General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule for GSA Multiple Award Schedule (MAS) Federal Supply Group: Professional Services

Contract Number: 47QTCA20D005P (MAS)

Contract Period: Feb 4, 2020 through Feb 3, 2025

Business Size: Small

Small business, Woman Owned business Women Owned (WOSB), Women Owned (EDWOSB), SBA Certified Small Disadvantaged business

SBA Certified 8(a) Firm
Tenax Technologies LLC
PO Box 1059
Havre de Grace, MD 21078

Contract Administrator: Tamera Rush
Telephone: (443) 417-8214
Email: gsa_tenax@tenaxtech.com

Website:
http://www.tenaxtechnologies.com

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: http://gsaadvantage.gov.

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov

Contents

1. Customer Information

Special Item Numbers (SINs)

54151S   IT Professional Services –

MAS Information Technology's Special Item Number (SIN) 54151S for all IT Professional Services includes:

- Cognitive computing;
- Conversion and implementation support;
- Database planning and design;
- Internet of Things (IoT);
- IT project management;
- Migration services (of all kinds);
- Network services;
- Programming;
- Resources and facilities management;
- Systems analysis, design, and implementation; and
- Other services relevant to 29 CFR 541.400.

Widespread use of modern IT paradigms help to ensure protection of data, increased administrative efficiencies, greater cost savings, and improved customer experience.

With the IT Professional Services SIN, you get:

- Access to pre-vetted, experienced IT solution providers;
- Access to the complete range of IT professional services;
- Innovative and cutting-edge technologies and methodologies;
- Universal labor category set that includes subject-matter experts (SMEs) in any technical field;
- Ability to meet socioeconomic goals with awards to small businesses and other qualified vendors;
- Ability to establish Blanket Purchase Agreements (BPAs) for recurring needs or indefinite requirements over several years;
- Reduced procurement lead times, with no synopsis required;
- Pre-negotiated ceiling prices that can be further discounted;
- Established terms and conditions at the master contract level;
- Flexibility to have customized terms and conditions at the task order level;
- Simplified procurement process for services; and

- More data available to track IT spend.

1a. Table of Awarded Special Item Numbers (SINs)

SIN	SIN Description
54151S	IT Professional Services

1b. Price List and Rates: See *Section 3 Labor Rates.* Labor rates are valid for all work locations.

1c. Labor Category Descriptions: See *Section 2 Labor Category Descriptions* for a list of all labor categories and descriptions.

1. **Maximum Order Limit**: $500,000

2. **Minimum Order Limit:** $100

3. **Geographic Coverage**:

SIN	Scope
54151S	W-Worldwide

4. **Points of Production** (city, county, and state or foreign country): Aberdeen Proving Ground, MD (Harford County)

5. **Discount from list prices or state of NET price:** Government Net Prices (discounts already deducted).

6. **Quantity Discounts: None**

7. **Prompt Payment terms:** Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions

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

10a. Time of delivery: To be negotiated at the Task Order level.

10b. Expedited Delivery: Not Applicable.

10c. Overnight and 2-day delivery: Not Applicable.

10d. Urgent Requirements: Not Applicable.

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

12a. Ordering address(es):
> TENAX Technologies
> PO Box 1059
> Havre de Grace, MD 21078

12b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

13. Payment Address:

> TENAX Technologies
> PO Box 1059
> Havre de Grace, MD 21078

14. Warranty provision: Not Applicable.

15. Export packing charges: Not Applicable.

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

17. Terms and conditions of installation: Not Applicable.

18a. Terms and conditions of repair parts: Not Applicable.

18b. Terms and conditions for any other services: Not Applicable.

19. List of service and distribution points: Not Applicable.

20. List of participating dealers: Not Applicable.

21. Preventative maintenance: Not Applicable.

22a. Special attributes such as environmental attributes: Not Applicable.

22b. Section 508 compliance: Not Applicable.

