GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

MULTIPLE AWARD SCHEDULE SOLICITATION 47QSMD20R0001

<table>
<thead>
<tr>
<th>Centric Consulting, LLC</th>
</tr>
</thead>
<tbody>
<tr>
<td>1215 LYONS RD # F</td>
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<tr>
<td>DAYTON, OH, 45458-1858</td>
</tr>
<tr>
<td>Phone: 888-781-7567</td>
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<tr>
<td><a href="http://www.centricconsulting.com">www.centricconsulting.com</a></td>
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</tbody>
</table>

CONTRACT NUMBER: 47QTCA20D0025

PERIOD COVERED BY CONTRACT:
November 15, 2019 – November 14, 2024

BUSINESS SIZE:
Other Than Small

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 fss.gsa.gov.
CUSTOMER INFORMATION

1a. AUTHORIZED SPECIAL ITEM NUMBERS (SINs):

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>Software License</td>
</tr>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
</tbody>
</table>

1b. Lowest Priced Model Number and Price for each SIN: See Price List

1c. SERVICES OFFERED: See Price List

2. MAXIMUM ORDER PER SIN:

<table>
<thead>
<tr>
<th>SIN</th>
<th>MAXIMUM ORDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>$500,000 per SIN/Order</td>
</tr>
<tr>
<td>54151S</td>
<td>$500,000 per SIN/Order</td>
</tr>
</tbody>
</table>

3. MINIMUM ORDER LIMITATION: $100

4. GEOGRAPHIC COVERAGE (DELIVERY AREA): Domestic

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: SIN 511210 - 2% for single purchase order at or above $250,000; SIN 54151S - 1% for single purchase order at or above $250,000

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

9a. GOVERNMENT PURCHASE CARDS ARE ACCEPTED UP TO THE MICRO-PURCHASE THRESHOLD.

9b. GOVERNMENT PURCHASE CARDS MAY BE ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD.

10. FOREIGN ITEMS: See Price List

11a. TIME OF DELIVERY: 30 Days ARO

11b. EXPEDITED DELIVERY: Contact Contractor

11c. OVERNIGHT AND 2-DAY DELIVERY: Contact Contractor

11d. URGENT REQUIREMENTS: Contact Contractor

12. F.O.B. POINT: Destination
13a. ORDERING ADDRESS:  
   Centric Consulting, LLC  
   1215 LYONS RD # F  
   DAYTON, OH, 45458-1858

13b. 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.

14. PAYMENT ADDRESS: Same as Ordering Address

15. WARRANTY PROVISION: Standard Commercial Warranty

16. EXPORT PACKING CHARGES: Not Applicable

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: 
   Contact Contractor

18. TERMS AND CONDITIONS OF RENTAL: Not Applicable

19. TERMS AND CONDITIONS OF INSTALLATION: Not Applicable

20. TERMS AND CONDITIONS OF REPAIR PARTS: Not Applicable

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Not Applicable

21. LIST OF SERVICE AND DISTRIBUTION POINTS: Not Applicable

22. LIST OF PARTICIPATING DEALERS: Not Applicable

23. PREVENTIVE MAINTENANCE: Not Applicable

24a. SPECIAL ATTRIBUTES: Not Applicable

24b. SECTION 508 COMPLIANCE INFORMATION: Not Applicable

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 014469295

26. CONTRACTOR HAS REGISTERED IN THE SYSTEM FOR AWARD MANAGEMENT 
   (SAM) DATABASE.
TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES  
(SPECIAL ITEM NUMBER 511210)

. 1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

a. Unless specified otherwise in this contract, the Contractor’s standard commercial guarantee/warranty as stated in the contract’s commercial pricelist will apply to this contract.

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

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

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 9am to 5pm. (888-781-7567)

5. SOFTWARE MAINTENANCE

a. Software maintenance as it is defined: (select software maintenance type):

(1) Software Maintenance as a Product (SIN 511210) __X__

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user’s self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.
Software Maintenance as a product is billed at the time of purchase.

(2) Software Maintenance as a Service (SIN 511210)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

6. PERIODS OF TERM LICENSES (SIN 511210)

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

b. Term licenses may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. Annual Funding. When annually appropriated funds are cited on an order for term licenses, the period of the term licenses shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses orders citing the new appropriation shall be required, if the term licenses is to be continued during any remainder of the contract period.

