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: http://www.GSAAdvantage.gov.

Contract Number: 47QTCA20D005V

Contract Period: February 20, 2020 through February 19, 2025

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

Contractor: Redsky, LLC
40865 Tulip Poplar Place
Aldie, VA 20105

Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology, Office Management, Professional Services

Business Size: Minority Owned Business
Economically Disadvantaged Women Owned Small Business

Telephone: 703-651-0033
Web Site: www.rgi-corp.com
E-mail: gsa@redskyus.com
Contract Administration: Deirdre Gonzalvez. RedSky Project Manager

Price Current through Mod #PS-0008 dated 08-01-2022.
CUSTOMER INFORMATION:

1. Awarded Special Item Number(s):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Professional Information Technology Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. See page 4.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See page 5.

2. Maximum Order: For SIN 54151S - $500,000
   For SIN OLM - $250,000

3. Minimum Order: $100


5. Point(s) of production (city, county, and state or foreign country): N/A

6. Discount from list prices or statement of net price: GSA Net Prices are shown on the pricing table above. Negotiated discount has been applied and the IFF has been added.

7. Quantity Discount: None

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 agreed upon between the Ordering Activity and NTS Services LLC

10b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Consult with Contractor

10c. Overnight/2-Day Delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Consult with Contractor
10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Consult with Contractor

11. FOB Points(s): Destination

12a. Ordering Address(es): Same as contractor address

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

13. Payment Address(es): Same as contractor address

14. Warranty Provision: N/A

15. Export Packing Charges (if applicable): N/A

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. 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. contactor’s website or other location.) The EIT standards can be found at: www.Section508.gov/, www.redskyus.com

23. Unique Entity Identifier (UEI) Number: GLN7JNAYLQ63

24. Notification regarding registration in System for Award Management (SAM) database: Contractor has an Active Registration in the SAM database.
GSA Hourly Rates for SIN 54151S w/ IFF

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
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<tbody>
<tr>
<td>Client Support Technician</td>
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<td>$43.36</td>
<td>$44.36</td>
<td>$45.38</td>
<td>$46.43</td>
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<td>System Administrator - Intermediate</td>
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<td>System Administrator - Senior</td>
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</table>

SCLS Statement

NTS Services LLC dba RedSky has reviewed clause 52.222-41 The Service Contract Labor Standards (SCLS) of 1965 (formerly known as the Service Contract Act (SCA)) and understands that the SCLS is applicable to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories have been identified as being subject to the SCLS due to exemptions for professional employees, this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the contractor adds SCLS labor categories/employees to the contract through the modification process, we will inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupation code, SCLS labor category titles and the applicable wage determination number.
**Labor Category Descriptions**

**Client Support Technician**

**Functional Responsibility:** Provides support and training to the user community regarding use of computer terminals, operation, networking and user-friendly software packages. Responds to technical problems from users and advises on solutions to communications and operations-related problems. Maintains trouble ticketing record of resolutions with users. Assists in the preparation and maintenance of user handbooks in supporting the user community. Participates as a member of a team in the analysis of policy, planning or problem issues.

- **Minimum Experience:** 2 years
- **Minimum Education:** Associates

**Functional System Administrator**

**Functional Responsibility:** Analyzes reports, trouble tickets and associated resolutions, for trends. Mitigates issues by training, system or database configuration, or new application functionalities. Provides support of system requirements, answering user questions, issue resolution, reporting, and monitoring interfaces and transmissions to/from government systems. Coordinates with cross-functional leads, project managers, and SMEs to ensure that process designs meet both tactical and strategic needs of the customer.

- **Minimum Experience:** 3 years
- **Minimum Education:** Bachelors

**IT Engineering Specialist**

**Functional Responsibility:** Assists with defining and engineering technical solutions to enhance overall infrastructure and software requirements. Applies analytical techniques when gathering financial information, defining methods, determine financial feasibility or financial soundness, and defining procedures to remain compliant. Defines specifications to enable computer programmers to prepare required programs. Analyzes methods of approach. Reviews task proposal requirements, gathers information, analyzes data, compares alternatives, defines specifications for programs, coordinates work with programmers, and orients users to new systems.

