

# MASS MARKETS

## GENERAL SERVICES ADMINISTRATION IT Schedule 70 Contract Catalog

**Schedule:** IT Schedule 70  
**Contract Number:** 47QTCA18D00JH  
**SIN:** 132 51 – Information Technology Professional Services

**Company Name:** TMone, LLC dba Mass Markets  
**Company Address:** 2937 Sierra Ct SW  
Iowa City, IA 52240

**Website Address:** <https://www.massmarkets.com>  
**Contact Email:** [gsa@massmarkets.com](mailto:gsa@massmarkets.com)

**Contact for Contract Administration:** Nate Monroe, Director of Project Management  
**Contact Phone:** (319) 321-5967

### **ABOUT MASS MARKETS**

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For over 15 years, Mass Markets has been a leading provider of custom technological solutions driven by our diverse team of IT experts. We excel in leveraging our professional services experience to help customers transform how they manage and interact with their data through workflow optimization, task automation, and data transformation.

We help customers integrate systems, develop the tools to analyze, store, and protect their data resources, and improve their end-user experience through streamlined application development and investment into leading edge artificial intelligence and design best practices.

- Data Workflow Optimization
- Process Automation
- Application Design
- Big Data Management
- Data Analytics and Visualization
- Artificial Intelligence
- Systems Integration
- Systems Transition Management

## GOVERNMENT HOURLY RATES

1a. Awarded Special Item Numbers (SINS): 132-51 – Information Technology Professional Services

1b. Price List:

Title	Hourly GSA Rate
Program Manager	\$ 224.79
Project Manager	\$ 195.47
System Administrator 1	\$ 112.39
System Administrator 2	\$ 117.28
System Administrator 3	\$ 146.60
Database Administrator 1	\$ 117.28
Database Administrator 2	\$ 112.39
Database Administrator 3	\$ 122.17
Technical Writer	\$ 107.51
Help Desk Manager	\$ 58.64
Help Desk Technician 1	\$ 58.64
Help Desk Technician 2	\$ 68.41
Help Desk Technician 3	\$ 83.07
Programmer 1	\$ 107.51
Programmer 2	\$ 146.60
Programmer 3	\$ 171.03
Data Architect	\$ 171.03
Network Administrator 1	\$ 97.73
Network Administrator 2	\$ 87.96
Network Administrator 3	\$ 127.05
Systems Analyst 1	\$ 78.19
Systems Analyst 2	\$ 107.51
Systems Analyst 3	\$ 185.69
Software Engineer 1	\$ 97.73
Software Engineer 2	\$ 112.39
Software Engineer 3	\$ 122.17
Configuration Specialist	\$ 117.28
IT Security Analyst 1	\$ 78.19
IT Security Analyst 2	\$ 112.39
IT Security Analyst 3	\$ 131.94
Web Developer 1	\$ 73.30
Web Developer 2	\$ 107.51
Web Developer 3	\$ 122.17
Subject Matter Expert 1	\$ 141.71
Subject Matter Expert 2	\$ 151.49
Subject Matter Expert 3	\$ 166.15



## LABOR CATEGORY DESCRIPTIONS

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### Program Manager

**Education & Experience:** Bachelor's Degree, 10+ years relevant experience.

**Description:** The Program Manager has a broad range of information technology experience including planning, architecture, systems delivery, computer operations, and IT management. The Program Manager understands the business benefits of the IT projects for which he/she is responsible and views IT as an enabler of the overarching program. The Program Manager is comfortable overseeing multiple projects, which are part of a single major program at the same time. He/she will have Senior Managers responsible for day-to-day project activities. Additional experience includes: communication with client and project managers, as well as management of multiple projects.

### Project Manager

**Education & Experience:** Bachelor's Degree, 5+ years relevant experience.

**Description:** Performs day-to-day management of assigned projects that involve teams of data processing and other information system and management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information and telecommunications systems. Demonstrates proven skills in those technical areas addressed by the project to be managed. Organizes, directs, and coordinates the planning and production of all activities associated with assigned projects. Demonstrates writing and oral communication skills and the ability to communicate with clients and internal departmental leaders to accomplish objectives.

