The Index Group Inc.
2275 Research Blvd., Suite 500
Rockville, MD 20850
(301) 686-8490 office
(240)-306-2948 fax
www.indexgroup-inc.com

Multiple Award Schedule – MAS
Federal Supply Group: Information Technology, Professional Services

A Small Business Administration (SBA) certified Woman-Owned Small Business (WOSB), Economically Disadvantaged Woman-Owned Small Business (EDWOSB), Small Business and Small Disadvantaged Business (SDB).

Contract Number:
47QTCA18D009G
Covered Till: 03/27/2023
General Services Administration Federal Acquisition Service

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: GSAAAdvantage.gov.
1. CUSTOMER INFORMATION

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

<table>
<thead>
<tr>
<th>Old SIN</th>
<th>NAICS</th>
<th>New SIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>132-51</td>
<td>541511, 541512, 541513, 541519</td>
<td>54151S</td>
</tr>
<tr>
<td></td>
<td>541611</td>
<td>541611</td>
</tr>
</tbody>
</table>

1b. Lowest Priced Model Number: Not Applicable

1c. Lowest Hourly Rate:
   Rate $95.72  Description Technical Writer

2a. Maximum order:

   The Maximum Order value for the following Special Item Numbers (SINs) is $500,000 for Special Item Number 54154S - Information Technology (IT) Professional Services.

   The Maximum Order value for the following Special Item Numbers (SINs) is $1,000,000 for Special Item Number 541611 Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services.

2b. Minimum order: $100.00

3. Geographic coverage (delivery area):

   Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

   Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

   Offerors are requested to check one of the following boxes:
   [ ] The Geographic Scope of Contract will be domestic and overseas delivery.
   [ ] The Geographic Scope of Contract will be overseas delivery only.
   [X] The Geographic Scope of Contract will be domestic delivery only.

4. Point(s) of production (city, county, and State or foreign country): Not applicable

5. Discount from list prices or statement of net price: Prices shown are NET prices, basic discounts have been deducted.
6. **Quantity discounts**: 3% for a single order greater than $200,000.

7. **Prompt payment terms**: .5%, 15 days.
   
   *Note: Prompt payment terms must be followed by the statement “Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.”*

8. **Government Cards**:
   
   a) Government purchase cards are accepted at or below the micro-purchase threshold.

   b) Government purchase cards are not accepted above the micro-purchase threshold.

9. **Foreign items (list items by country of origin)**: Not Applicable
   
   a) **Time of delivery**: As agreed upon between the contractor and the ordering activity.
   
   b) **Expedited Delivery**: As agreed upon between the contractor and the ordering activity.
   
   c) **Overnight and 2-day delivery**: Not Applicable
   
   d) **Urgent Requirements**: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities 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 activity, 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.

10. **F.O.B.**: Destination
   
   a) **Ordering Address**:
      The Index Group Inc.
      2275 Research Blvd, Ste 500
      Rockville, MD 20850

   b) **Ordering procedures**: Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.
      FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
      FAR 8.405-2 Ordering procedures for services requiring a statement of work.

   **Payment address**:
   The Index Group Inc.
   2275 Research Blvd, Ste 500
   Rockville, MD 20850

11. **Warranty provision**: All services performed under this contract will be guaranteed to completed in a satisfactory workmanlike manner.

12. **Export packing charges**: Not Applicable
   
   Terms and conditions of Government purchase card acceptance: None
   
   Terms and conditions of rental, maintenance, and repair: Not Applicable
Terms and conditions of installation: Not Applicable

13. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not Applicable

14. Terms and conditions for any other services: Not Applicable

15. List of participating dealers: Not Applicable

16. Preventive maintenance: Not Applicable
   
   a) Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not applicable

   b) Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services. The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).