23. Data Universal Number System (DUNS) number: 079335251

24. Notification regarding registration in System for Award Management (SAM) database:
 TENAX Technologies, LLC is registered in SAM.

2. Labor Category Descriptions

GSA Proposed Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Education Requirements
Application Programmer II	Knowledge of development life cycle and creation of the software aimed at helping users complete a computer task or program. Ability to work closely with computer analysts and engineers in using languages such as Java, C++ or ORACLE to develop the necessary specifications for software. Proficient in testing, debugging and improvement of generally faulty applications for clients. A team player experienced in designing and building applications, with excellent communication skills. 5-7 years related experience	Codes, tests, debugs, documents and installs modified and new programs. Uses coding methods for specific programming language to enhance or initiate efficient program execution and performance and to reach optimum hardware use. Monitors production programs for expected performance and responds to errors and emergency problems. Works within specifications provided to meet programming assignment goals and objectives in a timely and accurate manner. Takes independent action to correct problems encountered during systems operations within authority level granted by the IT manager. Maintains integrity of program logic and coding, and establishes required checks and balances for operational controls. Maintains up-to-date knowledge of computer operating procedures and operating standards.	BA/BS Equivalent in Engineering, Computer Science or Information Systems
Audio Video Technician I	Must be able to transport, assemble, maintain and repair equipment used in multimedia production. Knowledge of camera and lighting techniques is essential, and familiarity with editing equipment and software may be required. Must be creative and flexible with strong communication skills and the ability to interact with coworkers and clients, often under deadline pressure. In addition to being proficient with computer systems used in multimedia production, employers require word processing skills. Audio visual technicians must be able to sit and stand for long periods of time and have good hearing and eyesight. 1-3 years related experience	Set up, operate, maintain and repair equipment used to enhance live events, such as microphones, video recorders, projectors, lighting and sound mixing equipment. They record meetings and presentations with video cameras, operate spotlights, adjust amplifiers, coordinate graphics used in displays and provide technical support for teleconferences, webinars and distance-learning classes. Technicians may also edit, copy and store videotapes and DVDs, track inventory of equipment and order supplies.	High School Diploma and/or associates degree
Audio Video Technician II	Must be able to transport, assemble, maintain and repair equipment used in multimedia production. Knowledge of camera and lighting techniques is essential, and familiarity with editing equipment and software may be required. Must be creative and flexible with strong communication skills and the ability to interact with coworkers and clients, often under deadline pressure. In addition to being proficient with computer systems used in multimedia production, employers require word processing skills. Audio visual technicians must be able to sit and stand for long periods of time and have good hearing and eyesight. 4-7 years related experience	Set up, operate, maintain and repair equipment used to enhance live events, such as microphones, video recorders, projectors, lighting and sound mixing equipment. They record meetings and presentations with video cameras, operate spotlights, adjust amplifiers, coordinate graphics used in displays and provide technical support for teleconferences, webinars and distance-learning classes. Technicians may also edit, copy and store videotapes and DVDs, track inventory of equipment and order supplies.	BA or BS degree in related field

