Federal Supply Service Authorized Federal Supply Schedule Price List
MAS SCHEDULE - INFORMATION TECHNOLOGY CATEGORY

SaviLinx, LLC
74 Orion Street
Unit Two, Suite 300
Brunswick, ME 04011
Telephone: (207) 607-4433
Fax Number: (207) 373-9070
Website: https://savilinx.com
Email: hblease@savilinx.com

Contract Administrator: Heather Blease

Contract Number: 47QTCA20D0009

Period Covered by Contract: October 1, 2021 through September 30, 2024
Pricelist effective through Modification #PS-0006, dated April 11, 2022.

Small Business

Online 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: GSAAAdvantage.gov.

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.
Customer Information

a. Table of Awarded Special Item Numbers (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>561422/STLOC/RC</td>
<td>Automated Contact Center Solutions (ACCS)</td>
</tr>
<tr>
<td>OLM/STLOC/RC</td>
<td>Order Level Materials (OLMs)</td>
</tr>
</tbody>
</table>

b. Refer to SaviLinx Labor Category Descriptions Equivalencies and Substitutions (page 4) for Lowest Unit Price awarded in this contract. Lowest Priced Model Number is not applicable.

c. Refer to SaviLinx Labor Category Descriptions Equivalencies and Substitutions (page 4) for a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.

Maximum order: $500,000.00

Minimum order: $100.00

Geographic coverage (delivery area): Domestic

Point(s) of production (city, county, and State or foreign country): Not applicable

Discount from list prices or statement of net price: Prices shown are NET prices, basic discounts have been deducted.

Quantity discounts: None

Prompt payment terms: None

Note: Prompt payment terms must be followed by the statement "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."

Foreign items (list items by country of origin): Not Applicable

a. Time of delivery: As agreed upon between the contractor and the ordering activity.

b. Expedited Delivery: As agreed upon between the contractor and the ordering activity.

c. Overnight and 2-day delivery: Not Applicable

d. Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery timeframe shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

F.O.B.: Destination

a. Ordering address: SaviLinx, LLC, 74 Orion Street – Unit Two, Suite 300, Brunswick, ME 04011
b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

Payment address: SaviLinx, LLC 74 Orion Street – Unit Two, Suite 300, Brunswick, ME 04011

Warranty provision: Standard Commercial Warranty

Export packing charges: Not Applicable

Terms and conditions of rental, maintenance, and repair: Not Applicable

Terms and conditions of installation: Not Applicable

a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not Applicable
b. Terms and conditions for any other services: Not Applicable

List of service and distribution points: Not Applicable

List of participating dealers: Not Applicable

Preventive maintenance: Not Applicable

a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not applicable
b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services. The EIT standards can be found at: www.Section508.gov/.

a. Unique Entity Identifier (UEI): SGBEAL2G16R6

Notification regarding registration in the System for Award Management (SAM) database. SaviLinx, LLC is registered in the SAM database. The Cage code is 6VWV3.
SaviLinx Labor Category Descriptions Equivalencies and Substitutions

SaviLinx, LLC recognizes that successful performance depends on having personnel with the right skills and experience. These skills are acquired through a proper mix of education and professional experience. We have found that skills required to support today’s problems and tomorrow’s challenges are not always supported by the traditional formal education and work experience combination. Therefore, we have incorporated substitution allowances between equivalent education, certifications, and experience in order to provide the services required by the customer at the most reasonable price.

**Equivalencies:** The following equivalencies apply, unless otherwise explicitly stated:

- H.S. Diploma + 2 years additional experience is equivalent to an associate degree.
- Associate degree + 2 years additional experience is equivalent to a Bachelor’s Degree.

**Substitutions:** The following substitutions apply, unless otherwise explicitly stated:

- Bachelor’s Degree may be substituted for 4 years of required experience with an Associate Degree. Associate Degree may be substituted for 2 years of required experience with a H.S. Diploma.

