General Services Administration
Federal Supply Service (FSS)

AUTHORIZED FSS PRICELIST

Visionary Integration Professionals, LLC
80 Iron Point Circle, Suite 100
Folsom, CA 95630
(916) 985-9625 voice
(916) 985-9625 fax
www.trustvip.com

Contract Number: 47QTCA20D00F1

Period of Performance: September 16, 2020 – September 15, 2025

Size Status: Other than small business

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (http://www.gsaadvantage.gov).

Contractor makes a good faith effort to utilize equipment and/or software that is Energy Star compliant.

Price List Effective as of September 16, 2020
Current through Modification: A824
Dated September 3, 2020
New SIN  SIN Title

511210:  Software Licenses
54151:  Software Maintenance Services
54151S:  Information Technology Professional Services
611420:  Information Technology Training Courses
54151ECOM:  Electronic Commerce and Subscription Services

State & Local Purchasing Programs

Section 211 of the E-Government Act of 2002 (the Act) amended the Federal Property and Administrative Services Act to allow for "Cooperative Purchasing." Cooperative Purchasing allows for the Administrator of General Services to provide states and localities access to certain items offered through the General Services Administration's (GSA's) Federal Supply Schedule 70, Information Technology (IT) Schedule contract. The information technology available to state and local governments includes automated data processing equipment (including firmware), software, supplies, support equipment, and services.

Disaster Recovery Purchasing Program (RC) Section 833 of the National Defense Authorization Act allows state and local governments to purchase products and services to facilitate recovery from a major disaster. This includes advance and pre-positioning in preparation for a disaster.

Federal Grants During Public Health Emergencies Section 319 of Public Health and Services Act
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GENERAL CONTRACT INFORMATION

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

Please refer to the GSA eLibrary (www.gsaelibrary.gsa.gov) for detailed SIN descriptions

- SIN 511210: Software Licenses
- SIN 54151: Software Maintenance Services
- SIN 611420: Training Courses
- SIN 54151S: Information Technology Professional Services
- SIN 54151ECOM: Electronic Commerce and Subscription Services

1b. Lowest Priced Model Number and Lowest Price:

Please refer to our rates on page #20 for MKSL-GLMS -002R

1c. Labor Category Descriptions:

Please refer to page #32

2. Maximum Order:

$500,000.00 SINS 511210, 54151, 54151S, 54151ECOM

$250,000 SIN 611420

The maximum order threshold represents the point where, given the dollar value of the potential order, the Schedule Contractor may decline the order. Schedule contractors are encouraged, but not obligated, to accept orders exceeding this limit.

3. Minimum Order:

$100.00

4. Geographic Coverage:

Domestic Only

5. Point (s) of Production:

Meridian Knowledge Solutions LLC
1880 Campus Commons Drive, Suite 275N
Reston, VA 20191

Mark43
250 Hudson Street
New York, NY, 10013

OpenSesame
1629 SW Salmon St.
Portland, OR 97205

6. Discount from List Price:

All Prices Herein are Net

7. Quantity Discounts:

None
8. 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

9a. Government Purchase Card is accepted at or below the micro – purchase threshold.

9b. Government Purchase Card is Not accepted above the micro – purchase threshold.

10. Foreign Items: The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Not applicable – the Geographic Coverage is Domestic only.

11a. Time of Delivery: The contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

511210, 54151, 54151S, 611210, 54151ECOM – 30 Days to respond to Order, or as mutually agreed between VIP and Government Ordering Office.

11b. Expedited Delivery: See Urgent Requirement

11c. Overnight and 2-Day Delivery: See Urgent Requirement

11d. Urgent Requirement: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

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

13a. Ordering Address: Visionary Integration Professionals, LLC
Attn: Contracts
80 Iron Point Circle, Suite 100
Folsom, CA 95831

13b. 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.

14. Payment Address: If Live Check - Sent via US Postal Service
Visionary Integration Professionals, LLC
PO Box 748900
Los Angeles, CA 90074-8900

15. Warranty Provision: Contractor’s standard commercial warranty.

16. Export Packing Charges: Not Applicable

17. Terms & Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level): Not Applicable

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

19. Terms and conditions of installation (if applicable): Not Applicable

20. Terms and conditions of repair parts indicating date of parts, price lists and any discounts from list prices: Not Applicable

20a. Terms and conditions for any other services (if applicable): Not Applicable

21. List of service and distribution points (if applicable): Not Applicable

22. List of participating dealers (if applicable): Not Applicable
23. Preventative maintenance (if applicable)  Not Applicable

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):  Not Applicable

24b. 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/  If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:
Web Address: www.meridianks.com  E-Mail: scarpenter@trustvip.com

25. Data Universal Number System (DUNS) Number:  03-694-3280

26. Visionary Integration Professionals, LLC is registered in the System for Award Management (SAM).
Description of Offer – SINs 511210, 54151 and 611420

**Meridian Learning Management System (LMS) – Government Edition**

*Product Description:*

The Meridian LMS Government Edition is a dynamic web-based learning and knowledge management infrastructure that integrates courseware delivery, administrative documentation, knowledge mapping, social media tools, mobile access, knowledge capture, performance management for organizations of any size with proven scalability in enterprise implementations and highly secure network environments.

This award winning, SCORM compliant product allows rapid deployment of enterprise-wide learning, knowledge, and performance management solutions. The LMS is compliant with leading industry standards, allowing the seamless integration of COTS courseware libraries as well as custom content.

The LMS is offered with two price models being perpetual and SaaS which are further detailed below to provide the most buying flexibility and ability to tailor to create a unique enterprise-wide solution responding to specific client requirements and objectives.

**SIN 511210: Item Number MKSL-GLMS-001L through MKSL-GLMS-001R (Term Licenses)**

*SaaS License Model* – Provides cloud based subscription model as an annual reoccurring fee that includes maintenance, upgrades, patches, and hosting.

**SIN 511210: Item Number MKSL-GLMS-001A through MKSL-GLMS-001G (Perpetual Licenses)**

*Perpetual License Model* – Allows purchase, modification of the system, and deployment behind the firewall or within Meridian’s hosted environment. Perpetual license requires the purchase of standard maintenance.

**Meridian Performance Management Module**

*Product Description:*

The Meridian Performance Management Module makes up a competency modeling component that includes a 360 degree Skills Assessment Survey, skills gap analysis, recommended learning activities, coaching abilities, an administrative console for managing core competencies at the corporate level, certification and external learning interoperability, and local competency management for creation of individualized learning paths.

