Pricelist current through Modification #PO-0001, dated August 12, 2020.

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.

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

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S &amp; 54151SRC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>OLM &amp; OLMRC</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 5.

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 Labor Category Descriptions beginning on page 6.

2. Maximum Order: For SIN 54151S - $500,000.00
   For SIN OLM - $250,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery area): Worldwide

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

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).

7. Quantity Discounts: None

8. Prompt Payment Terms: Net 30. 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): None

10a. Time of delivery (Contractor insert number of days): Cerium Technology Incorporated shall deliver or perform services in accordance with the terms negotiated in an agency’s order.

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. **F.O.B Point(s):** Destination

12a. **Ordering Address(es):**
   
   Orders
   
   ATTN: Jamie L Medlicott
   
   4809-B Eisenhower Ave.
   
   Alexandria, VA 22304-4805
   
   (P) 571-814-3572 (F) 703-373-3354
   
   jody@ceriumtech.com

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):** Accounts Receivable
   
   ATTN: Kelly E McDonald
   
   4809-B Eisenhower Ave.
   
   Alexandria, VA 22304-4805
   
   (P) 571-814-3572 (F) 703-373-3354
   
   jody@ceriumtech.com

14. **Warranty Provisions:** Contractor’s Standard Warranty

15. **Export Packing charges (if applicable):** Not applicable

16. **Terms and conditions of rental, maintenance, and repair:** 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. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/.

23. **Unique Entity Identifier (UEI) Number:** CRJNP9JKW2N5

24. **Notification regarding registration in System for Award Management (SAM) database:** Registered.
## GSA Hourly Rates

**SIN 54151S**

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Year 1 08/12/2020 – 08/11/2021</th>
<th>Year 2 08/12/2021 – 08/11/2022</th>
<th>Year 3 08/12/2022 – 08/11/2023</th>
<th>Year 4 08/12/2023 – 08/11/2024</th>
<th>Year 5 08/12/2024 – 08/11/2025</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop Engineer, Tier I</td>
<td>$83.07</td>
<td>$85.57</td>
<td>$88.13</td>
<td>$90.78</td>
<td>$93.50</td>
</tr>
<tr>
<td>Desktop Engineer, Tier II</td>
<td>$97.73</td>
<td>$100.66</td>
<td>$103.68</td>
<td>$106.80</td>
<td>$110.00</td>
</tr>
<tr>
<td>Exchange System Admin, Tier I</td>
<td>$83.07</td>
<td>$85.57</td>
<td>$88.13</td>
<td>$90.78</td>
<td>$93.50</td>
</tr>
<tr>
<td>Exchange System Admin, Tier II</td>
<td>$122.17</td>
<td>$125.83</td>
<td>$129.61</td>
<td>$133.49</td>
<td>$137.50</td>
</tr>
<tr>
<td>Helpdesk Specialist, Tier I</td>
<td>$78.19</td>
<td>$80.53</td>
<td>$82.95</td>
<td>$85.44</td>
<td>$88.00</td>
</tr>
<tr>
<td>Helpdesk Specialist, Tier II</td>
<td>$83.07</td>
<td>$85.57</td>
<td>$88.13</td>
<td>$90.78</td>
<td>$93.50</td>
</tr>
<tr>
<td>Network Engineer, Tier I</td>
<td>$136.83</td>
<td>$140.93</td>
<td>$145.16</td>
<td>$149.51</td>
<td>$154.00</td>
</tr>
<tr>
<td>Network Engineer, Tier II</td>
<td>$146.60</td>
<td>$151.00</td>
<td>$155.53</td>
<td>$160.19</td>
<td>$165.00</td>
</tr>
<tr>
<td>Office 365 Cloud Services Tech</td>
<td>$97.73</td>
<td>$100.66</td>
<td>$103.68</td>
<td>$106.80</td>
<td>$110.00</td>
</tr>
<tr>
<td>Project Manager</td>
<td>$146.60</td>
<td>$151.00</td>
<td>$155.53</td>
<td>$160.19</td>
<td>$165.00</td>
</tr>
<tr>
<td>System Administrator, Tier I</td>
<td>$92.85</td>
<td>$95.63</td>
<td>$98.50</td>
<td>$101.46</td>
<td>$104.50</td>
</tr>
<tr>
<td>System Administrator, Tier II</td>
<td>$122.17</td>
<td>$125.83</td>
<td>$129.61</td>
<td>$133.49</td>
<td>$137.50</td>
</tr>
</tbody>
</table>
Labor Category Descriptions

