

GENERAL SERVICES ADMINISTRATION

**Federal Supply 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 is available through **GSA Advantage!™**, a menu-driven database system. The INTERNET address for **GSA Advantage!™** is: <http://www.GSAAdvantage.gov>.

Multiple Award Schedule

Contract Number: 47QTCA18D00KT

Contract Period: September 18, 2018 through September 17, 2023

For more information on ordering from Federal Supply Schedules
click on the FSS Schedules button at <http://www.gsa.gov/schedules-ordering>

Contractor: HIGHERECHELON, INC
101 Lowe Avenue SE, STE 3B, Huntsville, Al 35801-4220

Business Size: Small, Veteran Owned, Service-Disabled Business

Telephone: (256) 763-1931
FAX Number: (703)-224-8001
Web Site: www.the-he.com
E-mail: joe.ross@higherechelon.com
Contract Administration: Donald Ross

CUSTOMER INFORMATION:

- 1a. **Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:**

SIN	SIN Description
54151S	Information Technology Professional Services
OLM	Order Level Materials
ANCILLARY	Ancillary Supplies and/or Services

- 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. 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. See below for labor categories and pricing.**
2. **Maximum Order:** \$500,000
3. **Minimum Order:** \$100.00
4. **Geographic Coverage (delivery Area):** Domestic Only (50 States, DC, Puerto Rico)
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:** Government net prices (discounts already deducted).
7. **Quantity discounts:**

1% for orders over \$500,000.00
8. **Prompt payment terms:** Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
- 9a. **Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** will accept
10. **Foreign items (list items by country of origin):** None
- 11a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order
- 11b. **Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery:** Contact Contractor

- 11c. **Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
- 11d. **Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor
12. **F.O.B Points(s):** Destination
- 13a. **Ordering Address(es):** Same as Contractor
- 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):** Same as company address
15. **Warranty provision.:** Contractor’s standard commercial warranty.
16. **Export Packing Charges (if applicable):** N/A
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
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. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 24b. **Section 508 compliance information:** N/A
25. **Data Universal Numbering System (DUNS) number:** 832344639
26. **Notification regarding registration in System for Award Management (SAM) database:** SAM Registration Current and Complete
27. **Final Pricing:**

LABOR CATEGORY RATES

The rates shown below include the Industrial Funding Fee (IFF) of 0.75% and are applicable to all SINs

Awarded Labor Categories	09/18/18- 09/17/19	09/18/19- 09/17/20	09/18/20- 09/17/21	09/18/21- 09/17/22	09/18/22- 09/17/23
Application Architect II	\$133.46	\$136.53	\$139.67	\$142.88	\$146.17
Application Architect III	\$145.87	\$149.23	\$152.66	\$156.17	\$159.76
Business System/ Process Analyst I	\$67.08	\$68.62	\$70.20	\$71.81	\$73.46
Business System/ Process Analyst II	\$79.45	\$81.28	\$83.15	\$85.06	\$87.02
Business System/ Process Analyst VII	\$127.33	\$130.26	\$133.26	\$136.32	\$139.46
IT Management Consultant III	\$91.52	\$93.62	\$95.77	\$97.97	\$100.22
Principle IT Management Consultant I	\$154.12	\$157.66	\$161.29	\$165.00	\$168.80
Principal Technical Consultant	\$217.62	\$222.63	\$227.75	\$232.99	\$238.35
System Technical Consultant	\$145.08	\$148.42	\$151.83	\$155.32	\$158.89
IT Technician IV	\$93.30	\$95.45	\$97.65	\$99.90	\$102.20
IT Technician VII	\$105.53	\$107.96	\$110.44	\$112.98	\$115.58
Senior IT Manager	\$132.51	\$135.56	\$138.68	\$141.87	\$145.13
Program Manager V	\$152.23	\$155.73	\$159.31	\$162.97	\$166.72
Programmer/Developer I	\$83.15	\$85.06	\$87.02	\$89.02	\$91.07
Programmer/Developer VI	\$178.93	\$183.05	\$187.26	\$191.57	\$195.98
Senior Software Engineer / Analyst IX	\$125.12	\$128.00	\$130.94	\$133.95	\$137.03
Web Designer	\$88.52	\$90.56	\$92.64	\$94.77	\$96.95
Customer Service and Support Technician I	\$73.72	\$75.42	\$77.15	\$78.92	\$80.74
Customer Service and Support Technician III	\$129.64	\$132.62	\$135.67	\$138.79	\$141.98

