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 for GSA Advantage! is: http://www.gsaadvantage.gov

Multiple Award Schedule (MAS)
Large Category F: Information Technology

CONTRACT NUMBER:
47QTCA19D00GS

PERIOD COVERED BY CONTRACT:
August 7, 2019 - August 6, 2024

TOTAL ADMINISTRATIVE SERVICES CORPORATION (TASC)
2302 INTERNATIONAL LANE
MADISON, WI 53704
(P) 888-287-9202
(F) 610-296-6112
www.tasconline.com

Contractor’s Administration Source:
Chris Fischer, chris.fischer@tasconline.com

General Services Administration Modification
#PS-A812, dated March 9, 2020

Business Size: Other Than Small

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.
1a. **TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)**

- **SIN 511210:** **Software Licenses** includes both term and perpetual software licenses and maintenance.

- **SIN 54151ECOM:** **Electronic Commerce and Subscription Services** includes value added network services, e-mail services, Internet access services, electronic subscription services, data transmission services, and emerging electronic commerce technologies.

- **SIN 54151S:** **IT Professional Services** and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.

- **SIN 611420:** **IT Training** includes training on hardware, software, cloud, and other applicable systems.

- **SIN OLM:** **Order-Level Materials** are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

1b. **LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**

Refer to Pricelist

1c. **HOURLY RATES (Services Only):** Refer to Pricelist

2. **MAXIMUM ORDER THRESHOLD*:**

<table>
<thead>
<tr>
<th>SIN</th>
<th>Maximum Order Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>$500,000</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>$500,000</td>
</tr>
<tr>
<td>54151S</td>
<td>$500,000</td>
</tr>
<tr>
<td>611420</td>
<td>$250,000</td>
</tr>
<tr>
<td>OLM</td>
<td>$250,000</td>
</tr>
</tbody>
</table>

*If the “best value” selection places your order over this 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:** 48 Contiguous States including Washington D.C.
5. **POINT(S) OF PRODUCTION:** 2302 International Lane, Madison, WI 53704

6. **DISCOUNT FROM LIST PRICES:** Net GSA pricing is listed in the attached pricing table

7. **QUANTITY DISCOUNT(S):** None

8. **PROMPT PAYMENT TERMS:** 0%, Net 30 Days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. **FOREIGN ITEMS:** None

10a. **TIME OF DELIVERY:** As negotiated between Contractor and Ordering Activity

10b. **EXPEDITED DELIVERY:** As negotiated between Contractor and Ordering Activity

10c. **OVERNIGHT AND 2-DAY DELIVERY:** As negotiated between Contractor and Ordering Activity

10d. **URGENT REQUIREMENTS:** Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery

11. **FOB POINT:** Destination

12a. **ORDERING ADDRESS:**
TOTAL ADMINISTRATIVE SERVICES CORPORATION  
2302 International Lane  
Madison WI, 53704  
Phone: 608-316-2592  
Fax: 608-316-6004

12b. **ORDERING PROCEDURES:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in FAR 8.405-3

13. **PAYMENT ADDRESS:**  
TOTAL ADMINISTRATIVE SERVICES CORPORATION  
2302 International Lane  
Madison WI, 53704  
Phone: 608-316-2592  
Fax: 608-316-6004

14. **WARRANTY PROVISION:**  
Standard Commercial Warranty

15. **EXPORT PACKING CHARGES:** N/A
16. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (if applicable).** N/A

17. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** N/A

18a. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A

18b. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A

19. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** N/A

20. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** N/A

21. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** N/A

22a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** N/A

22b. **Section 508 Compliance for EIT:** As applicable

23. **DUNS NUMBER:** 782437800

24. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:** Active in SAM. CAGE Code 7FC38
1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software. Inspection of services is in accordance with 552.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (JAN 2017) (DEVIATION – FEB 2007) (DEVIATION - FEB 2018) for Firm-Fixed Price orders; or GSAR 552.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (JAN 2017) (DEVIATION - FEB 2018) (ALTERNATE I - JAN 2017) DEVIATION - FEB 2007) for Time and-Materials and Labor-Hour Contracts orders placed under this contract.

2. COMMERCIAL SUPPLIER AGREEMENTS

Commercial Supplier Agreements to include Enterprise User License Agreements or Terms of Service (TOS) agreements. The Contractor shall provide all Commercial Supplier Agreements to include Enterprise User License Agreements or Terms of Service (TOS) agreements in an editable Microsoft Office (Word) format for review prior to award.

3. GUARANTEE/WARRANTY

a. The Contractor’s commercial guarantee/warranty shall be included in the Commercial Supplier Agreement to include Enterprise User License Agreements or Terms of Service (TOS) agreements.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 800-422-4661 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8am to 5pm local time.

5. PERIODS OF TERM LICENSES (SIN 511210)

a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.

b. Term licenses and/or software maintenance services may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. Annual Funding. When using annually appropriated funds are cited on an order for term licenses and/or software maintenance services, the period of the term licenses and/or software maintenance services shall automatically expire on September 30 of the contract period.

d. Cross-Year Funding Within Contract Period. Where an ordering activity’s specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the
ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or software maintenance services will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

a. When a contractor commercially offers conversions of term licenses to perpetual licenses, and an ordering activity requests such a conversion, the contractor shall provide the total amount of conversion credits available for the subject software within ten (10) calendar days after placing the order.

b. When conversion credits are provided, they shall continue to accrue from one contract period to the next, provided the software has been continually licensed without interruption.

c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

d. When conversion from term licenses to perpetual licenses is offered, the price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to a percentage of all term license payments during the period that the software was under a term license within the ordering activity.

7. TERM LICENSE CESSATION

a. After a software product has been on a continuous term license for a period of *months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited. Contractors who do not commercially offer conversions of term licenses to perpetual licenses shall indicate that their term licenses are not eligible for conversion at any time.

