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

**SCHEDULE TITLE:** Multiple Award Schedule (MAS) Solicitation 47QSMD20R0001

**CONTRACT NUMBER:** 47QTCA20D006U

**CONTRACT PERIOD:** March 3, 2020 – March 2, 2025

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

**CONTRACTOR:** Connect Centric, LLC  
7686 Richmond Hwy  
Ste 118 Alexandria, VA 22306-2800  
Phone number: 410-988-3966  
Fax number: 855-234-2341  
E-Mail: jenna.reese@aeiiintl.com

**CONTRACTOR’S ADMINISTRATION SOURCE:** Jenna Reese, President  
7686 Richmond Hwy  
Ste 118 Alexandria, VA 22306-2800  
Phone number: 410-988-3966  
Fax number: 855-234-2341  
E-Mail: jenna.reese@aeiiintl.com

**BUSINESS SIZE:** Women Owned, Small Disadvantaged, Minority Owned, Historically Underutilized, Black American Owned

**CUSTOMER INFORMATION:**

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>541622</td>
<td>Automated Call Center Solutions</td>
</tr>
<tr>
<td>OLM</td>
<td>Order Level Materials</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>MODEL</th>
<th>PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>Services Only</td>
<td></td>
</tr>
</tbody>
</table>

1c. **HOURLY RATES:** Technical Writer $96.66/hr

2. **MAXIMUM ORDER***: $500,000

*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for
a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE: Domestic, 48 states, Washington, DC.

5. POINT(S) OF PRODUCTION: N/A

6. DISCOUNT FROM LIST PRICES: Connect Centric is offering GSA a basic discount of 12% for Project Executive, 2% for Project Manager, 18% for IT Systems Analyst, 11% for Technical Writer, 2% for Quality Assurance, and 31% for Implementation and Configuration Engineer. For calculation of the GSA Schedule price (price paid by customers ordering from the GSA Schedule, and the price to be loaded in to GSA Advantage), the contractor should deduct the appropriate basic discount from the list price and add the prevailing IFF rate to the negotiated discounted price (Net GSA price). Current IFF rate is 0.75%.

7. QUANTITY DISCOUNT(S): 1% for orders greater than $100,000

8. PROMPT PAYMENT TERMS: Net 30

9.a Government Purchase Cards must be accepted at or below the micro-purchase threshold.

9.b Government Purchase Cards are accepted above the micro-purchase threshold.

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY: As negotiated

11b. EXPEDITED DELIVERY: As negotiated

11c. OVERNIGHT AND 2-DAY DELIVERY: As negotiated

11d. URGENT REQUIREMENTS: A As negotiated

12. FOB POINT: Destination

13a. ORDERING ADDRESS: Connect Centric.
7686 Richmond Hwy Suite: 118
Alexandria, VA 22306-2800

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: Connect Centric.
7686 Richmond Hwy Suite: 118
Alexandria, VA 22306-2800

15. WARRANTY PROVISION: Standard Commercial Warranty. Customer should contact contractor for a copy of the warranty.

16. EXPORT PACKING CHARGES: N/A

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: (any thresholds above the micro-purchase level)

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): N/A

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): N/A
20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE): N/A

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): N/A

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):

24b. Section 508 Compliance for EIT: N/A

25. DUNS NUMBER: 827961488

26. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE: Registered in SAM database.
<table>
<thead>
<tr>
<th>SIN</th>
<th>Service Proposed (eg Job Title/Task)</th>
<th>Description (250 words)</th>
<th>Minimu m Education</th>
<th>Minimum Years of Experience (cannot be a range)</th>
<th>Price Offered to GSA (including IFF)</th>
</tr>
</thead>
</table>
| 54151 S | Project Executive                    | • Responsible overall for client deliverables and satisfaction  
• Has authority to make management decisions regarding the project and contract and to commit the firm in financial, resource allocation, and other project matters  
• Serves as the senior AEi leadership executive for the project  
• Monitors and provides feedback to the Project Manager on project direction, management effectiveness, and project status  
• Handles overall risk management and project quality assurance  
• Serves as the senior AEi leadership executive for the project  
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• Monitors and provides feedback to the Project Manager on project direction, management effectiveness, and project status  
• Handles overall risk management and project quality assurance | Master's Degree   | 8                                          | $178.30                                                                 |
- Oversees the integration of modules and custom features
- Manages activities and resources involved in the production of requisite deliverables
- Provides technical expertise and guidance to the team
- Assists with product training