- **Minimum Experience:** 7 years
- **Minimum Education** Bachelors

**Operations Analyst I**

**Functional Responsibility:** Provide IT governance, programmatic and technical assistance. Responsible for providing input to management framework within which IT project, program and/or portfolio decisions are made. Assist in developing strategic and tactical plans to identify, manage, and direct resources for contract support. Review federal and other higher-level strategies and identify opportunities for improvement. Analyze multilateral planning & acquisition cycles to identify decision points and opportunities; conduct other relevant research and analysis. Research, evaluate, and recommend, acquisitions of new and upgraded infrastructure components (as well as IT services acquired from 3rd party service providers. Monitor operations for major disruptions, incidents or issues, use technical background and experience to track status and facilitate questions for, or status updates to, designated leadership.
Minimum General Experience: 2 years
Minimum Education: Bachelors

Operations Analyst II

Functional Responsibility: Senior level Subject Matter Expert that provides IT governance, programmatic and technical assistance. Responsible for providing input to management framework within which IT project, program and/or portfolio decisions are made. Assist in developing strategic and tactical plans to identify, manage, and direct resources for contract support. Review federal and other higher-level strategies and identify opportunities for improvement. Analyze multilateral planning & acquisition cycles to identify decision points and opportunities; conduct other relevant research and analysis. Research, evaluate, and recommend, acquisitions of new and upgraded infrastructure components, as well as IT services acquired from 3rd party service providers. Monitor operations for major disruptions, incidents or issues, use experience to track status and facilitate questions for, or status updates to, designated leadership.

Minimum Experience: 4 years
Minimum Education: Bachelors

Operations Analyst III

Functional Responsibility: Manage acquisition and delivery of IT assets for organization. Evaluates processes and recommends and implements process improvements. Maintains software program status and forecasts information as required. Assists in developing strategic and tactical plans to identify, manage, and direct resources for contract support. Review federal and other higher-level strategies and identify opportunities for improvement. Responsible for providing input to management framework within which IT project, program and/or portfolio decisions are made. Research, evaluate, and recommend, acquisitions of new and upgraded infrastructure components (e.g., hardware, software, circuits), as well as IT services acquired from 3rd party service providers (e.g., maintenance services and custom development services, etc.) Monitor network operations for major disruptions, incidents or issues, use technical background and experience to track status and facilitate questions for, or status updates to, designated leadership.

Minimum Experience: 6 years
Minimum Education: Bachelors

Program Manager

Functional Responsibility: Provides expertise in IT program planning, acquisition, tracking and management. Assists in establishing standards for management functions. Has demonstrated experience in the use of procedures and activities required to manage an IT program. Develops presentations on topics of concern to the client management. Compares existing and planned management systems and makes recommendations to enhance performance to meet client requirements.

Minimum General Experience: 4 years
Minimum Education: Bachelors
**Program Manager II**

**Functional Responsibility:** Provides expertise in IT program planning, acquisition, tracking and management. Assists in establishing standards for management functions within IT related projects. Collaborates with technical personnel on feasibility studies and software systems planning. Has demonstrated knowledge to the extent necessary to understand, design, develop, test, select, implement, manage and enhance a total, integrated system. Has demonstrated experience in the use of procedures and activities required to manage such a program. Develops presentations on topics of concern to the client management. Compares existing and planned management systems and makes recommendations to enhance performance to meet client requirements.

**Minimum Experience:** 6 years  
**Minimum Education** Bachelors

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**Project Manager**

**Functional Responsibility:** Responsible for overall IT project management. Manages team engaged in various IT related duties and provides administrative support to personnel. Oversees task planning, task staffing, task monitoring, and task reporting. Monitors assigned tasks and notifies executive team of all problems and accomplishments. Anticipates problems and works to mitigate the anticipated problems. Assists in recruiting, hiring, and terminating contractor personnel. Coordinates approved task order; establishes project controls to ensure that all services meet schedule and/or production; provides the customer point of contact with a timely status summarizing activity of personnel covered under contract and project expenditures; responds to administrative or technical requests from the customer. Written and Oral reports presented to contractor executives and government representatives.

**Minimum Experience:** 3 years  
**Minimum Education** Bachelors

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**Project Manager II**

**Functional Responsibility:** Primary responsibility for managing a specific IT project or projects assigned to include project requirements, scope, budget, schedule and performance. Monitors, adjusts, and reports on the project’s performance, budget and schedule. Provide interim progress reviews to the Government on an as-needed basis. Assists with proposing, implementing, and enforcing Government policies, standards, and methodologies and is responsible for developing of studies, reports, and acquisition documents. Responsible for overall IT project management. Assists in recruiting, hiring, and terminating IT contractor personnel. Written and Oral reports presented to contractor executives and government representatives.