GSA Proposed Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Education Requirements
Business Analyst I	Ability to perform detailed requirements analysis, documenting processes, and performing some user acceptance testing. To succeed in this role you should have a natural analytical way of thinking and be able to explain difficult concepts to non-technical users. 1-3 years of related experience	Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and assists in the creation of system specifications that drive system development and implementation. Function as a liaison between IT and users and have both business and technical expertise. Typically requires a bachelor's degree or its equivalent. Additionally, Business Systems Analyst I typically reports to a manager. Works on projects/matters of limited complexity in a support role.	BA/BS in Business, Finance, or Information Technology
Business Analyst II	Ability to perform detailed requirements analysis, documenting processes, and performing some user acceptance testing. To succeed in this role you should have a natural analytical way of thinking and be able to explain difficult concepts to non-technical users. 3-5 years of related experience	Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies. Documents system requirements, defines scope and objectives, and assists in the creation of system specifications that drive system development and implementation. Function as a liaison between IT and users and have both business and technical expertise. Typically requires a bachelor's degree or its equivalent. Additionally, typically reports to a manager. Works on projects/matters of limited complexity in a support role.	BA/BS in Business, Finance, or Information Technology
Computer Systems Analyst II	Ability to build, think and organize. Experience working with tools and machines, and making or fixing practical things. Ability to research, investigate, and increase the understanding of natural laws. Focus on working with information and processes to keep things arranged in orderly systems. Possession of the following skills: Analytical skills. Analysts must interpret complex information from various sources and be able to decide the best way to move forward on a project. They must also be able to figure out how changes may affect the project. Communication skills. Analysts work as a go-between with management and the IT department and must be able to explain complex issues in a way that both will understand. Creativity. Because analysts are tasked with finding innovative solutions to computer problems, an ability to "think outside the box". 4-6 years related experience	Computer systems analysts use a variety of techniques to design computer systems such as data-modeling, which create rules for the computer to follow when presenting data, thereby allowing analysts to make faster decisions. Analysts conduct in-depth tests and analyze information and trends in the data to increase a system's performance and efficiency. Calculate requirements for how much memory and speed the a computer system needs. Prepare flowcharts or other kinds of diagrams for programmers or engineers to use when building the system. Work with analysts to solve problems that arise after the initial system is set up. Some computer programming may be required.	BA/BS Equivalent in Engineering, Science or Computer Science and advanced degree
Cyber Security Specialist	Proficient in firewall configuration and compliance measures. Adept in pen testing, auditing, and post-incident analysis. Ability to develop an INFOSEC strategy, recommending security products, and even training other employees. 5-7 Years Related Experience	Responsible for all aspects of Information Systems, data availability, integrity, authentication, confidentiality, and non-repudiation. Implement and monitor security measures for communication systems, networks, and provide advice that systems and personnel adhere to established security standards and Governmental requirements for security on these systems. Execute Government approved security policies, plans, and procedures; implement data network security measures; operate and monitor Network Intrusion Detection and Forensic Systems; conduct Information Systems security incident handling.	BA/BS Equivalent in Engineering, Information Technology, Computer Science or Cyber Security
Cyber Security SME I	Proficient in firewall configuration and compliance measures. Adept in pen testing, auditing, and post-incident analysis. Ability to develop an INFOSEC strategy, recommending security products, and even training other employees. Maintains current knowledge of cyber security technology capabilities and trends. Monitors types and techniques of hacking attacks in the wild and accumulates operational intelligence and maintains threat profiles of likely attackers. 5-7 Years Related Experience	Implement and monitor security measures for communication systems, networks, and provide advice that systems and personnel adhere to established security standards and Governmental requirements for security on these systems. Develop and execute Government approved security policies, plans, and procedures; design and implement data network security measures; operate Network Intrusion Detection and Forensics; conduct performance analysis of Information Systems security incidents.	BA/BS Equivalent in Engineering, Information Technology, Computer Science or Cyber Security