### System Administrator 1

**Education & Experience:** Bachelor's Degree, 1+ years technical experience in software and systems management.

**Description:** Installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity.

### System Administrator 2

**Education & Experience:** Bachelor's Degree, 3+ years technical experience in software and systems management.

**Description:** Installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity.

### System Administrator 3

**Education & Experience:** Bachelor's Degree, 5+ years technical experience in software and systems management.

**Description:** Installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity.



## **Database Administrator 1**

**Education & Experience:** Bachelor's Degree, 1+ years experience in database administration.

**Description:** Maintains and applies extensive knowledge of software, operating systems, procedures and applicable programming languages to manage database systems. Responsible for system and query optimization and data flow planning, implementation and monitoring. Participates in implementation of performance improvements for database related systems and operations. Plans and maintains all procedures for backup and recovery of database files, information, and logs and audits data encryption, file space management, external data storage and management vendors.

## **Database Administrator 2**

**Education & Experience:** Bachelor's Degree, 3+ years experience in database administration.

**Description:** Maintains and applies extensive knowledge of software, operating systems, procedures and applicable programming languages to manage database systems. Responsible for system and query optimization and data flow planning, implementation and monitoring. Participates in implementation of performance improvements for database related systems and operations. Plans and maintains all procedures for backup and recovery of database files, information, and logs and audits data encryption, file space management, external data storage and management vendors.

## **Database Administrator 3**

**Education & Experience:** Bachelor's Degree, 5+ years experience in database administration.

**Description:** Maintains and applies extensive knowledge of software, operating systems, procedures and applicable programming languages to manage database systems. Responsible for system and query optimization and data flow planning, implementation and monitoring. Participates in implementation of performance improvements for database related systems and operations. Plans and maintains all procedures for backup and recovery of database files, information, and logs and audits data encryption, file space management, external data storage and management vendors.

## **Technical Writer**

**Education & Experience:** Highschool Diploma/Equivalent, 1+ years relevant experience.

**Description:** Plans, organizes, writes, edits and formats technical manuals and other related publications concerned with the operation and maintenance of systems delivered by the organization. Acquires and organizes basic source material including applicable specifications, engineering write-ups and drawing packages. Interfaces with engineering staff to research and interpret engineering schematics, technical design specifications, interface designs, and design diagrams.

## **Help Desk Manager**

**Education & Experience:** Highschool Diploma/Equivalent, 1+ years relevant experience.

**Description:** Provides daily supervision and direction to staff responsible for phone and in-person support to users of software, hardware, Windows applications, and network services. Manages personnel who serve as first point of contact for troubleshooting software and hardware issues.

## **Help Desk Technician 1**

**Education & Experience:** Highschool Diploma/Equivalent, 1+ years relevant experience.



**Description:** Provides a full range of computer technical support services for hardware and software under the leadership of the Helpdesk Manager. Performs diagnostics, examines user experience and reports deficiencies, and tracks all service calls and resolutions via trouble-ticketing systems.

### **Help Desk Technician 2**

**Education & Experience:** Highschool Diploma/Equivalent, 3+ years relevant experience.

**Description:** Provides a full range of computer technical support services for hardware and software under the leadership of the Helpdesk Manager. Performs diagnostics, examines user experience and reports deficiencies, and tracks all service calls and resolutions via trouble-ticketing systems.

### **Help Desk Technician 3**

**Education & Experience:** Highschool Diploma/Equivalent, 5+ years relevant experience.

**Description:** Provides a full range of computer technical support services for hardware and software under the leadership of the Helpdesk Manager. Performs diagnostics, examines user experience and reports deficiencies, and tracks all service calls and resolutions via trouble-ticketing systems.