In addition to the IDP, the ability to create Performance Evaluation Templates and assign them to distinct job titles allows for a complete employee review cycle. Managers and employees can complete, make visible and view self and in-line evaluations online before meeting in person. HR administrators can report on the completion and results of the evaluations across the organization to evaluate content and compliance.

**SIN 511210: Item Number MKSL-GLMS-002L through MKSL-GLMS-002R (Term Licenses)**

*SaaS License Model* – Provides cloud based subscription model as an annual reoccurring fee that includes maintenance, upgrades, patches, and hosting.

**SIN 511210: Item Number MKSL-GLMS-002A through MKSL-GLMS-002G (Perpetual Licenses)**

*Perpetual License Model* – Allows purchase, modification of the system, and deployment behind the firewall or within Meridian’s hosted environment. Perpetual license requires the purchase of standard maintenance.

**Meridian Social Media Module**

*Product Description:*

Meridian Social Learning allows for open and private collaboration and interaction between users worldwide via wikis, blogs, chat and more. Meridian Social Learning include the ability to Extend learning out of the classroom or eLearning environment, Leverage and share expertise of your audience, Allow users to participate in wikis, blogs, and chat, Create Best Practice Centers, Unite those who have taken training together with instructors and subject matter experts, and collaboration as mandatory or optional components of certifications and curriculum.

**SIN 511210: Item Number MKSL-GLMS-003A (Term Licenses)**
**SaaS License Model** – Provides cloud based subscription model as an annual reoccurring fee that includes maintenance, upgrades, patches, and hosting.

**Meridian Ad Hoc Reporting Module**

*Product Description:*

The Meridian Ad Hoc Reporting Module provides a true Ad-hoc reporting solution that allows designated administrators to build their own custom reports without needing to know any prior knowledge of database commands or code. The Meridian Ad-Hoc reporting solution is an out-of-the box solution that allows an administrator to identify the tables and specific fields that they would want to include in their custom reports and then simply add those fields together. Through a combination of a drag & drop / point and click interface, each custom report can be created with several UI elements.

**SIN 511210: Item Number MKSL-GLMS-005H through MKSL-GLMS-005I (Term Licenses)**

- **SaaS License Model** – Provides cloud based subscription model as an annual reoccurring fee that includes maintenance, upgrades, patches, and hosting.

**SIN 511210: Item Number MKSL-GLMS-005A through MKSL-GLMS-005B (Perpetual Licenses)**

- **Perpetual License Model** – Allows purchase and deployment behind the firewall or within Meridian’s hosted environment. Perpetual license requires the purchase of standard maintenance and Ad Hoc hosting either virtual or dedicated.

**DominKnow One**

*Product Description:*

The Claro Enterprise LCMS is a web-based, collaborative eLearning and mLearning authoring platform for creating high-impact learning. Claro stores all project assets in one central location so authors in the same office or across the globe can quickly access, repurpose or re-use content from any platform, across any project, at any time.

Claro publishes to standards compliant HTML, JavaScript, and CSS — taking full advantage of HTML5 when supported by a device’s browser, and intelligently adjusting for older browsers that do not support it. Claro is fully integrated into the Meridian LMS using the PENS standards which allows for direct publishing into the LMS.

**SIN 511210: Item Number MKSL-GLMS-006E thru MKSL-GLMS-006G (Term License)**

- **SaaS License Model** – Provides cloud based subscription model as annual reoccurring fee that includes maintenance, upgrades, patches, and hosting.

**SIN 511210: Item Number MKSL-GLMS-006A through MKSL-GLMS-006C (Perpetual Licenses)**

- **Perpetual License Model** – Allows for purchase. Perpetual license requires the purchase of maintenance.

**Hosting**

*Product Description:*

Meridian provides comprehensive and secure hosting services. We provide the hardware, software, maintenance, bandwidth, backups and all services related to the hosting of the solution with an available Service Level Agreement.

The operational hosting environment is located in our dedicated, secure space, Internet service exchange ensuring 100% power availability and 100% network connectivity. Our co-location offers a reliable infrastructure, fast connectivity and 24x7 network monitoring. The co-location provides the industry’s most advanced power, security, network and fire suppression technologies. This state-of-the-art data center is built to ensure efficient, reliable and continuous operations - even in the event of severe natural or man-made catastrophes.

**SIN 511210: Item Number MKSL-GLMS-007A through MKSL-GLMS-007D**

**End User Support**

*Product Description:*

FSS Number 47QTCA20D00F1 6 All Rights Reserved
Phone support to provide your users a resolution path to common end user questions around platform access, password maintenance, content access, transcripts, and general help in using the system.

SIN 54151: Item Number MKSL-GLMS-008A and MKSL-GLMS-008B

Languages

Product Description:
Meridian Global provides complete globalization support, and can be localized with up to 28 languages. The core product provides a standard seven languages and additional language licenses can be purchased based on unit tiers. Requires Meridian Global LMS.

SIN 511210: Item Number MKSL-GLMS-009D through MKSL-GLMS-009F (Term Licenses)
SaaS License Model – Provides access to languages within Meridian’s subscription model at a yearly recurring fee.

SIN 511210: Item Number MKSL-GLMS-009A through MKSL-GLMS-009C (Perpetual Licenses)
Perpetual License Model – Provide access to languages as part of the LMS perpetual model.

Meridian Global SaaS (with FedRAMP Accreditation)
Meridian Global SaaS (with FedRAMP Accreditation) is a web-based, learning management software platform that allows organizations to rapidly deploy enterprise-wide learning. The modern user interface and powerful administrative features allow for efficient delivery and effective management of online and instructor-led learning. The platform helps organizations manage and schedule all learning activities, automate assignments based upon dynamic criteria, track progression, and assess skill gaps. Meridian Global is compliant with leading industry standards allowing for seamless integration with commercial-offs-the-shelf courseware libraries as well as custom content. The Meridian Global platform supports organizations of any size and scale for traditional employees and contractors as well as external audiences like customers, partners, and other stakeholders. In addition, this Meridian Global SaaS platform subscription includes the following features:

- **Performance Management**: Includes individual development plans (IDP), 360-degree skills assessments, success profiles, competency management, skills gap analysis, recommended learning activities, and more.
- **Social Collaboration**: Includes open, private, and course-related collaboration spaces allowing members to easily collaborate with others in a space using wikis, blogs, chat and much more.
- **Ad Hoc Reporting**: Includes a powerful reporting interface that allows administrators to design and build their own custom reports using a point & click web interface without needing to know how to write their own database queries.
- **Other Government Features**: Includes SF-182 and EHRI.
- **FedRAMP Hosting**: Includes deployment with FedRAMP accredited hosting infrastructure that is highly secure and scalable.

