AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE
PRICELIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SERVICES

The Special Item Numbers (SINs) supported under this contract are:

OLM  Order Level Materials
54151S  Information Technology 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 D314 IT Acquisition Support Services
   FPDS Code D316 IT Network Management Services
   FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified
   FPDS Code R699 Other Administrative Support Services
   FPDS Code R799 Other Management Support Services

Programs Management Analytics and Technologies, Inc. (PMAT)
520 West 21st Street, G2-412
Norfolk, VA 23517
Phone: 757.642.4509

CONTRACT NUMBER: 47QTCA19D00EB
CONTRACT PERIOD: June 26, 2019 – June 25, 2024
BUSINESS SIZE: Small Business
DUNS: 791144970
CAGE: 4T2K3
Pricelist current through Modification A812, dated 02/06/2020

Contract Administration: PMAT, Inc.
Kelly Everly
4055 Hancock Street, Suite 115
San Diego, CA 92110
Phone: 619.795.2667; Email: keverly@pmatinc.com

Solicitation Number 47QTCA19D00EB/Refresh 0001_PMAT Pricelist with updated Terms & Conditions 6/15/2020
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CUSTOMER INFORMATION

1a. Table of awarded special item number(s)

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<thead>
<tr>
<th>SIN</th>
<th>SIN Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. Lowest Price Model Number and Price For Each SIN
N/A

1c. Hourly Rates
N/A

2. Maximum Order
$500,000

3. Minimum Order
$100.

4. Geographic Coverage
Worldwide

5. Point(s) of production
The place of performance will be determined on an individual Task Order award basis.

6. Discount form list prices
None

7. Quantity Discount(s)
None

8. Prompt payment terms
Net 30 days

9a. Government purchase cards are accepted at or below the micro-purchase threshold
Government purchase cards are accepted for purchases equal to or below the micro-purchase threshold but not less than the Minimum Order amount. In addition, bank account information for wire transfer payments will be shown on the invoice.

9b. Government purchase cards are accepted or not accepted above the micro-purchase threshold
Government purchase cards are not accepted above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.
10. Foreign items
None

11a. Time of delivery
Identified in task order.

11b. Expedited Delivery
Items available for expedited delivery are noted in this price list.

11c. Overnight and 2-day delivery
Identified in task order.

11d. Urgent Requirements
Contact Contractor’s representative to affect a faster delivery.

12. F.O.B. point.
Destination

13a. Ordering address
PMAT, Inc. Attention: Kelly Everly
4055 Hancock Street, Suite 115
San Diego, CA 92110

The following may be used by ordering agencies to obtain technical and/or ordering assistance:
Kelly Everly
Telephone: 619-795-2667 E-Mail: keverly@pmatinc.com

13b. Ordering procedures.
For supplies and services, the ordering information on Blanket Purchase Agreements (BPA’s) is found in Federal Acquisition Regulation (FAR) 8.405-3.

14 Payment address
PMAT, Inc.
Attn: Accts Receivable
4055 Hancock Street, Suite 115
San Diego, CA 92110

15 Warranty Provision.
Not applicable

16 Export packing charges, if applicable
Not applicable.
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level)
   Contact Contractor’s representative

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 indicating date of parts and any discounts from list price (if applicable)
   Not applicable.

21. List of service and distribution points
   Not applicable.

22. List of participating dealers.
   None

23. Preventive maintenance
   Not applicable.

24. Section 508 compliance
   Not applicable

25. Data Universal Number System (DUNS) number
   791144970

26. Notification regarding registration in System for Award Management (SAM) database
   PMAT’s registration in the System for Award Management (SAM) database is current.
Terms and Conditions Applicable to Information Technology (IT) Professional Services (Special Item Number 54151S)

1. SCOPE

a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Multiple Award Schedule.

b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

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 in accordance with this clause.

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 ordering activity’s mission 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

The Inspection of Services—Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

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 (Deviation – May 2003) 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 Services.

9. INDEPENDENT CONTRACTOR

All IT 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 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 ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.
LABOR CATEGORY DESCRIPTION

1. PROGRAM MANAGER

Education: B.A. or B.S. degree (add 6 years’ experience without degree).

General Experience: Must have 12 or more years of program management experience.