8. UTILIZATION LIMITATIONS - (SIN 511210)

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property...
with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 9.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the software and documentation with the run-time computing environment (e.g. operating system, virtual machine, mobile operating system, processor etc.) to be specifically identified for which it is acquired at any other facility/user device to which that time computing environment may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site/user device if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the software and documentation with a backup time computing environment when the primary is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site/user for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

(6) Licensee Data belongs exclusively to Licensee, regardless of where the Data may reside at any moment in time including, but not limited to Licensor hardware, networks or other infrastructure and facilities where Data may reside, transit through or be stored from time to time. Licensor makes no claim to a right of ownership in Licensee Data. Licensor agrees to keep the Licensee Data Confidential as that term is defined in the relevant FAR and DFARS provisions pertaining to Confidential Information and Confidentiality. Licensor is not permitted to use Licensee’s data for a purpose that is not explicitly granted in writing by Licensee. Upon Licensee request, for any reason whatsoever, Licensor must promptly return all Licensee Data in Licensor’s possession in a format as may be designated at the time of request by Licensee.

(7) Licensee may create or hire others (including Licensor) to create modifications, customizations or other enhancements to the Software which might be classified as “Derivative Works” of the software. Unless otherwise negotiated and mutually agreed upon at the order level, the intellectual property (IP) rights to the Derivative Works shall be owned by the owner of the underlying intellectual property. The Derivative Work[s] shall be made available to the Licensee through a royalty free, perpetual worldwide, no charge license to the Licensee.
9. SOFTWARE CONVERSIONS - (SIN 511210)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a term license, if conversion credits had accrued while the earlier version was under a term license, those credits shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

10. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product including the operating systems on which the software can be used. Also included shall be a brief, introductory explanation of the modules and documentation which are offered.

11. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses, if commercially available.
1. SCOPE

a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.

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

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.

b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.

c. The ordering activity reserves the right to substitute one student for another up to the first day of class.

d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support or online support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.
7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. § 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING

a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings, printed and copied two-sided on paper containing 30% postconsumer materials (fiber). Such documentation will become the property of the student upon completion of the training class.

b. **If applicable** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.

d. The Contractor shall provide the following information for each training course offered:

(1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);

(2) The length of the course;

(3) Mandatory and desirable prerequisites for student enrollment;

(4) The minimum and maximum number of students per class;

(5) The locations where the course is offered;

(6) Class schedules; and

(7) Price (per student, per class (if applicable)).

e. For those courses conducted at the ordering activity’s location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

9. “NO CHARGE” TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.
<table>
<thead>
<tr>
<th>Course Code</th>
<th>FSA-EG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Title</td>
<td>Training for UBA Software: FSA Program (for Employers)</td>
</tr>
</tbody>
</table>

**Course Description**

Training focuses on understanding the Universal Benefit Account FSA Software. The format offered is Lecture with Q&A’s during the entire session.

The Course content covers:
- Understanding all administrative tasks using TASC’s Software as a Service
- Dealing with the Technical and Compliance issues surrounding FSAs
- Eligibility claims and understanding what expenses qualify for reimbursement
- How to create and understand TASC Software Program Reports
- Reviewing TASC application and software for Participants
  1) Internet website access
  2) Phone Call access
  3) Mobile access
- Market, set up and administering the FSA program/software application

<table>
<thead>
<tr>
<th>Course Length</th>
<th>1 Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prerequisites, if any</td>
<td>Student must primarily be Benefits Administrator responsible for supporting the Flexible Spending Accounts program and or an Administrator in I.T., Finance, Payroll, and Human Resources.</td>
</tr>
<tr>
<td>Open Enrollment (Yes/No)</td>
<td>Yes</td>
</tr>
<tr>
<td>Course Schedule and Location</td>
<td>Customer Site</td>
</tr>
<tr>
<td>Min/Max # of Students for Group Classes</td>
<td>Minimum: 2 / Maximum: 10</td>
</tr>
<tr>
<td>GSA Price</td>
<td>$533.00</td>
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</tbody>
</table>

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</table>

**Course Description**

Training focuses on understanding the Universal Benefit Account FSA Software. The format offered is Lecture with Q&A’s during the entire session.

The Session covers:
- Understanding the TASC FSA Program and Software Application
- How to use the Software to Enroll into the Program
- What expenses qualify for reimbursement
- Understanding TASC Card - Spending Accounts (Debit Card)
- When the TASC Card is not accepted how to submit for reimbursement

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<td>Min/Max # of Students for Group Classes</td>
<td>Minimum: 10 / Maximum: 50</td>
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<td>GSA Price</td>
<td>$799.00</td>
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<td>Training focuses on understanding the Universal Benefit Account HSA Software. The format offered is Lecture with Q&amp;A’s during the entire session. The Course content covers: - Understanding all administrative tasks using TASC’s Software as a Service - Dealing with the Technical and Compliance issues surrounding HSAs - Eligibility claims and understanding what expenses qualify for reimbursement - How to create and understand TASC Software Program Reports - Reviewing TASC application and software for Participants 1) Internet website access 2) Phone Call access 3) Mobile access - Market, set up and administering the HSA program/software application</td>
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<td>1 Day</td>
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<td>Prerequisites, if any</td>
<td>Student must primarily be Benefits Administrator responsible for supporting the Health Savings Account program and or an Administrator in I.T., Finance, Payroll, and Human Resources.</td>
</tr>
<tr>
<td>Open Enrollment (Yes/No)</td>
<td>Yes</td>
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| Course Description | Training focuses on understanding the Universal Benefit Account HRA Software. The format offered is Lecture with Q&A’s during the entire session. The Course content covers:  
- Understanding all administrative tasks using TASC’s Software as a Service  
- Dealing with the Technical and Compliance issues surrounding HRAs  
- Eligibility claims and understanding what expenses qualify for reimbursement  
- How to create and understand TASC Software Program Reports  
- Reviewing TASC application and software for Participants  
  1) Internet website access  
  2) Phone Call access  
  3) Mobile access  
- Market, set up and administering the HRA program/software application |
| Course Length | 1 Day                                                                  |
| Prerequisites, if any | Student must primarily be Benefits Administrator responsible for supporting the HRA and or FHRA program and or an Administrator in I.T., Finance, Payroll, and Human Resources. |
| Open Enrollment (Yes/No) | Yes                                                                  |
| Course Schedule and Location | Customer Site                                                           |
| Min/Max # of Students for Group Classes | Minimum: 2 / Maximum: 10                                               |
| GSA Price     | $533.00                                                                |

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</table>

Course Description  
Training focuses on understanding the Universal Benefit Account TA Software. The format offered is Lecture with Q&A’s during the entire session.  
The Course content covers:  
- Understanding all administrative tasks using TASC’s Software as a Service  
- Dealing with the Technical and Compliance issues surrounding Commuter and Parking  
- Eligibility claims and understanding what expenses qualify for reimbursement  
- How to create and understand TASC Software Program Reports  
- Reviewing TASC application and software for Participants  
  1) Internet website access  
  2) Phone Call access  
  3) Mobile access  
- Market, set up and administering the Transportation program/software application

Course Length  
1 Day

Prerequisites, if any  
Student must primarily be Benefits Administrator responsible for supporting the Commuter and Parking program and or an Administrator in I.T., Finance, Payroll, and Human Resources.

