On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: GSAAdvantage.gov.

Multiple Award Schedule (MAS)
Federal Supply Group: Professional Services
Contract Number: 47QTCA20D0023

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.
Contract Period: November 14, 2019 through November 13, 2024
Effective as of PA-0003 dated 03/21/2020

Xcelnet Systems Inc.
42300 Guildhall Dr
Ashburn, VA 20148-4353
DUNS: 006397002 CAGE Code: 6YVJ7
Raghav Jayaram, CEO
raghavj@xcelnetsystems.com
V: 240-603-1729
F: 240-603-1729

Contractor’s internet address/web site where schedule information can be found: www.xcelnetsystems.com

Business size: Small

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

SINs:
54151S – Professional IT Services
OLM – Order Level Materials

1b.

<table>
<thead>
<tr>
<th>LABOR CATEGORY</th>
<th>GSA PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Analyst</td>
<td>$95.78</td>
</tr>
<tr>
<td>TITLE</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
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</tbody>
</table>
| ServiceNow Architect  | Proven experience as the lead technical resource leading the development of solutions in client environments.  
• Provide technical leadership and mentoring, perform peer code reviews, and ensure the ServiceNow team follows software development best-practices  
• Experience with implementation of ServiceNow core platform functions, ITSM processes, custom or scoped app development, and at least one of the following: Discovery/Service Mapping, Project & Portfolio Suite, ITBM, ITOM, or Performance Analytics.  
• Experience building scoped applications in ServiceNow that leverage the power of the platform while providing unique functionality to the client  
• Create and maintain API and data integration processes between ServiceNow and other services.  
• Experience leveraging MID Servers for integration and automation  
• Prepare and present client facing and internal deliverables that are technology related  
• Translate business requirements into detailed technical designs that represent actionable development tasks  
• Maintain production instance reliability through utilization of Change and Configuration Management processes. Serve as the Release Manager with final technical authority to approve releases into Production  
• Monitor health, usage and overall compliance of the application  
• Collaborate with System Administrators and ServiceNow Support concerning strategies and technical aspects of platform upgrades  
• Oversee major version upgrades and install patches  
• Design and develop solutions within the ServiceNow environment to include new or modifications to applications, forms, workflow, policies, actions, access control, interfaces and any other configurations required to support client processes  
• Provide advanced support for ServiceNow by troubleshooting a variety of difficult software problems, implementing bug fixes and performing root cause analysis | 12           | Bachelor’s Degree                        |
| Senior ServiceNow Developer | Proven experience as a key technical resource leading the development of solutions in client environments.  
• Experience with implementation of ServiceNow, working with all core ITSM processes,  
• Responsible for working with Process Owners to define requirements and create well-written user stories that meet the criteria required to deliver a successful product  
• Analyze and document business processes and systems  
• Facilitate requirements gathering and document requirements  
• Prepare client facing and internal deliverables that are | 8            | Bachelor’s degree in Computer Science, MIS or Business-related discipline |
### Business Analyst

- Responsible for working with Process Owners to define requirements and create well-written user stories that meet the criteria required to deliver a successful product
- Analyze and document business processes and systems
- Facilitate requirements gathering and document requirements
- Support all design, testing and documentation efforts
- Develop a comprehensive Test Plan that articulates our testing approach
- Apply Agile methodology to elicit requirements and process flows for federal customers using interviews, document analysis, requirements workshops, surveys, business process reviews, and task and workflow analysis
- Analyze and de-conflict requirements, data and information from multiple data sources and decompose into detailed requirements
- Support creation of user stories and ensure that they meet the criteria required to deliver a successful product
- Work with Architect and Developer in conducting testing to ensure quality of new software releases
- Support User Acceptance Testing (UAT) including development of scripts and conducting UAT with end users
- Create references and guides for end users as well as system administrators
- Continually ensure client understands product updates
- Understand the needs of the client and successfully link needs and solution
- Support Change Management processes and play pivotal support role for tool adoption
- Support report generation and materials for meetings
- Provide quality control reviews

### ServiceNow Developer

- Demonstrated experience with ServiceNow products and platform development in a Senior Developer role
- Demonstrated ability delivering core applications such as Incident, Problem, Change, Service Catalog, and CMDB
- Demonstrated experience with ServiceNow APIs and integration
- Demonstrated experience developing solutions consistent with architectural standards and ServiceNow best practices
- Demonstrated experience with ServiceNow products and platform implementation
- Demonstrated ability planning and executing platform upgrades and application releases through Production and Pre-production environments
- Experience with Agile development methodologies and the ITIL framework

### Education and Training

- Bachelor’s degree
- Training or certifications in Agile methods

2. Maximum order: $500,000; OLM: $250,000
3. Minimum order: $100.00
4. Geographic coverage (delivery area): 50 United States; District of Columbia; Puerto Rico
5. Point(s) of production (city, county, and State or foreign country): Not Applicable
6. Discount from list prices or statement of net price: Net prices set forth above.
7. Quantity discounts: 5% for orders over $250,000
8. Prompt payment terms. Net 30

9. Foreign items (list items by country of origin). None.

10a. Time of delivery. (Contractor insert number of days.) As negotiated with ordering agency and the contractor.

10b. Expedited Delivery. As negotiated with ordering agency and the contractor.

10c. Overnight and 2-day delivery. As negotiated with ordering agency and the contractor.

10d. Urgent Requirements. As negotiated with ordering agency and the contractor.

11. F.O.B. point(s). Destination.

12a. Ordering address.
42300 Guildhall Dr
Ashburn, VA 20148-4353

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.
42300 Guildhall Dr
Ashburn, VA 20148-4353


15. Export packing charges, if applicable. Not Applicable

16. Terms and conditions of rental, maintenance, and repair (if applicable). Not Applicable

17. Terms and conditions of installation (if applicable). Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable

18b. Terms and conditions for any other services (if applicable). Not Applicable

19. List of service and distribution points (if applicable). Not Applicable

20. List of participating dealers (if applicable). Not Applicable

21. Preventive maintenance (if applicable). Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. www.xcelnetsystems.com

23. Data Universal Number System (DUNS) number. 006397002

24. Contractor is registered in the SAM database. Current and valid.
Final Pricing:
The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

<table>
<thead>
<tr>
<th>Role</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>2024</th>
</tr>
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<tbody>
<tr>
<td>ServiceNow Architect</td>
<td>$139.76</td>
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<tr>
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<td>$135.99</td>
<td>$139.39</td>
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<tr>
<td>Business Analyst</td>
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<td>$100.63</td>
<td>$103.14</td>
<td>$105.72</td>
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<tr>
<td>ServiceNow Developer</td>
<td>$101.90</td>
<td>$104.44</td>
<td>$107.05</td>
<td>$109.73</td>
<td>$112.47</td>
</tr>
</tbody>
</table>

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Professional Services Schedule (PSS) Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.