Functional Responsibility: Responsible for large, complex task orders (or a group of task orders affecting the same common/standard/migration system) and shall work with the Government Contracting Officer’s Representative (COR), the task order level COR(s), Government management personnel and customer agency representatives. Responsible for the overall management of the program’s or project’s specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and interfaces to other functional systems. Directs completion of tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Reports in writing and orally to contractor management and Government representatives. Provides competent leadership and responsible program direction through successful performance of a variety of detailed, diverse elements of project transitioning. Plans and directs technological improvements and project management implementation. Manages a diverse group of functional activities, subordinate groups of technical and administrative personnel. Provides business, technical, and personnel management across multiple projects, such as engineering studies, computer applications, and systems development.

2. PROJECT MANAGER

Education: B.A. or B.S. degree (add 6 years’ experience without degree)

General Experience: Must have 4 or more years of relevant project management experience.

Functional Responsibility: Serves as the contractor’s contract manager and shall be the contractor’s authorized interface with the Government Contracting Officer (CO), the Contracting Officer’s Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Shall be responsible for the overall contract performance and shall not serve in any other capacity. Ability to manage and ensure the successful completion of multiple technical tasks in assigned program(s).
3. SYSTEMS ARCHITECT ENGINEER

Education: B.A. or B.S. degree (add 6 years’ experience without degree).

General Experience: Must have 8 years of experience in the IT field.

Functional Responsibility: Responsible for the long-term strategic planning of IT systems to improve functionality and efficiency. Provides guidance on integration and synchronization of disparate technologies to improve cost and increase productivity. Develops policies, standards and guidelines that direct the selection/development, implementation and use of technologies. Collaborates with other IT stakeholders to provide an architecture solution that is reliable, adaptable and scalable. Addresses risks associated with IT assets through the development, use and recommendation of appropriate standards and security policies. Analyses technology trends relating to security, infrastructure, and development, and provides technical vision. Collaborates with senior level technical staff to integrate project requirements while complying with industry’s standard practices and SOA methodologies. Documents and presents SOA methodologies, other architectural principles and technical solutions to senior staff and IT stakeholders.

4. SYSTEMS ENGINEER II

Education: B.A. or B.S. degree (add 6 years’ experience without degree).

General Experience: Must have 6 years of experience in the IT field.

Functional Responsibility: Responsible for the design and implementation of new systems. Performs a variety of tasks related to systems design, integration and implementation. Provides quality assurance review and the evaluation of new and existing software and hardware. Coordinates with senior management and subordinate technical personnel to ensure problem resolution and customer satisfaction. Makes recommendations, if needed, for approval of major systems integration. Prepares milestone status reports and delivers presentations on the system concept to colleagues, subordinates, and end user representatives.
5. SOFTWARE ENGINEER/INFORMATION SPECIALIST IV

**Education:** B.A. or B.S. degree (add 6 years’ experience without degree).

**General Experience:** Must have 10 years of computer experience in information system design.

**Functional Responsibility:** Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of highly complex presentation architecture. Responsible for project completion. Performs feasibility analysis on potential future web projects, and reports findings to management. Researches, designs, and develops computer software systems, in conjunction with hardware product development, applying principles and techniques of computer science, engineering, and mathematical analysis. Analyzes software requirements to determine the feasibility of a design within requirement constraints. Consults with hardware engineers and other engineering staff members to evaluate interfaces between hardware and software and operational and performance requirements of the overall system. Formulates and designs software systems, using scientific analysis and mathematical models to predict and measure outcomes and consequences of design. Develops and directs software system testing, programming, and documentation. Consults with customers concerning maintenance of software system. Performs object-oriented analysis, object-oriented design and object-oriented programming to develop computer systems. Develops cost proposals and project status reports. Develops documentation describing program design, program maintenance, and testing.