Open Enrollment (Yes/No)  
Yes

Course Schedule and Location  
Customer Site

Min/Max # of Students for Group Classes  
Minimum: 2 / Maximum: 10

GSA Price  
$533.00

<table>
<thead>
<tr>
<th>Course Code</th>
<th>TA-EU</th>
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<tbody>
<tr>
<td>Course Title</td>
<td>Training for UBA Software: TA Program (for Employees)</td>
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</table>

Course Description  
Training focuses on understanding the Universal Benefit Account TA Software. The format offered is Lecture with Q&A’s during the entire session.  
The Session covers:  
- Understanding the TASC Commuter and Parking Program and Software Application  
- How to use the Software to Enroll into the Program  
- What expenses qualify for reimbursement  
- Understanding the TASC Card – Commuter and Parking (Debit Card)  
- When the TASC Card is not accepted how to submit for reimbursement

Course Length  
1 Day

Prerequisites, if any  
Student must be an eligible employee to participate in program.

Open Enrollment (Yes/No)  
Yes

Course Schedule and Location  
Customer Site

Min/Max # of Students for Group Classes  
Minimum: 10 / Maximum: 50

GSA Price  
$799.00
<table>
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<tr>
<th>Course Code</th>
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<tbody>
<tr>
<td>Course Title</td>
<td>Training for GiveBack Account Software (for Employers)</td>
</tr>
</tbody>
</table>
| Course Description | Training focuses on understanding the GiveBack Account Software. The format offered is Lecture with Q&A’s during the entire session. The Course content covers:  
- Understanding all administrative tasks using TASC’s Software as a Service  
- Dealing with the Technical and Compliance issues surrounding Workplace Giving  
- Donations and understanding what charities qualify for donations  
- How to create and understand TASC Software Program Reports  
- Reviewing TASC application and software for Participants  
  1) Internet website access  
  2) Phone Call access  
  3) Mobile access  
- Market, set up and administering the GiveBack program/software application |
| Course Length | 1 Day       |
| Prerequisites, if any | Student must primarily be Benefits Administrator responsible for supporting the Workplace Giving and or an Administrator in I.T., Finance, Payroll, and Human Resources. |
| Open Enrollment (Yes/No) | Yes |
| Course Schedule and Location | Customer Site |
| Min/Max # of Students for Group Classes | Minimum: 2 / Maximum: 10 |
| GSA Price | $533.00 |

<table>
<thead>
<tr>
<th>Course Code</th>
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<tr>
<td>Course Title</td>
<td>Training for GiveBack Account Software (for Employees)</td>
</tr>
</tbody>
</table>
| Course Description | Training focuses on understanding the GiveBack Account Software. The format offered is Lecture with Q&A’s during the entire session. The Session covers:  
- Understanding the TASC GiveBack Program and Software Application  
- How to use the Software to Enroll into the Program  
- What charities qualify for donation |
| Course Length | 1 Day       |
| Prerequisites, if any | Student must be an eligible employee to participate in program. |
| Open Enrollment (Yes/No) | Yes |
| Course Schedule and Location | Customer Site |
| Min/Max # of Students for Group Classes | Minimum: 10 / Maximum: 50 |
| GSA Price | $799.00 |
TITLE: Customer Care Supervisor

FUNCTIONAL RESPONSIBILITY: Reports to Customer Care Manager. Supervises Customer Care Specialist & Customer Care Team Lead. Requires a minimum of 3-5 years of professional experience in a processing center in a supervisory capacity. Includes, but is not limited to, the following responsibilities: provide supervision of call teams responsible for facilitating customer service calls and processing emails in a high volume Customer Care center. Responsibilities include but are not limited to, overseeing and supervising the call center activities of assigned teams in Customer Care and working closely with the Customer Care Manager to ensure daily priorities are addressed. This position also provides leadership in problem resolution including corrective and preventative actions, continuous improvement activities for products and processes, performance measurements and process management, and providing employee development and training to department employees. Work with the Customer Care Manager to ensure key performance indicators for the center are well-defined and consistently met. Participate in departmental and companywide meetings to align and assist with the direction of the organization.

MINIMUM YEARS OF EXPERIENCE: 3

MINIMUM EDUCATION: Associates Degree

TITLE: Business Analyst 1

FUNCTIONAL RESPONSIBILITY: Reports to Manager of Application Development. Includes, but is not limited to, the following responsibilities: providing use case scenarios in the environment of TASC’s applications development to ensure quality processes and a quality end-user experience. Understanding and developing models that show flows of data, having the ability to discuss findings, and then working with development and testing staff in designing an appropriate improved IT solution. A Business Analyst (BA) reviews, analyzes, and evaluates systems and user needs. This position requires formulating systems to parallel overall strategies. This person writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Familiar with relational database concepts, and client-server concepts. Documents and analyzes required information and data. Outlines design of new IT systems.

MINIMUM YEARS OF EXPERIENCE: 1

MINIMUM EDUCATION: Associates Degree

TITLE: Business Analyst 2

FUNCTIONAL RESPONSIBILITY: Reports to Manager of Application Development. Requires a minimum of 4 years of business analysis experience, and demonstrated knowledge of business processes and technology application, understanding of development concepts. Includes, but is not limited to, the following responsibilities: providing use case scenarios in the environment of TASC’s applications development to ensure quality processes and a quality end-user experience. Understanding and developing models that show flows of data, having the ability to discuss findings, and then working with development and testing staff in designing an appropriate improved IT solution. A Business Analyst (BA) reviews, analyzes, and evaluates systems and user needs. This position requires formulating systems to parallel overall strategies. This person writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Familiar with relational database concepts, and client-server concepts. Documents and analyzes required information and data. Outlines design of new IT systems.
specifying the data, files and logical operations the system will perform, and the way data will be viewed by the user. Presents designs, and once approved, works closely with the team to implement the solution. Identify and document system deficiencies and recommends solutions.