**Claims Service Representative 1**

**Minimum/General Experience:** At least one year of related experience or equivalent.

**Functional Responsibility:** This position receives, comprehends, provides, and responds to routine case and claims inquiries, verification, review, and/or service requests through the use of various communication technologies including but not limited to telephones, e-mail, facsimile, postal mail, and the Internet. Analyzes a customer’s case or claims service needs, resolves routine and basic problems, and communicates solution or requested information to the customer. Accurately tracks key performance indicator data for scorecards and metrics evaluation. Demonstrates expertise and knowledge of multiplatform communication technologies. Refers to other service or technical departments for follow up as needed.

**Minimum Education:** High School Diploma.

**Claims Service Representative 2**

**Minimum/General Experience:** At least two years of related experience.

**Functional Responsibility:** Responsible for performing duties detailed in Claims Service Representative I job description. In addition, CSR II is responsible for responding to escalated and more complex case and claims inquiries on a broader scope of topics. Tasks may require simple adaptation and interpretation of provided reference materials. Demonstrates expertise and knowledge of multiplatform communication technologies. Accurately tracks key performance indicator data for scorecards and metrics evaluation. Demonstrates critical thinking skills required to access multiple data sources and knowledgebases to derive answers to complex questions. Remains current with expertise in client technologies and systems. Analyzes a customer’s case and claim service needs and refers to other service or technical departments for follow up as needed.

**Minimum Education:** High School Diploma.
Claims Service Representative 3**

**Minimum/General Experience:** At least three years of related experience or equivalent.

**Functional Responsibility:** Responsible for performing duties detailed in Claims Service Representative I and II job descriptions. In addition, Claims Service Representative III is responsible for supervising and advising Claims Service Representatives. Interacts and maintains contact with various management levels within a vertical or operating unit in addition to the client concerning the management and oversight of a team or work unit, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Assesses clients’ goals to determine key performance indicators and develops methodology for tracking and measuring. Delivers precise reporting and analytics to service the customer mission-oriented goals. Supports projects by gathering business requirements, documenting processes, developing reports, and conducting customer satisfaction testing for quality and adherence to client goals.

**Minimum Education:** High School Diploma.

Contact Center Manager

**Minimum/General Experience:** Five years of experience which includes at least two years of experience as a supervisor/manager.

**Functional Responsibility:** Determines configuration of contact center staff. Monitors productivity of contact center and requests and analyzes reports. Oversees quality assurance procedures and monitors contact center service delivery. Determines work procedures and recommends and oversees work schedules and workflows to improve efficiency of contact center. Serves as primary client liaison for the project.

**Minimum Education:** Bachelor’s Degree.

Customer Service Representative 1 MS** (01041)

**Minimum/General Experience:** At least 1 year of related experience or equivalent.

**Functional Responsibility:** This position receives, comprehends, provides, and responds to routine informational inquiries and service requests through the use of various communication technologies including but not limited to telephones, e-mail, facsimile, postal mail, and the Internet. Resolve routine and basic problems and communicates solution or requested information to the customer. Accurately tracks key performance indicator data for scorecards and metrics evaluation. Demonstrates expertise and knowledge of multiplatform communication technologies. Analyzes a customer's service needs and refer to other service or technical departments for follow up as needed.

**Minimum Education:** High School Diploma.

Customer Service Representative 2 MS** (01042)

**Minimum/General Experience:** At least 2 years of related experience or equivalent.

**Functional Responsibility:** Position is responsible for performing duties detailed in CSR I job description. In addition, CSR II is responsible for responding to escalated and more complex inquiries on a broader scope of topics. Tasks may require simple adaptation and interpretation of provided reference materials. Demonstrates expertise and knowledge of multiplatform communication technologies. Accurately tracks key performance indicator data for scorecards and metrics evaluation. Demonstrates critical thinking skills required to access multiple data sources and knowledgebases to derive answers to complex questions. Remains current with expertise in client technologies and systems. Analyzes a customer's service needs and refer to other service or technical departments for follow up as needed.