Desktop Engineer, Tier I

**Functional Responsibilities:** The Desktop Engineer, Tier I provides knowledgeable advice and uses their expertise to help End Users (EUs) solve technological issues. When new employees are hired, the Desktop Support Engineer, Tier I is responsible for the setup and configuring of workstations. This includes: ensuring that new employees have all programs, applications, and other technology needed to perform duties. The Desktop Support Engineer, Tier I will maintain, update, and upgrade equipment, both hardware and software, as needed; in addition to training new individuals in using the software and applications of the company; responding to ad hoc and urgent requests; and setting up workshops for updates or new software as they are implemented. Advises management on new and effective technological solutions to meet daily operation requirements.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 2 years

Desktop Engineer, Tier II

**Functional Responsibilities:** The Desktop Engineer, Tier II is responsible for onsite service and support needs within the environment. This relates to all technology, including workstations, servers, printers, networks, and vendor-specific hardware and software. Supports technical issues involving Microsoft’s (MS) core business applications and operating systems. Support services for MS-related technologies such as: Windows Server, Exchange, SQL, SharePoint, Microsoft Office 365, etc. Implements and supports disaster recovery solutions both onsite and Cloud-based. Supports at the network level: Wide Area Network (WAN) and Local Area Network (LAN) connectivity, routers, firewalls, switches, and security configurations. Provides remote access solution implementation and support with VPN and Terminal Services. Performs system documentation, maintenance, and reviews in ConnectWise. Communicates with customers as required, keeping them informed of incident progress, notifying them of impending changes, agreed outages, or desktop/laptop deployments. Maintains compliance with all organizational policies and procedures.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

Exchange System Admin, Tier I

**Functional Responsibilities:** The Exchange System Admin, Tier I provides MS Windows Server operating system support. Monitors server performance and availability. Ensures MS Windows Server availability is in compliance to/with service level agreements. Addresses operational system issues including file and share permissions, user accounts, and application installation. Demonstrates knowledge and experience with MS Server and related technologies including Exchange server 2019 and Office 365 Exchange administrative center. Familiar with network infrastructures and has knowledge of Server applications. Possesses a basic understanding of patch management software. Familiar with backup software and strategies and implementation. Possesses knowledge and understanding of network applications, web servers, email servers, firewalls, databases, and file shares.
Minimum Education: Bachelor’s

Minimum Experience: 2 years

Exchange System Admin, Tier II

Functional Responsibilities: The Exchange System Admin, Tier II provides MS Exchange Email Server Support. Provides day to day prime and non-prime on-call administration support in a MS Exchange environment. Responsible in supporting assigned systems and installing server base applications. Tasked in managing the development and the implementation of new services and testing of assigned servers. Responsible for maintaining the production schedules, software, and hardware diagnostics of all MS Exchange servers. Upgrades and replaces server hardware where appropriate. Promotes and maintains server patch management practices and develops/maintains deployment strategies. Monitors server load and implements load balancing configurations for mail flow traffic. Supports and maintains MS Exchange 2019 and MS Office 365 Exchange Administration Center. Provides MS Windows Exchange Email Server Support.

Minimum Education: Bachelor’s

Minimum Experience: 3 years

Helpdesk Specialist, Tier I

Functional Responsibilities: The Helpdesk Specialist, Tier I provides basic level 1 support to address straightforward and simple problems using knowledge base tools and step-by-step guides. This includes troubleshooting methods such as: verifying physical layer issues; resolving username and password problems; verification of proper hardware and software set up; and assistance with navigating around application menus. The Helpdesk Specialist Tier I answers desk calls; gather user’s information and analyzes the issue; provides basic support and troubleshooting; performs account unlock/lock and password resets; addresses how-to questions; provides application navigation assistance; performs ticket creation and allocation to relevant teams; and monitors/responds to server notification emails. The Helpdesk Specialist, Tier I will escalate tickets to level 2 or level 3 support.

Minimum Education: Bachelor’s

Minimum Experience: 2 years

Helpdesk Specialist, Tier II

Functional Responsibilities: The Helpdesk Specialist, Tier II is an administrative level (Level 2) support, denoting advanced technical troubleshooting, and analysis methods. The Tier II Specialist handles break/fix, configuration issues, troubleshooting, software installations, and hardware repair (including onsite repair or coordinating remote services). Possesses the ability to address escalated issues that Level 1 support is not equipped to handle. Conducts support research and implement fixes for new issues and only escalates to Level 3 if it is out of the specialist’s skillset or ability to resolve.