The Service Contract Labor Standards, formerly the Service Contract Act (SCA) is applicable to this contract. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and / or when the contractor adds SCLS labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

Labor Category Descriptions

Commercial Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Educational Requirements
Application Architect II	14	The Application Architect 2 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 2 performs varied and difficult tasks yet has less autonomy than Level 3.	Bachelors
Application Architect III	15	The Application Architect 3 may plan, design, develop, redesign or enhance, install, or implement various technology products, or enhance computer programs. This individual applies knowledge of software and programming to develop and test computer systems and produce the necessary outcome for clients. The Application Architect may draft technical white papers to better understand the technology behind them, and to provide instructions that help the client better understand the nature and applications of a specific product. Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.	Bachelors
Business System/ Process Analyst I	0	<p>The BS/PA I may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The BS/PA uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution. In addition, the Business System/Process Analyst may:</p> <ul style="list-style-type: none"> • Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress • Determine and document user requirements for business processes and abide by those requirements for future projects • Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures • Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	Bachelors

Commercial Labor Category	Minimum/ General Experience and Years of Experience	Functional Responsibility	Educational Requirements
Business System/ Process Analyst II	2	<p>The BS/PA 2 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The BS/PA uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution. In addition, the BS/PA may:</p> <ul style="list-style-type: none"> • Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress • Determine and document user requirements for business processes and abide by those requirements for future projects • Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures • Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis <p>Level 2 performs more varied and difficult tasks compared to Level 1 yet has less autonomy than Level 7.</p>	Bachelors
Business System/ Process Analyst VII	12	<p>The BA/PA 7 may provide knowledge in business process and system analysis, design, improvement, and implementation efforts or in translating business process needs into technical requirements. The BS/PA uses available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement to determine the most useful business solution. In addition, the Business Analyst may:</p> <ul style="list-style-type: none"> • Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress • Determine and document user requirements for business processes and abide by those requirements for future projects • Reviews and analyzes information, forecasts, methods, schedules, systems, processes and procedures • Provides expertise in, but not limited to, Configuration Management, Strategic Planning, Knowledge Management, Business Analysis and Technical Analysis <p>Level 7 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	Bachelors

Commercial Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Educational Requirements
IT Management Consultant III	3	<p>IT Management Consultant III apply their skills in such areas as IT systems development, knowledge of IT business processes, technical background or supervisory capacity to implement business solutions. For example, Consultants may perform tasks such as:</p> <ul style="list-style-type: none"> • Develop functional and technical information system designs • Work with business integration analysts in the development of software designs, computer programming, system testing or training curricula • Work with business process redesign teams in the development of new business process architectures • Perform workflow analyses • Design and manage databases 	Bachelors

Commercial Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Educational Requirements
Principle IT Management Consultant I	16	Provides IT research, evaluations, studies, analyses, scenarios/simulations, reports, business policy and regulation development assistance, strategy formulation, and expert witness services. Provides IT support services and survey services, using a variety of methodologies, including survey planning, design, and development; survey administration; data validation and analysis; reporting, and stakeholder briefings.	Bachelors
Principal Technical Consultant	20	Principal Technical Consultant may develop, run tests on, implement, or maintain operating system and related software. The Principal Technical Consultant establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The Principal Technical Consultant schedules, performs, and/or monitors system backups and/or, when necessary, performs data recoveries. Principal Technical Consultant is competent in subject matter and concepts and may lead individuals assisting in the work.	Bachelors
System Technical Consultant	12	System Technical Consultant may develop, run tests on, implement, or maintain operating system and related software. The System Technical Consultant establish and implement standards for computer operations for compatibility between hardware and software, according to specifications and parameters. This individual troubleshoots and/or resolves software, operating system, and networking problems. The System Technical Consultant schedules, performs, and/or monitors system backups and/or, when necessary, performs data recoveries. System Technical Consultant performs more routine aspects of the position and is supervised by higher levels.	Bachelors
IT Technician IV	4	Provides engineering and technical expertise to a project, in the areas of software development, network management, hardware configuration, web design, or testing. Works independently and as a part of a team to achieve the project objectives. Participates in planning processes (agile, waterfall, project planning, etc.)	Bachelors
IT Technician VII	7	Provides engineering and technical expertise to a project, in the areas of software development, network management, hardware configuration, web design, or testing. Works independently and as a part of a team to achieve the project objectives. Participates in planning processes (agile, waterfall, project planning, etc.)	Bachelors
Senior IT Manager	11	Provides management and technical expertise for a program or multiple projects. Participates in planning and directs others in support of the project goals. Responsible for meeting timelines, adhering to budgets and achieving overall contractual objectives.	Bachelors
Program Manager V	20	Provides management and technical expertise for a program or multiple projects. Participates in planning and directs others in support of the project goals. Responsible for meeting timelines, adhering to budgets and achieving overall contractual objectives.	Bachelors