### **Programmer 1**

**Education & Experience:** Bachelor's Degree- MIS, CIS, Computer Science, 1+ years experience.

**Description:** Works under guidance of Software and Database Engineers and Administrators to create, test, implement, and monitor code for new and existing software. Responsible for the ongoing maintenance and update of code to meet evolving standards and requirements. Has extensive knowledge of multiple coding languages and is capable of deciphering documentation to support software integrations and API.

### **Programmer 2**

**Education & Experience:** Bachelor's Degree- MIS, CIS, Computer Science, 3+ years experience.

**Description:** Works under guidance of Software and Database Engineers and Administrators to create, test, implement, and monitor code for new and existing software. Responsible for the ongoing maintenance and update of code to meet evolving standards and requirements. Has extensive knowledge of multiple coding languages and is capable of deciphering documentation to support software integrations and API.

### **Programmer 3**

**Education & Experience:** Bachelor's Degree- MIS, CIS, Computer Science, 5+ years experience.

**Description:** Works under guidance of Software and Database Engineers and Administrators to create, test, implement, and monitor code for new and existing software. Responsible for the ongoing maintenance and update of code to meet evolving standards and requirements. Has extensive knowledge of multiple coding languages and is capable of deciphering documentation to support software integrations and API.

### **Data Architect**

**Education & Experience:** Bachelor's Degree- MIS, CIS, Computer Science, 3+ years experience.

**Description:** Works closely with database administrators to model data schema in support of external connections, API's, and applications. Designs, tests, and implements procedural data workflows between front-end applications, back-end data processing, and reporting services. Monitors and validates data outputs and



troubleshoots inaccuracies and discrepancies in reporting from multiple data sources. Manages complex algorithms and integrations to ensure application functionality end to end.

### **Network Administrator 1**

**Education & Experience:** Bachelor's Degree- MIS, CIS, Computer Science, 5+ years experience.

**Description:** Provides network technical support for corporate LAN/WAN and troubleshoots network problems. Installs and maintains PC hardware and software. Coordinates network vendor activities, creates and maintains network documentation and disaster recovery/business continuity plans. Monitors network performance and provides support for application programmers and other LAN users. Researches new technologies that may increase productivity or provide better service to company/clients.

### **Network Administrator 2**

**Education & Experience:** Bachelor's Degree- MIS, CIS, Computer Science, 7+ years experience.

**Description:** Provides network technical support for corporate LAN/WAN and troubleshoots network problems. Installs and maintains PC hardware and software. Coordinates network vendor activities, creates and maintains network documentation and disaster recovery/business continuity plans. Monitors network performance and provides support for application programmers and other LAN users. Researches new technologies that may increase productivity or provide better service to company/clients. Responsible for the technical part of a major project or projects and coordinates with helpdesk managers and technicians to ensure end-user experience is world class.

### **Network Administrator 3**

**Education & Experience:** Bachelor's Degree- MIS, CIS, Computer Science, 10+ years experience.

**Description:** Provides network technical support for corporate LAN/WAN and troubleshoots network problems. Installs and maintains PC hardware and software. Coordinates network vendor activities, creates and maintains network documentation and disaster recovery/business continuity plans. Monitors network performance and provides support for application programmers and other LAN users. Researches new technologies that may increase productivity or provide better service to company/clients. Responsible for the technical part of a major project or projects and coordinates with helpdesk managers and technicians to ensure end-user experience is world class.

### **Systems Analyst 1**

**Education & Experience:** Highschool Diploma/Equivalent, 1+ years relevant experience.

**Description:** Applies knowledge of computer science principles, automated data processing functions, and software languages to develop solutions to user requirements. Provides direction on complex application problems involving all phases of system analysis to provide resolution. Assists users, functional and technical activity personnel in application, definition, and design. Oversees and performs the gathering, analysis, and synthesis of information for system definition. Supports the development of test plans, test descriptions, and test procedures and reviews results to ensure compliance with specifications. Develops and maintains user support documentation. Analyzes software maintenance requirements including trouble report and change proposal analysis.