17. **Data Universal Number System (DUNS) number**: 123976834. **CAGE Code**: 34GA0

18. Contractor is registered in SAM.GOV.
DESCRIPTION OF PROFESSIONAL SERVICES LABOR CATEGORIES

PROGRAM/PROJECT MANAGER
Minimum/General Experience: Minimum of ten (10) years of consulting and/or directly relevant industry experience.
Functional Responsibilities: A Senior leader experienced in project and task management, responsible for ensuring successful task completion within the scheduled timeframe consistent with the established scope of work to include both the technical and financial solutions. Organizes, directs, and coordinates the planning and production of all activities associated with assigned tasks. Performs day-to-day management of contract support operations, possibly involving multiple tasks and groups of personnel at multiple locations, on a single project. Demonstrates skills in the scope of work encompassed by the task order; provides technical guidance to the project team in performance of the work, and reviews the quality of all work products. Organizes, directs, and coordinates the planning and production of all contract support activities. Responsible for staffing, project planning, project financials, and staff direction, client interface at the client organization and managing contract performance.
Minimum Education: Holds a Bachelor's degree and may possess an industry or project management certification.

DOCUMENTATION SPECIALIST
Minimum/General Experience: Five (5) years of experience in technical writing/documentation; knowledge of word processing and graphical presentation software. Extensively experienced with general and specific documentation practices and standards appropriate to the assigned task. Experienced and knowledgeable in the use of automated tools to prepare, update, store, and distribute technical and program documentation.
Functional Responsibilities: Provides technical documentation on systems, software, and business/technical requirements. Has experience in developing user manuals, guides, courses, and/or teaching materials for all phases of IT. Demonstrates very good oral and written communication skills. Gathers and assembles information pertaining to the subject matter; organizes and condenses materials. Works independently or as part of a team.
Minimum Education: An Associate’s Degree in a related field. A Bachelor’s degree is preferred.

BUSINESS CONSULTANT I
Minimum/General Experience: This position requires at least five (5) years of experience. Possesses a general understanding of project implementation and operations management best practices. Supports tasks, including deliverable development, on project engagements. Utilizes business modeling, process modeling, and business design techniques.
Functional Responsibilities: Provides analysis and defines business needs, applies methodologies, support of program management, and development of project deliverables. Supports activities in project areas. Utilizes enterprise-wide knowledge and experience in one or more designated functional and/or domain areas. Completes project activities for multiple business areas, supports the creation of deliverables, performs research, studies, and analyses which garner support for findings and recommendations.
Minimum Education: Holds a Bachelor's degree and may possess an industry certification.

BUSINESS CONSULTANT II
Minimum Experience/General Experience: This position requires a minimum of ten (10) years of experience. Possesses a fundamental understanding of project implementation and industry management best practices. Has several years of experience in a specific domain area. Leads and supports tasks, including deliverable development, on project engagements. Applies business modeling, process modeling, and business design techniques.
Functional Responsibilities: Conducts analysis using appropriate consulting tools to satisfy program requirements and
creates project deliverables. Assists with the completion of work plan activities, analyzes relevant data and information, and institutes and supports business solutions. Creates and delivers reports and briefings on industry best practices and standards. Provides strategic consultation to clients. Provides support to engagement teams in the delivery of program and task order requirements.

**Minimum Education:** Holds a Bachelor’s degree and may possess an industry certification.

**ANALYST I**

**Minimum/General Experience:** Minimum of four (4) years of experience is required, of which three years must be specialized developing functional requirements and data elements for complex integrated projects. Demonstrated ability to work independently or under only general direction on complex problems.

**Functional Responsibilities:** Provides highly technical and specialized data support and solutions to complex challenges. Performs analyst functions including data collection, interviewing, data modeling, project testing, and creation of performance measurements to support project objectives. Provides analytical and program support. Serves as an analytical resource on the engagement team. Performs analyses, studies and reviews project life cycle activities. Supports quality assurance practices and the completion and accuracy of system documentation.