SIN 511210: Item Number MKSL-MGSF-001A through MKSL-MGSF-001H (Term Licenses)
SaaS License Model – Provides cloud based subscription model as an annual reoccurring fee that includes maintenance, upgrades, patches, and hosting.

Mark43 Records Management System (RMS)

Product Description:
Mark43 Law Enforcement RMS is a cloud-based records management system for police report writing and master entity data collection. Built in collaboration with police from command staff to patrol officers, the configurable, user-friendly workflows in Mark43 RMS have reduced report writing times by 80% and delivered unparalleled efficiency gains to departments of all sizes. Powered by the AWS GovCloud, Mark43 RMS supports single and multi-agency deployments for secure and reliable information sharing. Unit price is per user, per year.
**SIN 511210: Item Number MK43-RMS-001 (Term License)**

**Mark43 Law Enforcement Computer Aided Dispatch (CAD)**

*Product Description:*

Mark43 Law Enforcement CAD is the first fully cloud-based dispatch system for police 911 emergency call taking and first response. With integrated AVL maps and an optional bidirectional sync of historical data with Mark43 RMS, Mark43 CAD delivers clearer pictures of 911 events as they unfold, and provides configurable notifications and command line to ensure updates reach units as quickly as possible. Powered by the AWS GovCloud, Mark43 CAD supports single and multi-agency PSAPs for secure and reliable information sharing. Unit price is per user, per year.

**SIN 511210: Item Number MK43-LCAD-001 (Term License)**

**Mark43 Fire Computer Aided Dispatch (CAD)**

*Product Description:*

Mark43 Fire CAD is the first fully cloud-based dispatch system for fire 911 emergency call taking and first response. With integrated AVL maps and an optional bidirectional sync of historical data with Mark43 RMS, Mark43 CAD delivers clearer pictures of 911 events as they unfold, and provides configurable notifications and command line to ensure updates reach units as quickly as possible. Powered by the AWS GovCloud, Mark43 CAD supports single and multi-agency PSAPs for secure and reliable information sharing. Unit price is per user, per year.

**SIN 511210: Item Number MK43-FCAD-001 (Term License)**

**Mark43 Case Management Module**

*Product Description:*

The Mark43 Case Management Module in Mark43 RMS includes capabilities to import report and master entity information into investigative cases and track the progress of detective work. As an automatic sync of data from Mark43 RMS actively feeds case files, configurable case types and tasks also allow supervisors to efficiently manage detective workloads until the case is closed. Unit price is per user, per year.

**SIN 511210: Item Number MK43-CM-001 (Term License)**

**Mark43 Evidence Management System**

*Product Description:*

The Mark43 Evidence Management System includes capabilities for the intake, audit, and release of physical property and evidence. Mark43 Evidence Management eliminates inefficiencies in police evidence warehouses with a mobile application for property intake and release as well as a seamlessly integrated web application to configure and monitor inventory locations, chain of custody status, and dispositions. Powered by the AWS GovCloud, Mark43 Evidence Management System supports single and multi-agency deployments for secure and reliable information sharing. Unit price is per user, per year.

**SIN 511210: Item Number MK43-EM-001 (Term License)**

**Mark43 Warrants Management Module**

*Product Description:*

The Mark43 Warrant Management Module in Mark43 RMS includes capabilities for transcribing, processing, and updating arrest warrant records. Active warrants in Mark43 RMS are prominently displayed in master person entity profiles and records searches, increasing situational awareness for patrol officers in the field. Unit price is per user, per year.
SIN 511210: Item Number MK43-WS-001 (Term License)

**Mark43 Analysis Module**

*Product Description:*

The Mark43 Analysis Module in Mark43 RMS includes a configurable dashboard to create canned stat reports. As an automatic sync of data from Mark43 RMS actively feeds analysis dashboards, crime analysts can generate visualizations on demand with graphs, charts, tables, and maps. Unit price is per user, per year.

SIN 511210: Item Number MK43-AS-001 (Term License)

**Mark43 NCIC/State Message Board 24/7 Support**

*Product Description:*

Server software which supports system integration to external database searches including National Crime Information Center (NCIC), Department of Motor Vehicle (DMV), and/or other local/state/national message switches. Support for both one-way and bidirectional message switches.

SIN 511210: Item Number MK43-SUPP-001 (Term License)

**Mark43 Implementation: Data Migration**

*Product Description:*

This service includes standard ETL migration from legacy product (RMS or CAD) to respective Mark43 product. Mark43 determines the scope of a data migration based on the number of tables to be migrated and the amount of data cleansing to be performed. This price represents a not-to-exceed ceiling cost.

SIN 54151: Item Number MK43-IDM-001

**Go Live Implementation: RMS System Configuration**

*Product Description:*

Mark43’s Implementation Management Service is designed to work hand-and-hand with the agency’s steering committee from Project Kick-Off until Go-Live. The goal of the Implementation Management is a fully integrated Mark43 solution optimized to the agency’s standard operating procedure (SOP). Implementation Management includes analysis of department workflows and product gaps in an effort to consult and configure the Standard RMS system through Test, Training, and Go-Live.

SIN 54151: Item Number MK43-IRMS-001

**Go Live Implementation: CAD System Configuration**

*Product Description:*

Mark43’s Implementation Management Service is designed to work hand-and-hand with the agency’s steering committee from Project Kick-Off until Go-Live. The goal of the Implementation Management is to support a fully integrated Mark43 solution optimized to the agency’s standard operating procedure (SOP). Implementation Management includes analysis of department workflows and product gaps in an effort to consult and configure the Standard RMS system through Test, Training, and Go-Live.
SIN 54151: Item Number MK43-ICAD-001

Mark43 Interface Development: 3rd Party Level 1

Product Description:
Level 1 Interface Development is categorized by simple, one-way, interface to industry standard system accomplished via database views, minor RESTful API modification, or replication an endpoint. Level 1 interfaces are usually a replacement of an existing interface with ample specifications or with standard modern interface methods (i.e. - integrations configurable through a front-end GUI, open API access, etc.).

