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 are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: GSAAdvantage.gov.

SCHEDULE TITLE: Multiple Award Schedule (MAS)

FSC Group, Part, and Section or Standard Industrial Group (as applicable):
Multiple Award Schedule (MAS) 54151S

FSC Class(es)/Product code(s) and/or Service Codes (as applicable):
FSC/PSC Class D301 IT AND TELECOM- FACILITY OPERATION AND MAINTENANCE
Facility Management
FSC/PSC Class D302 IT AND TELECOM- SYSTEMS DEVELOPMENT
Systems Development Services
FSC/PSC Class D306 IT AND TELECOM- SYSTEMS ANALYSIS
Systems Analysis Services
FSC/PSC Class D307 IT AND TELECOM- IT STRATEGY AND ARCHITECTURE
Automated Information Systems Services
FSC/PSC Class D310 IT AND TELECOM- CYBER SECURITY AND DATA BACKUP
Backup and Security Services
FSC/PSC Class D311 IT AND TELECOM- DATA CONVERSION
Data Conversion Services
FSC/PSC Class D316 IT AND TELECOM- TELECOMMUNICATIONS NETWORK MANAGEMENT
IT Network Management Services
FSC/PSC Class D317 IT AND TELECOM- WEB-BASED SUBSCRIPTION
Creation/Retrieval of IT Related Data Services
Creation/Retrieval of Other Information Services
Creation/Retrieval of IT Related Automated News Services
FSC/PSC Class D399 IT AND TELECOM- OTHER IT AND TELECOMMUNICATIONS
Other Information Technology Services, Not Elsewhere Classified

CONTRACT NUMBER: 47QTCA19D00EY
CONTRACT PERIOD: 07/08/2019 – 07/07/2024

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

CONTRACTOR:
OneSourcePCS, LLC
POC: Joselito J Llanera, President
3111 Peggy Bond Drive
Pensacola, FL 32504
Telephone: (850) 341-0992
Fax: (888) 611-3379
Email: jllanera@onesourcepcs.com
http://www.onesourcepcs.com/
BUSINESS SIZE: Small, 8(a), and Small Disadvantaged
CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs) AWARDED PRICES

54151S Information Technology and Professional Services

1b. LOWEST PRICED NUMBER AND PRICE FOR EACH SIN:
(Government net price based on a unit price)

<table>
<thead>
<tr>
<th>SIN#</th>
<th>Labor Category</th>
<th>UOI</th>
<th>GSA OFFER PRICE (inclusive of the .75% IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>PC Support Technician I</td>
<td>Hourly</td>
<td>$50.92</td>
</tr>
</tbody>
</table>

1c. SIN 54151S INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

<table>
<thead>
<tr>
<th>SIN(s) PROPOSED</th>
<th>SERVICE PROPOSED (e.g. Job Title/Task)</th>
<th>MINIMUM EDUCATION/CERTIFICATION LEVEL</th>
<th>MINIMUM YEARS OF EXPERIENCE</th>
<th>PRICE OFFERED TO GSA (including IFF)</th>
<th>QUANTITY / VOLUME DISCOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>PC Support Manager (Sr. Technician)</td>
<td>Bachelors</td>
<td>7 Years</td>
<td>$78.77</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>PC Support Technician I</td>
<td>Associates</td>
<td>1 Year</td>
<td>$50.92</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>PC Support Technician II</td>
<td>Associates</td>
<td>2 Years</td>
<td>$53.18</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>PC Support Technician III</td>
<td>Bachelors</td>
<td>3 Years</td>
<td>$54.51</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>PC Support Technician IV</td>
<td>Bachelors</td>
<td>4 Years</td>
<td>$55.86</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>PC Support Technician V</td>
<td>Bachelors</td>
<td>5 Years</td>
<td>$63.32</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>LAN Support Tech Sr.</td>
<td>Bachelors</td>
<td>5 Years</td>
<td>$72.53</td>
<td>None</td>
</tr>
<tr>
<td>54151S</td>
<td>LAN Support Tech Jr.</td>
<td>Associates</td>
<td>3 Years</td>
<td>$68.12</td>
<td>None</td>
</tr>
</tbody>
</table>

2. MAXIMUM ORDER*: $500,000
NOTE TO ORDERING ACTIVITIES: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER: $100
4. **GEOGRAPHIC COVERAGE:** 50 State, DC, and US Territories

5. **POINT(S) OF PRODUCTION:** Pensacola, FL

6. **DISCOUNT FROM LIST PRICES:** SIN 54151S Basic discount of 3% from the awarded market rate sheet. Discount reflected in GSA proposed price with IFF.

7. **QUANTITY DISCOUNT(S):** 2%, $500,000

8. **PROMPT PAYMENT TERMS:** Net 30 Days

9a. Government Purchase Cards are accepted at the micro-purchase threshold.

9b. Government Purchase Cards are accepted above the micro-purchase threshold. Contact contractor for limit.