6. SOFTWARE ENGINEER/INFORMATION SPECIALIST III

**Education:** B.A. or B.S. degree (add 6 years’ experience without degree).

**General Experience:** 6 -10 years of relevant experience.

**Functional Responsibility:** Participates in the design, development, analysis, and implementation of software operating systems and software application programs; works under general supervision; performs software operating systems and application engineering, including full life cycle design and development; works from specifications to develop and modify operating systems and software applications; participates in the design, coding, testing, debugging, and documentation of programs; participates in the definition of limited design specifications and parameters; assists engineers or analysts with the hardware/software integration of the application or utility into software operating systems; analyzes system architecture requirements; performs requirements acquisition and definition and data analysis; may customize purchased applications; performs technical and subject matter research on emerging technologies to determine impacts on application execution; analyzes and documents client needs and requirements; participates in writing, modifying, and maintaining technical documentation and specifications such as user manuals, system documentation, and training materials; performs integration testing and support of various computer operating and/or network systems; troubleshoots and provides customer support for software operating system and application issues; maintains current knowledge of relevant hardware and software applications as assigned; participates in special projects as required.
7. SOFTWARE ENGINEER/INFORMATION SPECIALIST II

**Education:** B.A. or B.S. degree (add 6 years’ experience without degree).

**General Experience:** 3-6 years of relevant experience.

**Functional Responsibility:** Designs and develops new software products or major enhancements to existing software. May lead a development team in the design of moderately complex presentation architecture. Performs feasibility analysis on potential future web projects to management. Implements, upgrades and maintains web sites on the Internet and Intranets. Maintains and monitors web site communication links. Monitors, analyzes and recommends strategies relevant to traffic on the web site. Ensures that firewall mechanisms, virus protection and other security mechanisms operate effectively. Performs in all phases of Internet and Intranet site implementation and connection. Researches, designs, and develops computer software systems, in conjunction with hardware product development, applying principles and techniques of computer science, engineering, and mathematical analysis. Formulates and designs software systems, using scientific analysis and mathematical models to predict and measure outcomes and consequences of design. Develops and directs software system testing, programming, and documentation. Consults with customers concerning maintenance of software system. Performs object-oriented analysis, object-oriented design and object-oriented programming to develop computer systems. Develops cost proposals and project status reports. Develops documentation describing program design, program maintenance, and testing. Writes user manuals and operator manuals.

8. SOFTWARE ENGINEER/INFORMATION SPECIALIST I

**Education:** B.A. or B.S. degree (add 6 years’ experience without degree).

**General Experience:** 0-3 years of relevant experience.

**Functional Responsibility:** Assists in the design, development, analysis, and implementation of software operating systems and software application programs; works under general supervision; does related work as required. Works from specifications to develop and modify operating systems and software applications; participates in the design, coding, testing, debugging, and documentation of programs; assists in the definition of limited design specifications and parameters; assists engineers or analysts with the hardware/software integration of the application or utility into software operating systems; assists in the analysis of system architecture requirements; may customize purchased applications; participates in the research of emerging technologies to determine impacts on application execution; analyzes and documents client needs and requirements; assists with writing, modifying, and maintaining technical documentation and specifications such as user manuals, system documentation, and training materials; performs integration testing and support of various computer operating and/or network systems; troubleshoots and provides customer support for software operating system and application issues; maintains current knowledge of relevant hardware and software applications as assigned.
9. DATABASE SPECIALIST II

**Education:** B.A. or B.S. degree (add 6 years’ experience without degree).

**General Experience:** Must have 4 or more years of relevant experience.

**Functional Responsibility:** Designs, maintains, enhances, and codes relational databases; analyzes and determines information needs and elements, data relationships and attributes, data flow and storage requirements, and data output and reporting capabilities; develops data modeling and is responsible for data acquisition and access analysis and design, and archive, recovery, and load strategy design and implementation; coordinates new data development ensuring consistency and integration with existing data warehouse structure; reviews business requests for data and data usage, researches data sources for new and better data feeds; participates in continuous improvement efforts in enhancing performance and providing increased functionality; designs data structures to accommodate database production, storage, maintenance, and accessibility; develops screens and queries; tests designed applications; may perform upgrades and maintenance of hardware and software; provides technical support and guidance to users; maintains current knowledge of relevant hardware and software applications as assigned; may serve as team or technical task lead and provides guidance, problem solving expertise, and training to lower-level staff; participates in special projects as required.