### **Systems Analyst 2**

**Education & Experience:** Highschool Diploma/Equivalent, 3+ years relevant experience.



**Description:** Applies knowledge of computer science principles, automated data processing functions, and software languages to develop solutions to user requirements. Provides direction on complex application problems involving all phases of system analysis to provide resolution. Assists users, functional and technical activity personnel in application, definition, and design. Oversees and performs the gathering, analysis, and synthesis of information for system definition. Supports the development of test plans, test descriptions, and test procedures and reviews results to ensure compliance with specifications. Develops and maintains user support documentation. Analyzes software maintenance requirements including trouble report and change proposal analysis.

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### **Software Engineer 1**

**Education & Experience:** Bachelor's Degree, 1+ years relevant experience.

**Description:** Conducts or participates in the research, design and development of systems software, software applications and/or tools for new programs and subprograms as well as enhancements, modifications and corrections to existing software. Codes, tests, integrates and documents software solutions. May also design, develop and implement database, Internet/Web-based applications, personal computer/client server support, systems programming, applications design and development, database design and administration, telecommunications and network support and administration to accommodate a variety of user needs. Analyzes and determines informational needs and elements, data relationships and attributes, proposed manipulation, data flow and storage requirements and data output and reporting capabilities.

### **Software Engineer 2**

**Education & Experience:** Bachelor's Degree, 3+ years relevant experience.

**Description:** Conducts or participates in the research, design and development of systems software, software applications and/or tools for new programs and subprograms as well as enhancements, modifications and corrections to existing software. Codes, tests, integrates and documents software solutions. May also design, develop and implement database, Internet/Web-based applications, personal computer/client server support, systems programming, applications design and development, database design and administration, telecommunications and network support and administration to accommodate a variety of user needs. Analyzes and determines informational needs and elements, data relationships and attributes, proposed manipulation, data flow and storage requirements and data output and reporting capabilities.

### **Software Engineer 3**

**Education & Experience:** Bachelor's Degree, 5+ years relevant experience.



**Description:** Conducts or participates in the research, design and development of systems software, software applications and/or tools for new programs and subprograms as well as enhancements, modifications and corrections to existing software. Codes, tests, integrates and documents software solutions. May also design, develop and implement database, Internet/Web-based applications, personal computer/client server support, systems programming, applications design and development, database design and administration, telecommunications and network support and administration to accommodate a variety of user needs. Analyzes and determines informational needs and elements, data relationships and attributes, proposed manipulation, data flow and storage requirements and data output and reporting capabilities.

### **Configuration Specialist**

**Education & Experience:** Highschool Diploma/Equivalent, 3+ years relevant experience.

**Description:** Responsible for working on overarching projects to identify the proper implementation and configuration of specific software and applications. Works directly with clients and departmental leaders to design, document, and articulate the installation, set-up and ongoing use of software and applications. Provides support post-implementation to Network and Helpdesk resources to ensure end-user experience.

### **IT Security Analyst 1**

**Education & Experience:** Bachelor's Degree, 3+ years relevant experience.

**Description:** Provides information security direction and consultation to organizations in support of complex IT projects. Reviews client and company information technology security procedures, strategies, and standards and identifies vulnerabilities. Creates and maintains physical and software security procedures designed to protect customer data and prevent intrusion. Consults with and manages third party vendors for regularly security reviews. Manages anti-virus and intrusion detection hardware and software.

### **IT Security Analyst 2**

**Education & Experience:** Bachelor's Degree, 5+ years relevant experience.

**Description:** Provides information security direction and consultation to organizations in support of complex IT projects. Reviews client and company information technology security procedures, strategies, and standards and identifies vulnerabilities. Creates and maintains physical and software security procedures designed to protect customer data and prevent intrusion. Consults with and manages third party vendors for regularly security reviews. Manages anti-virus and intrusion detection hardware and software.

