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 GSAAAdvantage.gov

MULTIPLE AWARD SCHEDULE (MAS)
Category Attachment Code: F
Title: Information Technology
F03. IT Services Subcategory
FSC/PSC Code: D399

Category Attachment Code: G
Title: Miscellaneous
G06. Complimentary SINs Subcategory
FSC/PSC Code: 0000

CONTRACT NUMBER: 47QTCA20D001Z

CONTRACT PERIOD: November 12, 2019 through November 11, 2024

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

CONTRACTOR:
Puyenpa Services, LLC
511 Duckwater Falls
Duckwater, NV 89314
Phone: 623-556-3822
Fax: 623-556-3288
Email: sayednaved@puyenpa.com
https://www.puyenpa.com/

CONTRACTOR’S ADMINISTRATION SOURCE:
Sayed M Naved
Puyenpa Services, LLC
511 Duckwater Falls
Duckwater, NV 89314
Phone: 623-556-3822
Fax: 623-556-3288
Email: sayednaved@puyenpa.com

BUSINESS SIZE:
Small Business; SBA Certified Small Disadvantaged Business;
SBA Certified 8(a) Firm; SBA Certified HUBZone Firm
CUSTOMER INFORMATION:

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

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

1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN: N/A
(Government net price based on a unit of one)

1c. HOURLY RATES: Helpdesk Specialist I - $46.43 lowest service hourly rate

2. MAXIMUM ORDER: SINs 54151S; 54151S STLOC; 54151S RC: $500,000.00
SINs OLM; OLM STLOC; OLM RC: $250,000.00

3. MINIMUM ORDER: $100.00

4. GEOGRAPHIC COVERAGE: Domestic

5. POINT(S) OF PRODUCTION: United States

6. DISCOUNT FROM LIST PRICES: Prices herein are net

7. QUANTITY DISCOUNT(S): Additional 1% for orders $300,000 or more

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9a. FOREIGN ITEMS: N/A

10a. TIME OF DELIVERY: As agreed upon by the ordering agency and Puyenpa Services, LLC.

10b. EXPEDITED DELIVERY: As agreed upon by the ordering agency and Puyenpa Services, LLC.

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

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

11. FOB POINT: FOB Destination

12a. ORDERING ADDRESS: Same as contractor

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

13. PAYMENT ADDRESS: Same as contractor

14. WARRANTY PROVISION: N/A

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: N/A

23. UNIQUE ENTITY IDENTIFIER (UEI) NUMBER: ZCWUG5M95NL6

24. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Registered.
SIN 54151S Labor Category Descriptions

Program Manager
Minimum Experience: 15 years
Minimum Education: Bachelors

Over fifteen years of management experience throughout a project management life cycle and program management. Includes coordinating work activity, allocation of resources, managing performance, and development of solutions for Information Technology challenges. Specialized experience in the technologies that meet the specific statement of work for the services to be provided may be substituted for years of experience. Responsible for project management in accordance with client requirements and organizational guidelines. Specific duties may include oversight of program level cost, schedule, performance and deliverable services, as well as products. Detects and analytically solves a wide variety of business problems. Provides the strategic planning for successful project completion. Directs, organizes and monitors work activity, and is responsible for meeting program cost, schedule, and performance objectives. Creates process enhancements in response to program challenges. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

Project Manager
Minimum Experience: 10 years
Minimum Education: Bachelors

Over ten years of experience required specializing in management, resource allocation, or information technology. Including full cycle software/web development and/or implementation expertise. Manage projects, tasks, and/or subtasks. Advises and assists project staff on execution of specific project requirements. May be responsible for management of complete project or specific task elements. Implements directives and schedules necessary to ensure effective project management. Possesses a detailed knowledge of concepts, practices, and procedures in several activities, technical, and management fields. Provides technical consulting on complex projects and provides detailed guidance and direction to project staff. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