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

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

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

Not offered.

8. TERM LICENSE CESSATION

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

**Each separately priced software product shall be individually enumerated, if different accrual periods apply for the purpose of perpetual license attainment.**
b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. UTILIZATION LIMITATIONS - (SIN 511210)

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

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

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

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

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

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

10. SOFTWARE CONVERSIONS - (SIN 511210 AND SIN 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (511210), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.
11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

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

12. RIGHT-TO-COPY PRICING

In accordance with approved EULA.
LABOR CATEGORY DESCRIPTIONS

Architect

General Experience: Designs architecture for individual applications and/or groups of applications within distributed and non-distributed environments.

Functional Responsibility: Leverages advanced experience in object-oriented analysis and design to develop stable, efficient, and scalable system architectures. May mentor and educate less experienced software developers. May be responsible for designing and maintaining object model(s). May design and develop architectural proofs-of-concept and prototypes. Understands requirements to leverage knowledge and best use of both legacy and cutting-edge technologies and concepts to determine optimal use of available computing assets. Formulates standards-based architecture for reusability. Develops technical documentation artifacts.

Minimum Education / Experience:
Architect I ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.
Architect II ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.
Architect III ~ Bachelor’s Degree or equivalent and 10 years of relevant experience.

Business Analyst

General Experience: Analyzes, designs, and appropriately documents information in support of technology and/or operational solutions.

Functional Responsibility: Ability to gather requirements, perform analysis, assist in functional designs and feasibility studies. Ability to create use case designs. May assist in projecting software and hardware requirements. Consults with personnel in other information systems areas to coordinate activities. Prepares activity and progress reports. Distills large quantities of information and organizes it in multiple formats to arrive at decisions. May lead other business analysts by assigning tasks and mentoring. May possess specific knowledge within a particular discipline such as supply chain, finance, human resources, or other relevant areas.

Minimum Education / Experience:
Business Analyst I ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.
Business Analyst II ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.
Business Analyst III ~ Bachelor’s Degree or equivalent and 10 years of relevant experience

Cloud Engineer

General Experience: Helps deliver, with oversight from the Cloud Architect, the cloud requirements analysis, conceptual design, detailed design, and implementation of a cloud project.


Minimum Education / Experience:
Cloud Engineer ~ Bachelor’s Degree or equivalent and 3 years of relevant experience

Cloud Architect

General Experience: Oversees the cloud requirements analysis, conceptual design, detailed design, and implementation of a cloud project.

Minimum Education / Experience:
Cloud Architect ~ Bachelor’s Degree or equivalent and 7 years of relevant experience

**CMS Architect**
**General Experience:** Responsible for technology leadership of projects big and small. Works closely with designers, developers, project managers and clients to ensure the right high-quality solution is delivered.

**Functional Responsibility** - Primary technical lead of one or more projects, fully owning the technical delivery of these projects. Setups and configures CMS platforms such as Kentico, Wordpress and Contentful for development, test and production. Works on CMS integration strategies with back-office IT systems. Collaborates frequently with other disciplines such as UX, visual design, content strategy and migration, web & mobile development, QA testing, etc. Establishes technical requirements and architecture documentation that can be used by the team for implementation. Facilitates task management via sprint planning, estimating and validating technical deliverables. Interacts with clients on discovery, design, development and deployment activities.

Minimum Education / Experience:
Content Management System Architect I ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.

**Customer Experience Strategist**
**General Experience:** Works to understand business and user need via research and investigation, making qualitative and quantitative assessments to identify opportunities, define recommendations, strategy and roadmap for CX transformation.

**Functional Responsibility:** Conducts customer research, and gains insights and “outside in” perspective from external customers and business partners. Accountable for persona development, customer journey mapping and CX strategy for broader business transformation programs. Shapes and executes programs of research related to understanding customer needs, as well as helping lead CXD Envision workshops and user-testing sessions. Documents and articulates opportunities for clients to meet their customers’ needs through a variety of models and illustrations.

Minimum Education / Experience:
Customer Experience Strategist ~ Bachelor’s Degree or equivalent and 7 years of relevant experience

**Cyber Security Specialist**
**General Experience:** Identify or resolve highly complex issues to prevent cyberattacks on information systems or keep computer information systems secure from interruption of service, intellectual property theft, network viruses, data mining, financial theft, or theft of sensitive customer data, allowing business to continue as normal.