### **IT Security Analyst 3**

**Education & Experience:** Bachelor's Degree, 7+ years relevant experience.

**Description:** Provides information security direction and consultation to organizations in support of complex IT projects. Reviews client and company information technology security procedures, strategies, and standards and identifies vulnerabilities. Creates and maintains physical and software security procedures designed to protect customer data and prevent intrusion. Consults with and manages third party vendors for regularly security reviews. Manages anti-virus and intrusion detection hardware and software.

### **Web Developer 1**

**Education & Experience:** Bachelor's Degree, 3+ years relevant experience.



**Description:** Designs, develops, and implements software packages for front-end websites. Troubleshoots, debugs and implements software code and has knowledge of SQL, C++, HTML, JavaScript, PHP, and ASP. Relies on limited experience and judgement to plan and accomplish goals.

## **Web Developer 2**

**Education & Experience:** Bachelor's Degree, 5+ years relevant experience.

**Description:** Designs, develops, and implements software packages for front-end websites. Troubleshoots, debugs and implements software code and has knowledge of SQL, C++, HTML, JavaScript, PHP, and ASP. Has significant experience and works with IT resources to analyze and implement improvements in UI/UX for end-users and website managers.

## **Web Developer 3**

**Education & Experience:** Bachelor's Degree, 8+ years relevant experience.

**Description:** Designs, develops, and implements software packages for front-end websites. Troubleshoots, debugs and implements software code and has knowledge of SQL, C++, HTML, JavaScript, PHP, and ASP. Has significant experience and works with IT resources to analyze and implement improvements in UI/UX for end-users and website managers.

## **Subject Matter Expert 1**

**Education & Experience:** Highschool Diploma/Equivalent, 5+ years experience in related tasks.

**Description:** Analyzes and develops deep understand of requirements and operations for specific software and systems ranging in complexity from simple to moderately complex. Coordinates and manages analysis and evaluation of assigned systems and makes recommendations for implementation, improvement, training and education.

## **Subject Matter Expert 2**

**Education & Experience:** Highschool Diploma/Equivalent, 7+ years experience in related tasks.

**Description:** Analyzes and develops deep understand of requirements and operations for specific software and systems ranging in complexity from simple to moderately complex. Coordinates and manages analysis and evaluation of assigned systems and makes recommendations for implementation, improvement, training and education.

## **Subject Matter Expert 3**

**Education & Experience:** Highschool Diploma/Equivalent, 10+ years experience in related tasks.

**Description:** Analyzes and develops deep understand of requirements and operations for specific software and systems ranging in complexity from simple to moderately complex. Coordinates and manages analysis and evaluation of assigned systems and makes recommendations for implementation, improvement, training and education.



## TERMS AND CONDITIONS

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**2. Maximum Order:** \$500,000

**3. Minimum Order:** \$100

**4. Geographic Coverage (delivery area):** 50 United States, District of Columbia, Puerto Rico

**5. Point(s) of Production:** N/A

**6. Discount from List Prices or Statement of Net Price:** N/A

**7. Quantity Discounts:** N/A

**8. Prompt Payment Terms:** Net 30

**9a.** Government purchase cards *are* accepted at or below the micro-purchase threshold.

**9b.** Government purchase cards *are* accepted above the micro-purchase threshold.

**10. Foreign Items:** None.

**11a. Time of Delivery:** As negotiated with ordering agency and contractor.

**11b. Expedited Delivery:** As negotiated with ordering agency and contractor.

**11c. Overnight and 2-Day Delivery:** As negotiated with ordering agency and contractor.

**11d. Urgent Requirements:** As negotiated with ordering agency and contractor.

**12. F.O.B. Point(s):** Destination.

**13a. Ordering address:**

2937 Sierra Ct SW

Iowa City, IA 52240-8503

**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:**

2937 Sierra Ct SW  
Iowa City, IA 52240-8503

**15. Warranty provision:** None.

**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):** N/A

**25. Data Universal Number System (DUNS) number.** 079130138

**26. Contractor is registered and current in the SAM database.**

