computer hardware and software systems that make up a computer network including the maintenance and monitoring of active data network or converged infrastructure and related network equipment.

Minimum Education/Experience: Requires a BS/BA in Information Technology, or related technical field and a minimum of 5 years of experience.

Systems Architect

Functional Responsibility: Professional and extensive experience programming in all database environments, including system integration and low-level driver development. Works with project team to ensure successful implementation of complex Web applications to support program goals. Works independently and supervises junior staff

Minimum Education/Experience: Requires a BA/BS in Information Technology or related technical field and a minimum of 7 years of experience.

Chief Technical Officer

Functional Responsibility: Responsible for the strategic direction of technology teams and offerings. Provides strategic and high level technical consulting for clients. Uses advanced technologies, including but not limited to Active Server Pages, JavaScript, XML, etc. to produce cross-browser, cross-platform, modular, reusable code, and other applicable technologies.

Minimum Education/Experience: Requires a BS/BA in Information Technology, or related technical field and a minimum of 15 years of experience.

LABOR RATES

Labor Category	Year 1 1/8/2018 thru 1/8/2019	Year 2 1/8/2019 thru 1/8/2020	Year 3 1/8/2020 thru 1/8/2021	Year 4 1/8/2021 thru 1/8/2022	Year 5 1/8/2022 thru 1/8/2023
Project Coordinator	\$92.83	\$95.71	\$98.68	\$101.74	\$104.89
Project Manager	\$116.98	\$120.60	\$124.34	\$128.20	\$132.17
Senior Project Manager	\$132.75	\$136.86	\$141.10	\$145.48	\$149.99
Account Manager	\$122.42	\$126.21	\$130.13	\$134.16	\$138.32
Vice President, Accounts	\$162.22	\$167.25	\$172.43	\$177.78	\$183.29
Director, Delivery	\$141.06	\$145.43	\$149.94	\$154.59	\$159.38
Senior Vice President, Delivery	\$195.47	\$201.53	\$207.77	\$214.21	\$220.85
Data/Insights Analyst	\$111.54	\$114.99	\$118.56	\$122.23	\$126.02
Senior Data/Insights Analyst	\$142.12	\$146.52	\$151.06	\$155.75	\$160.57
Graphic/Web Designer	\$118.68	\$122.36	\$126.15	\$130.06	\$134.09
Senior Graphic/Web Designer	\$146.80	\$151.35	\$156.04	\$160.88	\$165.87
UX Designer	\$124.12	\$127.97	\$131.93	\$136.02	\$140.24
Senior UX Designer	\$151.49	\$156.18	\$161.02	\$166.02	\$171.16
Art Director	\$153.05	\$157.79	\$162.68	\$167.73	\$172.93
Creative Director	\$162.22	\$167.25	\$172.43	\$177.78	\$183.29
Chief Strategy Officer	\$195.47	\$201.53	\$207.77	\$214.21	\$220.85
Junior Web Developer	\$100.65	\$103.78	\$106.99	\$110.31	\$113.73
Web Developer	\$118.34	\$122.01	\$125.79	\$129.69	\$133.71
Senior Web Developer	\$140.16	\$144.51	\$148.99	\$153.61	\$158.37
Technical Director	\$147.67	\$152.25	\$156.97	\$161.83	\$166.85
Business Analyst	\$116.98	\$120.60	\$124.34	\$128.20	\$132.17
Senior Business Analyst	\$146.02	\$150.55	\$155.21	\$160.03	\$164.99
Quality Control/Assurance Engineer	\$125.14	\$129.02	\$133.02	\$137.14	\$141.39
Senior Quality Control/Assurance Engineer	\$140.16	\$144.51	\$148.99	\$153.61	\$158.37
Systems Administrator	\$141.34	\$145.72	\$150.23	\$154.89	\$159.69
Network Administrator	\$141.34	\$145.72	\$150.23	\$154.89	\$159.69
Systems Architect	\$147.10	\$151.66	\$156.37	\$161.21	\$166.21
Chief Technical Officer	\$195.47	\$201.53	\$207.77	\$214.21	\$220.85

SERVICE CONTRACT ACT

Offeror has read and acknowledges the requirements pertaining to the Service Contract Act (SCA) pursuant to clauses 52.222-41, 52.222-42, 52.222-43, and 52.222-49, but is not offering any labor categories/services that are covered by the Department of Labor Directory of Service Occupations. The offeror understands its obligations to compensate its employees in accordance with the prevailing wage determination for any work performed by any of its employees under a resultant contract or task order placed against the contract for services covered by the Service Contract Act.