MINIMUM YEARS OF EXPERIENCE: 4
MINIMUM EDUCATION: Bachelors Degree

TITLE: Senior Business Analyst

FUNCTIONAL RESPONSIBILITY: Reports to Director of Business Administration. Requires a minimum of of CCBA certification or actively working towards this certification. Includes, but is not limited to, the following responsibilities: providing use case scenarios in the environment of TASC’s applications development to ensure quality processes and a quality end-user experience. The Business Analyst (BA) develops and documents cases and models that show process flows, discuss findings with project team, and works with development and testing staff in designing and conducting user acceptance testing. A BA reviews, analyzes, and evaluates systems and user needs. Writes detailed descriptions of user needs, requirements, program functions, and steps to develop modify or develop systems. The BA coordinates deadlines and responsibilities with project managers and monitors and summarizes requirements with Development and Quality Assurance. The Sr. Business Analyst can work any size projects, including large scale projects such as corporate initiatives and CEO Dev projects. Presents designs, and once approved, works closely with the team to implement the solution. Identify and document system deficiencies and recommends solutions. Participates on major projects, including strategic initiatives and executive projects. Interfaces with all stakeholders within the organization, including executive sponsors. Coaches other BAs through the analysis and requirements process.

MINIMUM YEARS OF EXPERIENCE: 3
MINIMUM EDUCATION: Bachelors Degree

TITLE: Project Manager 1

FUNCTIONAL RESPONSIBILITY: Reports to Director of Business Technology. Requires a minimum of 1-3 years of project management experience and desired experience in a software development environment, DevOps, SysOps, and infrastructure. Scrum Master or PMP Certification preferred. Includes, but is not limited to, the following responsibilities: providing guidance, methodology, and a formal organization of IT projects. A Project Manager (PM) leads and directs all or part of a project through the deployment and manipulation of resources. Responsible for coordination and completion of IT projects, overseeing aspects of all projects. The PM sets deadlines, assigns responsibilities, and monitors and summarizes progress of projects, and prepares reports for upper management regarding status of projects.

MINIMUM YEARS OF EXPERIENCE: 1
MINIMUM EDUCATION: Bachelors Degree

TITLE: Project Manager 2

FUNCTIONAL RESPONSIBILITY: Reports to Director of Business Technology Services. Requires a minimum of 4-7 years of project management experience; a minimum of 3 years' experience must be in software project management and familiarity with DevOps, SysOps. Scrum Master or PMP Certification preferred. Includes, but is not limited to, the following responsibilities: providing guidance, methodology, and a formal organization of IT projects. A Project Manager
(PM) II leads and directs all or part of a project or organization through the deployment and manipulation of resources. Responsible for coordination and completion of IT projects, overseeing aspects of all projects. The PM II sets deadlines, assigns responsibilities, and monitors and summarizes progress of projects, and prepares reports for upper management regarding status of projects. Typically reports to a manager or department head, may also lead and direct the work of others within their own department. Set and continually manage IT project expectations with team members and other stakeholders. Develop best practices and tools for project execution and management.

**MINIMUM YEARS OF EXPERIENCE:** 4  
**MINIMUM EDUCATION:** Bachelors Degree

**TITLE:** Senior Project Manager  
**FUNCTIONAL RESPONSIBILITY:** Reports to Director of New Product Development. Requires a minimum of 5 years of project management experience and demonstrated knowledge of business IT processes and technology application. PMP or similar certification preferred. Includes, but is not limited to, the following responsibilities: providing guidance, a methodology, and formal organization of IT projects. A Senior Project Manager (PM) leads and directs all or part of a project through the deployment and manipulation of resources to completion. Responsible for the coordination and completion of IT projects, overseeing all aspects of projects including oversight of sub-projects such as a technology project that has a technology PM as a sub-component of the business project. The Senior PM sets deadlines, assigns responsibilities, monitors and summarizes progress of IT projects, and prepares reports for senior leaders regarding status of projects. Is assigned to the most strategic IT projects, including the development and launch of new products, and corporate strategic initiative projects. These are large budget and strategic projects that reach across department lines. Requires communication with and reporting status to Executives/Officers including CEO and President. Projects assigned may be comprised of several smaller projects and there may be a PM for one or more of the sub-projects. Direct and manage IT project development from beginning to end.

**MINIMUM YEARS OF EXPERIENCE:** 5  
**MINIMUM EDUCATION:** Bachelors Degree

**TITLE:** Director of Business Administration  
**FUNCTIONAL RESPONSIBILITY:** Reports to Executive Vice President of Business Administration. Supervises Administration Managers and Supervisors, and Operational Support Specialist. Requires a minimum of 10 years of progressively responsible professional experience in an IT Customer Services Management capacity. Card services administration experience preferred. Includes, but is not limited to, the following responsibilities: managing all IT operations directly related to the plan administration of the Group and Micro Product Lines, including managing personnel. Also responsible for providing customer service at the end-consumer and provider levels, developing and granting approval of written communications to plan clients. This is a leadership position and is a member of the Management Team. Manages Plan Administration IT Operations of all software / e-commerce and subscription service product lines.

**MINIMUM YEARS OF EXPERIENCE:** 10  
**MINIMUM EDUCATION:** Bachelors Degree
TITLE: Manager of Business Administration

FUNCTIONAL RESPONSIBILITY: Reports to Director of Administration. Supervises Administration Supervisors. Requires a minimum of 5-7 years of progressively responsible professional experience in a Customer Services IT Management capacity. Includes, but is not limited to, the following responsibilities: providing the necessary leadership and managing IT operations directly related to the plan administration of assigned Group and Micro Product Lines. This includes resource management, administering performance measurements including customer satisfaction, providing customer service at the end-consumer and provider levels, and improving cost to operate while providing continuous improvement leadership. Also includes effective interaction with all areas of the organization. Manages Plan Administration IT Operations of all software / e-commerce and subscription service product lines. Improves the efficiency & effectiveness of production within operations to maximize product line contribution.