**Minimum Education:** Associate degree.
Customer Service Representative 3 MS** (01043)

**Minimum/General Experience:** At least 3 years of related experience or equivalent.

**Functional Responsibility:** Position is responsible for performing duties detailed in CSR I and CSR II job descriptions. In addition, CSR III is responsible for supervising and advising CSR I and CSR II. Interacts and maintains contact with various management levels within a vertical or operating unit in addition to the client concerning the management and oversight of a team or work unit, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Assesses clients’ goals to determine key performance indicators and develops methodology for tracking and measuring. Delivers precise reporting and analytics to service the customer mission-oriented goals. Supports projects by gathering business requirements, documenting processes, developing reports, and conducting customer satisfaction testing for quality and adherence to client goals.

**Minimum Education:** Associate degree.

Customer Service Representative 1 ME** (01041)

**Minimum/General Experience:** At least 1 year of related experience or equivalent.

**Functional Responsibility:** This position receives, comprehends, provides, and responds to routine informational inquiries and service requests through the use of various communication technologies including but not limited to telephones, e-mail, facsimile, postal mail, and the Internet. Resolve routine and basic problems and communicates solution or requested information to the customer. Accurately tracks key performance indicator data for scorecards and metrics evaluation. Demonstrates expertise and knowledge of multiplatform communication technologies. Analyzes a customer’s service needs and refer to other service or technical departments for follow up as needed.

**Minimum Education:** High School Diploma.

Customer Service Representative 2 ME** (01042)

**Minimum/General Experience:** At least 2 years of related experience or equivalent.

**Functional Responsibility:** Position is responsible for performing duties detailed in CSR I job description. In addition, CSR II is responsible for responding to escalated and more complex inquiries on a broader scope of topics. Tasks may require simple adaptation and interpretation of provided reference materials. Demonstrates expertise and knowledge of multiplatform communication technologies. Accurately tracks key performance indicator data for scorecards and metrics evaluation. Demonstrates critical thinking skills required to access multiple data sources and knowledgebases to derive answers to complex questions. Remains current with expertise in client technologies and systems. Analyzes a customer's service needs and refer to other service or technical departments for follow up as needed.

**Minimum Education:** Associate’s Degree.

Customer Service Representative 3 ME** (01043)

**Minimum/General Experience:** At least 3 years of related experience or equivalent.

**Functional Responsibility:** Position is responsible for performing duties detailed in CSR I and CSR II job descriptions. In addition, CSR III is responsible for supervising and advising CSR I and CSR II. Interacts and maintains contact with various management levels within a vertical or operating unit in addition to the client concerning the management and oversight of a team or work unit, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Assesses clients’ goals to determine key performance indicators and develops methodology for tracking and measuring. Delivers precise reporting and analytics to service the customer mission-oriented goals. Supports projects by gathering business requirements, documenting processes, developing reports, and conducting customer satisfaction testing for quality and adherence to client goals.

**Minimum Education:** Associate degree.
Data Analyst

**Minimum/General Experience:** Two years of direct related experience.

**Functional Responsibility:** Interprets results using a variety of techniques, ranging from simple data aggregation via statistical analysis to complex data mining. Designs, develops, implements, and maintains business solutions. Works directly with clients and project and business leaders to identify analytical requirements. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals.

**Minimum Education:** Associate Degree.

Deputy Program Manager

**Minimum/General Experience:** A minimum of five years of experience.

**Functional Responsibility:** Responsible for all aspects of technical delivery, including design, development, and implementation of core feature set. Oversees and develops work statements, scope/priority definitions and the creation of budgets and schedules for large complex programs. Develops documents with appropriate standards and client requirements and needs. Performs ongoing review of program status and identifies risks. Documents program progress including implementation, timelines, issues, risks and successes to maintain program course. Assesses results and implements risk mitigation solutions as appropriate. Interfaces with team members, stakeholders and management to anticipate and manage changes to projects, such as but not limited to, technical requirements, business requirements and schedule. Determines when additional resources are needed and implements the same, including collaboratively working with subcontractors in support of program delivery. Identifies and gathers information regarding possible solutions that may create additional, different or unique project objectives or results.