<table>
<thead>
<tr>
<th>Code</th>
<th>Position</th>
<th>Responsibilities</th>
<th>Degree</th>
<th>Years</th>
<th>Salary</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151</td>
<td>Technical Writer</td>
<td>Works closely with hardware and software engineers to develop, write, and edit material for highly technical documents including system specifications, hardware specifications, software requirement specifications, software architecture, software detailed design documents. Create and organize internal technical information for developer processes, product features and new technologies. Create technical documentation for our open sourced products. Effectively use tools for organize technical information and produce formatted output documents. Ensures documents meet the company’s high standards for technical and regulatory accuracy, clarity, tone, and style while adhering to aggressive timelines. Prepares training and resource manuals. Presents training by identifying learning objectives and selecting appropriate instructional methodologies.</td>
<td>Bachelor's Degree</td>
<td>3</td>
<td>$96.66</td>
</tr>
<tr>
<td>54151</td>
<td>Quality Assurance</td>
<td>Leads requirements gathering and validation activities, manages the requirements specifications and requirements traceability matrix. Defines and implements testing functions for all types of testing. Defines the scope of testing within the context of each build and release. Plans, executes, and manages the testing effort.</td>
<td>Bachelor's Degree</td>
<td>3</td>
<td>$122.41</td>
</tr>
<tr>
<td>54151</td>
<td>Implementation and Configuration Engineer</td>
<td>Provides subject matter expertise in infrastructure requirements, product configuration and design. Develop software deliverables for software product. Leads the design and implementation of the system design. Performs application and system cut-over. Configures system based on final requirements. Performs unit testing. Provides support as needed for go-live activities. Configures system based on final requirements. Provides on-site support for go-live activities. Completes base installation on all applicable hardware components.</td>
<td>Bachelor's Degree</td>
<td>6+</td>
<td>$174.73</td>
</tr>
<tr>
<td>54162</td>
<td>Contact Center</td>
<td>The Contact Center Project Executive is accountable for.</td>
<td>Master's</td>
<td>8</td>
<td>$178.30</td>
</tr>
<tr>
<td>ID</td>
<td>Role</td>
<td>Description</td>
<td>Degree</td>
<td>Base Salary</td>
<td></td>
</tr>
<tr>
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<td>-------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
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<tr>
<td>2</td>
<td>Project Executive</td>
<td>Serves as focal point of contact with client regarding program activities and interacts regularly with and maintains strong relationship with agency clients. The quality and timely delivery of all contractual items and operates within the contract terms and conditions and business and policy directives. Has authority to make management decisions regarding the project and contract and to commit the firm in financial, resource allocation, and other project matters. Has overall accountability for contact center solution programs.</td>
<td>Bachelor's Degree</td>
<td>$149.22</td>
<td></td>
</tr>
<tr>
<td>54162</td>
<td>Contact Center Project Manager</td>
<td>The Contact Center Project Manager manages, leads, directs and reviews the work of teams, their assignments and collaborates with customers to ensure improvements that enhance customer service and customer experience. Responsible for meeting with clients to analyze and understand program requirements, client goals and future needs. Manages contact center modernization projects, working in conjunction with other contact center management and technology staff and vendors. Responsible for the daily performance of a contact center and the effective management of staff, systems, technology and policies &amp; procedures.</td>
<td>Bachelor's Degree</td>
<td>$115.89</td>
<td></td>
</tr>
<tr>
<td>54162</td>
<td>Contact Center Systems Analyst</td>
<td>The Contact Center Systems Analyst is responsible for supporting the Contact Center Implementation and Configuration Engineer in planning and engineering of a cloud or on-premises contact center. Works cross-functionally and supports teams through requirements definition, solution design, configuration and deployment of cloud solutions. Monitors the performance of the cloud-based system and provides system support for contact center application users.</td>
<td>Bachelor's Degree</td>
<td>$96.66</td>
<td></td>
</tr>
<tr>
<td>54162</td>
<td>Contact Center Technical Writer</td>
<td>Contact Center Technical Writer assists in collecting and organizing information required for preparation of contact center users manuals, training materials, installation guides, proposals, and other reports and deliverables. Has experience in the application a variety of word processing, spreadsheet, graphics, and scheduling tools. Has experience in explaining in simple language scientific and technical ideas.</td>
<td>Bachelor's Degree</td>
<td>$122.41</td>
<td></td>
</tr>
<tr>
<td>54162</td>
<td>Contact Center Quality Assurance</td>
<td>The Contact Center Quality Assurance is responsible for inspecting, measuring, and evaluating the accuracy and quality of contact center services across all channels. Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures.</td>
<td>Bachelor's Degree</td>
<td>$122.41</td>
<td></td>
</tr>
</tbody>
</table>
established process for evaluating the quality of contact center service delivery. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. May provide oversight and management of work performed by other contact center quality assurance staff.

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>Description</th>
<th>Education</th>
<th>Experience</th>
<th>Salary</th>
</tr>
</thead>
<tbody>
<tr>
<td>541622</td>
<td>Contact Center Implementation and Configuration Engineer</td>
<td>The Contact Center Implementation and Configuration Engineer is responsible for defining, designing, configuring, implementing, and maintaining technical solutions that support the efficient and accurate delivery of high quality contact center services. Collaborates with contact center management, staff, and clients to analyze and understand program requirements, client goals, and end user experience and needs. Delivers and continually improves solutions that support one or more contact center channels including but not limited to email, web chat, social media, web self-service, and mobile applications. May design, implement, and monitor contact center solutions that are artificial intelligence-based.</td>
<td>Bachelor’s Degree</td>
<td>6 +</td>
<td>$174.73</td>
</tr>
</tbody>
</table>