MINIMUM YEARS OF EXPERIENCE: 5
MINIMUM EDUCATION: Bachelors Degree

TITLE: Web Developer

FUNCTIONAL RESPONSIBILITY: Reports to Director of Executive Office. Requires a minimum of 1 year experience in graphic design in a web environment with emphasis on HTML generation using JSP, ASP, or similar technologies. Education focused on graphics is preferred. Includes, but is not limited to, the following responsibilities: design of graphic elements, overall organization and navigation structure, layout and usability of web pages and forms for ease of use; and follow-up conceptualization, development, and implementation.

MINIMUM YEARS OF EXPERIENCE: 1
MINIMUM EDUCATION: Associates Degree

TITLE: Application Developer 1

FUNCTIONAL RESPONSIBILITY: Reports to Manager of Application Development. Requires a minimum of 1 year experience in building web applications including graphic elements, overall organization and navigational structure, layout, development, usability of web pages and forms for ease-of-use, and search engine optimization; and 1 year experience in Microsoft Office Suite, Adobe Creative Suite, Acrobat, Dreamweaver, Flash, CSS and JavaScript, XML, etc. Includes, but is not limited to, the following responsibilities: the configuration, development, implementation, testing, and deployment of web-based applications, business intelligence solutions, Software as a Service (SaaS) applications and integration of applications and data with TASC and non-TASC systems.

MINIMUM YEARS OF EXPERIENCE: 1
MINIMUM EDUCATION: Associates Degree

TITLE: Manager of Infrastructure

FUNCTIONAL RESPONSIBILITY: Reports to Director of Infrastructure. Supervises Infrastructure Technical Team Lead, Supervisor of Technical Support, Project Managers, System Engineer, System Administrators, Dev Ops Engineers. Requires a minimum of 5-10 years of IT and business industry work experience, with at least 3 years of leadership experience in managing multiple, large, cross-functional teams or projects, and influencing senior level management and key stakeholders; and experience in overseeing the direction, development, and implementation of
software solutions. Includes, but is not limited to, the following responsibilities: planning, organizing, and managing staff and overall operations to ensure the stable operation of the organization's global IT infrastructure. This includes developing, maintaining, supporting, and optimizing key functional areas, particularly network infrastructure, server and data infrastructure, desktop and mobile environment, data communications, and telecommunications systems. As needed the Infrastructure Manager will also project manage and direct activities to resolve hardware and software problems in a timely and accurate fashion. Manages team of system technicians, network administrators and network engineers. Supports TASC Network and PC systems, via Phone, Email and face-to-face interaction. Review performance of IT systems to determine operating costs, productivity levels, capacity needs, security, and upgrade requirements.

MINIMUM YEARS OF EXPERIENCE: 5

MINIMUM EDUCATION: Masters Degree

TITLE: Systems Administrator 1

FUNCTIONAL RESPONSIBILITY: Reports to Director of Infrastructure and Acquisition Technology Services. Requires a minimum of 2 years of network administration and/or networking experience. Education requirement includes an Associates Degree in computer sciences or a related discipline. Includes, but is not limited to, the following responsibilities: day to day proactive maintenance, installation and configuration of Windows and Linux servers, Network systems, and telecommunication systems. Responds to systems alerts, investigates and recovers hardware/software failures, Responsible for the identification & resolution of servicelevel problems and the identification & resolution of mission-critical tasks. Represents TASC – Business Technology Services in transitioning and supporting acquisitions/regional offices. Has direct communication with Business Technology groups, and business units. Serves as Tier II support for System Administrators, troubleshooting & resolutions for server/storage/network/software issues. Assists the acquisition and Business Technology teams in transitioning/integrating the regional offices to corporate systems and processes. Install/configure/support server installations on both physical and virtual environments. Install/configure/support network installation & equipment as needed. Install/configure/support telecommunications equipment.

MINIMUM YEARS OF EXPERIENCE: 2

MINIMUM EDUCATION: Associates Degree

TITLE: Senior Systems Administrator

FUNCTIONAL RESPONSIBILITY: Reports to Director of Infrastructure. Requires a minimum of 6 years of network administration and/or networking experience. Education requirement includes an Associates Degree in computer sciences or a related discipline. Certifications in various IT competencies preferred (ex: Cisco, Cloud, VMWare). Includes, but is not limited to, the following responsibilities: responsible for architecting & engineering solutions around Windows and Linux servers, LAN\WAN systems, and telecommunication systems. Responds to escalated systems alerts, investigates and recovers hardware/software failures, Responsible for the identification and resolution of service-level problems and the identification and support of mission-critical tasks. Serves as Tier III support for System Administrators, troubleshooting & resolutions for server/storage/network/software issues. Engineers systems, (server/storage/network) solutions that align with business objectives.

MINIMUM YEARS OF EXPERIENCE: 6

MINIMUM EDUCATION: Associates Degree
TITLE: DevOps Engineer

FUNCTIONAL RESPONSIBILITY: Reports to Director of Enterprise Architecture. Requires a minimum of 5 or more years of experience in a software development or systems administrator role. Has experience with automation/configuration management using either Automic/UC4, Puppet, Chef, Ansible, Salt or equivalent. Education requirements include minimum Associates Degree in Information Systems, Computer Science, or related. Includes, but is not limited to, the following responsibilities: providing development operations processes and procedures to TASC’s applications development and infrastructure to ensure quality software processes and a quality end-user experience. Install/configure/support server installations on both physical and virtual environments. Support application deployments, building new systems and upgrading and patching existing ones. Develop automation to quickly and rapidly deploy instances from hardened images. Build and manage development and testing environments, assisting developers in debugging application issues using tools. Act as the lead in root cause analysis work for complex software, integration and data issues.

MINIMUM YEARS OF EXPERIENCE: 5
MINIMUM EDUCATION: Associates Degree

TITLE: Agile Team Lead

FUNCTIONAL RESPONSIBILITY: Reports to Director/Manager of Business Technology Services. Requires a minimum of 5 years in computer science, information systems, or related field and 5 years’ experience playing a team lead role for at least five years for an application development team of 20+ members applying appropriate principles, practices, and theory; and a minimum of 1-2 years of experience using JIRA Agile and Confluence; User Stories and Epics. Scrum Master certification preferred. Includes, but is not limited to, the following responsibilities: providing technical and personnel related leadership, support, and guidance to dedicated application development teams in TASC’s Business Technology Services IT department. Uses agile development methodology expertise with teams ensuring that agile best practices are implemented from planning to execution. Oversees high impact IT projects that are executed with agile methodology. Has the responsibility to educate, standardize and grow the agile methodology of projects across the organization. Works in a dedicated Application Development team that includes Developers, Business Analysts, QA Engineers, Technical Leads and Project Management to deliver a compelling Software product.