SIN 54151: Item Number MK43-IDL1-001

Mark43 Interface Development: 3rd Party Level 2

Product Description:
Level 2 Interface Development is categorized by more complex business logic or scope of data are than Level 1. Typically, moderate complexity interfaces are bidirectional interfaces or one-way interfaces requiring multiple business rules and/or system attribute configuration. Complexity is assisted by interfacing to industry standard systems or having ample specifications.

SIN 54151: Item Number MK43-IDL2-001

Mark43 Interface Development: 3rd Party Level 3

Product Description:
Level 3 Interface Development is categorized as custom interface and/or advanced business logic uncommon to the marketplace or requiring significant 3rd party vendor coordination. One-way or bidirectional interfaces requiring significant system attribute configuration or front-end development (i.e. - additional of modals or pop-ups showing other system information not native to Mark43 platform).

SIN 54151: Item Number MK43-IDL3-001

Mark43 Technical Account Management

Product Description:
Mark43 Technical Account Management (TAM) for new customers provides implementation and integration oversight, support, and management. Post-deployment, working closely with the agency, TAM will assist in providing best practices for continuing change management, and reviewing new integration vectors in the customer environment. As the Mark43 platform continues to add new features and functionality, TAM will assist in planning for the adoption of these features by the customer and leveraging their investment in Mark43 products to the fullest extent. TAM is an off-site service, list price is inclusive of any required travel. TAM is an add-on service available with purchase of RMS or CAD product.

SIN 54151:

MK43-TAM-016 – TAM 1 day/wk – 6 Months
MK43-TAM-026 – TAM 2 days/wk – 6 months
MK43-TAM-036 – TAM 3 days/wk – 6 months
MK43-TAM-046 – TAM 4 days/wk – 6 months
MK43-TAM-056 – TAM 5 days/wk – 6 months
MK43-TAM-011 – TAM 1 day/wk – 1 year
Knowledge Center

Product Description:

Maintenance for Meridian’s legacy product is an annual fee, which is billed annually as a percentage of the software license fee. The 20% Annual Maintenance is calculated based upon the aggregate fees charged to the client for the base perpetual license and any add-on module costs.

SIN 54151: Item Number MKSL-GLMS-001K

Instructor Led Training, Web Based Training and Education Courses, Course Development and Test

Product Description:

Meridian provides prepackaged training services that support implementation readiness, train the trainer, and technical install and management of the application. Customized training offering can be built and are offered through Meridian Direct GSA labor rates.

SIN 611420: Item Number MKSL-GLMS-011A through MKSL-GLMS-011C

Mark43 COTS Training

Product Description: Officers – Per two (2)-day class, up to 25 students:

Prior to a law enforcement agency changing to Mark 43, our trainers plan, facilitate, and support law enforcement agency trainers in delivering a curriculum specifically designed to help officers master the Mark43 platform.

SIN 611420: Item Number MK43-TRN-O25

Product Description: Detectives – Per two (2)-day class, up to 25 students:

Mark43 trainers facilitate training for detectives that has been specifically designed to address the case management and analysis tools that they will be required to use in the execution of their daily responsibilities. This includes supplemental reports, evidence recording, and building of a case jacket.

SIN 611420: Item Number MK43-TRN-D25

Product Description: System Administrators – Per two (2)-day class, up to 25 students:

Mark43 trainers facilitate specialized training for law enforcement personnel that will be system administrators within the Mark43 platforms with an emphasis on agency specific configuration, options, and initial troubleshooting.

SIN 611420: Item Number MK43-TRN-SA25

Product Description: Train the Trainer for Officers – Per three (3)-day class, up to 25 students:

Mark43 trainers facilitate training for law enforcement personnel that will be system administration within the Mark43 platforms. This Train-the-Trainer model is preferred by Mark43 because it builds a team of “experts” within the agency as well as enables training of department personnel to be completed in a short time frame.

Agency trainers that participate in Train-the-Trainer receive a more in-depth level of training in an effort to prepare them to be the “first line” for questions and troubleshooting as well as giving them the knowledge and skills to continue training once the Mark43 has been launched.

SIN 611420: Item Number MK43-TTRN-O25

Product Description: Train the Trainer for Detectives – Per three (3)-day class, up to 25 students:
Mark43 trainers facilitate training for detectives that has been specifically designed to address the case management and analysis tools that they will be required to use in the execution of their daily responsibilities. This includes supplemental reports, evidence recording, and building of a case jacket.

**SIN 611420: Item Number MK43-TTRN-D25**

*Product Description: Train the Trainer for System Administrators – Per three (3)-day class, up to 25 students:*

Mark43 trainers facilitate training for law enforcement personnel that will be system administration within the Mark43 platforms. This Train-the-Trainer model is preferred by Mark43 because it builds a team of “experts” within the agency as well as enables training of department personnel to be completed in a short time frame.

Agency trainers that participate in Train-the-Trainer receive a more in-depth level of training in an effort to prepare them to be the “first line” for questions and troubleshooting as well as giving them the knowledge and skills to continue training once the Mark43 has been launched.

**SIN 611420: Item Number MK43-TTRN-SA25**

*Product Description: Training for Evidence and Records Clerks – Per three (3)-day class, up to 10 students:*

Mark43 trainers facilitate a curriculum for Evidence and Records personnel that is specifically designed to address the roles and responsibilities they encounter on a daily basis. This training is conducted at a reduced pace in an effort to ensure a thorough understanding of the functionality and processes associated with the Mark43 Evidence and Records platforms.