**Minimum Education:** Bachelor’s Degree in any one of the fields of Computer Science, Engineering, Operations Research, Business, mathematics, or other related engineering or technical discipline. May possess an industry certification.

**ANALYST II**

**Minimum/General Experience:** Minimum of eight (8) years of experience is required, of which six years must be specialized: superior functional knowledge of task order specific requirements or developing functional requirements for complex projects. Demonstrated ability to work independently or under only general direction.

**Functional Responsibilities:** Performs technical data work using both standard and nonstandard analysis, design, and requirements definition, determines customer and user requirements. Conducts relevant research, distilling data, and creating reports. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities. Performs quantitative studies of system performance and workflow metrics and evaluates problems analytically and systematically, then may recommend appropriate corrective actions.

**Minimum Education:** Bachelor’s Degree in any one of the fields of Computer Science, Engineering, Operations Research, Business, mathematics, or other related engineering or technical discipline. May possess industry certification.

**Education and Experience Equivalency Policy**

TIGI reserves the right to make the following substitutions in the education and/or experience requirements for any labor category.

<table>
<thead>
<tr>
<th>Experience and Education Equivalence:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>H.S. Diploma + 4 years additional experience <strong>Equals</strong> Associate Degree</td>
<td></td>
</tr>
<tr>
<td>H.S. Diploma + 6 years additional experience <strong>Equals</strong> Bachelor’s Degree</td>
<td></td>
</tr>
<tr>
<td>Associate Degree + 4 years additional experience <strong>Equals</strong> Bachelor’s Degree</td>
<td></td>
</tr>
<tr>
<td>Bachelor’s Degree + 2 years additional experience <strong>Equals</strong> Master’s Degree</td>
<td></td>
</tr>
<tr>
<td>Bachelor’s Degree + 6 years additional experience <strong>Equals</strong> Ph.D.</td>
<td></td>
</tr>
</tbody>
</table>
GSA PRICES FOR SIN 541611

<table>
<thead>
<tr>
<th>LABOR CATEGORY</th>
<th>Rate per hour (including IFF) 9/9/2021-9/9/2022</th>
<th>Rate per hour (including IFF) 9/10/2022-3/27/2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program/Project Manager</td>
<td>$143.60</td>
<td>$146.21</td>
</tr>
<tr>
<td>Business Consultant I</td>
<td>$137.17</td>
<td>$139.67</td>
</tr>
<tr>
<td>Business Consultant II</td>
<td>$156.17</td>
<td>$159.01</td>
</tr>
<tr>
<td>Documentation Specialist</td>
<td>$96.44</td>
<td>$98.20</td>
</tr>
<tr>
<td>Analyst I</td>
<td>$110.83</td>
<td>$112.85</td>
</tr>
<tr>
<td>Analyst II</td>
<td>$138.04</td>
<td>$140.55</td>
</tr>
</tbody>
</table>

DESCRIPTION OF IT PROFESSIONAL SERVICES LABOR CATEGORIES

PROJECT MANAGER
Minimum/General Experience: Five years of implementation experience in Information Technology with at least three (3) years of experience with planning and directing technical sub-projects. Experience in project scoping, client interface, task tracking and scheduling, resource management, cost tracking, and project reporting.
Functional Responsibilities: Project Manager (PM) reports to a program manager and leads projects, tasks, and/or subtasks. The PM is responsible for the execution of one or several project activities, the timetable and the daily integration of consulting teams with client employees. The PM utilizes a planning tool such as Microsoft Project to monitor each task or subtask to assure compliance with the project milestones.

Advises and assists project staff on execution of specific project requirements. Possesses a detailed knowledge of concepts, best practices and procedures in various activities in technical and management fields. Provides subject matter consulting on complex projects and provides detailed guidance and direction to project staff.
Minimum Education: A Bachelor’s degree in Computer Science/Systems, Information Systems/Technology, Business, or other related scientific or technical discipline. Master’s degree is preferred. Additional industry related project management certifications are also preferred.