GSA Proposed Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Education Requirements
Cyber Security SME II	Proficient in firewall configuration and compliance measures. Adept in pen testing, auditing, and post-incident analysis. Ability to develop an INFOSEC strategy, recommending security products, and even training other employees. Maintains current knowledge of cyber security technology capabilities and trends. Monitors types and techniques of hacking attacks in the wild and accumulates operational intelligence and maintains threat profiles of likely attackers. 7-10 Years Related Experience	Implement and monitor security measures for communication systems, networks, and provide advice that systems and personnel adhere to established security standards and Governmental requirements for security on these systems. Develop and execute Government approved security policies, plans, and procedures; design and implement data network security measures; operate Network Intrusion Detection and Forensics; conduct performance analysis of Information Systems security incidents.	BA/BS Equivalent in Engineering, Science or Computer Science and advanced degree
Cyber Security SME III	Proficient in firewall configuration and compliance measures. Adept in pen testing, auditing, and post-incident analysis. Ability to develop an INFOSEC strategy, recommending security products, and even training other employees. Maintains current knowledge of cyber security technology capabilities and trends. Monitors types and techniques of hacking attacks in the wild and accumulates operational intelligence and maintains threat profiles of likely attackers. 10-15 Years Related Experience	Implement and monitor security measures for communication systems, networks, and provide advice that systems and personnel adhere to established security standards and Governmental requirements for security on these systems. Develop and execute Government approved security policies, plans, and procedures; design and implement data network security measures; operate Network Intrusion Detection and Forensics; conduct performance analysis of Information Systems security incidents.	BA/BS Equivalent in Engineering, Science or Computer Science and advanced degree
Desktop Support Technician III	Knowledge of desktop, hardware, software applications, operating systems and network connectivity. Ability to resolve problems while maximizing efficient use of computing resources. Work well in a team environment and assume the role of leader when necessary. Desire to continually update and enhance basic skills in hardware, software and systems through efforts and company training according to industry specifics. 3-5 Years Related Experience	Provides support to end users for computer, application, system, device, access and hardware issues. Identifies, researches and resolves the most complex technical problems. Responds to telephone, email and online requests for technical support. Documents, tracks, and monitors the problem using applicable systems and tools. Additionally, coordinates. has gained proficiency in multiple competencies relevant to the job. Works independently within established procedures associated with the specific job function.	High School Diploma and/or associates degree; relevant computer certification
Hardware Technician I	Hands-on hardware troubleshooting experience, ability to operate tools, components, and peripheral accessories. Ability to conduct research into PC issues and productes as required. 1-3 Years Related Experience	Support and maintain in-house technology equipment and IT assets. This includes installing, configuring, diagnosing, repairing and upgrading all hardware and equipment while ensuring its optimal performance. The individual will also troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required.	High School Diploma and/or associates degree; relevant computer certification
Hardware Technician II	Hands-on hardware troubleshooting experience, ability to operate tools, components, and peripheral accessories. Ability to conduct research into PC issues and productes as required. 5-7 Years Related Experience	Support and maintain in-house technology equipment and IT assets. This includes installing, configuring, diagnosing, repairing and upgrading all hardware and equipment while ensuring its optimal performance. The individual will also troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required.	High School Diploma and/or associates degree; relevant computer certification
Help Desk Specialist I	Excellent communication skills and experience assisting customers on phone and live chat, email, social media and web form submissions. Proven analytical and problem-solving abilities. Ability to effectively prioritize and execute tasks in a high-pressure •environment. Exceptional customer service orientation and patience for dealing with difficult customer-service situations. 0 - 2 Years Related Experience	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.	High School Diploma and/or associates degree; relevant computer certification

