SPECIAL ITEM NUMBER 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301  IT Facility Operation and Maintenance
FPDS Code D302  IT Systems Development Services
FPDS Code D306  IT Systems Analysis Services
FPDS Code D307  Automated Information Systems Design and Integration Services
FPDS Code D308  Programming Services
FPDS Code D310  IT Backup and Security Services
FPDS Code D311  IT Data Conversion Services
FPDS Code D316  IT Network Management Services
FPDS Code D317  Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services
FPDS Code D319  Other Information Technology Services, Not Elsewhere Classified

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.

Note 2: Offerors and Agencies are advised that the Multiple Award Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.

WhirlWind Tech, LLC
1300 Caraway Court, Suite 200
Largo, MD 20774
(P) 301-850-1023 (F) 866-224-7935
http://www.wwindtech.com

Contract Administrator: KoJo Addae-Mintah, kojo@wwindtech.com

Contract Number: 47QTCA19D004Y
Period Covered by Contract: January 29, 2019 through January 28, 2024
Business Size: Small Business, SBA Certified Small Disadvantaged Business, SBA Certified 8(a) Firm

Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology

Pricelist current through Modification #PS-A812, dated February 06, 2020.

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: GSAAvantage.gov

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.
CUSTOMER INFORMATION:

1. Awarded Special Item Number(s):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>54151SRC</td>
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<tr>
<td>54151STLOC</td>
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<td>54151SARRA</td>
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<td>OLM</td>
<td>Order Level Materials</td>
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<td>OLMARRA</td>
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</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: See page 5.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 6.

2. Maximum Order: For SIN 54151S - $500,000
   For SIN OLM - $250,000

3. Minimum Order: $100

4. Geographic Coverage: Domestic and Overseas

5. Point of Production: N/A

6. Prices Shown Herein are Net (discount deducted)

7. Quantity Discount: None

8. Prompt Payment Terms: Net 30. 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: None

11. Time of Delivery: WhirlWind Technologies, LLC shall deliver or perform services in accordance with the terms negotiated in an agency’s order.
11b. **Expedited Delivery:** Consult with Contractor

11c. **Overnight/2-Day Delivery:** Consult with Contractor

11d. **Urgent Requirements:** Consult with Contractor

12. **FOB Point:** Destination

13a. **Ordering Address:** WhirlWind Technologies, LLC  
ATTN: KoJo Addae-Mintah  
1300 Caraway Court, Suite 200  
Largo, MD 20774

13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. **Payment Address:** Accounts Payable  
1300 Caraway Court, Suite 200  
Largo, MD 20774

15. **Warranty Provisions:** Contractor’s Standard Warranty

16. **Export Packing charges:** Not applicable

17. **Terms and conditions of Government Purchase Card Acceptance:** Contact WhirlWind Technologies, LLC for terms and conditions of Government Purchase Card acceptance.

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:** Not applicable

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. WhirlWind Technologies, LLC for Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov

25. **DUNS Number:** 845534804

26. WhirlWind Technologies, LLC is registered in the System for Award Management (SAM) database.
## GSA HOURLY RATES

**SIN 54151S**

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>01/29/19 – 01/28/20</th>
<th>01/29/20 – 01/28/21</th>
<th>01/29/21 – 01/28/22</th>
<th>01/29/22 – 01/28/23</th>
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</table>
Labor Category Descriptions

**Business Analyst**

**Functional Responsibility:** Perform systems analysis, design, and development and of strategic solutions. Provide analytical support in assisting clients with the development of business systems. Analyze functional and technical requirements, prepare system designs and specifications and perform systems development.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years

**Computer Security Specialist II**

**Functional Responsibility:** Analyze and defines security requirements. Design, develop, engineer, and implement solutions for the specified requirements. Guide effort to gather and organize technical information about an organization’s mission goals and needs, existing security products, and ongoing programs in the specified arena. Performs risk analyses which also includes risk assessment. Develop security standards.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**Computer Security Specialist III**