**Functional Responsibility:** Designs, installs, and manages security mechanisms that protect networks and information systems against hackers, breaches, viruses, and spyware. Responds to incidents, investigates violations, and recommends enhancements to plug potential security gaps.

Minimum Education / Experience:
Security Architect I ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.
Security Architect II ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.
Security Architect III ~ Bachelor’s Degree or equivalent and 10 years of relevant experience.

**Data Analyst**
**General Experience:** Responsible for developing data models and then specifying how raw source data is transformed into those models. Responsible for overall data accuracy, and ensure a high-quality data warehouse and visualization solutions.

**Functional Responsibility:** Review existing business requirements: UML information models, business and metric definitions, analytics use cases and visualization specs. Design data models to meet business requirements. Maintain data models in a data-modeling tool (e.g. Enterprise Architect, Erwin, etc.) Physically implement data models in a database and then manage in source control. Analyze source data. Interact with business stakeholders to determine how to handle data quality and data governance concerns. Develop and document SQL queries to extract data from the source system in a fully transformed state. Communicate SQL specifications to ETL developers. Conduct code reviews and data reviews to ensure the transformations where implemented per your specification. Participate in data validation and testing.

**Minimum Education / Experience:**
Data Analyst I ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.
Data Analyst II ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.

**Data Architect**

**General Experience:** Responsible for delivering modern solutions that combine business intelligence, data warehousing, cloud and big data. Assist with all aspects of design, architecture, and implementation.

**Functional Responsibility:** Design modern architectures involving traditional BI and big data technologies. Implement the solutions. Analyze source systems and design extract methodologies. Ensure compliance with the architecture. Profile and analyze source system data.

**Minimum Education / Experience:**
Data Architect ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.

**Database Administrator**

**General Experience:** Identifies and implements process improvements, and process excellence programs across various aspects of people, process, metrics, and technology.

**Functional Responsibility:** Performs in all facets of the software development lifecycle in a relational database environment, such as Oracle, Sybase, Informix, SQL Server, Teradata, etc. Administers database installations with knowledge of the following areas: database sizing, performance measurement and tuning, database optimization, n-tier deployments, and backup and recovery. Plans and administers databases, including database definition, structure documentation, long-range requirements, and operational guidelines. Ensures quality control and auditing of data related to database administration. Establish security controls. May assist in making architectural decisions by understanding how databases integrate with other computing assets.

**Minimum Education / Experience:**
Database Administrator I ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.
Database Administrator II ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.

**Developer**

**General Experience:** Possesses the ability to provide support and contribution of analysis, design, development, testing, implementation and documentation of systems and/or software.

**Functional Responsibility:** Assists with project modules and specific work activities as appropriate and can formulate solutions to defined/specific business or technical issues. Ability to develop programming code in appropriate languages. May understands advanced concepts, practices, standards, methodologies, and software development techniques. May provide direction to developers as required. May identify and estimate technical tasks, consider alternatives in problem solving situations, and appropriately escalate issues.
Minimum Education / Experience:
Developer I ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.
Developer II ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.
Developer III ~ Bachelor’s Degree or equivalent and 10 years of relevant experience.

ETL Developer
General Experience: Possesses the skills necessary to design, develop, unit test, and trouble shoot complex data movement patterns utilizing one or many tools.

Functional Responsibility: Assists with project modules and specific work activities as appropriate and can formulate solutions to defined/specific business or technical issues. Ability to develop performant data movement packages, execution jobs and overall data movement architecture in the specified platforms. Based on level of experience, may provide data architecture and modeling guidance in support of the broader deliverable. May provide direction to more junior ETL developers as required. May identify and estimate technical tasks, consider alternatives in problem solving situations, and appropriately escalate issues.

Minimum Education / Experience:
ETL Developer ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.

Mobile Developer
General Experience: Delivers across the entire application lifecycle, from: concept, design, build, deploy, test, release, to support.

Functional Responsibility – Crafts and develops mobile applications, translating business requirements and use cases into functional applications. Designs, builds, and maintains efficient, reusable, and reliable code. Contributes in all phases of the development lifecycle, ensuring the best possible performance, quality, and responsiveness of the applications.

Minimum Education / Experience:
Developer ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.