MINIMUM YEARS OF EXPERIENCE: 5
MINIMUM EDUCATION: Bachelors Degree

TITLE: Quality Assurance Engineer I

FUNCTIONAL RESPONSIBILITY: Reports to Manager of Quality Assurance & Production Support. Requires a minimum of 1-2 years of experience in a software testing / quality assurance role. Education requirement includes degree in Information Systems, Computer Science, or related discipline. Includes, but is not limited to, the following responsibilities: providing quality assurance processes and procedures to TASC’s applications development to ensure quality software processes and a quality end-user experience.

MINIMUM YEARS OF EXPERIENCE: 1
MINIMUM EDUCATION: Associates Degree
TITLE: Quality Assurance Engineer II

FUNCTIONAL RESPONSIBILITY: Reports to Manager of Quality Assurance & Production Support. Requires a minimum of 2-3 years of experience in a software testing / quality assurance role. A minimum of 2-3 year experience in software development preferred. Education requirement includes degree in Information Systems, Computer Science, or related discipline. Includes, but is not limited to, the following responsibilities: providing quality assurance processes and procedures to TASC’s applications development to ensure quality software processes and a quality end-user experience. Triage, diagnose, report, track and resolve quality issues. Participate in aspects of software quality assurance for TASC applications. Assist all aspects of system testing, regression testing and UAT testing. Provide support to users regarding escalations and software.

MINIMUM YEARS OF EXPERIENCE: 2
MINIMUM EDUCATION: Associates Degree

TITLE: Senior Security Engineer

FUNCTIONAL RESPONSIBILITY: Reports to Manager of Information Security. Requires a minimum of 2 years in Information Systems. Education requirement includes degree in Computer Science, Information Systems or Information Technology related field. CISSP certification is required. Includes, but is not limited to, the following responsibilities: provides providing subject matter expertise on information systems security, purpose, plan and implementation and maintenance of security defenses that provide the best protection and value for the organization. Design and implement systems’ security defenses and capabilities. Design and implement processes to effectively execute the security and monitoring operations. Review current security capabilities and provide advice on mitigating controls. Consult with IT projects to provide guidance on security architecture and security posture. Consult and provide suggestions to management on security related matters. Takes a leadership role on highly complex projects and provides guidance to less experienced staff.

MINIMUM YEARS OF EXPERIENCE: 2
MINIMUM EDUCATION: Bachelors Degree and CISSP Certified

TITLE: Compliance and Security Coordinator

FUNCTIONAL RESPONSIBILITY: Reports to Manager of Information Security. Requires a minimum of 2 years of related experience with IT compliance and regulatory requirements; 2 years of experience working with internal and external auditors; 2 years of experience working with government agencies; 1 or more + years of experience in interpretation of government regulations. Includes, but is not limited to, the following responsibilities: performing ongoing operational tasks for security related business needs. Lead and/or assist with the coordination of audits with both internal and external auditors for Business Technology Solutions (BTS). This includes attending meetings, gathering data/information requested, review of data submitted, and coordination of audit questions.

MINIMUM YEARS OF EXPERIENCE: 2
MINIMUM EDUCATION: Bachelors Degree
TITLE: Data Engineer

FUNCTIONAL RESPONSIBILITY: Reports to Director of Enterprise Architecture. Education requirement includes degree in computer science, information systems, computer engineering, or related fields. Includes, but is not limited to, the following responsibilities: strategically designing, developing, and implementing data models, expanding and optimizing our data and data pipeline architecture, as well as optimizing data flow and collection for cross functional teams. The Data Engineer supports software developers, database architects, data analysts and data scientists on data initiatives and will ensure optimal data delivery architecture is consistent throughout ongoing projects. Creates and maintains optimal data pipeline architecture. Assembles large, complex data sets that meet functional / non-functional business requirements. Identifies, designs, and implements internal process improvements: automating manual processes, optimizing data delivery, re-designing infrastructure for greater scalability, etc. Builds the infrastructure required for optimal extraction, transformation, and loading of data from a wide variety of data sources using SQL and AWS ‘big data’ technologies. Builds analytics tools that utilize the data pipeline to provide actionable insights into customer acquisition, operational efficiency and other key business performance metrics.

MINIMUM YEARS OF EXPERIENCE: 0
MINIMUM EDUCATION: Bachelors Degree

TITLE: Training Specialist

FUNCTIONAL RESPONSIBILITY: Reports to Director of Talent, Resource and Development. Requires a minimum of 3-5 years progressively responsible training experience; and hands-on experience developing Electronic Learning modules/online training modules. Education requirement includes degree in communications or related field. Includes, but is not limited to, the following responsibilities: preparing employees to accomplish job results by planning, conducting, and evaluating training. Conducts training on products and software applications for employees across all levels of the company. Develops and maintains training modules and job aids to facilitate learning.

MINIMUM YEARS OF EXPERIENCE: 3
MINIMUM EDUCATION: Bachelors Degree

TITLE: Operations Specialist 3

FUNCTIONAL RESPONSIBILITY: Reports to Manager - Operations Specialist. Requires demonstrated knowledge data and how it is constructed and transformed in the system. Includes, but is not limited to, the following responsibilities: implementation of clients on system, and managing enrollment and eligibility activities of the operations department on the TASC's application platform. Works closely with management team to ensure that daily priorities are met. Works with other operations employees and internal Relationship Managers, and with clients to ensure the correct and timely updating of data changes for vendors, and through the open enrollment process. This includes requirements writing, testing, and working closely with IT and IT Project Managers.

MINIMUM YEARS OF EXPERIENCE: 5
MINIMUM EDUCATION: Bachelors Degree
TITLE: Quality Coordinator

FUNCTIONAL RESPONSIBILITY: Reports to Director of Quality Services. Requires a minimum of 3 years demonstrated progressive experience in a Quality Control, Problem Resolution or Process Improvement environment, and a minimum of 3 years experience working in a professional office environment. Internal Quality Services certification for Quality Basics and Root Cause Analysis required. Includes, but is not limited to, the following responsibilities: assist with monitoring and oversight of quality controls and to identify and lead preventative and corrective actions as required. The Quality Coordinator will also work with a team to select appropriate projects for IT process improvements. Plays a critical role in communicating between departments to ensure problem resolution, including corrective and preventative actions, continuous improvement activities, and performance measurements and process management.