**SIN 611420: Item Number MK43-TRN-ER10**
<table>
<thead>
<tr>
<th>SIN #</th>
<th>Manufacturer / Supplier</th>
<th>Dealer Part #</th>
<th>Product Name/ Description</th>
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<td>Mark43 Evidence Management System annual subscription – One (1) year / Includes capabilities for the intake, audit, and release of physical property and evidence / Annual cost per named user / Add-on module only; Purchase of core RMS product required (Term License)</td>
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<td>MK43-CM-001</td>
<td>Mark43 Case Management Module annual subscription – One (1) year / Includes capabilities to import report and master entity information into investigative cases, and track the progress of detective work / Annual cost per named user / Add-on module only; Purchase of core RMS product required (Term License)</td>
<td>$ 469.12</td>
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<td>MK43-WS-001</td>
<td>Mark43 Warrants Management Module annual subscription – One (1) year / Includes capabilities for transcribing, processing, and updating arrest warrant records / Annual cost per named user / Add-on module only; Purchase of core RMS product required (Term License)</td>
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<td>MK43-AS-001</td>
<td>Mark43 Analysis Module annual subscription – One (1) year / Includes a configurable dashboard to create canned statistic reports / Annual cost per named user / Add-on module only; Purchase of core RMS product required (Term License)</td>
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<td>511210</td>
<td>Mark43, Inc.</td>
<td>MK43-SUPP-001</td>
<td>Server software that connects Mark43 product(s) to local, state, and Federal criminal databases in order to submit and query information. One (1) year subscription (Term License)</td>
<td>$ 58,639.80</td>
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<td>54151</td>
<td>Mark43, Inc.</td>
<td>MK43-IDM-001</td>
<td>Standard ETL migration from legacy product (RMS or CAD) to respective Mark43 product. Mark43 determines the scope of a data migration based on the number of tables to be migrated and the amount of data cleansing to be performed. This price represents a not to exceed ceiling cost.</td>
<td>$ 141,000.00</td>
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<td>Mark43, Inc.</td>
<td>MK43-IRMS-001</td>
<td>Mark43’s Implementation Management Service is designed to work hand-in-hand with the agency’s steering committee from Project Kick-Off until Go-Live. The goal of the Implementation Management is a fully integrated Mark43 solution optimized to the agency’s standard operating procedure (SOP). Implementation Management includes analysis of department workflows and product gaps in an effort to consult and configure the Standard RMS system through Test, Training, and Go-Live.</td>
<td>$ 97,733.00</td>
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<td>MK43-ICAD-001</td>
<td>Mark43's Implementation Management Service is designed to work hand-in-hand with the agency’s steering committee from Project Kick-Off until Go-Live. The goal of the Implementation Management is to support a fully integrated Mark43 solution optimized to the agency’s standard operating procedure (SOP). Implementation Management includes analysis of department workflows and product gaps in an effort to consult and configure the Standard RMS system through Test, Training, and Go-Live.</td>
<td>$ 97,733.00</td>
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<td>Mark43, Inc.</td>
<td>MK43-IDL1-001</td>
<td>Level 1 Interface Development is categorized by simple, one-way, interface to industry standard system accomplished via database views, minor RESTful API modification, or replication an endpoint. Level 1 interfaces are usually replacement of an existing interface with ample specifications or with standard modern interface methods (i.e. - integrations configurable through a front-end GUI, open API access, etc.).</td>
<td>$ 24,433.25</td>
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<td>54151</td>
<td>Mark43, Inc.</td>
<td>MK43-IDL2-001</td>
<td>Level 2 Interface Development is categorized by more complex business logic or scope of data are than Level 1. Typically, moderate complexity interfaces are bidirectional interfaces or one-way interfaces requiring multiple business rules and/or system attribute configuration. Complexity is assisted by interfacing to industry standard systems or having ample specifications.</td>
<td>$ 48,866.50</td>
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<td>54151</td>
<td>Mark43, Inc.</td>
<td>MK43-IDL3-001</td>
<td>Level 3 Interface Development is categorized as custom interface and/or advanced business logic uncommon to the market-place or requiring significant 3rd party vendor coordination. One-way or bidirectional interfaces requiring significant system attribute configuration or front-end development (i.e. - additional of modals or pop-ups showing other system information not native to Mark43 platform).</td>
<td>$ 73,299.75</td>
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<td>Mark43, Inc.</td>
<td>MK43-TAM-16</td>
<td>Technical Account Management (TAM), 1 day/wk - 6 months. Mark43 TAM for new customers provides implementation and integration oversight, support, and management. Post-deployment working closely with the agency, TAM will assist in providing best practices for continuing changemanagement, and reviewing new integration vectors in the customer environment. As the Mark43 platform continues to add new features and functionality, TAM will assist in planning for the adoption of these features by the customer and leveraging their investment in Mark43 products to the fullest extent. TAM is an off-site service, list price is inclusive of any required travel. TAM is an add-on service available with purchase of RMS or CAD product.</td>
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<td>MK43-TAM-026</td>
<td>Technical Account Management, 2 days/wk - 6 months. Mark43 TAM for new customers provides implementation and integration oversight, support, and management. Post-deployment working closely with the agency, TAM will assist in providing best practices for continuing change management, and reviewing new integration vectors in the customer environment. As the Mark43 platform continues to add new features and functionality, TAM will assist in planning for the adoption of these features by the customer and leveraging their investment in Mark43 products to the fullest extent. TAM is an off-site service, list price is inclusive of any required travel. TAM is an add-on service available with purchase of RMS or CAD product.</td>
<td>$ 24,503.93</td>
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<td>Technical Account Management, 3 days/wk - 6 months. Mark43 TAM for new customers provides implementation and integration oversight, support, and management. Post-deployment working closely with the agency, TAM will assist in providing best practices for continuing change management, and reviewing new integration vectors in the customer environment. As the Mark43 platform continues to add new features and functionality, TAM will assist in planning for the adoption of these features by the customer and leveraging their investment in Mark43 products to the fullest extent. TAM is an off-site service, list price is inclusive of any required travel. TAM is an add-on service available with purchase of RMS or CAD product.</td>
