Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

ARM Consulting, LLC
215 Depot Ct., Suite 202
Leesburg, VA 20175
Phone: 571-252-5157
www.armconsultingonline.com

Contract Number: 47QTCA18D00BB

Period Covered: April 27, 2018 Thru April 26, 2023

Pricelist current through:
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information For Ordering Activities</td>
<td>3</td>
</tr>
<tr>
<td>Terms and Conditions Applicable to INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)</td>
<td>6</td>
</tr>
<tr>
<td>GSA Price List</td>
<td>10</td>
</tr>
<tr>
<td>Labor Category Descriptions</td>
<td>11</td>
</tr>
</tbody>
</table>
INFORMATION FOR ORDERING ACTIVITIES

CUSTOMER INFORMATION:

1a. Awarded Special Item Number(s):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: **Not Applicable**.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education. **Not applicable**.

2. Maximum Order: **$500,000.00**

3. Minimum Order: **$100.00**


5. Point of Production: **Not Applicable**

6. Prices Shown Herein are Net: **(discount included)**
7. Quantity Discount: None

8. Prompt Payment Terms: 1% Net 15 30 Days

9. Government Purchase Cards: are accepted.

10. Foreign Items: Not Applicable

11. Time of Delivery: Not Applicable

11b. Expedited Delivery: Not Applicable

11c. Overnight/2-Day Delivery: Not Applicable

11d. Urgent Requirements: Not Applicable

12. FOB Point(s): Destination

13. Ordering Address:
   215 Depot Ct., Suite 202
   Leesburg, VA 20175

14. Payment Address:
   215 Depot Ct., Suite 202
   Leesburg, VA 20175

15. Warranty Provisions: Standard Commercial Warranty

16. Export Packing charges: Not Applicable

17. Terms and conditions of Government Purchase Card Acceptance: Contact ARM CONSULTING, LLC, for terms and conditions of Government Purchase Card acceptance above micro-purchase threshold.
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: Not applicable

20a. Terms and conditions for any other services: Not applicable

21. List of service and distribution points:

215 Depot Ct., Suite 202
Leesburg, VA 20175

22. List of participating dealers: Not applicable

23. Preventive maintenance: Not applicable

24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable

24b. Contact ARM CONSULTING, LLC., for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov

25. DUNS Number: 197977619

26. ARM CONSULTING, LLC is registered in the System for Award Management (SAM) database.
1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.
   b. The Contractor shall provide services at the ordering activity location, as agreed to by the Contractor and the ordering activity.

   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 mission of the ordering activity 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**


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/IAM 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 Contracting Officer for the ordering activity, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT/EC SERVICES AND PRICING
a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S and 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 services shall be in accordance with the contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.
## GSA Price List

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Price (with IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Manager</td>
<td>$130.49</td>
</tr>
<tr>
<td>Project Manager</td>
<td>$75.49</td>
</tr>
<tr>
<td>Lean Six Sigma Master Black Belt</td>
<td>$150.58</td>
</tr>
<tr>
<td>Sr. System Engineer/System Administration</td>
<td>$118.62</td>
</tr>
<tr>
<td>Jr. System Engineer/Jr. System Administration</td>
<td>$89.79</td>
</tr>
<tr>
<td>Software Developer</td>
<td>$118.62</td>
</tr>
<tr>
<td>Jr. Software Developer</td>
<td>$90.10</td>
</tr>
<tr>
<td>Data/Statistical Analyst</td>
<td>$114.72</td>
</tr>
<tr>
<td>Program Analyst</td>
<td>$64.18</td>
</tr>
<tr>
<td>Helpdesk Level I</td>
<td>$54.56</td>
</tr>
<tr>
<td>Helpdesk II</td>
<td>$56.26</td>
</tr>
<tr>
<td>Helpdesk Level III</td>
<td>$63.91</td>
</tr>
<tr>
<td>HR Consultant</td>
<td>$74.06</td>
</tr>
</tbody>
</table>
LABOR CATEGORY DESCRIPTIONS

Program Manager

Minimum/General Experience: Eight (8) years of management experience in an IT office setting.

Functional Responsibility: Directly responsible for the management of the operations of contract and direct-hire staff. Responsible for managing all aspects the delivery of multiple projects. Provides necessary direction and guidance to achieve assigned corporate and financial objectives. Responsible for maintaining quality of ongoing contracts to ensure cost effective performance and to assure client satisfaction. Approves all contracts and fee proposals.

Minimum Education: Bachelor’s degree in IT or a related field.

Project Manager

Minimum/General Experience: Four (4) years of experience using project management industry tools and a basic understanding of content management systems.

Functional Responsibility: Leads project teams through the requirements analysis, design, development, and deployment in terms of scope, complexity, schedule and resources. Facilitates communication among team members through team meetings and thorough project documentation throughout each project. Assists in defining project scope with the ability and flexibility to realistically scale efforts according to clients' financial and timeline considerations. Manages the allocation of resources and distribution of project tasks. Complies with and enforces Arm Consulting’s standard policies and procedures. Provides strategic guidance to clients throughout all phases of work.

