General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List

Multiple Award Schedule (MAS)

Special Item No. 54151S – Information Technology Professional Services
Special Item No. OLM – Order-Level Materials (OLMs)

Note: Contractor has been awarded all Special Item Numbers under the Cooperative Purchasing and Disaster Recovery Programs.

Ace-Sydan, LLC
11490 Commerce Park Dr. Suite 340
Reston, VA 20191
Phone: (240) 832-5279   FAX: (240) 363-0659
www.ace-sydan.com

CONTRACT NUMBER: 47QTCA19D00HY
PERIOD COVERED BY CONTRACT: August 15, 2019 through August 14, 2024
PRICELIST CURRENT THOROUGH MODIFICATION #PA-837, dated November 11, 2021
BUSINESS SIZE: Small Disadvantaged Business

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. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at gsa.gov.
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<td>ACE-SYDAN, LLC PRICELIST</td>
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INFORMATION FOR ORDERING ACTIVITIES

1a. AUTHORIZED SPECIAL ITEM NUMBERS (SINs):

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
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<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLMs)</td>
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</tbody>
</table>

1b. Lowest Priced Model Number and Price for each SIN: Not Applicable

1c. SERVICES OFFERED: See Price List

2. MAXIMUM ORDER PER SIN:

<table>
<thead>
<tr>
<th>SIN</th>
<th>MAXIMUM ORDER</th>
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</thead>
<tbody>
<tr>
<td>54151S</td>
<td>$500,000 per SIN/Order</td>
</tr>
</tbody>
</table>

This maximum order threshold is a dollar amount at which it is suggested that the ordering agency request higher discounts from the contractor before issuing the order. The contractor may: (1) Offer a new lower price, (2) Offer the lowest price available under the contract, or (3) Decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order threshold.

3. MINIMUM ORDER LIMITATION: $100

4. GEOGRAPHIC COVERAGE (DELIVERY AREA): The geographic scope of this contract is the 48 contiguous states

5. POINT OF PRODUCTION: United States

6. BASIC DISCOUNT: Prices listed are net, discounts have been deducted and the industrial funding fee has been added

7. QUANTITY DISCOUNT: 1% on orders $500,000 and above

8. PROMPT PAYMENT TERMS: 0%, Net 30; 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: 54151S: As negotiated with the Ordering Agency

10b. EXPEDITED DELIVERY: Contact Contractor

10c. OVERNIGHT AND 2-DAY DELIVERY: Contact Contractor

10d. URGENT REQUIREMENTS: Contact Contractor

11. F.O.B. POINT: FOB Destination
12a. ORDERING ADDRESS: Ace-Sydan, LLC  
11490 Commerce Park Dr. Suite 340  
Reston, VA 20191

12b. ORDERING PROCEDURES: For supplies and service the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA may be found at the GSA/FSS Schedule homepage (gss.gsa.gov/schedule).

13. PAYMENT ADDRESS: Same as Ordering Address

14. WARRANTY PROVISION: Standard Commercial Warranty

15. EXPORT PACKING CHARGES: Not Applicable

16. TERMS AND CONDITIONS OF RENTAL: Not Applicable

17. TERMS AND CONDITIONS OF INSTALLATION: Not Applicable

18a. TERMS AND CONDITIONS OF REPAIR PARTS: Not Applicable

18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Not Applicable

19. LIST OF SERVICE AND DISTRIBUTION POINTS: Not Applicable

20. LIST OF PARTICIPATING DEALERS: Not Applicable

21. PREVENTIVE MAINTENANCE: Not Applicable

22. SPECIAL ATTRIBUTES: Not Applicable

22b. SECTION 508 COMPLIANCE INFORMATION: Not Applicable

23. UNIQUE ENTITY IDENTIFIER (UEI) NUMBER: 079802241

24. CONTRACTOR HAS REGISTERED IN THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE.
ACE-SYDAN, LLC
LABOR CATEGORY DESCRIPTION

Applications Systems Analyst/Programmer - Intermediate
Functional Responsibility: Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents, and maintains those programs. Competent to work on most phases of applications systems analysis and programming activities but requires instruction and guidance in other phases.
Minimum/General Experience: Minimum of 3 years’ experience
Minimum Education: Bachelor’s degree in relevant IT or business discipline.