**Minimum Experience:** 5 years  
**Minimum Education** Bachelors

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**Senior Client Support Technician**

**Functional Responsibility:** Isolates and advises users on services and technical assistance available and coordinates the provision of such assistance. Identifies causes of job failures and provides consultation with regard to problem resolution. Maintains records of all contacts with members of the user community, specifically the nature of the contact, the resolution of the problem, personnel involved and such other details as necessary to identify the types of problems encountered and the resolution of problems.Ascults patterns and develops proposed procedural and operational changes to minimize
or eliminate common or recurring problems. Develops or provides support for the development of guidance and training materials and updates. Implements developmental assignments covering studies and analysis of customer concerns and problems of a limited nature or participates as a member of a team or work group in the analysis of broad policy, planning or problem issues that affect the user community. Supervises Junior level help desk/CST personnel.

**Minimum Experience:** 6 years  
**Minimum Education:** Bachelors

**Senior Network Administrator**

**Functional Responsibility:** Participates in the development of LAN operating policy, procedures and standards. Maintains network security system plan including a full disaster recovery plan for equipment software and data network backup and recovery procedures. Participates in the development and implementation of inter-network communications design activities. Directs the research, testing, evaluation and design activities for network operating systems and file systems. Directs daily system administration activities including monitoring traffic, initiating preventive maintenance procedures, troubleshooting hardware and software problems and installing and optimizing operating LAN system, and applications software. Develops written user procedures. Prepares technical reports and presents technical briefings to management. Conducts LAN Administration Group meetings.

**Minimum Experience:** 5 years  
**Minimum Education:** Bachelors

**Senior Operations Analyst**

**Functional Responsibility:** Provide programmatic and technical assistance to management for software programs. Identify new technology, prepare technical specifications, and prepare and execute implementation plans. Review federal and other higher-level strategies. Research, evaluate, and recommend, acquisitions of new and upgraded infrastructure components as well as services acquired from 3rd party service providers. Monitor IT operations for major disruptions, incidents or issues, use technical or strategic background and experience to track status.

**Minimum Experience:** 6 years  
**Minimum Education:** Bachelors

**Software System Engineer - Intermediate**

**Functional Responsibility:** Provides technical assistance and troubleshooting for specialized software applications. Analyzes complex systems and subsystems to enhance overall system operations. Monitors software to ensure transmissions, operational status, work with scripts to assist with efficiencies, and maintain server. Gathers information from users, defines work problems, assists in the design of system or computer programs, and implements procedures to resolve the problems. Assists in the development of specifications to enable computer programmers to prepare required programs. Analyzes methods of approach and data, prepares findings, compares alternatives, prepares specifications for programs, and trains users to new systems.

**Minimum Experience:** 5 years  
**Minimum Education:** Bachelors
**System Administrator - Intermediate**

**Functional Responsibility:** Performs system administration and maintenance including security model maintenance, system configuration, system operations, report systems set up, user support and documentation, data reporting requirements, and troubleshooting system operation functional problems. Provides the appropriate network credentials and skill level to ensure contracting's infrastructure is working. Provides support through evaluations, analysis, reports that are ad hoc and labor intensive.

**Minimum Experience:** 5 years  
**Minimum Education:** Bachelors

**System Administrator - Senior**

**Functional Responsibility:** Performs system administration and maintenance including security model maintenance, system configuration, system operations, report systems set up, user support and documentation, data reporting requirements, and troubleshooting system operation functional problems. Provides the appropriate network credentials and skill level to ensure contracting's infrastructure is working. Provides support through evaluations, analysis, reports that are ad hoc and labor intensive.

**Minimum Experience:** 7 years  
**Minimum Education:** Bachelors

**Task Lead**

**Functional Responsibility:** Serves as a functional lead with working knowledge of the technical side. Oversee day-to-day operations of all contractor functions, configuration management and maintenance of the IT systems equipment. Overall management of the team, schedule, weekly and monthly reports, and liaison with the client and support teams located at other facilities. Provides Subject Matter Expertise (SME) on providing analysis, planning, coordination, and transition support to key initiatives.

**Minimum Experience:** 10 years  
**Minimum Education:** Bachelors

**Experience & Degree Substitution Equivalencies**

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>High School</td>
<td>1 year of relevant experience</td>
</tr>
<tr>
<td>Associates</td>
<td>High School or equivalent plus 2 years relevant experience</td>
</tr>
<tr>
<td>Bachelors</td>
<td>Associates degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Masters</td>
<td>Bachelors plus 2 years relevant experience or Associates degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Masters + 2 years relevant experience, or Bachelors + 4 years relevant experience or Associates + 6 years relevant experience or 8 years relevant experience</td>
</tr>
</tbody>
</table>