Subject Matter Expert
Minimum Experience: 18 years
Minimum Education: Bachelors

SME is a person with special knowledge or skills in a particular area of endeavor. SME will be tasked to review, improve, and approve technical work; to guide others; and to teach. Over nineteen plus years of experience specializing in information technology. Technical responsibilities include: being an authority in his/her technical domain with extensive experience and/or expertise in system design, development and analysis to improve business processes. Extensive customization and implementation experience, Business and analytical expertise to support project requirements. Understands client objectives with extensive knowledge of core processes. Provides overall system design and specifications. Responsibilities include project management of information technology and enterprise computing initiatives. Specific expertise in business or functional areas. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.
**Principal Technology Specialist**

Minimum Experience: 19 years  
Minimum Education: Bachelors

Over nineteen years of experience specializing in information technology. Technical Responsibilities: Technical expert who is an authority in his technical domain with extensive experience and/or expertise in system design, development and analysis to improve business processes. Extensive customization and implementation experience. Business and analytical expertise to support project requirements. Understands client objectives with extensive knowledge of core processes. Provides overall system design and specifications. Responsibilities include project management of information technology and enterprise computing initiatives. Specific expertise in business or functional areas. Minimum Education: Bachelor’s Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**Information Technology Specialist (I)**

Minimum Experience: 10 years  
Minimum Education: Bachelors

Over ten years of specialized experience in management of enterprise COTS, GOTS and MOTS systems. Responsibilities: Techno/Functional specialist with extensive experience and/or expertise in Commercial Off The Shelf Software, Government Off The Shelf Software, and Mixed Off The Shelf Software (COTS/GOTS/MOTS) system design, development and analysis to improve business processes. Extensive customization and implementation experience. Business and analytical expertise to support project requirements. Understands client objectives with extensive knowledge of core processes. Provides overall system design and specifications. Responsibilities include technology consulting for enterprise computing initiatives. Specific expertise in COTS/GOTS/MOTS enterprise systems and technology consulting. Minimum Education: Bachelor’s Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**Information Technology Specialist (II)**

Minimum Experience: 13 years  
Minimum Education: Bachelors

Over thirteen years of specialized experience in management of enterprise COTS, GOTS and MOTS systems. Responsibilities: Techno/Functional specialist with extensive experience and/or expertise in COTS/GOTS/MOTS system design, development and analysis to improve business processes. Extensive customization and implementation experience. Business and analytical expertise to support project requirements. Understands client objectives with extensive knowledge of core processes. Provides overall system design and specifications. Responsibilities include technology consulting for enterprise computing initiatives. Specific expertise in COTS/GOTS/MOTS enterprise systems and technology consulting. Minimum Education: Bachelor’s Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**Information Technology Specialist (III)**

Minimum Experience: 15 years  
Minimum Education: Bachelors
Over fifteen years of specialized experience in management of enterprise COTS, GOTS and MOTS systems. Responsibilities: Techno/Functional specialist with extensive experience and/or expertise in COTS/GOTS/MOTS system design, development and analysis to improve business processes. Extensive customization and implementation experience. Business and analytical expertise to support project requirements. Understands client objectives with extensive knowledge of core processes. Provides overall system design and specifications. Responsibilities include technology consulting for enterprise computing initiatives. Specific expertise in COTS/GOTS/MOTS enterprise systems and technology consulting. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**Lead Technical Architect**

Minimum Experience: 10 years  
Minimum Education: Bachelors  
Over ten years of experience on a technical architecture team in the areas of software and application architecture development. Familiarity with a variety of the field's concepts, practices, and procedures. Expertise with software development and relational database knowledge. Design, modify, develop, write, and implement software programming applications. Support and/or install software applications. Participate in the testing process through test review and analysis, test witnessing, and certification of software. Manage a team of software developers to architect, design enterprise software products. Write product requirement documents, implement and track development timelines, negotiate feature sets with the development leads and product. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**Technical Developer**