10. NETWORKING SPECIALIST II

**Education:** B.A. or B.S. degree (add 6 years’ experience without degree).

**General Experience:** Must have 6 or more years of experience in the IT field.

**Functional Responsibility:** Analyzes local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites, and configuring communication media with concentrators, bridges, and other devices; resolves interoperability problems to obtain operations across all platforms including email, file transfer, multimedia, teleconferencing, and the like. Configures systems to user requirements; supports the acquisition of hardware and software as well as subcontractor services as needed; performs various tests and documents results; administers and maintains local and wide area networks; provides technical support and troubleshooting to users; plans network layout design; may administer network security.
11. SECURITY/INFORMATION ASSURANCE (IA) SPECIALISTS

**Education:** B.A. or B.S. degree (add 6 years’ experience without degree).

**General Experience:** Must have a minimum of 6 years of experience.

**Functional Responsibility:** Leads or plays key role on project teams in system consolidation, information security software upgrades, and contingency management planning and execution. Trains information security analysts on problem resolution and conformance requirements by developing and conducting courses and explaining reference manuals. Assists technical support groups in the design and testing of information security products to provide solutions for information security issues and ensure conformance to requirements. Identifies and recommends solutions such as program or system modifications to prevent security exposures.

12. SUBJECT MATTER EXPERT II

**Education:** B.A. or B.S. degree (add 6 years’ experience without degree).

**General Experience:** Must have 10 or more years of relevant experience.

**Duties:** Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in the following specialties: information systems architecture, networking, telecommunications, automation, communications protocols, risk management/electronic analysis, software lifecycle management, software development methodologies, and modeling and simulation.

13. QUALITY ASSURANCE MANAGER

**Education:** B.A. or B.S. degree (add 6 years’ experience without degree).

**General Experience:** Must have 6 or more years of relevant experience.

**Duties:** The Quality Assurance Manager improves reliability of product development processes, maintain company quality standards, or review products, processes and systems on an ongoing basis to determine where improvements can be made. The Quality Assurance Manager develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures. Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual task order. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.
14. TECHNICAL WRITER

**Education:** B.A. or B.S. degree (add 5 years’ experience without degree).

**General Experience:** Must have a minimum of 3 years of experience.

**Functional Responsibility:** Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, and any other customer deliverables and documents. Assists in performing financial and administrative functions. Must demonstrate the ability to work independently or under only general direction.

15. IT SUPPORT SPECIALIST

**Education:** Associate degree or equivalent (add 3 years’ experience without degree).

**General Experience:** Must have a minimum of 1 or more years of experience.

**Functional Responsibility:** Performs installation, configuration, and upgrade of computer hardware and software; provides end-user software troubleshooting and support; applies advanced diagnostic techniques to identify problems, investigate causes, and recommend solutions; provides network troubleshooting and support; may participate in the administration and design of websites; participates in the administration of email systems; provides phone and helpdesk support for local and off-site users; assists lower level technicians with complex problems.

16. PROJECT ANALYST

**Education:** Associate degree or equivalent (add 3 years’ experience without degree).

**General Experience:** Must have a minimum of 3 or more years of experience.

**Functional Responsibility:** Performs administrative duties and responsibilities in support of a program, project, department, or facility, to include answering phone calls and taking messages. May perform word processing and general secretarial functions. Responsible for administration and adherence to standard policies and procedures. Under general supervision may collect and analyze data for assigned projects. Understands and provides documentation planning and support, project administration, general project support, executive support, human resource planning, project event planning and administration, etc. required to support project execution.
## EDUCATION SUBSTITUTIONS

<table>
<thead>
<tr>
<th>Degree</th>
<th>Equivalent Experience</th>
<th>Other Equivalents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associates</td>
<td>High School Diploma or GED + 1-year experience.</td>
<td>Professional certification</td>
</tr>
<tr>
<td>Bachelors</td>
<td>Associate degree + 2 years relevant experience, or 4 years relevant experience</td>
<td>Professional certification</td>
</tr>
<tr>
<td>Masters</td>
<td>Bachelors + 2 years relevant experience, or Associate degree + 4 years relevant experience</td>
<td>Professional certification</td>
</tr>
<tr>
<td>Doctorate</td>
<td>Masters + 2 years relevant experience, or Bachelors + 4 years relevant experience</td>
<td>Professional certification</td>
</tr>
</tbody>
</table>

Completion of higher education which has not yet resulted in a degree may be counted as 1 for 1 year of experience for each year of higher education and may be used to satisfy education requirements.
## GSA PRICE LIST

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<tbody>
<tr>
<td>54151S</td>
<td>Program Manager</td>
<td>BA or BS</td>
<td>12</td>
<td>$170.09</td>
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