**Functional Responsibility:** Develop, design, engineer and implement solutions for the requirements. Perform complex risk analyses which also include risk assessment. Establish and satisfy information assurance and security requirements based upon the analysis of user, policy, regulatory, and resource demands. Support customers at the highest levels in the development and implementation of doctrine and policies.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years

**IT Systems Solution Architect**

**Functional Responsibility:** Responsible for design, creation, and maintenance of computerized databases. Responsible for the quality control and auditing of Telelogic System Architect (SA) databases to ensure accurate and appropriate use of data. Consults with and advises users on access, works directly with users to resolve data conflicts and inappropriate data usage and directs the maintenance and use of the enterprise architecture encyclopedia.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years
Network Engineer I

Functional Responsibility: Conduct primary triage within the network and security infrastructure which includes: routers, switches, firewalls, VPN, proxy servers, Linux, UNIX, and Windows servers. Make corrective break/fix actions when applicable, following documented procedures, change control guidelines and policies.

Minimum Education: Bachelor’s

Minimum Experience: 5 years

IT Program Analyst

Functional Responsibility: Apply analytic methodologies and principles to address client needs on IT specific projects. Apply analytic techniques in the evaluation of IT project objectives and contributes to the implementation of strategic direction. Perform analyst functions including data collection, interviewing, data modeling, project testing, and creation of performance measurements to support IT project objectives.

Minimum Education: Bachelor’s

Minimum Experience: 4 years

IT Project Manager

Functional Responsibility: Provide supervision of multiple complex IT projects and principal liaison responsibilities with client on all business, technical and cost matters for IT project planning, scheduling and implementation. Direct completion of IT projects within estimated timeframes and budget constraints. Coordinate IT project specific efforts and reviews work products for completeness and adherence to client's standards.

Minimum Education: Bachelor’s

Minimum Experience: 5 years

IT Service Delivery Manager

Functional Responsibility: Perform day-to-day management of IT projects, from original concept through final implementation. Use proven skills in those technical areas addressed by an IT project to analyze new and complex project related problems and create innovative IT solutions.

Minimum Education: Bachelor’s

Minimum Experience: 7 years
Sr Application Analyst

**Functional Responsibility:** Provide top level technical expertise and leadership in multiple highly specialized areas of application systems analysis and programming. Use sound software engineering principles to ensure that developed code satisfies user requirements and is modifiable, efficient, reliable, understandable, and fault tolerant.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years

Sr IT Specialist

**Functional Responsibility:** Support the designing, implementation, troubleshooting, and maintenance of virtual hardware on-demand systems

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years

Sr IT Project Manager

**Functional Responsibility:** Provide supervision of multiple complex IT projects and principal liaison responsibilities with client on all business, technical and cost matters for task project planning, scheduling and implementation. Direct completion of IT projects within estimated timeframes and budget constraints. Coordinate IT project specific efforts and reviews work products for completeness and adherence to client's standards.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years

Sr Security Specialist

**Functional Responsibility:** Formulate and assess IT security policy to include business impact. Prepare security plans for employing an enterprise-wide security architecture to include the design of cryptographic solutions. Develop integrated security services management.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years
**Sr Software Developer**

**Functional Responsibility:** Work under limited supervision in performing difficult and complex software engineering assignments relative to the modification/and or development of software systems. Formulate and develop systems or subsystems architecture, requirements, and design documents. Perform software algorithm development, design, coding, and documentation work of systems.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 10 years

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**Sr Systems/Software Developer**

**Functional Responsibility:** Development features across multiple subsystems within applications, including collaboration in requirements definition, prototyping, design, coding, testing and deployment. Understand how applications operate, are structured and use of applications. Provide engineering support to technical operations staff during building, deploying, configuration, and support phase.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years

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**Sr IT Technical Writer**

**Functional Responsibility:** Create IT documentation methodology and framework and maintain proper IT methodology for purposes of consistency and efficiency. Prepare and maintain IT documentation pertaining to programming, system operations, and user documentation. Plan, write, and maintain IT systems and user support documentation.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 7 years