GSA Proposed Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Education Requirements
Help Desk Specialist II	Excellent communication skills and experience assisting customers on phone and live chat, email, social media and web form submissions. Proven analytical and problem-solving abilities. Ability to effectively prioritize and execute tasks in a high-pressure •environment. Exceptional customer service orientation and patience for dealing with difficult customer-service situations. 2 - 5 Years Related Experience	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.	High School Diploma and/or associates degree; relevant computer certification
IT Certified Professional III	Ability to foster teamwork collaboratively as a participant, and effectively as a team leader and guide and lead colleagues on projects and initiative. Understanding and insight into how organizations perform, including business processes, data, systems, and people. Ability to effectively communicate to stakeholders of all levels. Persistent in pursuit of quality and optimal client and company solutions. Ability to quickly understand and transition between different projects, concepts, initiatives, or work streams. Exercises prudence and insight in decision-making process while mindful of other stakeholders and long-term ramifications. Ability to manage projects and activity, and prioritize tasks. 5-7 Years Related Experience	Under general direction, responsible for the most complex testing and analysis of all elements of the network facilities including: power, software, communications devices, lines, modems and terminals. Monitors and controls the performance and status of the network resources. This position may function in a lead capacity within the department and provides guidance and direction for less experienced personnel.	BA/BS Equivalent in Engineering, Science or Computer Science; relevant computer certification
Java Developer II	Possesses deep knowledge in most relevant technologies and able to successfully deliver on multiple projects and initiatives. Comfortable and productive in team or individual roles and customer contact and support. Confident and positive attitude in facing challenging development tasks and deadlines. Flexible and adaptable team member in highly fluid environment (comfortably handles changes in priority and focus). Able to learn independently and actively seek new skills and knowledge. 5-7 Years Related Experience	Learn and use assigned design patterns and methodologies. Work with partially-defined design documentation for tasks of moderate-to-high complexity. Refine design and update documentation for assigned tasks and analyze and use good judgment when determining estimates and the impact of new development. Document details for work performed via email and issue tracking system. Update user documentation to reflect functionality changes. May be required to perform code reviews of others' changes. Answer questions and provide assistance to staff in other departments as required and appropriate. Work with the Client Services team as needed to resolve customer issues. Work with the Professional Services team to provide estimates for project timelines and to determine functional requirements. Provide assistance to other staff involved in key initiatives, and participate in special projects as assigned. Work with supervisor to define estimates, and report to supervisor when estimates cannot be met. Understand assigned product team's goals and meet development targets set by supervisor.	BA/BS Equivalent in Engineering, Science or Computer Science and advanced degree

GSA Proposed Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Education Requirements
Java Developer III	Possesses deep knowledge in most relevant technologies and able to successfully deliver on multiple projects and initiatives. Comfortable and productive in team or individual roles and customer contact and support. Confident and positive attitude in facing challenging development tasks and deadlines. Flexible and adaptable team member in highly fluid environment (comfortably handles changes in priority and focus). Able to learn independently and actively seek new skills and knowledge. 8-10 years related experience	Learn and use assigned design patterns and methodologies. Work with partially-defined design documentation for tasks of moderate-to-high complexity. Refine design and update documentation for assigned tasks and analyze and use good judgment when determining estimates and the impact of new development. Document details for work performed via email and issue tracking system. Update user documentation to reflect functionality changes. May be required to perform code reviews of others' changes. Answer questions and provide assistance to staff in other departments as required and appropriate. Work with the Client Services team as needed to resolve customer issues. Work with the Professional Services team to provide estimates for project timelines and to determine functional requirements. Provide assistance to other staff involved in key initiatives, and participate in special projects as assigned. Work with supervisor to define estimates, and report to supervisor when estimates cannot be met. Understand assigned product team's goals and meet development targets set by supervisor.	BA/BS Equivalent in Engineering, Science or Computer Science and relevant certification or advanced degree
Network Technician II	Outstanding diagnostic, problem-solving and analytical skills and good communication skills. Good knowledge of LAN/WAN networks, TCP/IP protocols and network technologies. Hands-on experience with common software and hardware. 1-3 years related experience	Evaluates communication hardware and software, troubleshoots LAN/MAN/WAN and other network related problems, provides technical expertise for performance and configuration of networks. Performs general LAN/BAN/WAN administration, provides technical leadership in the integration and test of complex large-scale computer integrated networks.	BA/BS Equivalent in Engineering, IT, Computer Science; relevant computer certification
PC Support Manager II	Ability to foster teamwork collaboratively as a participant, and effectively as a team leader and guide and lead colleagues on projects and initiative. Understanding and insight into how organizations perform, including business processes, data, systems, and people. Ability to effectively communicate to stakeholders of all levels. Persistent in pursuit of quality and optimal client and company solutions. Ability to quickly understand and transition between different projects, concepts, initiatives, or work streams. Exercises prudence and insight in decision-making process while mindful of other stakeholders and long-term ramifications. Ability to manage projects and activity, and prioritize tasks. 1-3 years related experience	Provides for overall personal computer support. Studies and projects PC resource requirements including personnel, software, equipment, and facilities and makes recommendations to management. Requires PC system hardware experience in a LAN environment, strong understanding of Windows operating systems, experience with all Microsoft Office Products as well as troubleshooting experience and understanding of PC e-mail. Provides for the training of department staff and end-users. Manages subordinate staff in the day-to-day performance of their jobs. May require a bachelor's degree of Computer or its equivalent. Typically reports to a head of a unit/department. Supervises a group of primarily para-professional level staffs. May also be a level above a supervisor within high volume administrative/ production environments. Makes day-to-day decisions within or for a group/small department. Has some authority for personnel actions.	High School Diploma and/or associates degree and relevant computer certification
PC Support Manager III	Ability to foster teamwork collaboratively as a participant, and effectively as a team leader and guide and lead colleagues on projects and initiative. Understanding and insight into how organizations perform, including business processes, data, systems, and people. Ability to effectively communicate to stakeholders of all levels. Persistent in pursuit of quality and optimal client and company solutions. Ability to quickly understand and transition between different projects, concepts, initiatives, or work streams. Exercises prudence and insight in decision-making process while mindful of other stakeholders and long-term ramifications. Ability to manage projects and activity, and prioritize tasks. 5-7 years related experience	Provides for overall personal computer support. Studies and projects PC resource requirements including personnel, software, equipment, and facilities and makes recommendations to management. Requires PC system hardware experience in a LAN environment, strong understanding of Windows operating systems, experience with all Microsoft Office Products as well as troubleshooting experience and understanding of PC e-mail. Provides for the training of department staff and end-users. Manages subordinate staff in the day-to-day performance of their jobs. May require a bachelor's degree of Computer or its equivalent. Typically reports to a head of a unit/department. Supervises a group of primarily para-professional level staffs. May also be a level above a supervisor within high volume administrative/ production environments. Makes day-to-day decisions within or for a group/small department. Has some authority for personnel actions.	High School Diploma and/or associates degree; relevant computer certification