Minimum Education: Bachelor’s

Minimum Experience: 3 years
Network Engineer, Tier I

**Functional Responsibilities:** The Network Engineer, Tier I provides overall, enterprise-level LAN and WAN Internet Protocol (IP) based infrastructure systems planning, operations/maintenance, and management. Manages infrastructures for operational networks of multiple classification levels. Serves as a technical Point-of-Contact (POC) for all matters related to network infrastructure efforts. Performs analyses on networks to discover and document the baseline. Supports planning and execution of network installations and hardware upgrades. Performs engineering trouble shooting and problem solving at the system and component levels. Performs enterprise traffic analysis to detect and determine network inefficiencies and make recommendations to relieve network congestion and optimize the networks. Monitors performance to identify and optimize the system infrastructure and conducts transaction monitoring for bandwidth utilization and application performance. Engineers, installs, tests, and maintains wiring (copper and fiber) infrastructures. Supports an improved infrastructure information security vulnerability posture through the performance of vulnerability assessments and analyses. Supports network-related issues on customer computer, thin clients, laptops, and peripherals.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

Network Engineer, Tier II

**Functional Responsibilities:** The Network Engineer, Tier II has knowledge in network engineering design and maintenance as well as the ability to architect solutions by applying advanced analysis skills to map customer operational challenges to appropriate end-to-end technology solutions. Demonstrates experience in an IP-based enterprise network environment as a network engineer, architect, analyst, and/or technical specialist. Troubleshoots and provides support in the following areas: Physical and virtual server environments and computer systems, including the design and development of the physical and virtual server environments and computer systems. Supports deployable/tactical Video Teleconferencing (VTC) and Voice Over Internet Protocol (VOIP) telephony systems. Supports cellular and Wi-Fi systems and networks through the organization. Assists with technical solution design and proposal development activities for major directed initiatives. Provides problem identification, escalation, and resolution of WAN/Metropolitan Area Network (MAN)/LAN/VOIP performance, hardware, software application, network carrier, and security issues in cooperation with the network services provider and customers. Identifies routing and network access control requirements and resolution of related issues. Analyzes network traffic and provide recommendations for issue resolution, optimization, and configuration enhancements. Assists customers in developing and troubleshooting network firewall access control policies. Demonstrates hands-on experience and proficiency with Cisco technology - routers, switches, firewalls, and Dynamic Multipoint Virtual Private Network (DMVPN). Possesses a solid understanding of WAN/LANs, network operating systems, Enterprise Architectures (EA), routing and transport protocols, and unified communications.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 4 years
**Office 365 Cloud Services Tech**


**Minimum Education:** Bachelor’s

**Minimum Experience:** 2 years

**Project Manager**

**Functional Responsibilities:** The Project Manager (PM) will work with both internal and external teams to lead all different sized projects. The PM works directly with clients to ensure deliverables fall within the applicable scope and budget. The PM coordinates with other departments to ensure all aspects of each project are on track to ensure a smooth, successful conversion/upgrade with 100% on time delivery of all projects. Develops comprehensive project plans to be shared with clients as well as other staff members. Tracks project performance, specifically to analyze the successful completion of short- and long-term goals. The PM measures, monitors, and reports project metrics to help drive increased customer satisfaction. The PM is responsible for planning and defining scope of all projects, with an ability to run weekly and daily meetings. Proficient at action plans, agendas, and meeting minutes.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 4 years

**System Administrator, Tier I**

**Functional Responsibilities:** The System Administrator, Tier I is responsible for the maintenance, configuration, and reliable operation of computer systems, servers, storage, telephony, video, and virtualization infrastructure. Installs and upgrades system components and software, manages virtual servers, and integrates automation processes. Troubleshoots hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues. Manages the Active Directory infrastructure both on premise and in the cloud. Provides documentation and technical specifications to IT staff for planning and implementing new or upgrading current IT infrastructure. Manages local LANs at all facilities and WAN links between facilities. Performs or delegates regular backup operations and implements appropriate processes for data protection, disaster recovery, and failover procedures. Responsible for capacity, storage planning, and database performance. Assists with support and troubleshooting across a broad spectrum of systems and software.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 2 years
**System Administrator, Tier II**

**Functional Responsibilities:** The System Administrator, Tier II ensures the 24/7 availability of all systems, applications, and infrastructure. Configures new servers, applications, updates, and develops processes and procedures that fulfill the support of secure systems. Responsible for anticipating, mitigating, identifying, troubleshooting, and resolving hardware and software issues on servers in a timely and accurate fashion. Coordinates with other staff, to prioritize and work on continuing to improve existing systems. Possesses advanced Remote Desktop and Terminal Server experience. Possesses VMware administrator experience (builds server from templates/resource management). Possesses application experience for a large variety of server-based business applications. Performs the administration of MS Windows Server, MS Azure, MS Office 365 and AD environment. Stays current with system information, changes, and updates. Possesses the ability to speak to a non-technical audience about technical problems.

**Minimum Education:** Bachelor’s

**Minimum Experience:** 3 years

**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>Associate’s</td>
<td>2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s plus 2 years relevant experience or Associate’s degree + 4 years relevant experience or 6 years relevant experience</td>
</tr>
<tr>
<td>PhD</td>
<td>Master’s + 2 years relevant experience, or Bachelor’s + 4 years relevant experience or Associate’s + 6 years relevant experience or 8 years relevant experience</td>
</tr>
</tbody>
</table>