MINIMUM YEARS OF EXPERIENCE: 3

MINIMUM EDUCATION: Bachelors Degree and Internal Quality Services Certified

TITLE: Process Improvement Advisor

FUNCTIONAL RESPONSIBILITY: Reports to Director of Quality Services. Requires a minimum of 5 years demonstrated progressive experience in a Quality, Process Improvement or Continuous Improvement setting, and at least 3 years experience working in a professional office environment. Education includes a degree in Quality, Operational Management, Industrial Engineering or closely related field. Includes, but is not limited to, the following responsibilities: support and management of the analysis, planning, design, implementation and evaluation of key process and continuous IT improvement projects to achieve our goals. Using methodology such as Six Sigma and LEAN as well as strong data analytics, they accomplish measurable business improvements. Utilize IT process improvement methodologies to conduct end-to-end operational process reviews and deliver required business benefits. Lead and provide consultation to cross-functional teams in adapting to and understanding process improvements. Oversee process review, conduct meetings, solution new designs, and provide assessments of operational impacts. Review approved technology solutions for long term appropriateness on impacted processes. Mentor, coach, and train employees on how to make real lasting improvements using data.

MINIMUM YEARS OF EXPERIENCE: 5

MINIMUM EDUCATION: Bachelors Degree

Minimum Education Equivalency Table

Unless otherwise specified in the above Labor Category Descriptions, the below education/experience substitutions are accepted by Total Administrative Services Corporation:

- Master’s Degree: Can be substituted for a Bachelors Degree and two (2) additional years' experience specifically related to project tasks.
- Bachelors Degree: Can be substituted for an Associates Degree and two (2) additional years' experience specifically related to project tasks.
- Associates Degree: Can be substituted for a High School Diploma and two (2) additional years' experience specifically related to project tasks.
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<th>SIN</th>
<th>Labor Category Title</th>
<th>Unit of Issue</th>
<th>GSA Rate Year 1</th>
<th>GSA Rate Year 2</th>
<th>GSA Rate Year 3</th>
<th>GSA Rate Year 4</th>
<th>GSA Rate Year 5</th>
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<td>54151S</td>
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<td>Hour</td>
<td>$ 55.68</td>
<td>$ 57.21</td>
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<td>Hour</td>
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<td>Manager of Infrastructure</td>
<td>Hour</td>
<td>$ 137.36</td>
<td>$ 141.14</td>
<td>$ 145.02</td>
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<td>54151S</td>
<td>Senior Systems Administrator</td>
<td>Hour</td>
<td>$ 105.89</td>
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<td>54151S</td>
<td>DevOps Engineer</td>
<td>Hour</td>
<td>$ 100.57</td>
<td>$ 103.34</td>
<td>$ 106.18</td>
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<td>54151S</td>
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<td>Quality Assurance Engineer I</td>
<td>Hour</td>
<td>$ 65.81</td>
<td>$ 67.62</td>
<td>$ 69.48</td>
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<td>54151S</td>
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<td>54151S</td>
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<td>Hour</td>
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<td>$ 91.85</td>
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<td>54151S</td>
<td>Operations Specialist 3</td>
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<td>Process Improvement Advisor</td>
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<td>$ 89.39</td>
<td>$ 91.85</td>
<td>$ 94.38</td>
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<td>$ 99.64</td>
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TERMS AND CONDITIONS APPLICABLE TO
ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES
(SPECIAL IDENTIFICATION NUMBER 54151ECOM)

1. SCOPE
The prices, terms and conditions stated under Special Item Number 54151ECOM Electronic Commerce (EC) Services apply exclusively to EC Services within the scope of this Information Technology Schedule.

2. ELECTRONIC COMMERCE CAPACITY AND COVERAGE
The Ordering Activity shall specify the capacity and coverage required as part of the initial requirement.

3. INFORMATION ASSURANCE
   a. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA)
   b. The Ordering Activity shall assign an impact level (per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, “Standards for Security Categorization of Federal Information and Information Systems”) (FIPS 200, “Minimum Security Requirements for Federal Information and Information Systems”) prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 54151ECOM is capable of meeting at least the minimum security requirements assigned against a low-impact information system (per FIPS 200).
   c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

4. DELIVERY SCHEDULE.
The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in Information for Ordering Activities Applicable to All Special Item Numbers, paragraph 6. Delivery Schedule.

5. INTEROPERABILITY.
When an Ordering Activity requires interoperability, this requirement shall be included as part of the initial requirement. Interfaces may be identified as interoperable on the basis of participation in a sponsored program acceptable to the Ordering Activity. Any such access or interoperability with
teleports/gateways and provisioning of enterprise service access will be defined in the individual requirement.

6. ORDER
   a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering electronic services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all electronic 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.

7. PERFORMANCE OF ELECTRONIC SERVICES
   The Contractor shall provide electronic services on the date agreed to by the Contractor and the ordering activity.

8. RESPONSIBILITIES OF THE CONTRACTOR
   The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

9. RIGHTS IN DATA
   The Contractor shall comply FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

10. ACCEPTANCE TESTING
   If requested by the ordering activity the Contractor shall provide acceptance test plans and procedures for ordering activity approval. The Contractor shall perform acceptance testing of the systems for ordering activity approval in accordance with the approved test procedures.

11. WARRANTY
   The Contractor shall provide a warranty covering each Contractor-provided electronic commerce service. The minimum duration of the warranty shall be the duration of the manufacturer’s commercial warranty for the item listed below:
   Refer to EULA

   The warranty shall commence upon the later of the following:
   a. Activation of the user’s service
   b. Installation/delivery of the equipment
The Contractor, by repair or replacement of the defective item, shall complete all warranty services within five working days of notification of the defect. Warranty service shall be deemed complete when the user has possession of the repaired or replaced item. If the Contractor renders warranty service by replacement, the user shall return the defective item(s) to the Contractor as soon as possible but not later than ten (10) working days after notification.