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<td>Technical Account Management, 4 days/wk - 6 months. Mark43 TAM for new customers provides implementation and integration oversight, support, and management. Post-deployment working closely with the agency, TAM will assist in providing best practices for continuing change management, and reviewing new integration vectors in the customer environment. As the Mark43 platform continues to add new features and functionality, TAM will assist in planning for the adoption of these features by the customer and leveraging their investment in Mark43 products to the fullest extent. TAM is an off-site service, list price is inclusive of any required travel. TAM is an add-on service available with purchase of RMS or CAD product.</td>
<td>$ 49,007.86</td>
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<td>Technical Account Management, 5 days/wk - 6 months. Mark43 TAM for new customers provides implementation and integration oversight, support, and management. Post-deployment working closely with the agency, TAM will assist in providing best practices for continuing change management, and reviewing new integration vectors in the customer environment. As the</td>
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<td>Technical Account Management, 1 days/wk - 1 year.</td>
<td>Mark43, Inc.</td>
<td>MK43-TAM-011</td>
<td>Mark43 platform continues to add new features and functionality, TAM will assist in planning for the adoption of these features by the customer and leveraging their investment in Mark43 products to the fullest extent. TAM is an off-site service, list price is inclusive of any required travel. TAM is an add-on service available with purchase of RMS or CAD product.</td>
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<td>Mark43 platform continues to add new features and functionality, TAM will assist in planning for the adoption of these features by the customer and leveraging their investment in Mark43 products to the fullest extent. TAM is an off-site service, list price is inclusive of any required travel. TAM is an add-on service available with purchase of RMS or CAD product.</td>
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<td>Mark43 platform continues to add new features and functionality, TAM will assist in planning for the adoption of these features by the customer and leveraging their investment in Mark43 products to the fullest extent. TAM is an off-site service, list price is inclusive of any required travel. TAM is an add-on service available with purchase of RMS or CAD product.</td>
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<td>Technical Account Management, 5 days/wk - 1 year. Mark43 TAM for new customers provides implementation and integration oversight, support, and management. Post-deployment working closely with the agency, TAM will assist in providing best practices for continuing change management, and reviewing new integration vectors in the customer environment. As the Mark43 platform continues to add new features and functionality, TAM will assist in planning for the adoption of these features by the customer and leveraging their investment in Mark43 products to the fullest extent. TAM is an off-site service, list price is inclusive of any required travel. TAM is an add-on service available with purchase of RMS or CAD product.</td>
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<tr>
<td>511210</td>
<td>Meridian Knowledge Solutions, LLC MKSL-GLMS-009B Meridian Global Languages - Perpetual - each/11-20</td>
<td>$ 935.01</td>
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</tr>
<tr>
<td>511210</td>
<td>Meridian Knowledge Solutions, LLC MKSL-GLMS-009C Meridian Global Languages - Perpetual - each/greater than 20</td>
<td>$ 750.03</td>
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</tr>
<tr>
<td>511210</td>
<td>Meridian Knowledge Solutions, LLC MKSL-GLMS-007A Meridian Global Hosting - Perpetual - Basic Tier - up to 2,500 users</td>
<td>$ 7,500.25</td>
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<tr>
<td>511210</td>
<td>Meridian Knowledge Solutions, LLC MKSL-GLMS-007B Meridian Global Hosting - Perpetual - Bronze Tier - up to 10,000 users</td>
<td>$ 22,500.76</td>
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<tr>
<td>511210</td>
<td>Meridian Knowledge Solutions, LLC MKSL-GLMS-007C Meridian Global Hosting - Perpetual - Silver Tier - up to 35,000 users</td>
<td>$ 45,001.51</td>
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<td>511210</td>
<td>Meridian Knowledge Solutions, LLC MKSL-GLMS-007D Meridian Global Hosting - Perpetual - Gold Tier - up to 100,000 users</td>
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<tr>
<td>511210</td>
<td>Meridian Knowledge Solutions, LLC MKSL-GLMS-005E Ad Hoc Server - Virtual Server - Goes with Goes with Basic, Bronze</td>
<td>$ 1,875.06</td>
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<tr>
<td>511210</td>
<td>Meridian Knowledge Solutions, LLC MKSL-GLMS-005F Ad Hoc Server - Dedicated Server - Goes Goes with Silver, Gold</td>
<td>$ 11,250.38</td>
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<tr>
<td>FSS Number</td>
<td>Service/Training Provider</td>
<td>Service/Training ID</td>
<td>Description</td>
<td>Cost</td>
</tr>
<tr>
<td>------------</td>
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</tr>
<tr>
<td>511210</td>
<td>Meridian Knowledge Solutions, LLC</td>
<td>MKSL-GLMS-005G</td>
<td>Ad Hoc Server - Dedicated Instance - Goes with Platinum</td>
<td>$13,600.00</td>
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<td>Meridian Knowledge Solutions, LLC</td>
<td>MKSL-GLMS-008A</td>
<td>End User Support - 100 incidents</td>
<td>$3,750.13</td>
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<td>54151</td>
<td>Meridian Knowledge Solutions, LLC</td>
<td>MKSL-GLMS-008B</td>
<td>End User Support - Additional Units - Additional 100 incidents</td>
<td>$3,562.14</td>
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<tr>
<td>54151</td>
<td>Meridian Knowledge Solutions, LLC</td>
<td>MKSL-GLMS-001K</td>
<td>Meridian Global - Annual Maintenance</td>
<td>20% License Fee</td>
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<tr>
<td>611420</td>
<td>Meridian Knowledge Solutions, LLC</td>
<td>MKSL-GLMS-011A, MKSL-GLMS-011B, MKSL-GLMS-011C</td>
<td>Training - (Decision Point / Admin / Technical / End User) - 1 day</td>
<td>$2,250.08</td>
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<tr>
<td>611420</td>
<td>Mark43</td>
<td>MK43-TRN-O25</td>
<td>COTS Training - Officer – Per class up to 25 Students</td>
<td>$3,796.97</td>
</tr>
<tr>
<td>611420</td>
<td>Mark43</td>
<td>MK43-TRN-D25</td>
<td>COTS Training - Detective – Per class up to 25 Students</td>
<td>$3,796.97</td>
</tr>
<tr>
<td>611420</td>
<td>Mark43</td>
<td>MK43-TRN-SA25</td>
<td>COTS Training – System Administrator – Per class up to 25 Students</td>
<td>$3,796.97</td>
</tr>
<tr>
<td>611420</td>
<td>Mark43</td>
<td>MK43-TTRN-O25</td>
<td>COTS Training - Train the Trainer for Officers – Per class up to 25 Students</td>
<td>$3,796.97</td>
</tr>
<tr>
<td>611420</td>
<td>Mark43</td>
<td>MK43-TTRN-D25</td>
<td>COTS Training - Train the Trainer for Detectives – Per class up to 25 Students</td>
<td>$7,970.25</td>
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<tr>
<td>611420</td>
<td>Mark43</td>
<td>MK43-TTRN-SA25</td>
<td>COTS Training - Train the Trainer for System Administrators – Per class up to 25 Students</td>
<td>$7,970.25</td>
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<tr>
<td>611420</td>
<td>Mark43</td>
<td>MK43-TRN-ER10</td>
<td>COTS Training - Evidence and Records Clerks – Per class up to 10 Students</td>
<td>$7,970.25</td>
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</table>
COMMERCIAL JOB TITLES