APPLICATION DEVELOPER
Minimum/General Experience: This position requires a minimum of three (3) years of experience, of which at least one year must be specialized. Specialized experience includes: experience as an applications programmer and ability to develop complex software to satisfy design objectives.
Functional Responsibilities: Participates in all phases of the software development life cycle including the design, development, integration, testing and implementation phases. Translates detailed design into computer software. Tests, debugs and refines computer software to produce the required product. Assists in formulating architectural design, functional and technical specifications for development objects including interfaces and documentation of software systems. Uses detailed specifications and adapts standardized techniques, methods, criteria and precedents to develop or modify portions of a system or program. Performs quality assurance and technical review activities. Assists in the resolution of end-user software problems. Works with management and end-user groups to identify requirements for future product enhancements. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency.
Minimum Education: A Bachelor’s degree in Computer Science/Systems, Information Systems/Technology, Business, or other related scientific or technical discipline.

BUSINESS APPLICATION/FUNCTIONAL CONSULTANT
Minimum/General Experience: Six (6) years of experience in business process methods plus equivalent experience directly related to the functional responsibilities of the position and/or one year of experience in enterprise applications.
Functional Responsibilities: Recognized for understanding and communicating common best practices for the industry. Possesses experience in analyzing and designing improvements to business processes, including the implementation of best practices. Experience must include a deep knowledge of at least one of the major enterprise software packages or a related type of COTS/ERP. Assesses the operational and functional baseline of an organization and its organizational components and helps to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Examples of the functional areas would include but not limited to Human Resources, Finance and related controls, Supply Chain, etc. Works with senior management to provide industry vision and guidance with regard to their industry. Leads the determination and classification of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Supports the development of functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization.
Minimum Education: A Bachelor’s degree in Computer Science/Systems, Information Systems/Technology, Business, or other related scientific or technical discipline. Master’s degree is preferred.

DATABASE ADMINISTRATOR/SPECIALIST
Minimum/General Experience: Five (5) years of experience in Information Technology; three years of experience with SQL, Oracle and/or other relational databases.
Functional Responsibilities: At least two years’ experience in the development, use, modification and maintenance of medium to large databases, including experience with current database management systems. Performs the design, development, implementation, and maintenance of large databases. Works with Senior Database Administrators (DBA’s) to design and develop databases and related components based on operational documentation and user inputs. Provides technical guidance in the selection, implementation, and deployment of databases and their architecture. Manages the development of database projects. Provides technical expertise in the use of relational databases. Evaluates and recommends available database technologies and products to support validated user requirements. Defines data architecture and management processes as well as identity management processes and procedures for specific user applications. Assists Senior DBAs in defining processes and procedures with continuity of business operations (COP) considerations.
Minimum Education: A Bachelor’s degree in Computer Science/Systems, Information Systems/Technology, Business, or other related scientific or technical discipline. Master’s degree is preferred.

SYSTEMS ANALYST
Minimum/General Experience: Five (5) years of experience in systems analysis or business information systems, including four years in the area of developing systems requirements and high-level design specifications; two years of experience in project management/task leader positions in a business information systems development or implementation project. May have expert credentials or be recognized as an authority.
Functional Responsibilities: Performs studies and analyses required to develop improvements to management, organization, and business applications for the advancement of quality enhancements through reengineering techniques. Evaluates and assesses business applications for practicality and efficiency, and provides recommendations on areas where productivity improvements can be achieved. Provides analytical support in the assessment of employed or proposed systems. Defines data architecture and management processes as well as identity management processes and procedures for specific user applications. Assists Senior DBAs in defining processes and procedures with continuity of business operations (COP) considerations.
Minimum Education: A Bachelor’s degree in Computer Science/Systems, Information Systems/Technology, Business, or other related scientific or technical discipline.
Systems/Technology, Business, or other related scientific or technical discipline.