**Minimum Education:** Bachelor's Degree.

IT Specialist (04105)

**Minimum/General Experience:** At least 5 years of related experience or equivalent.

**Functional Responsibility:** Position is responsible for understanding all technical requirements of integrating client systems to the company’s internal systems, including but not limited to networking, telephone, email, and CRM systems. Specifies and directs the purchase of equipment and software needed to ensure connectivity and integration. Oversees the implementation of all required hardware, software, and network connectivity with the client. Specifies and directs the purchase of all equipment and software needed by internal team members to deliver contracted services. Oversees the implementation of all required hardware, software, and network connectivity within the company. Serves as liaison between the company and all external hardware, software, networking, and IT services vendors. Maintains up-to-date knowledge of technologies used in the contact center environment to ensure smooth operations and forward-looking plans. Interacts and maintains contact with various management levels within a vertical or operating unit in addition to the client concerning the management and oversight of a team or work unit, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications.

**Minimum Education:** Bachelor’s Degree

Program Manager (04104)

**Minimum/General Experience:** At least 5 years of related experience or equivalent.

**Functional Responsibility:** Position is responsible for overseeing all CSRs (Level One, Level Two, and Level Three) to monitor daily work performance and adherence to client goals. Serves as a liaison between the client and the internal team to understand client requests and ensure their delivery via the contact center. Oversees the development of reporting and analytics, including score cards. Oversees the development of quality assurance metrics including response times, hold times, and customer satisfaction. Oversees the agent team to ensure that all metrics levels are
measured, monitored, and adhered to. Interacts and maintains contact with various management levels within a vertical or operating unit in addition to the client concerning the management and oversight of a team or work unit, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications.

**Minimum Education:** Bachelor’s Degree

**Technical Specialist III**

**Minimum/General Experience:** A minimum of five years of direct related experience.

**Functional Responsibility:** Provides installation and operational support of technology systems, including voice and data communications hardware and software systems. Designs, develops, implements, tests, debugs, and maintains technology systems. Performs configuration of operating system and security patches for host and distributed systems and implements incident response procedures during incidents of a data, network, or host security breach. May provide leadership and direction to a team of specialists for these functions. Reviews customer requirements and makes recommendations for changes to existing technical architecture. Complies with prescribed customer, industry and agency standards.

**Minimum Education:** Bachelor’s Degree

**Technical Subject Matter Expert**

**Minimum/General Experience:** At least 5 years of related experience or equivalent.

**Functional Responsibility:** This position is responsible for client contract contact center operations. This includes leading a team of contact center representatives to produce results contractually mandated, answering questions on process, and training others on proper process. Responsible for handling customer escalations as needed, and communication to inform of program changes and updates.

**Minimum Education:** Bachelor’s Degree.

**Technical Project Manager**

**Minimum/General Experience:** At least 5 years of related experience or equivalent.

**Functional Responsibility:** This position provides leadership, organization and coordination adhering to PMO established standards for contact center program/project planning, governance, and project management disciplines. Ensures projects adhere to best practices and standard PMO approaches for program and project management, manages change, and promotes the continuous improvement of project management-related processes. Oversees contact center project planning, requirements gathering, scheduling, work planning, communications, issue resolution, cost tracking, financial reporting, and change management.

**Minimum Education:** Project Management Institute PMP certification.

**Business Analyst**

**Minimum/General Experience:** At least 2 years of related experience or equivalent.

**Functional Responsibility:** This position drives requirements gathering, scope definition, workflow design and financial analysis and reporting to streamline business operations in establishing new and updated contact center environments. This includes designing systems, managing the breakdown of workflows, and developing system-test plans, along with cost and benefit analysis. Additionally, this role foresees downstream project-related risks and issues to remediate accordingly through the development of risk mitigation plans and implements project quality assurance and risk management processes.

**Minimum Education:** Bachelor’s Degree.
Director of Client Experience

**Minimum/General Experience:** At least 5 years of related experience or equivalent.

**Functional Responsibility:** This position works directly with clients, building strong client relationships and a complete understanding of their customer service and contact center outsourcing needs. Facilitates the cross-functional work required to deliver an improved customer experience, by identifying, prioritizing, and leading initiatives, including for contact center services, and collaborating with other departments to determine internal and external process improvements designed to enhance the overall client experience. In addition, this role investigates, tracks, and resolves client concerns; identifies trends and implements solutions. This position translates the Voice of the Client into tangible customer insights and measurable action plans and measures and tracks delivery ROI on identified transformation opportunities.