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**Sr Telecommunications Engineer**

**Functional Responsibility:** Support complex engineering and/or analytical tasks and activities associated with one or more technical areas within telecom function such as but not limited to: network design, engineering, implementation, or operations/user support.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 7 years
Subject Matter Expert I

**Functional Responsibility:** Define problems and analyzes and develops plans and requirements in the subject matter area for complex systems. Coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and system specifications in the following areas: Information System Architect, Automation, Telecommunication, Networking, Communication Protocols, Software, Electronic E-mail, Modeling and Simulation, Data Storage and Retrieval, etc.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

Subject Matter Expert II

**Functional Responsibility:** Serve as a consultant in the subject matter area and has the ability to adapt to new situations and environments. Possess keen troubleshooting skills to assist other analysts and program managers. Coordinate and manage the preparation of analysis, evaluations, and recommendations for proper implementation of programs and system specifications in the following areas: Information System Architect, Automation, Telecommunication, Networking, Communication Protocols, Software, Electronic E-mail, Modeling and Simulation, Data Storage and Retrieval, etc. Provide leadership and analytical expertise to other specialist: operates with substantial independence and initiative.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 8 years

Subject Matter Expert III

**Functional Responsibility:** Use subject matter area expertise gained through direct industry experience to provide technical, managerial, and administrative direction for problem definition, analysis, requirements development and implementation for complex to extremely complex systems in the subject matter area.

**Minimum Education:** Master’s

**Minimum Experience:** 10 years

System Administrator II

**Functional Responsibility:** Install new software releases, upgrade systems, evaluate and install patches, and resolve software related problems. Perform system back-ups and recovery, maintain data files, and monitor system configuration to ensure data integrity.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 2 years
**System Administrator III**

**Functional Responsibility:** Provide work direction to lower level staff with a thorough understanding of client’s applicable hardware/software configurations, which includes system back-up and recovery, basic software management, security management, and operating systems in different operating environments.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

**System Engineer**

**Functional Responsibility:** Manage and monitor all installed systems and infrastructure. Install, configure, test, and maintain operating systems, application software and system management tools.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years

**System Network Engineer III**

**Functional Responsibility:** Technical Lead in design, implementation, and support of WAN/LAN infrastructure and CISCO administration. Design, install, configure, maintain and upgrade local area networks. Analyze requirements and produce detailed project plans for the implementation of LAN based applications.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 9 years

**IT Technical Writer**

**Functional Responsibility:** Gather requirements from technical sources to formulate into IT documentation. Understand and convert client’s objectives and goals into written form. Prepare and maintain IT documentation pertaining to programming, system operations, and user documentation. Express ideas clearly and have excellent command of writing skills.

**Minimum Education:** Associate’s

**Minimum Experience:** 4 years
**Telecommunications Engineer I**

**Functional Responsibility:** Provide maintenance of the switching equipment. Perform more complex activities for routine maintenance on switch, and reads and interprets circuit diagrams and electrical schematics.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

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**Telecommunications Engineer II**

**Functional Responsibility:** Manage the translation of business requirements into telecommunications requirements, designs, and orders. Provide in-depth engineering analysis of engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts. Provide telecommunications enhancement designs for medium and large-scale telecommunications infrastructures. Provide interface support to telecommunications end users, telecommunications operations personnel, and telecommunications engineering best practices.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 6 years

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**Wide Area Network Administrator**

**Functional Responsibility:** Monitor LAN, WAN, MAN and servers. Provide batch monitoring, tape back-ups and restoration. Support, install, maintain and troubleshoot all LAN and WAN networking devices for all internal and external networks

**Minimum Education:** Bachelor’s

**Minimum Experience:** 5 years

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**Experience & Degree Substitution Equivalencies**

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

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<th>Equivalent Degree</th>
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<tr>
<td>Associate’s</td>
<td>2 years relevant experience</td>
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<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
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<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience or Associate’s + 6 years relevant experience or 8 years relevant experience</td>
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