Minimum Education: Bachelor's degree in business, IT, or a related field.

Lean Six Sigma Master Black Belt

Minimum/General Experience: Four (4) years of Experience building consensus and managing cross-functional teams. Expert level using Microsoft Office Suite applications and strong knowledge of project management methodologies required.

Functional Responsibility: Develop comprehensive business cases to support project prioritization and goals. Observes and analyzes operational processes in order to identify waste and inefficient steps. Identifies key and standard performance metrics and performs quantitative analyses to establish objective baseline performances and forecast improvement margins.
Coordinates and leads teams involved in brainstorming sessions as well as implementation of process changes. Create value stream maps, measurement plans, and short and long term project solutions. Prepares executive-level presentations to effectively communicate process challenges and opportunities, approach and status, and final results. Develops and integrate metrics and KPIs that aid in monitoring the success of each project against goals. Utilize PCC Schedules to track and monitor performance.

Minimum Education: Bachelor’s degree in business or a related field required.

**Senior System Administrator**

Minimum/General Experience: Five (5) years of system administration experience with UNIX or Windows.

Functional Responsibility: Provides desktop, server, and network administration support to mission and analytic networks. Primary responsibilities include desktop support, application support, server administration, user account support, and basic support to LAN infrastructure. Provides instruction and leadership for junior level system administrators as needed.

Minimum Education: Bachelor’s degree in computer science or a related field required,

**Junior System Administrator**

Minimum/General Experience: Three (3) years of system administration experience with UNIX or Windows.

Functional Responsibility: Provides desktop, server, and network administration support to mission and analytic networks. Primary responsibilities include desktop support, application support, server administration, user account support, and basic support to LAN infrastructure.

Minimum Education: Bachelor’s degree in computer science required.

**Software Developer**

Minimum/General Experience: Five (5) years of experience with Cold Fusion, Adobe Flex, NET, and other web applications; experience with C# language.

Minimum Education: Bachelor’s degree in computer science or computer engineering.

**Junior Software Developer**

Minimum/General Experience: Three (3) years of experience with Cold Fusion, Adobe Flex, and other web applications.

Functional Responsibility: Designs and develops complex features with minor direction from senior developers. Addresses complex bugs. Implements/updates application modules under the direction of senior developers. Works independently in area of functional expertise while collaborating closely with other technical and business functions in a close-knit team environment. Performs quality assurance and automated testing tasks as required.

Minimum Education: Bachelor’s degree in computer science or computer engineering.

**Data/Statistical Analyst**

Minimum/General Experience: Four (4) years of experience performing data manipulation and analysis. Advanced skills with Microsoft Excel and Access.

Functional Responsibility: Performs analysis of large volumes of data to support tax planning and analysis. Assist with data acquisition from client information systems and in different formats. Performs statistical analysis using advanced methods and validation techniques. Performs data review and data analyses, generates and tests working hypotheses.

Minimum Education: Bachelor’s degree in computer science required.

**Program Analyst**

Minimum/General Experience: Five (5) years of experience performing market research and assessing programmatic needs, preferably in a leadership role.

Functional Responsibility: Responsible for operational support Arm’s programs. Synthesizes diverse information to develop and recommend strategies. Processes validation, development and documentation. Performs market research analysis to develop and expand product offerings.

Minimum Education: Bachelor’s degree in business required.

**Helpdesk Level I**

Minimum/General Experience: Three (3) years of experience in an IT technical support role.
Functional Responsibility: Provides IT technical support help and responds to tickets. Monitors computer systems and backups. Performs IT systems inventory. Performs other, general troubleshooting tasks as needed.

Minimum Education: Bachelor’s degree in computer science or computer engineering.

**Helpdesk Level II**

Minimum/General Experience: Four (4) years of experience in an IT technical support role.

Functional Responsibility: Provides IT technical support help and responds to tickets. Monitors computer systems and backups. Performs IT systems inventory. Performs other, general troubleshooting tasks as needed.

Minimum Education: Bachelor’s degree in computer science or computer engineering.

**Helpdesk Level III**

Minimum/General Experience: Five (5) years of experience in an IT technical support role.

Functional Responsibility: Provides IT technical support help for complex issues and responds to tickets. Monitors computer systems and backups, configures cloud printers, and performs email setup and configuration. Oversees lower level help desk associates as they update IT systems inventory. Performs other, general troubleshooting tasks as needed.

Minimum Education: Bachelor’s degree in computer science or computer engineering required.

**HR Consultant**

Minimum/General Experience: Five (5) years of experience in human resources in an IT office setting.

Functional Responsibility: Executes HR processes and transactions according to service level agreement. Ensures the data integrity for all departments and functions in Arm Consulting that are involved in HR processes. Uses HR tools and systems to appropriately document and complete assigned work. Works with internal and external contacts to assist in process completion or escalation, such as legal, IT, and vendors.

Minimum Education: Bachelor’s degree in business required.