GSA Proposed Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Education Requirements
Program Manager	Possesses expert qualifications recognizable by customers and/or national technical associations. Proven ability to lead and direct technically challenging IT projects. Applies advanced and comprehensive knowledge in specific scientific or technical disciplines. Provides overall technical, schedule, and cost direction. Executes assignments independently within scope of work assigned by contracts or corporate officers. 10-15 Years Related Epxerience	Senior technical professional. Performs day-to-day management of overall contract support operations,possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs, and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters contract management to direct effective contract support activities.	BA/BS Equivalent in Engineering, Science or Computer Science and advanced degree, Project Management Certification preferred
Project Manager	Meticulous approach to work, attention to detail, Capable of meeting high standards, good problem-solving skills, analytical and technical skills, effective time management skills to meet deadlines, ability to work under pressure and multi-tasking, superior communication skills. 10 years of specialized technical experience in a functional area.	Provides expert consultation and support to a functional technical area of a project. Develops solutions to complex projects. Works closely with project team, particularly senior and management staff, to identify the best solutions to various development, maintenance and implementation problems.	BA/BS Equivalent in Engineering, Science or Computer Science and advanced degree
SharePoint Developer II	The SharePoint Software Developer Relies on experience and judgment to plan and accomplish goals. Work with project stakeholders on a daily basis. A certain degree of creativity and latitude is required. Successful developers are able to understand define and maintain business owership of SharePoint solutions. Deep understanding of Microsoft "Out of the Box" features. Familiarity with SharePoint designer and web programming languages. Ability to understand and manage large document libraries and integrate other MS Cloud services. 4-6 years related experience	Applies current graphics design and .NET technologies to develop, modify, maintain SharePoint server portals. Design, develop, and manage site content and capabilities and provide daily onsite maintenance of the existing MOSS portals. Participates in the testing process through test review and analysis, test witnessing and certification of software. Familiar with US Digital standard concepts, practices, and procedures. Configure standard and customized SharePoint team sites, libraries, lists, calendars, etc. Create custom "out of the box" SharePoint solutions in response to user using the following tools and capabilities: SharePoint Designer, SharePoint Workflows, Nintex Workflows, InfoPath Forms, JQuery, JavaScript, HTML, PHP, and CSS.	BA/BS in related field
SharePoint Developer III	The SharePoint Software Developer Relies on experience and judgment to plan and accomplish goals. Work with project stakeholders on a daily basis. A certain degree of creativity and latitude is required. Successful developers are able to understand define and maintain business owership of SharePoint solutions. Deep understanding of Microsoft "Out of the Box" features. Familiarity with SharePoint designer and web programming languages. Ability to understand and manage large document libraries and integrate other MS Cloud services. 7-10 years related experience	Applies current graphics design and .NET technologies to develop, modify, maintain SharePoint server portals. Design, develop, and manage site content and capabilities and provide daily onsite maintenance of the existing MOSS portals. Participates in the testing process through test review and analysis, test witnessing and certification of software. Familiar with US Digital standard concepts, practices, and procedures. Configure standard and customized SharePoint team sites, libraries, lists, calendars, etc. Create custom "out of the box" SharePoint solutions in response to user using the following tools and capabilities: SharePoint Designer, SharePoint Workflows, Nintex Workflows, InfoPath Forms, JQuery, JavaScript, HTML, PHP, and CSS.	BA/BS in related field
Surge Help DeskSupport	Excellent communication skills and experience assisting customers on phone and live chat, email, social media and web form submissions. Proven analytical and problem-solving abilities. Ability to effectively prioritize and execute tasks in a high-pressure environment. Exceptional customer service orientation and patience for dealing with difficult customer-service situations. Ability to thrive ina fast-paced environment. 0-2 years related experience	Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.	High School Diploma and/or associates degree and relevant computer certification