Commercial Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Educational Requirements
Programmer/Developer I	3	<p>The Programmer 1 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming and understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> • Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists • Update, repair, modify and expand existing computer programs 	Bachelors
Programmer/Developer VI	10	<p>The Programmer 4 is responsible for activities such as program design, coding, testing, debugging or documentation. This individual has technical knowledge and responsibility of all phases of applications systems analysis and programming and understands the business or function for which application is designed. The Programmer may</p> <ul style="list-style-type: none"> • Write programs according to specifications, which may be provided by Engineers, technical architects, or other computer scientists • Update, repair, modify and expand existing computer programs 	Bachelors
Senior Software Engineer / Analyst IX	12	<p>Performs engineering tasks to achieve the project mission. Works on design and implementation, independently or supervising a team</p>	Bachelors
Web Designer	6	<p>The Web Designer may design, plan, or execute the design and layout for Internet sites and web pages, which may include combining text with sounds, pictures, graphics, and video-clips. The Web Designer may:</p> <ul style="list-style-type: none"> • Question or communicate with clients to assess their needs, discuss requirements, and clarify their goals for establishing a website. • Meet with clients on a regular basis to evaluate and modify site as it seems appropriate and keeps them informed of project progress. • Design custom-tailored plan for a proposed site using combination of graphic and written material and modifies proposal as necessary until the client is satisfied. • Design, maintain, and update information and digitized images, banners, bullets, charts, image maps, and other graphics to enhance appearance of site and keep the content and graphics current. • Maintain site appearance by developing and enforcing content and display standards. 	Bachelors

Commercial Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Educational Requirements
Customer Service and Support Technician I	<p style="text-align: center;">1</p>	<p>The Customer Service and Support Technician 1 may perform some of the following tasks:</p> <ul style="list-style-type: none"> • Answers inquiries by clarifying desired information; researching, locating, and providing information • Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems • Fulfills requests by clarifying desired information; completing transactions; forwarding requests • Maintains call center database by entering information and document customer interaction • Updates job knowledge by participating in educational opportunities and knowledge management • Answers inquiries by clarifying desired information; researching, locating, and providing information • Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems • Fulfills requests by clarifying desired information; completing transactions; forwarding requests • Maintains call center database by entering information and document customer interaction • Updates job knowledge by participating in educational opportunities and knowledge • Develops appropriate reporting requirements by supervisor or manager • Handles Subject Matter Expert inquiries and assist other team members • Assists in the training of new-hires and assist in quality <p>Level 1 performs more routine aspects of the position and is supervised by higher levels.</p>	<p style="text-align: center;">Bachelors</p>
Customer Service and Support Technician III	<p style="text-align: center;">15</p>	<p>The Customer Service and Support Technician 3 may perform some of the following tasks:</p> <ul style="list-style-type: none"> • Answers inquiries by clarifying desired information; researching, locating, and providing information • Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems 	<p style="text-align: center;">Bachelors</p>

Commercial Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Educational Requirements
		<ul style="list-style-type: none"> • Fulfills requests by clarifying desired information; completing transactions; forwarding requests • Maintains call center database by entering information and document customer interaction • Updates job knowledge by participating in educational opportunities and knowledge management • Answers inquiries by clarifying desired information; researching, locating, and providing information • Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems • Fulfills requests by clarifying desired information; completing transactions; forwarding requests • Maintains call center database by entering information and document customer interaction • Updates job knowledge by participating in educational opportunities and knowledge management • Develops appropriate reporting requirements by supervisor or manager • Handles Subject Matter Expert inquiries and assist other team members • Assists in the training of new-hires and assist in quality <p>Level 3 is competent in subject matter and concepts and may lead individuals assisting in the work.</p>	

Education/Experience Equivalents:

- PhD reduces required years of experience by 7 years for labor categories requiring Bachelor's degrees or by 2 years for labor categories requiring Masters
- Master's degree reduces required years of experience by 5 years for labor categories requiring Bachelor's degrees
- Add 4 years of required experience to labor categories requiring Bachelor's degree where the candidate only has a High School diploma