Applications Systems Analyst/Programmer – Senior
Functional Responsibility: Under general direction, formulates and defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents those programs. Competent to work at the highest technical level of all phases of applications systems analysis and programming activities. May be responsible for completion of a phase of a project. Regularly provides guidance and training to less-experienced analyst/programmers.
Minimum/General Experience: Minimum of 5 years’ experience
Minimum Education: Bachelor’s degree in relevant IT or business discipline.

Database Analyst/Programmer - Intermediate
Functional Responsibility: Under general supervision, designs, implements and maintains moderately complex databases. Maintains database dictionaries and integration of systems through database design. Competent to work on most phases of database administration but may require some instruction and guidance in other phases.
Minimum/General Experience: Minimum of 3 years’ experience
Minimum Education: Bachelor’s degree in relevant IT or business discipline.

Database Analyst/Programmer - Senior
Functional Responsibility: Under general direction, designs, implements and maintains complex database with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work at the highest level of all phases of database management.
Minimum/General Experience: Minimum of 5 years’ experience
Minimum Education: Bachelor’s degree in relevant IT or business discipline.

Database Manager
Functional Responsibility: Responsible for all activities related to the administration of computerized databases. Assigns personnel to various projects and directs their activities. Reviews and evaluates work and prepares performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities, and methods. Consults with and advises users of various databases. Projects long-range requirements for database administration in conjunction with other managers in the information systems function as well as business function managers. Prepares activity and progress reports regarding the database management section.
Minimum/General Experience: Minimum of 3 years’ experience
Minimum Education: Bachelor’s degree in relevant IT or business discipline.
ERP Business/Architectural Specialist

**Functional Responsibility:** Adapts functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes, including but not limited to knowledge management, investment analysis, data warehousing, e-commerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.

**Minimum/General Experience:** Minimum of 3 years’ experience

**Minimum Education:** Bachelor’s degree in relevant IT or business discipline.

Help Desk Specialist

**Functional Responsibility:** Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution.

**Minimum/General Experience:** Minimum of 3 years’ experience

**Minimum Education:** Bachelor’s degree in relevant IT or business discipline.

Help Desk Support Services Specialist - Intermediate

**Functional Responsibility:** Under general direction, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

**Minimum/General Experience:** Minimum of 3 years’ experience

**Minimum Education:** Bachelor’s degree in relevant IT or business discipline.

Help Desk Support Services Specialist - Senior

**Functional Responsibility:** Under general direction, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

**Minimum/General Experience:** Minimum of 5 years’ experience

**Minimum Education:** Bachelor’s degree in relevant IT or business discipline.

Information Assurance Engineer

**Functional Responsibility:** Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.

**Minimum/General Experience:** Minimum of 3 years’ experience

**Minimum Education:** Bachelor’s degree in relevant IT or business discipline.

Information Systems Training Specialist - Intermediate

**Functional Responsibility:** Under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress, and program effectiveness. Competent to work on most phases of information systems training.

**Minimum/General Experience:** Minimum of 3 years’ experience

**Minimum Education:** Bachelor’s degree in relevant IT or business discipline.
Information Systems Training Specialist - Senior

Functional Responsibility: Under general direction, organizes, prepares, and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness. Competent to work at the highest level of all phases of information systems training.

Minimum/General Experience: Minimum of 5 years’ experience
Minimum Education: Bachelor’s degree in relevant IT or business discipline.