GSA Proposed Labor Category	Minimum/General Experience and Years of Experience	Functional Responsibility	Education Requirements
Systems Administrator I	Ability to solve complex problems and research appropriate solutions as needed. Excellent attention to detail and in-depth knowledge of computer systems, software and hardware. Abillity to describe technical information to general-level users and management officials. Professional and composed demeanor. 2-4 years of related experience	Responsible for installing, configuring, and maintaining server and desktop operating systems, databases, and other software applications. Responsible for supervising the monitoring of server and network systems and facilities. Ensures high quality transmission on network. Directs testing and analysis of all system elements including communication networks, associated hardware devices, software, power, communications, lines, modems and terminals. Troubleshoots system-related problems. Installs hardware and software, as needed. Performs backups, database administration and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users.	High School Diploma and/or associates degree and relevant computer certification
Systems Administrator II	Ability to solve complex problems and research appropriate solutions as needed. Excellent attention to detail and in-depth knowledge of computer systems, software and hardware. Abillity to describe technical information to general-level users and management officials. Professional and composed demeanor. 5-7 years of related experience	Responsible for installing, configuring, and maintaining server and desktop operating systems, databases, and other software applications. Responsible for supervising the monitoring of server and network systems and facilities. Ensures high quality transmission on network. Directs testing and analysis of all system elements including communication networks, associated hardware devices, software, power, communications, lines, modems and terminals. Troubleshoots system-related problems. Installs hardware and software, as needed. Performs backups, database administration and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users.	BA/BS Equivalent in Engineering, Science or Computer Science and relevant computer certification
Systems Administrator III	Ability to lead a team in solving complex problems and research appropriate solutions as needed. Excellent attention to detail and in-depth knowledge of computer systems, software and hardware. Abillity to describe technical information to general-level users and management officials. Professional and composed demeanor. 8-10 years related experience	Responsible for installing, configuring, and maintaining server and desktop operating systems, databases, and other software applications. Responsible for supervising the monitoring of server and network systems and facilities. Ensures high quality transmission on network. Directs testing and analysis of all system elements including communication networks, associated hardware devices, software, power, communications, lines, modems and terminals. Troubleshoots system-related problems. Installs hardware and software, as needed. Performs backups, database administration and file recovery. Optimizes system operation and resource utilization and performs system-capacity analysis and planning. Provides assistance to users.	BA/BS Equivalent in Engineering, Science or Computer Science and advanced degree
Web Developer II	Proven experience as an XML or application developer. Prior experience with PHP web programming, MSSQL and database administration. Familiar with stored procedures, views and triggers. Familiar with tech stacks LAMP, Github, NetBeans, AWScCloud platform , Linux and Windows. 2-4 years of related experience	Ability to develop software, primarily in PHP. Significantly contribute to software design and architecture. Ability to design creative prototypes according to specifications. Ability to write high quality source code to program complete applications within deadlines. Perform unit and integration testing before launch. Conduct functional and non-functional testing. Troubleshoot and debug applications. Evaluate existing applications to reprogram, update and add new features. Develop technical documents and handbooks to accurately represent application design and code.	BA/BS Equivalent in Engineering, Computer Science or Information Systems