ScrumMaster
General Experience: Identify and eliminate obstacles that prevent the scrum team from achieving their goals and ensure effective communication within/across Project teams.

Functional Responsibility: Lead one or more scrum teams. Facilitate all Agile ceremonies including sprint planning, stand-ups, backlog refinement, sprint-close, etc. Support the Product Owner and Development Team in meeting project goals.

Minimum Education / Experience:
ScrumMaster ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.

Agile Coach
General Experience: Help train teams on the Agile methodology and oversee the maturation of Agile teams to ensure effective outcomes for the organization. Responsible for guiding teams through the implementation process and are tasked with encouraging workers and leadership to embrace the agile method.

Functional Responsibility: Coach teams and management towards improving Scrum/Kanban based agile process and metrics, evaluate and mentor existing teams. Develop, implement and manage team metrics, evaluate team metrics and make recommendations to teams and management for improvements. Drive the organization-wide agile adoption strategy and rollout plans. Capture feedback and continuously improve enterprise Agile guidance, training materials, and content.
Interact with senior level management, facilitate meetings and help with negotiations.

**Minimum Education / Experience:**
Agile Coach ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.

**Process Consultant**
**Minimum/General Experience** – Identifies and implements process improvements, and process excellence programs across various aspects of people, process, metrics, and technology.

**Functional Responsibility** – Interviews key stakeholders to establish successful criteria and constraints. Collects and analyzes data as well as gathers and documents requirements. Leads process mapping workshops. Develops process / rules definition, documentation, and improvement recommendations. May be responsible for identifying and implementing process improvements and process excellence programs across the various aspects of people, process, metrics, and technology. May coach and/or educate others on Business Process Improvement (BPI)/Business Process Management (BPM) best practices. May have process experience or expertise in one or more of the following areas:

- Business Process Improvement (Lean, Six Sigma, Just Do It)
- Process Assessment and Value Targeting
- Performance Measurement (Framework, Balanced Scorecards, Closed-Loop)
- Organizational Enablement
- Technology Enablement (BPMS, RPA, Rules Management, Digital, Data & Analytics)

**Minimum Education / Experience:**
Process Consultant I ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.
Process Consultant II ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.
Process Consultant III ~ Bachelor’s Degree or equivalent and 10 years of relevant experience.

**Program Manager**
**General Experience:** Manage a portfolio of projects, ensuring coordination of shared resources, common activities, and other dependencies across projects.

**Functional Responsibility:** Plans, organizes, and directs the activities for large, complex projects by using working knowledge of several subject matters. Manages and coordinates the activities of project managers, consultants and/or subcontractors. Translates general goals and objectives received from client into work assignments; and provides guidance, direction, and control in various subject matters. Develops communication plans and facilitates regular meetings including Steering Committee meetings. Supports the development of internal processes, documentation and knowledge sharing. Implements project management office (PMO) best practices, processes and procedures ensuring alignment with SLDC and business processes.

**Minimum Education / Experience:**
Program Manager ~ Bachelor’s Degree or equivalent and 10 years of relevant experience.

**Project Manager**
**General Experience:** Develop efficient project plans (and estimates), and effectively implement, drive and coordinate project activities.

**Functional Responsibility** - Functions as the leader, manager, and coordinator of all contributing disciplines and resources in the completion of projects or management of the program. Engages in such activities as: assigning tasks; establishing and maintaining task schedules; maintaining liaison between appropriate personnel and the customer to ensure effective coordination of all projects or programs efforts; prepares and adheres to project cost and staffing plans; prepares plans, proposals, and briefings. Implements and/or works within an established budget. Facilitates meetings to provide status, obtain sign-off, resolve critical issues; and, communicate project status to the project team, executives and sponsors.
Minimum Education / Experience:
Project Manager I ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.
Project Manager II ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.
Project Manager III ~ Bachelor’s Degree or equivalent and 10 years of relevant experience.

Portal Architect
General Experience: Creates portal solutions using a solution’s native capabilities, third party solutions, and custom code in alignment with client requirements and business objectives.

Functional Responsibility - Designs and develops solutions using native capabilities, third party solutions, and custom code in alignment with client requirements. Serves as a technical expert in portal and collaboration related technologies. Maintains a deep technical understanding of all aspects of an organization’s implementation. Provides leadership to development teams or direction on technical work items. Responsibilities may include collecting, analyzing, and developing requirements, working with technical and business resources, envisioning solutions, creating solution designs, testing, and production support.