IT Subject Matter Specialist

Functional Responsibility: Provides extremely high-level subject matter proficiency for work described in the task. Provides advanced technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, training, and implementation advice on complex problems that require doctorate level knowledge of the subject matter for effective implementation.

Minimum/General Experience: Minimum of 3 years’ experience
Minimum Education: Bachelor’s degree in relevant IT or business discipline.

Project Manager – Senior

Functional Responsibility: Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

Minimum/General Experience: Minimum of 8 years’ experience
Minimum Education: Bachelor’s degree in relevant IT or business discipline.

Quality Assurance Analyst - Intermediate

Functional Responsibility: Under general supervision, carries out procedures to ensure that all information systems, products and services meet minimum organization standards and end-user requirements. Thoroughly tests software to ensure proper operation and freedom from defects. Documents and works to resolve all problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Performs workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.

Minimum/General Experience: Minimum of 3 years’ experience
Minimum Education: Bachelor’s degree in relevant IT or business discipline.

Quality Assurance Analyst - Senior

Functional Responsibility: Under general direction, carries out procedures to ensure that all information systems, products and services meet organization standards and end-user requirements. Performs and leads tests of software to ensure proper operation and freedom from defects. May create test data for applications. Documents and works to resolve all complex problems. Reports progress on problem resolution to management. Devises improvements to current procedures and develops models of possible future configurations. Acts as information resource about assigned areas to technical writers and other Quality Assurance Analysts. Performs complex workflow analysis and recommends quality improvements. Frequently reports to a Quality Assurance Manager.

Minimum/General Experience: Minimum of 5 years’ experience
Minimum Education: Bachelor’s degree in relevant IT or business discipline.
Software Architect

Functional Responsibility: Works independently designing and developing new software products or major enhancements to existing software. May lead a development team in the design of highly complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

Minimum/General Experience: Minimum of 3 years’ experience

Minimum Education: Bachelor’s degree in relevant IT or business discipline.

Software Developer - Intermediate

Functional Responsibility: Under general supervision, develops codes, tests, and debugs new software or enhancements to existing software. Has a good understanding of business applications. Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. May assist in development of software user manuals.

Minimum/General Experience: Minimum of 3 years’ experience

Minimum Education: Bachelor’s degree in relevant IT or business discipline.

Software Developer - Senior

Functional Responsibility: Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. May act as team leader on less complex projects. Assists in training less experienced software development staff.

Minimum/General Experience: Minimum of 5 years’ experience

Minimum Education: Bachelor’s degree in relevant IT or business discipline.

Systems Administrator - Intermediate

Functional Responsibility: Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

Minimum/General Experience: Minimum of 3 years’ experience

Minimum Education: Bachelor’s degree in relevant IT or business discipline.

Systems Administrator - Senior

Functional Responsibility: Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

Minimum/General Experience: Minimum of 5 years’ experience

Minimum Education: Bachelor’s degree in relevant IT or business discipline.
SUBSTITUTIONS
Ace-Sydan, LLC reserves the right to make the following substitutions in the education and/or experience requirements of any of the service skill categories set forth herein.

1. One year of experience is the equivalent of one year of education.
2. One year of education is the equivalent of one year of experience.
3. Certification related to the technology is equivalent to two years of experience or education requirement.
### ACE-SYDAN, LLC
#### GSA RATES

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<tr>
<td>Applications Systems Analyst/Programmer - Intermediate</td>
<td>$72.06</td>
<td>$73.72</td>
<td>$75.41</td>
<td>$77.15</td>
<td>$78.92</td>
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<td>Applications Systems Analyst/Programmer – Senior</td>
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<td>ERP Business/Architectural Specialist</td>
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<td>Help Desk Support Services Specialist - Intermediate</td>
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<td>Help Desk Support Services Specialist - Senior</td>
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<td>Information Systems Training Specialist - Intermediate</td>
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<td>Quality Assurance Analyst - Senior</td>
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<td>Systems Administrator - Intermediate</td>
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