12. MANAGEMENT AND OPERATIONS PRICING
The Contractor shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.

13. TRAINING
The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. If there is a separate charge, indicate below:

Refer to Pricelist

14. MONTHLY REPORTS
In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.

15. ELECTRONIC COMMERCE SERVICE PLAN
(a) Describe the electronic service plan and eligibility requirements.

Refer to EULA

(b) Describe charges, if any, for additional usage guidelines.

Refer to EULA

(c) Describe corporate volume discounts and eligibility requirements, if any.

Refer to Pricelist
<table>
<thead>
<tr>
<th>SIN</th>
<th>MFR P/N</th>
<th>PRODUCT NAME</th>
<th>PRODUCT DESCRIPTION</th>
<th>GSA PRICE</th>
<th>QUANTITY/VOLUME DISCOUNT</th>
<th>WRNTY</th>
<th>COO</th>
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<tbody>
<tr>
<td>511210</td>
<td>OD-LVL1-1K</td>
<td>Universal Benefit Account - Level 1 One Benefit Account - 12 Month Term</td>
<td>TASC's Universal Benefit Account (UBA) unifies employee benefits into a single experience. UBA ensures you spend less time getting more: More employee satisfaction, more opportunities to make a difference and more time for focusing on what matters. Select One (1) of the following Accounts; Flexible Spending Accounts (FSA), Health Savings Accounts (HSA), Health Reimbursement Accounts (HRA), Funded Health Reimbursement Accounts (FHRA), Transportation Accounts (TA) and Retiree Billing Accounts (RBA). License term is 12 months. Pricing shown is Per Participant / Per Month for up to 1,000 Employer Size. See Quantity/Volume Discount price levels for purchasing employer sizes 1,001 and up. Annual Maintenance/support services included.</td>
<td>$ 3.39</td>
<td>1001 - 2500 Employer Size = Additional $0.17 off Net GSA Price 2501 - 5000 Employer Size = Additional $0.33 off Net GSA Price 5001 - 15000 Employer Size = Additional $0.50 off Net GSA Price 15001 - 35000 Employer Size = Additional $0.67 off Net GSA Price 35001+ = Additional $0.83 off Net GSA Price</td>
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<tr>
<td>511210</td>
<td>OD-LVL2-1K</td>
<td>Universal Benefit Account - Level 2 Two to Four Benefit Accounts -12 Month Term</td>
<td>TASC's Universal Benefit Account (UBA) unifies employee benefits into a single experience. UBA ensures you spend less time getting more: More employee satisfaction, more opportunities to make a difference and more time for focusing on what matters. Level 2 allows customers to select Two (2) to Four (4) of the following Accounts: Flexible Spending Accounts (FSA), Health Savings Accounts (HSA), Health Reimbursement Accounts (HRA), Funded Health Reimbursement Accounts (FHRA), Transportation Accounts (TA), and Retiree Billing Accounts (RBA). License term is 12 months. Pricing shown is Per Participant / Per Month for up to 1,000 Employer Size. See Quantity/Volume Discount price levels for purchasing employer sizes 1,001 and up. Annual Maintenance/support services included.</td>
<td>$ 3.64</td>
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<td>OD-LVL3-1K</td>
<td>Universal Benefit Account - Level 3 Unlimited Benefit Accounts - 12 Month Term</td>
<td>TASC's Universal Benefit Account (UBA) unifies employee benefits into a single experience. UBA ensures you spend less time getting more: More employee satisfaction, more opportunities to make a difference and more time for focusing on what matters. Level 3 includes the following six (6) accounts: Flexible Spending Accounts (FSA), Health Savings Accounts (HSA), Health Reimbursement Accounts (HRA), Funded Health Reimbursement Accounts (FHRA), Transportation Accounts (TA), and Retiree Billing Accounts (RBA). License term is 12 months. Pricing shown is Per Participant / Per Month for up to 1,000 Employer Size. See Quantity/Volume Discount price levels for purchasing employer sizes 1,001 and up. Annual Maintenance/support services included.</td>
<td>$ 3.88</td>
<td>1001 - 2500 Employer Size = Additional $0.17 off Net GSA Price 2501 - 5000 Employer Size = Additional $0.33 off Net GSA Price 5001 - 15000 Employer Size = Additional $0.50 off Net GSA Price 15001 - 35000 Employer Size = Additional $0.67 off Net GSA Price 35001+ = Additional $0.83 off Net GSA Price</td>
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<td>PRODUCT DESCRIPTION</td>
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<td>511210,</td>
<td>54151E</td>
<td>OD-COBRA-1K</td>
<td>Consolidated Omnibus Budget Reconciliation Act (COBRA) Account, is governed by constantly changing rules and regulations by staying on top of COBRA healthcare continuation. TASC provides COBRA administration with comprehensive and efficient administration, and ensures the compliance of the plan. License term is 12 months. Pricing shown is Per Participant / Per Month for up to 1,000 Employer Size. See Quantity/Volume Discount price levels for purchasing employer sizes 1,001 and up. Annual Maintenance/support services included. Note: Consolidated Omnibus Budget Reconciliation Act (COBRA) Account is not available as part of the Universal Benefit Account Level 2 and Level 3.</td>
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<td>OD-FMLA-</td>
<td>Family and Medical Leave Act Account -12 Month Term</td>
<td>TASC's Family and Medical Leave Act (FMLA) Account, guarantees eligible employees the right to take up to 12 weeks of unpaid leave annually due to certain family reasons, such as the birth or adoption of a child or serious health condition for themselves or a family member. License term is 12 months. Pricing shown is Per Participant / Per Month for up to 1,000 Employer Size. See Quantity/Volume Discount price levels for purchasing employer sizes 1,001 and up. Annual Maintenance/support services included. Note: Family and Medical Leave Act (FMLA) Account is not available as part of the Universal Benefit Account Level 2 and Level 3.</td>
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<tr>
<td>511210,</td>
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<td>OD-GBA-1K</td>
<td>GiveBack Account -12 Month Term</td>
<td>TASC's GiveBack Account, provides employers a unique employee benefit, online workplace giving that helps employees manage all their charitable contributions through a streamlined web portal that enables each employee to create their own charitable giving foundation account. License term is 12 months. Pricing shown is Per Participant / Per Month for up to 1,000 Employer Size. See Quantity/Volume Discount price levels for purchasing employer sizes 1,001 and up. Annual Maintenance/support services included. Note: GiveBack Account is not available as part of the Universal Benefit Account Level 2 and Level 3.</td>
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