**Minimum Education:** Bachelor’s Degree.

Senior Operations Manager

**Minimum/General Experience:** At least 4 years of relevant experience and/or education.

**Functional Responsibility:** This position is responsible for the day-to-day management of the contact center program including but not limited to contact center operations, program metrics, quality assurance, training, and regulatory compliance. Organizes and manages information and resources to deliver successful management of client requests; develops project planning; and coordinates the completion of all new contact center program set-up and account maintenance activities with necessary staff or departments. Coordinates the definition, establishment and tracking of critical success metrics. Assists in the development, implementation and maintenance of internal and external client documentation, standard operating procedures, quality assurance protocols/standards, as well as compliance with policies, procedures, and standards. Additionally, this role investigates, tracks, and resolves client concerns; identifies trends and implements solutions; manages staff development and coaching/counseling as needed; and manages agent teams to deliver client-required metrics.

**Minimum Education:** Bachelor’s Degree.

Associate Program Manager - Adjudication

**Minimum/General Experience:** At least 2 years of related experience or equivalent.

**Functional Responsibility:** This position assists with all contact center program manager responsibilities. This includes coordinating and managing new contact center agent hire training, creating training documents, creating and distributing schedules to all program agents, and supporting agent teams to deliver client-required metrics as well as providing training and mentoring to ensure success. This position also assists with the implementation and management of the effective delivery of key programs including communication strategies, customer training, and issue resolution.

**Minimum Education:** High School Diploma.

Reporting/Workforce Management/Configuration Specialist

**Minimum/General Experience:** At least 1 year of related experience or equivalent.

**Functional Responsibility:** This position is responsible for scheduling contact center staff accordingly to ensure optimal cost effectiveness, operational efficiency, and service delivery for both in house and a remote workforce. This includes evaluating Contact Center scheduling and staffing trends to optimize cost effectiveness, and operational efficiency. Makes recommendations of workforce efficiencies and operational improvements to Program Manager, and produces reporting to measure performance, analyze data and take any appropriate action to improve results. In addition, the role monitors Contact Center metrics to assist with forecasting of calls and staffing needs, creates and maintains staffing schedules, and monitors real-time adherence to schedule.

**Minimum Education:** High School Diploma
Quality Assurance Supervisor

**Minimum/General Experience:** At least 1 year of related experience or equivalent.

**Functional Responsibility:** This position ensures superior customer service in a contact/call center/help desk environment for a specific contract in support of a client with high demands for privacy, confidentiality, precision, and customer service skills. This includes answering agent questions in assigned channels, coaching agents for success when dealing with performance and attendance issues, and monitoring agent activities.

**Minimum Education:** High School Diploma.

IT Service Desk - IT Technician Agent Support

**Minimum/General Experience:** At least 1 year of relevant experience

**Functional Responsibility:** This position provides a single point of contact for end-users to receive support and maintenance within the organization’s Service Desk computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all PC hardware and equipment to ensure optimal workstation performance for contact center staff, which can be internal or external. Additionally, this role troubleshoots problem areas (by telephone, with screen-sharing technology or via e-mail) in a timely and accurate fashion and provides end-user assistance where required.

**Minimum Education:** Associate Degree.

Testing Lead

**Minimum/General Experience:** At least 1 year of related experience or equivalent.

**Functional Responsibility:** This position oversees and facilitates inspection and testing functions for contact center systems to ensure objectives are met. Supports the organization’s goal of improving quality and efficiency by conducting or assigning inspections, assessing the results, and proposing improvements based on the findings. Additionally, this position develops and maintains systems to report test results and findings to superiors and stakeholders, identifies and recommends new equipment or techniques that could improve efficiency and quality, coordinates with Quality Engineers and Planners to ensure issues are addressed and resolved in a timely manner. Monitors production costs and continually seeks areas and processes that can be streamlined to produce cost savings.