Minimum Education / Experience:
Portal Architect I ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.
Portal Architect II ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.

Quality Assurance Specialist
General Experience – Develops and defines major and minor characteristics of quality, including quality metrics and scoring parameters, and determines requisite quality control resources.

Functional Responsibility – Establishes and evolves formal QA processes, ensures that team is using industry-accepted best practices. Oversees all aspects of quality assurance including establishing metrics, applying industry best practices, and developing new tools and processes to ensure quality goals are met. Acts as key point of contact for all QA aspects of releases, providing QA services and coordinating QA resources internally and externally. Develops and executes test cases, scripts, plans and procedures (manual and automated). Works with the QA team to develop and improve quality assurance metrics for performance improvement for all teams.

Minimum Education / Experience:
Quality Assurance Specialist I ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.
Quality Assurance Specialist II ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.
Quality Assurance Specialist III ~ Bachelor’s Degree or equivalent and 10 years of relevant experience.

Subject Matter Expert
General Experience – Subject matter expert in one or more of the following areas: Performance Excellence, Business Process, Organizational Change Management, Portals, DevOps, or other.

Functional Responsibility – Applies broad industry or functional knowledge, and is able to formulate strategic solutions to address broad, complex issues and challenges. Provides advice based on experience and industry trends. Analyzes and interprets information, communicates possible solutions, advantages and disadvantages of solutions, and makes recommendations based on relevant information. Ability to present information in a clear and concise fashion to all audience levels.

Minimum Education / Experience:
Subject Matter Expert I ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.
Subject Matter Expert II ~ Bachelor’s Degree or equivalent and 10 years of relevant experience.
Subject Matter Expert III ~ Bachelor’s Degree or equivalent and 12 years of relevant experience.
**Trainer**

**General Experience:** Provides program development and technical expertise for training.

**Functional Responsibility:** Participates in planning and directs others in support of the training goals. Responsible for meeting timelines, adhering to budgets and achieving overall contractual objectives. Performs group or individual training and responsible for achieving the learning objectives of the program. Functional service delivery roles include senior trainer or senior manager.

**Minimum Education / Experience:**
- Trainer I ~ Bachelor's Degree or equivalent and 7 years of relevant experience.
- Trainer II ~ Bachelor's Degree or equivalent and 10 years of relevant experience.

**UI Visual Designer / Front-End Developer**

**General Experience:** Responsible for creating a functional implementation of a product's interface. Works to express the essence of a client’s brand visually in relation to UX artifacts that shape the final solution, and to help shape the overall “look and feel” of how the experience solution presents itself to the client’s customers.

**Functional Responsibility:** Assists with defining code standards. Technical coding of HTML, CSS and Javascript in support of project requirements. Utilizes Bootstrap, Angular, React or other responsive UI frameworks to produce working source code. Cuts up visual design elements and embedding these into HTML, CSS and Javascript, and integrate API web service calls into working source code. Partners with the UX Architect roles to explore high-level concepts for the required solution, and ultimately creates the high-fidelity pixel-perfect detailed visual design artifacts that illustrate precisely what is to be built by the Development team. Defines the web design standards. Designs and produces high fidelity, usable and visually engaging UI design concepts and templates. Produces high-fidelity design concepts for best-in-class user experiences. Accountable for prototype development. Supports all aspects of the creative design process (interaction and visual), design comps and style guide for the project. Integrates technical and UX goals into design concepts using visual/creative design and digital design tools (Photoshop, Illustrator, Sketch, etc).

**Minimum Education / Experience:**
- UI Front-End Developer ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.

**UX Architect**

**General Experience:** Works to understand the clients’ business needs as well as their customers’ user needs, and to translate those needs into digital experiences that are useful and usable. Creates the “blueprints” that all subsequent development work on the solution builds on and works from.

**Functional Responsibility:** Articulates user journeys, interaction flows, and detailed wireframes (in paper form, or as digital prototypes). Facilitates requirements reviews and brainstorming sessions. Defines UX design concepts and UI design specs. Develops site navigation maps, wireframes/mockups and UX design specifications.