CRITERIA FOR EXPERIENCE/EDUCATION SUBSTITUTIONS METHODOLOGY

Due to the availability or limitation of education, occasionally substitution of experience as referenced below for a professional labor type with additional years of experience will be provided to the Federal Agency when responding to their IT requirements and it is solely the acquiring agency’s determination, if the substitution is considered acceptable prior to an award.

Application Architect I

Minimum/General Experience:
2 year experience providing software architectural design.

Functional Responsibility:
Assist with the architectural guidance for major software initiatives and COTS implementation projects. Participate in development of architectural strategy, including technology standardization and modernization. Assist with the development of detailed documentation on system design and implementation. Assist with the development of design standards and guidelines. Assist with the evaluation, validation and testing and provide recommendations for new tools for enterprise management.

Minimum Education
Bachelor’s degree

Application Architect II

Minimum/General Experience:
6 years’ experience providing software architectural design.

Functional Responsibility:
Provide architectural guidance for major software initiatives and COTS implementation projects. Participate in development of architectural strategy, including technology standardization and modernization. Collaborates with more senior staff to develop detailed documentation on system design and implementation. Develop design standards and guidelines. Effectively collaborate with stakeholders to gain collective buy-in on architecture strategies. Evaluate, test and provide recommendations for new tools for enterprise management.

Minimum Education
Master’s degree

Application Architect III

Minimum/General Experience:
8 years’ experience providing software architectural design.

Functional Responsibility:
Provide architectural guidance for major software initiatives and COTS implementation projects. Works on complex problems/projects where analysis of situations or data requires an in-depth evaluation of multiple factors. With guidance, develops architectural strategy, including technology standardization and modernization. Provide detailed documentation on system design and implementation. Develop design standards and guidelines, and mentor other architects and engineers on best practices. Effectively collaborate with stakeholders to gain collective buy-in on architecture strategies. Evaluate, test and provide recommendations for new tools for enterprise management. Be a mentor for software engineers.

Minimum Education
Master’s degree
Application Developer I

Minimum/General Experience:
2 years’ experience providing software application development services.

Functional Responsibility:
Provides support encompassing some of the tasks necessary to assist in the management of software, systems, data files, databases, and interfaces from conception, planning, design, development, to maintenance, improvement, conversion, and implementation. Conducts studies related to information systems planning as well as the sizing and designing of computer systems on which new or existing software will operate. Evaluates software and tools and, analyze systems and software requirements. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Prepares the design of software tools and subsystems to support reuse, domain analysis and integration of software components. Enhances software to reduce operating time or improve efficiency.

Minimum Education
Bachelor’s degree

Application Developer II

Minimum/General Experience:
4 years’ experience providing software application development services.

Functional Responsibility:
With guidance, provides supports most tasks necessary to assist in the management of software, systems, data files, databases, and interfaces from conception, planning, design, development, to maintenance, improvement, conversion, and implementation. Conducts studies related to information systems planning as well as the sizing and designing of computer systems on which new or existing software will operate. Evaluates software and tools and, analyze systems and software requirements. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Prepares the design of software tools and subsystems to support reuse, domain analysis and integration of software components. Enhances software to reduce operating time or improve efficiency. Provides assistance to programmers to ensure program deadlines are met.

Minimum Education
Bachelor’s degree

Application Developer III

Minimum/General Experience:
6 years’ experience providing complex software application development services.

Functional Responsibility:
With minimal direction, applies experience and subject matter knowledge to perform the tasks necessary to assist in the management of software, systems, data files, databases, and interfaces from conception, planning, design, development, to maintenance, improvement, conversion, and implementation. Conducts studies related to information systems planning as well as the sizing and designing of computer systems on which new or existing software will operate. Evaluates software and tools and, analyze systems and software requirements. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Prepares the design of software tools and subsystems to support reuse, domain analysis and integration of software components. Enhances
software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

Minimum Education
Master’s Degree

**Computer Programmer**

Minimum/General Experience:
5 years of computer programming experience.

Functional Responsibility:
Under limited supervision, plan, develop, and implement new application code, maintain and enhance existing code of moderate complexity in order to further the overall goals of Visionary Integration Professionals and Clients. Consistently use and improve upon analytical and technical skills. Develop detailed internal and external design specifications of new application code. Maintain and enhance existing application code. Design, code, test, and implement programs and procedures. Ensure that program documentation is accurate and current. Act as a liaison to users by researching and analyzing requirements. Develop requirements for systems, programs, and procedures to solve complex business problems. Assist in research and evaluation of cost effective alternative technologies, methodologies, and procedures for implementing business solutions. Develop and maintain accurate project time estimates covering the life cycle of a project. Coordinate with user areas and operations staff in implementing programs, systems, and procedures. Assist in transferring knowledge to other programmer/analysts on a peer-to-peer or in a group setting.

Minimum Education
Associate degree

**Computer Systems Analyst I**

Minimum/General Experience:
2 years’ experience providing computer systems integration and analysis.

Functional Responsibility:
Plans and performs low to medium complexity engineering analysis, evaluation, design, integration, documentation, and implementation of low to medium complexity solutions that require a good knowledge of higher mathematics, scientific, and technical skills. Analyze system specifications and translate system requirements to task specifications. Writes, edits, and analyzes programs and processes including performance, diagnosis and troubleshooting of problem programs, and designing solutions to problematic programming. Writes, edits, and debugs computer programs, including necessary records and desired output. Document code consistently throughout the development process by listing a description of the program, special instructions, and any changes made in database tables on procedural, modular and database level. Maintain Client databases. Prepares and presentations and briefings.

Minimum Education
Bachelor’s degree

**Computer Systems Analyst II**

Minimum/General Experience:
8 years’ experience providing computer systems integration and analysis.

Functional Responsibility:
Plans and performs medium to high-level engineering analysis, evaluation, design, integration, documentation, and implementation of medium to complex solutions that require a strong knowledge of higher mathematics, scientific, and technical skills. Analyze system specifications and translate system requirements to task specifications. Writes, edits, and analyzes programs and processes including performance, diagnosis and troubleshooting of problem programs, and
designing solutions to problematic programming. Writes, edits, and debugs computer programs, including necessary records and desired output. Document code consistently throughout the development process by listing a description of the program, special instructions, and any changes made in database tables on procedural, modular and database level. Maintain Client databases. Prepares and may deliver presentations and briefings.