Minimum Experience: 7 years  
Minimum Education: Bachelors  
Over seven years of experience on a technical development team in the areas of software and application development. Familiarity with standard concepts, practices, and procedures within the area of technical development. Knowledge of full cycle software development and relational database concepts. Designs, modifies, develops, writes, and implements software programming applications. Supports and/or installs software applications. Participates in the testing process through test review and analysis, test witnessing, and certification of software. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**Senior Database Administrator**

Minimum Experience: 10 years  
Minimum Education: Bachelors  
Over ten years of experience in database administration or technical environments which meet the specific statement of work for which services will be provided. Familiarity with standard concepts, practices, and procedures within the area of database administration. Performs the design, development, implementation, and maintenance of large relational and/or distributed databases. Develops database requirements from operational documentation and user inputs. Provides technical guidance in the selection, implementation, and deployment of databases and their architecture. Manages the development of database projects. Provides highly technical expertise in the use of relational databases.
Evaluates and recommends available database technologies and products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**Database Administrator**

Minimum Experience: 7 years
Minimum Education: Bachelors

Over seven years of experience in database administration or technical environments which meet the specific statement of work for which services will be provided. Familiarity with standard concepts, practices, and procedures within the area of database administration. Performs the design, development, implementation, and maintenance of large relational and/or distributed databases. Develops database requirements from operational documentation and user inputs. Provides technical guidance in the selection, implementation, and deployment of databases and their architecture. Manages the development of database projects. Provides highly technical expertise in the use of relational databases. Evaluates and recommends available database technologies and products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**Enterprise Architect**

Minimum Experience: 10 years
Minimum Education: Bachelors

Over ten years of experience in enterprise architecture supporting the application of sound software systems engineering concepts and practices. The Systems Architect advises, participates, and supports projects and teams in the technical analysis, design and development of large or complex mission critical systems and other enterprise computing solutions. The System Architect uses experience and knowledge in software engineering tools and techniques to help clients develop agency guidance for projects in testing and evaluation, software aspects of certification, and other software engineering subjects as well as rendering direct software development assistance. Minimum Education: Bachelor's Degree in a related field. Must have experience in one or more areas including telecommunication concepts, computer software, computer languages, operating systems, middleware, or database Management systems. Minimum Education: Master’s Degree in related field. Four (4) to six (6) years of direct related experience in this field may be substituted in lieu of degree.

**System Architect**

Minimum Experience: 8 years
Minimum Education: Bachelors

Over eight years of experience supporting efforts to design architectures to include the software, hardware, and communications to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. This individual has experience analyzing business processes, translating business requirements to technical requirements, and providing technology expertise. This individual establishes system information requirements in the development of enterprise-wide or large-scale information systems. Contributes to technical design, product and vendor selection, application and technical architectures. Provides subject matter expertise on various technologies and platforms. Ensures that the systems are compatible and in compliance with the industry standards, best
practices and client requirements. Ensures that the common operating environment is compliant to all security and architecture standards, evaluates analytically and systematically problems of workflows, organization, and plans and develops appropriate corrective action. Minimum Education: Bachelor’s Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**System Analyst I**

Minimum Experience: 1 year  
Minimum Education: Bachelors  
Over one year of experience in systems analysis, programming, or business information systems, including experience in the area of developing systems requirements, high-level design specifications, and translating user requirements for engineering, business, and records management functions into overall system designs. Performs studies and analyses to develop improvements to management, organization, and business applications for the advancement of quality enhancements through reengineering techniques. Provides support to complex systems analysis, design, development, and testing activities. Performs elaborate analyses and studies. Prepares reports and gives presentations to upper management. Works independently or as a member of a team. Defines the problem and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**System Analyst II**

Minimum Experience: 5 years  
Minimum Education: Bachelors  
Over five years of experience in systems analysis, programming, or business information systems, including two years in the area of developing systems requirements, high-level design specifications, and translating user requirements for engineering, business, and records management functions into overall system designs. Performs studies and analyses to develop improvements to management, organization, and business applications for the advancement of quality enhancements through reengineering techniques. Provides support to complex systems analysis, design, development, and testing activities. Performs elaborate analyses and studies. Prepares reports and gives presentations to upper management. Works independently or as a member of a team. Defines the problem and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**System Analyst III**