3. Labor Rates

Labor Category	Year 1 Feb 4 2020- Feb 3 2021	Year 2 Feb 4 2021- Feb 3 2022	Year 3 Feb 4 2022- Feb 3 2023	Year 4 Feb 4 2023- Feb 3 2024	Year 5 Feb 4 2024- Feb 3 2025
Application Programmer II	$62.10	$63.96	$65.88	$67.86	$69.89
Audio Video Technician I	$33.36	$34.36	$35.39	$36.45	$37.55
Audio Video Technician II	$41.99	$43.25	$44.55	$45.88	$47.26
Business Analyst I	$65.54	$67.51	$69.53	$71.62	$73.77
Business Analyst II	$65.64	$67.61	$69.64	$71.73	$73.88
Computer Systems Analyst II	$61.93	$63.79	$65.70	$67.67	$69.70
Cyber Security Specialist	$61.65	$63.50	$65.40	$67.37	$69.39
Cyber Security SME I	$95.00	$97.85	$100.79	$103.81	$106.92
Cyber Security SME II	$97.80	$100.73	$103.76	$106.87	$110.07
Cyber Security SME III	$102.27	$105.34	$108.50	$111.75	$115.11
Desktop Support Technician III	$48.46	$49.91	$51.41	$52.95	$54.54
Hardware Technician I	$39.39	$40.57	$41.79	$43.04	$44.33
Hardware Technician II	$41.53	$42.78	$44.06	$45.38	$46.74
Help Desk Specialist I	$41.53	$42.78	$44.06	$45.38	$46.74
Help Desk Specialist II	$41.12	$42.35	$43.62	$44.93	$46.28
IT Certified Professional III	$45.30	$46.66	$48.06	$49.50	$50.99
Java Developer II	$78.76	$81.12	$83.56	$86.06	$88.65
Java Developer III	$88.61	$91.27	$94.01	$96.83	$99.73
Network Technician II	$51.01	$52.54	$54.12	$55.74	$57.41
PC Support Manager II	$44.85	$46.20	$47.58	$49.01	$50.48
PC Support Manager III	$45.30	$46.66	$48.06	$49.50	$50.99
Program Manager	$125.00	$128.75	$132.61	$136.59	$140.69
Project Manager	$95.00	$97.85	$100.79	$103.81	$106.92
SharePoint Developer II	$79.60	$81.99	$84.45	$86.98	$89.59
SharePoint Developer III	$94.75	$97.59	$100.52	$103.54	$106.64
Surge Help DeskSupport	$35.00	$36.05	$37.13	$38.25	$39.39
Systems Administrator I	$71.18	$73.32	$75.51	$77.78	$80.11
Systems Administrator II	$72.86	$75.05	$77.30	$79.62	$82.00
Systems Administrator III	$72.14	$74.30	$76.53	$78.83	$81.19
Web Developer II	$60.65	$62.47	$64.34	$66.27	$68.26