10. **FOREIGN ITEMS:** Not Applicable

11a. **TIME OF DELIVERY:** 54151S As agreed between ordering agency and contractor

11b. **EXPEDITED DELIVERY:** Not Applicable

11c. **OVERNIGHT AND 2-DAY DELIVERY:** Not Applicable

11d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

12. **FOB POINT:** Destination

13a. **ORDERING ADDRESS:** Same as contractor

13b. **ORDERING PROCEDURES:** Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA’s) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

14. **PAYMENT ADDRESS:** Same as contractor

15. **WARRANTY PROVISION:** N/A, Services Only

16. **EXPORT PACKING CHARGES:** Not Applicable

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:** (Any thresholds above the micro-purchase level may be inserted by contractor)

18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** Not Applicable

19. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** Not Applicable
20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE
LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): Not Applicable

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): Not
Applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): Not Applicable

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): Not Applicable

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): Not Applicable

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled
content, energy efficiency, and/or reduced pollutants): Not Applicable

24b. Section 508 Compliance for Electronic and Information Technology (EIT):
http://www.onesourcepcs.com/

25. DUNS NUMBER: 124112371

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD
MANAGEMENT (SAM) DATABASE: Contractor has an Active Registration in the SAM
database.
Labor Category Descriptions

PC Support Manager
A PC Support Manager oversees all aspects of the Help Desk/PC Support Services. Provides issue resolution within the department, recommends solutions to resolve complex issues. Assigns service requests to appropriate subgroup within the Service Desk Department. Provides contract administration to ensure that contractual obligations are being completed to established standards, methods, and techniques as required. Above average ability to interpret, analyze, troubleshoot and resolve technical problems. Must have a strong working knowledge of and experience with computer hardware, software and peripheral devices in a diverse environment. Must provide a high level of interfacing with co-workers and communicate effectively with the clients, IT personnel and management.

Minimum Education/Degree: Bachelor’s Degree in information technology or related field.
Minimum Years of Experience: 7 Years

PC Support Technician I
A PC support technician is responsible for providing Tier 0 and 1 Help Desk Support. The PC support technical I provide basis network support and conduct inventory check on all hardware and equipment. This technician is responsible for removing viruses and installing malware as needed. The level 1 technician performs all administrative requirements of Help Desk functions.

Minimum Education/Degree: Associates Degree in Information Technology or related field.
Minimum Years of Experience: 1 Year

PC Support Technician II
The PC support technician II is responsible for Tier 1 issues that have been escalated and Tier 2 Help Desk tickets. This technician is responsible for installing and maintaining application platforms, performing daily back-ups and data redundancy, handles change requests, software updated and hardware issues, and the upgrading components of aging systems.

Minimum Education/Degree: Associates Degree in Information Technology or related field.
Minimum Years of Experience: 2 Years

PC Support Technician III
The PC support technician III is responsible for Tier 2 Help Desk tickets. The level 3 technician records incident and resolutions, regularly maintains/modify end user accounts using Active Directory and Enterprise Directory Management System. The technician is knowledgeable of Virtual Desktop Infrastructure, Blackberry and IOS mobile devises, troubleshooting and remote support.

Minimum Education/Degree: Bachelor’s Degree in Information Technology or related field.
Minimum Years of Experience: 3 Years
PC Support Technician IV
The PC support technician IV provides Tier 3 Help Desk Support services remote and on-site to the end users workplace. The level 4 technician is responsible for replacement of peripheral equipment that reach its life expectancy, provide familiarization of software products including productivity suites, operating systems, and programs of record. Further the technician is responsible for creating/maintaining master images for end user devices as needed per guidelines providing by IAM, ACAS Scans, IAVA reports and Stig update releases. This position provides problem resolution and recommends solutions for more complexed issues.

Minimum Education/Degree: Bachelor’s Degree in Information Technology or related field.
Minimum Years of Experience: 4 Years

PC Support Technician V
The PC Support Technician V supports Tier 3 Help Desk Support service tickets in support of the level IV technician. The level 5 technician troubleshoots and installs hardware/software, check for server and router connectivity, checks network drops, evaluates network requirements provides system administration and resolves incorrect settings. This position can also act as the assistant PC Support Manager.

Minimum Education/Degree: Bachelor’s Degree in Information Technology or related field.
Minimum Years of Experience: 5 Years

LAN Support Tech Jr.
Experience in Information Systems, including training in software applications, PC repair, providing support to users required. Experience in diagnosing and resolving LAN problems. Experience in diagnosing and resolving LAN problems. Experience with data communications, operations and personal computers preferred. Handle local area network administrative responsibilities in a Windows 7/10 workstation environment, and a Windows 2003-2012 server environment. Provide timely and quality PC hardware and software support with a high degree of customer satisfaction. Review assigned tickets and provide input on troubleshooting and resolution.

Minimum Education/Degree: Associates Degree in Information Technology or related field.
Minimum Experience: 3 Years
LAN Support Tech Sr.
Experience in Information Systems, including teaching in software applications, PC repair, providing support to users required. Perform a wide range of network administration duties including installations, maintenance, troubleshooting, upgrades, and general support for network equipment. Evaluate, test, and deploy all software and hardware upgrades to the networking infrastructure. Proactively monitoring of network services, applications, and devices using a combination of tools to ensure high availability and SLA’s. Assist in developing, implementing, testing, and maintaining plans / procedures. Collect and review network utilization data for capacity and planning purposes. Interface with vendors for procurement & maintenance of all IT infrastructures.
Manage & troubleshoot networks & Internet connectivity. Working knowledge of network security, understanding of vulnerabilities and countermeasures.

Minimum Education/Degree: Bachelor’s Degree in Information Technology or related field.
Minimum Years of Experience: 5 Years