Minimum Experience: 10 years  
Minimum Education: Bachelors
Over ten years of experience in systems analysis or business information systems, including four years in the area of developing systems requirements and high-level design specifications; two years of experience in project management/task leader positions in a business information systems development or implementation project. May have expert credentials or be recognized as an authority. Performs studies and analyses to develop improvements to management, organization, and business applications for the advancement of quality enhancements through reengineering techniques. Evaluates and assesses business applications for practicality and efficiency and provides recommendations on areas where productivity improvements can be achieved. Provides analytical support in the assessment of employed or proposed systems. Works independently or as a member of a team. Makes recommendations, if needed, for approval of major systems installations. May provide technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and progress in accordance with schedules. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**Functional Analyst I**

Minimum Experience: 5 years  
Minimum Education: Bachelors

Over five years of experience in systems analysis, or business analysis including two years in the area of developing systems requirements, high-level design specifications, and translating user requirements for engineering, business, and records management functions into overall system designs. Performs studies and analyses to develop improvements to management, organization, and business applications for the advancement of quality enhancements through reengineering techniques. Provides support to complex systems analysis, design, development, and testing activities. Performs elaborate analyses and studies. Prepares reports and gives presentations to upper management. Works independently or as a member of a team. Defines the problem and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**Functional Analyst II**

Minimum Experience: 9 years  
Minimum Education: Bachelors

Over nine years of experience in systems analysis, or business analysis including two years in the area of developing systems requirements, high-level design specifications, and translating user requirements for engineering, business, and records management functions into overall system designs. Performs studies and analyses to develop improvements to management, organization, and business applications for the advancement of quality enhancements through reengineering techniques. Provides support to complex systems analysis, design, development, and testing activities. Performs elaborate analyses and studies. Prepares reports and gives presentations to upper management. Works independently or as a member of a team. Defines the problem and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.
Functional Analyst III
Minimum Experience: 12 years
Minimum Education: Bachelors

Over 12 years of experience in systems analysis, or business analysis including two years in the area of developing systems requirements, high-level design specifications, and translating user requirements for engineering, business, and records management functions into overall system designs. Performs studies and analyses to develop improvements to management, organization, and business applications for the advancement of quality enhancements through reengineering techniques. Provides support to complex systems analysis, design, development, and testing activities. Performs elaborate analyses and studies. Prepares reports and gives presentations to upper management. Works independently or as a member of a team. Defines the problem and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions. Minimum Education: Bachelor’s Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

Programmer I
Minimum Experience: 4 years
Minimum Education: Bachelors

Over four years of experience in programming. Formal training in programming, which may include a Bachelor’s degree or formal computer training. At least 3 years of applicable experience as an applications programmer on large-scale information technology systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives. Demonstrates ability to lead and manage others. Demonstrates ability to work independently or under only general direction. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

Programmer II
Minimum Experience: 8 years
Minimum Education: Bachelors

Over eight years of experience in programming. Formal training in programming, which may include a Bachelor’s degree or formal computer training. At least six years of applicable experience as an applications programmer on large-scale information technology systems, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives. Demonstrates ability to lead and manage others. Demonstrates ability to work independently or under only general direction. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

Programmer III
Minimum Experience: 12 years
Minimum Education: Bachelors

Over twelve years of experience in programming. Formal training in programming, which may include a Bachelor’s degree or formal computer training. At least eight years of applicable experience as an
applications programmer on large-scale information technology systems, knowledge of computer
equipment, and ability to develop complex software to satisfy design objectives. Demonstrates ability to
lead and manage others. Demonstrates ability to work independently or under only general direction.
Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this
field may be substituted in lieu of degree.