**Minimum Education / Experience:**
- UX Architect ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.

**Consultant**

**General Experience:** Performs technical and non-technical analyses on projects, and assists in deliverable development. May have experience in data warehousing, information systems design, financial modeling, and/or business process improvement documentation.
**Functional Responsibility:** Assists project team in meeting program objectives timely and effectively. May assist in development of process and documentation technical. Actively utilizes consulting tools and best practices methodologies to meet project objectives and complete program management activities.

**Minimum Education / Experience:**
Consultant ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.

**Senior Consultant**
**General Experience:** Defines defining business needs, applies methodologies, supports of program management, and develops project deliverables. Provides assistance on completing work plan activities, analyzes relevant data and information, and institutes and supports business solutions.

**Functional Responsibility:** Provides analytical and program support. Completes assigned engagement tasks within the project scope and budget, while meeting deliverable requirements. Serves as a key analytical resource on engagement team. Assumes responsibility for conducting relevant research, distilling data, and creating reports. Actively best practices methodologies to meet project objectives and complete program management activities.

**Minimum Education / Experience:**
Senior Consultant ~ Bachelor’s Degree or equivalent and 5 years of relevant experience.

**Manager**
**General Experience:** Ability to manage IT engagements of moderate size and complexity, or work streams within a large engagement; professional oral and written communication skills, and presentation skills; strong problem solving and troubleshooting skills; ability to mentor and manage junior staff.

**Functional Responsibility:** Responsible for client service delivery and operations execution on Projects. Possess competencies in IT technologies, business processes, or combination of both. Collaborates with project teams comprised of other consulting practitioners. Works independently to execute a portion of the project scope, and may perform as a project manager on IT engagements of moderate size complexity, or lead one or multiple work streams on large engagements. Leads deliverables and reviews the work of others for quality and accuracy. Teaches others on the project team about the client environment and mission, and overall project scope. Communicates project-delivery schedule and milestones while maintaining productive and professional relationships with client. May perform analyses of a technical or non-technical nature.

**Minimum Education / Experience:**
Manager ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.

**Senior Managers**
**General Experience:** Provides senior-level management support, assistance with design issues, leads client teams, analyzes project data, and develops deliverables.

**Functional Responsibility:** Provides senior-level analytical and/or program support. Contributes to work plan development and complex tasks to completion within scope and budget. Serves as a leader for engagement teams. Assumes responsibility for work plan development, reaching engagement milestones, and may lead large complex project. Provides ongoing feedback to engagement team, and supports them in their efforts to meet project goals.

**Minimum Education / Experience:**
Senior Manager ~ Bachelor’s Degree or equivalent and 10 years of relevant experience.
**Director**

**General Experience:** Focuses on program scope and approach, program delivery and technical integration, ability to drive IT Strategy and planning changes at the executive levels, oversight of key information technology enablers, and management of project resources.

**Functional Responsibility:** Manages program activities and is a key point of contact with client executives. Assumes responsibility for program delivery and oversight of key technical enablers on projects and identification of needs for new tools. Conducts regular interaction and communications with the Contracting Officer’s Technical and delegated government representatives. Maintains responsibility for managing technical solutions, delegating appropriate resources, and helping to ensure quality assurance principles are met across projects and deliverables.

**Minimum Education / Experience:**
Director ~ Bachelor’s Degree or equivalent and 12 years of relevant experience.

**Vice President**

**General Experience:** Serves as the client’s engagement manager for specific project areas and assumes responsibility for client communications related to communicating technical concerns. Maintains responsibility for formulating work standards, creating strategic project objectives, and managing client issues and feedback. Assumes accountability for supervising designated resources and enforcing quality control practices for each project. Maintains responsibility for project reviews and overall contract progress and performance.

**Functional Responsibility:** Executive level management and direction on client engagements, experience in project definition and systems analysis, creation of competitive strategies, and integration of global technical solutions. Proficient in project estimation and resource planning efforts and in resolving project issues, such as technical compatibility, client expectations, and timing. Identifies themes capable of being developed into new IT strategy methodology, helps to ensure overall soundness of analytical approach, and is able to suggest alternatives. Manages resources; champions firm initiatives, and leads developments in new business enterprises through technical innovations. Other experience includes coordinating multiple projects and team, and assisting clients in achieving desired program results.

**Minimum Education / Experience:**
Vice President ~ Bachelor’s Degree or equivalent and 15 years of relevant experience.
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