**Minimum Education:** High School Diploma.

Operations & Production Support Manager

**Minimum/General Experience:** At least 3 years of related experience or equivalent.

**Functional Responsibility:** This position is responsible for providing oversight of contact center operations by ensuring process and procedures are followed, managing staff, daily operation activities, and planning the use of materials and human resources administrative services. Receives assignments in the form of objectives and determines how to use resources to meet schedules and goals, recommends changes to policies, and establishes procedures. Develops unit goals and objectives, and monitors achievement of these goals. This position also ensures contact center Supervisors set expectations with Customer Service Representatives.

**Minimum Education:** Bachelor’s Degree.
Senior Project Manager

**Minimum/General Experience:** At least 5 years of related experience or equivalent.

**Functional Responsibility:** This role manages change and will promote the continuous improvement of project management-related processes, including for contact center processes. Responsible for administrative and project management oversight and ensures consistency in reporting across projects. Oversees all aspects of project planning, requirements gathering, scheduling, work planning, communications, issue resolution, cost tracking, financial reporting, and change management.

**Minimum Education:** Bachelor’s Degree and/or Project Management Institute PMP certification.

Business Project Manager

**Minimum/General Experience:** At least 5 years of related experience or equivalent.

**Functional Responsibility:** This position oversees all aspects of project planning, requirements gathering, scheduling, work planning, communications, issue resolution, cost tracking, forecasting, financial reporting, and change management, including for contact center projects. Displays expert level knowledge and experience in program level and project management best practices, agile, scrum methodologies and techniques (based on the PMBOK Guide principles) to provide leadership, oversight and support to project managers and project sponsors. Proposes, implements, and leads a structured change management process, and leads large, complex, business and technical project implementations and cross functional Teams, including for contact center projects. Additionally, this role promotes the continuous improvement of project management-related processes.

**Minimum Education:** Bachelor’s Degree.

Knowledge Specialist

**Minimum/General Experience:** At least 2 years of related experience or equivalent.

**Functional Responsibility:** This position manages and maintains contact center knowledge management processes related to content analysis, document management, data capture, portal operations & maintenance, shared storage locations, workflow, and data warehousing. Responsible for creating, editing, and maintaining a consistent policy and procedures framework and a comprehensive knowledge base for contact center programs. Serve as a liaison with process owners and other SMEs to standardize policy framework and documentation. This role also identifies Knowledge Management best practices and leverages existing technology to ensure knowledge assets are accessible and effectively communicated and conducts assessments and analysis to identify new knowledge base needs.

**Minimum Education:** Associate Degree.

Training Operations Design Executive Advisor

**Minimum/General Experience:** At least 3 years of related experience or equivalent.

**Functional Responsibility:** This role provides training expertise to leadership on special contact center projects and activities aimed at improving efficiencies. This includes leading strategic training process improvement projects and collaborating on new technology solutions, identifying trends in performance, working with Operational management to drive continuous improvement in the contact center, and developing strategy for improved performance. Additionally, this role acts as a liaison between contact center operations and customers, both internally and externally. The position leads training projects and initiatives related to any operational changes both long term and short term and collaborates in the development of training tools designed to improve performance.

**Minimum Education:** Bachelor’s Degree.

Training Program Lead

**Minimum/General Experience:** At least 3 years of related experience or equivalent.

**Functional Responsibility:** This position develops and maintains relevant contact center curriculum and materials, delivers training, and provides metrics and regular reporting on project performance. Additionally, this role directs
development of project plans and coordinates technical and business activities to ensure that contact center training project objectives are accomplished within prescribed time frames, and acts as a proactive source of relevant product information, including updates on technical enhancements and fixes, best practices, tech notes and other sources of applicable information.