**Information System Specialist**

Minimum Experience: 4 years
Minimum Education: Bachelors

Over four years of experience in the field of IT, including three years of specialized experience in highly
specialized IT disciplines involving a range of hardware/software solutions. At least two years of general
experience in concentrated hands-on experience in the specific discipline(s) of IT required by an actual
SOW. Performs analyses and studies; prepares reports; works independently or as a member of a team.
Has specialized experience in the analysis or application of IT systems. Provides support to complex
systems design, development, and testing activities. Provides assistance in preparing reports and
relevant deliverables. Demonstrates good oral and written communications skills. Provides technical and
specialized solutions to complex IT problems. Works independently or as a member of a team. Minimum
Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may
be substituted in lieu of degree.

**Senior Web Developer**

Minimum Experience: 10 years
Minimum Education: Bachelors

Over ten years of experience leading and/or provides support in upgrading, maintaining and creating
content, use the latest web technologies. Two years experience creating templates, creation of graphics,
supporting both static and dynamic web development, and utilizing the latest web technologies. Minimum
Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may
be substituted in lieu of degree.

**Web Developer**

Minimum Experience: 6 years
Minimum Education: Bachelors

Over six years of experience leading and/or provides support in upgrading, maintaining and creating
content using the latest web technologies. Two years experience creating templates, creation of graphics,
supporting both static and dynamic web development, and utilizing the latest web technologies. Minimum
Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may
be substituted in lieu of degree.

**Network Engineer I**

Minimum Experience: 3 years
Minimum Education: Bachelors

Minimum of three years’ experience is required, of which one year must be in specialized networking
experience, which includes: analysis, installation and maintenance of network systems and their
components; OR analysis, installation and maintenance of local area nets, cable installation, including
fiber optics, and specialized interconnect cable design and fabrication; OR analysis, installation and
maintenance of communications systems and their components. Conducts sites surveys; assesses and documents current site network configuration and user requirements. Designs and optimize network topologies. Analyzes existing requirements and prepares specifications for hardware acquisitions. Prepares engineering plans and site installation Technical Design Packages. Develops hardware installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Configures and maintains computers, communications devices, and peripheral equipment. Installs network hardware. Trains site personnel in proper use of hardware. Builds specialized interconnecting cables. Maintains computer-based systems, local area networks, or communication systems. Minimum Education: Associate degree in related field. Two (2) years of direct related experience in this field may be substituted in lieu of degree.

**Network Engineer II**

Minimum Experience: 6 years

Minimum Education: Bachelors

Minimum of six years’ experience is required, of which one year must be in specialized networking in: analysis, installation and maintenance of network systems and their components; OR analysis, installation and maintenance of local area nets, cable installation, including fiber optics, and specialized interconnect cable design and fabrication; OR analysis, installation and maintenance of communications systems and their components. Conducts sites surveys; assesses and documents current site network configuration and user requirements. Designs and optimize network topologies. Analyzes existing requirements and prepares specifications for hardware acquisitions. Prepares engineering plans and site installation Technical Design Packages. Develops hardware installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Configures and maintains computers, communications devices, and peripheral equipment. Installs network hardware. Trains site personnel in proper use of hardware. Builds specialized interconnecting cables. Maintains computer-based systems, local area networks, or communication systems. Minimum Education: Bachelor’s Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**Technical Writer**

Minimum Experience: 6 years

Minimum Education: Bachelors

Over six years of experience in technical writing/documentation; one year of specialized Federal Information Processing technical documentation experience; knowledge of word processing and graphical presentation software. Extensively experienced with general and specific documentation practices and standards appropriate to the assigned task. Experienced and knowledgeable in the use of automated tools to prepare, update, store, and distribute technical and program documentation. An individual who is very good at imparting technical information to technical and non-technical personnel and is also very knowledgeable in IT. Provides technical documentation on systems, software, and business/technical requirements. Has experience in developing user manuals, guides, courses, and/or teaching materials for all phases of IT. Demonstrates very good oral and written communication skills. Gathers and assembles information pertaining to the subject matter; organizes and condenses materials. Works independently or as part of a team. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**Quality Assurance Tester**