**QA/CM/TEST & EVALUATION SPECIALIST**

**Minimum/General Experience:** A QA/CM/Test & Evaluation Specialist has from four (4) to six (6) years experience and at least two (2) years specialized project experience or formal training.

**Functional Responsibilities:** Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of software, hardware, and services. Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serves as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide task direction and guidance to less experienced team members. Performs software testing at all levels from module or unit testing through all levels of software integration testing. Writes software test plans in support of software design to ensure the integrity of test plans. Interfaces with the software development group throughout the software development process. Develops test data and predefines specific test acceptance criteria. Supports the software configuration management process and understands all software components and their interface requirements. Generally regarded as an expert in their particular discipline or technology.

**Minimum Education:** A Bachelor's Degree with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or five(5) years of testing experience in a related field.

**IT CONSULTANT**

**Minimum/General Experience:** Eight (8) years of experience in information technology, including four years of specialized experience in numerous, highly specialized IT disciplines involving a wide range of hardware/software solutions. Two years of experience in project management/task leader positions in a business information systems development or implementation project. May have expert credentials or be recognized as an authority.

**Functional Responsibilities:** Knowledgeable in all aspects of IT; evaluates and assesses information technology systems and provides information technology solutions/recommendations. Performs studies and analyses to develop improvements to management, organization, and business applications for the advancement of quality enhancements through reengineering techniques. Evaluates and assesses business applications for practicality and efficiency and provides recommendations on areas where productivity improvements can be achieved. Provides analytical support in the assessment of employed or proposed systems. Develops benchmarks for measuring system and subcomponent performance. Provides highly technical and specialized guidance and solutions to complex systems analysis, design, development, and testing activities. Works independently or as a member of a team. Makes recommendations, if needed, for approval of major systems installations. May provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and progress in accordance with schedules.

**Minimum Education:** A Bachelor's Degree with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. Master's or PHD degree preferred.

**TECHNICAL WRITER**

**Minimum/General Experience:** Three (3) years of experience in technical writing/documentation; one year of specialized Federal Information Processing technical documentation experience; knowledge of word processing and graphical presentation software. Extensively experienced with general and specific documentation practices and standards appropriate to the assigned task. Experienced and knowledgeable in the use of automated tools to prepare, update, store, and distribute technical and program documentation.
Functional Responsibilities: Provides technical documentation on systems, software, and business/technical requirements. Has experience in developing user manuals, guides, courses, and/or teaching materials for all phases of IT. Demonstrates very good oral and written communication skills. Gathers and assembles information pertaining to the subject matter; organizes and condenses materials. Works independently or as part of a team.

Minimum Education: An Associate Degree in a related field. A Bachelor’s degree is preferred.

GSA PRICES FOR SIN 54151S

<table>
<thead>
<tr>
<th>LABOR CATEGORY</th>
<th>Rate per hour (including IFF) 03/28/21 - 03/28/22</th>
<th>Rate per hour (including IFF) 03/28/22 - 03/27/23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Manager</td>
<td>$142.52</td>
<td>$145.11</td>
</tr>
<tr>
<td>Application Developer</td>
<td>$116.99</td>
<td>$119.12</td>
</tr>
<tr>
<td>Business Application/Functional Consultant</td>
<td>$136.14</td>
<td>$138.62</td>
</tr>
<tr>
<td>Database Administrator/Specialist</td>
<td>$134.54</td>
<td>$136.99</td>
</tr>
<tr>
<td>Systems Analyst</td>
<td>$97.85</td>
<td>$99.63</td>
</tr>
<tr>
<td>QA/CM/Test &amp; Evaluation Specialist</td>
<td>$99.98</td>
<td>$101.80</td>
</tr>
<tr>
<td>IT Consultant</td>
<td>$128.78</td>
<td>$131.13</td>
</tr>
<tr>
<td>Technical Writer</td>
<td>$95.72</td>
<td>$97.46</td>
</tr>
</tbody>
</table>