**Minimum Education:** Bachelor’s Degree.

### Senior Training Manager

**Minimum/General Experience:** At least 3 years of related experience or equivalent.

**Functional Responsibility:** This position identifies and monitors contact center training needs and designs, plans, and implements training programs, policies, and procedures to fulfill those needs. This includes reviewing existing contact center training programs to suggest enhancements and modifications to improve engagement, learning, and retention. Ensures that contact center training materials and programs are current, accurate, and effective. Additionally, this role deploys a wide variety of training methods including but not limited to e-learning, interactive internet-based training, multimedia programs, distance learning, satellite training, videos, and other computer-aided instructional technologies, and ensures that training milestones and goals are met while adhering to approved training budget.

**Minimum Education:** Associate degree.

### Senior Learning Design Consultant

**Minimum/General Experience:** At least 2 years of related experience or equivalent.

**Functional Responsibility:** This position is responsible for the delivery of a broad scope of contact center learning initiatives by applying professional judgement, knowledge, experience, and a broad perspective. This includes delivering multiple training modules, interactive facilitation, planning and preparation through a variety of mediums, including in person, pre-recorded, or via virtual meetings; assessing training participants individual learning; and recommending to contact center employees and/or managers any actions or training needed to help improve understanding. Works cross-functionally to ensure that learning practices are understood and supported consistently within the learning offerings.

**Minimum Education:** Bachelor’s Degree.

### Trainer

**Minimum/General Experience:** At least 1 year of related experience or equivalent.

**Functional Responsibility:** This position is responsible for contact center training needed to support the production of the business. Aids in answering questions and providing clarity to contact center Quality Assurance Specialists and Supervisors. Additionally, this role compiles information to develop ongoing training activities for Agents.

**Minimum Education:** High School Diploma.

### Training Producer

**Minimum/General Experience:** At least 1 year of related experience or equivalent.

**Functional Responsibility:** This position designs, plans, and implements contact center training programs to train employees in their specific vertical, and the overall needs of the company. This includes creating contact center training materials both at a company and program level to support the employee and customer base and reviewing existing contact center training programs to suggest enhancements and modifications to improve engagement, learning, retention, and to meet the changing needs of clients. Ensures that contact center training materials and programs are current, accurate, and effective. Additionally, this role deploys a wide variety of training methods including but not limited to e-learning, interactive internet-based training, multimedia programs, distance learning, satellite training, videos, and other computer-aided instructional technologies.

**Minimum Education:** Associates Degree.
## GSA Pricelist

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Price 10/1/21 - 9/30/22</th>
<th>GSA Price 10/1/22 - 9/30/23</th>
<th>GSA Price 10/1/23 - 9/30/24</th>
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<td>Claims Service Representative 2**</td>
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<td>Customer Service Representative 3 ME**</td>
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<td>Data Analyst</td>
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<td>IT Specialist</td>
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<td>Technical Specialist III</td>
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<td>$135.44</td>
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<td>Business Analyst</td>
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**SCA Eligible Categories**

*All prices are inclusive of GSA’s Industrial Funding Fee (IFF)*
# SCA Matrix

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<th>SCA Eligible Contract</th>
<th>SCA Equivalent Code</th>
<th>WD Number</th>
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<td>01041 - Customer Service Representative I</td>
<td>WD 15-4009 (Rev.-8)</td>
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<tr>
<td>Client Service Representative 2 MS**</td>
<td>01042 - Customer Service Representative II</td>
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<td>Client Service Representative 3 MS**</td>
<td>01043 - Customer Service Representative III</td>
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<td>WD 15-4009 (Rev.-8)</td>
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<td>Customer Service Representative 1 ME**</td>
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<td>Customer Service Representative 3 ME**</td>
<td>01043 - Customer Service Representative III</td>
<td>WD 15-4009 (Rev.-8)</td>
</tr>
</tbody>
</table>

Savilinx, LLC has read and acknowledges the requirements for Service Contract Act (SCA) pursuant to clauses 52.222-41, 52.222-42, 52.222-43, and 52.222-49, and further verifies that all prices offered for labor categories/services covered by the SCA meet or exceed the SCA wage determination base rates and fringe benefits for the areas included in the geographic scope of the contract under the contract (i.e., nationwide). Savilinx, LLC further acknowledges that it is required to comply with applicable SCA wage determinations and fringe benefits regardless of the price proposed and awarded on any resultant Schedule contract.