Minimum Experience: 5 years
Minimum Education: Bachelors

Over five years of experience in the field of quality assurance, testing or usability including three years of specialized experience in highly specialized Information Technology disciplines involving a range of hardware/software solutions. At least two years of general hands-on experience in specific discipline(s) of quality assurance testing required by an actual SOW. Performs testing; prepares reports; works independently and as a member of a team. Has specialized experience in the analysis or application of IT systems. Provides support to complex systems design, development, and testing activities. Provides assistance in preparing reports and relevant deliverables. Demonstrates good oral and written communications skills. Provides quality assurance for specialized complex IT solutions. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

Helpdesk Specialist I

Minimum Experience: 4 years
Minimum Education: Bachelors

Over four years of experience in the field of help desk assistance, including three years of specialized experience in highly specialized IT disciplines involving a range of help desk related support. At least two years of general hands-on experience in the specific discipline(s) of help desk functions required by an actual SOW. Performs help desk support; works independently and as a member of a team. Provides activities. Provides assistance in supporting calls and relevant deliverables. Demonstrates good oral and written communications skills. Provides quality assurance for specialized complex IT solutions. Minimum Education: Associate's Degree in related field.

Helpdesk Specialist II

Minimum Experience: 8 years
Minimum Education: Bachelors

Over eight years of experience in the field of help desk assistance, including three years of specialized experience in highly specialized IT disciplines involving a range of help desk related support. At least two years of general hands-on experience in the specific discipline(s) of help desk functions required by an actual SOW. Performs help desk support; works independently and as a member of a team. Provides activities. Provides assistance in supporting calls and relevant deliverables. Demonstrates good oral and written communications skills. Provides quality assurance for specialized complex IT solutions. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

Helpdesk Manager

Minimum Experience: 8 years
Minimum Education: Bachelors

Education: B.A. or B.S. degree or 3 years of equivalent experience in a related field. Basic Experience: This position requires a minimum of 7 years of experience. Specialized Experience: At least 5 years of specialized experience, including management of help desks in a multi-server environment; comprehensive knowledge of PC operating systems (e.g., DOS, Windows), networking, and mail standards; and supervision of help desk employees. General experience includes information system development and network and other work in the client/server field or related fields. Demonstrated ability to communicate orally and in writing and a positive customer service attitude. Duties: Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the
areas of E-mail, directories, standard Windows desktop applications, and other network services. Manages personnel who serve as the first point of contact for troubleshooting hardware and software PC and printer problems. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.

**Security Specialist (I)**

Minimum Experience: 3 years
Minimum Education: Bachelors

Over three years of experience in the field of information security. General Experience. Security Specialist possess three years of experience in information security, change management efforts, security system design or business process redesign and may possess a security clearance. Functional Responsibility: Security Specialists apply their strong analytical and technical skills to assist in implementing business security solutions. Security Specialists are directed to exercise core skills on projects, or they may direct small teams. They may have such core skills as application development, security assessment, business process designs, or technology architecture. Perform support design, creation, and development of security systems, policies and designs. Minimum Education: Associate's Degree in related field.

**Security Specialist (II)**

Minimum Experience: 7 years
Minimum Education: Bachelors

Over seven years of experience in the field of information security. General Experience. Security Specialist possess seven years of experience in information security, change management efforts, security system design or business process redesign and may possess a security clearance. Functional Responsibility: Security Specialists apply their strong analytical and technical skills to assist in implementing business security solutions. Security Specialists are directed to exercise core skills on projects, or they may direct small teams. They may have such core skills as application development, security assessment, business process designs, or technology architecture. Perform support design, creation, and development of security systems, policies and designs. Minimum Education: Bachelor's Degree in related field. Four (4) years of direct related experience in this field may be substituted in lieu of degree.
# GSA LABOR CATEGORY RATES

<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>GSA Labor Category</th>
<th>UNIT OF ISSUE</th>
<th>GSA PRICE W/IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S; 54151S STLOC;54151S RC</td>
<td>Program Manager</td>
<td>Hour</td>
<td>$169.22</td>
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