**Minimum Education**

Bachelor’s degree

**Computer Systems Analyst III**

**Minimum/General Experience:**

4 years’ experience providing computer systems integration and analysis.

**Functional Responsibility:**

Plans and performs high-level engineering analysis, evaluation, design, integration, documentation, and implementation of complex solutions that require a thorough knowledge of higher mathematics, scientific, and technical skills. Analyze system specifications and translate system requirements to task specifications. Writes, edits, and analyzes programs and processes including performance, diagnosis and troubleshooting of problem programs, and designing solutions to problematic programming. Writes, edits, and debugs computer programs, including necessary records and desired output. Document code consistently throughout the development process by listing a description of the program, special instructions, and any changes made in database tables on procedural, modular and database level. Maintain Client databases. Prepares and delivers presentations and briefings.

**Minimum Education**

Master’s degree

**Functional Information Technology Consultant – Level I**

**Minimum/General Experience:**

3 years’ experience providing support and/or guidance within a specific subject area or discipline similar to those described under functional responsibility

**Functional Responsibility:**

Provides task unique functional expertise necessary to interpret requirements, ensure responsiveness and achieve successful performance. Examples of functional areas may include – Computer Science, Engineering, Finance, Health Science, Management, Political Science & Government, or Social Science in a related IT or scientific field. Focuses on a specific functional area or areas, supplemented with a clear understanding of the business requirements and related issues. Supports the development of functional area strategies for enhanced operations in a cross-functional area mode throughout the organization. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks. May possess subject matter expertise and unique technical knowledge. Assists Information Technology consultants with analysis, evaluation and implementation of systems and other information technology tasks.

**Minimum Education**

Master’s degree

**Functional Information Technology Consultant – Level II**

**Minimum/General Experience:**

3 to 5 years’ experience providing technical guidance within a specific subject area or discipline similar to those described under functional responsibility.

**Functional Responsibility:**

Recognized for expertise across functional business areas within an organization. Utilizes technical area expertise to assess, select, manage and implement functional components to ensure that the technical solution solves the business problem as an
organic part of the organizations operational and functional baseline. Examples of functional areas may include – Computer Science, Engineering, Finance, Health Science, Management, Political Science & Government, or Social Science in a related IT or scientific field. Focuses on a specific functional area or areas, supplemented with a clear understanding of the business requirements and related issues. Works with area specialists to brief senior managers on industry best practices and provide guidance with regard to their industry. Provides direction for the determination and classification of information technology inadequacies and/or deficiencies that affect the functional areas ability to support/meet organizational goals. Supports the development of functional area strategies for enhanced operations in a cross-functional area mode throughout the organization. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education
Master’s degree

Functional Information Technology Consultant – Level III

Minimum/General Experience:
5 to 7 years’ experience providing technical leadership within a specific subject area or discipline, similar to those described under functional responsibility, and having knowledge and understanding of applicable technical concepts and practices.

Functional Responsibility:
Recognized for in-depth technical knowledge of a specific functional area, its related applications and interface technologies. Utilizes technical area expertise to assess the operational and/or technical baseline of an organization as specifically associated with the functional components. Examples of functional areas may include – Computer Science, Engineering, Finance, Health Science, Management, Political Science & Government, or Social Science in a related IT or scientific field. Supports the design and development of IT solutions to enhance operations in a cross-functional area mode throughout the organization. Works with information technology professionals to provide insight and advice to senior managers concerning the strategic direction and applicability of enterprise-based products. Takes a lead role in contributing to the development of standards and best practices surrounding the use of enterprise IT productions and applications. Provides insight in to the determination of technical inadequacies and/or deficiencies that affect the functional areas ability to support/meet organizational goals. Develops functional area IT solutions using various industry products and technologies. Engages in problem solving across multiple technologies often needs to develop new methods to apply to the situation.

Minimum Education
Master’s degree

Functional Information Technology Consultant – Level IV

Minimum/General Experience:
7 to 10 years’ experience providing technical expertise within a specific subject area or discipline similar to those described under functional responsibility.

Functional Responsibility:
Recognized for understanding and communicating common best practices for the industry. Utilizes a knowledge base to create conceptual business models and to point out relevant issues and considerations in the selection of a solution, such as those provided by ERP vendors. Assesses the operational and functional baseline of an organization and its organizational components, and helps to define the direction and strategy for an engagement while ensuring the organizational needs are being addressed. Examples of the functional areas may include – Computer Science, Engineering, Finance, Health Science, Management, Political Science & Government, or Social Science in a related IT or scientific field. Works with senior managers to provide industry vision and guidance with regard to their industry. Leads the determination and classification of information technology inadequacies and/or deficiencies that affect the functional areas ability to support/meet organizational goals. Supports the development of functional area strategies for enhanced operations in a cross-functional area mode throughout the organization. Provides work direction and guidance to other personnel; ensures accuracy of the work of other personnel, operates under deadlines, able to work on multiple tasks.

Minimum Education
Master’s degree
Functional Information Technology Consultant – Level V

Minimum/General Experience:

10+ years’ experience providing technical expertise within a specific subject area or discipline similar to those described under functional responsibility.

Functional Responsibility:

Recognized for strong expertise in industry issues and trends. Utilizes functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas may include – Computer Science, Engineering, Finance, Health Science, Management, Political Science & Government, or Social Science in a related IT or scientific field. Works with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Guide the determination of information technology inadequacies and/or deficiencies that affect the functional areas ability to support/meet organizational goals. Generates functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participates in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products resulting from implementation, such as ERP. Provides task unique functional expertise necessary to interpret requirements, ensure responsiveness and achieve successful performance. Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.

Minimum Education

Master’s degree

Principal IT Reengineering Analyst

Minimum/General Experience:

Minimum of 12 years of business process reengineering experience with three years’ experience within the last five years in the analysis, design/redesign, development, integration, and implementation of large scale business processes/systems.

Experience in analysis, design and development of large business information systems is required.

Functional Responsibility:

Responsible for leading and/or coordinating the evaluation and redesign of current business processes to ensure effective and efficient use of business information technology and resources, and improve process performance. Recommends and designs cost effective strategies for use of system technology to meet Client information goals and objectives. Working knowledge of the basic principles of business process and engineering disciplines. Perform research, analysis, and evaluation of existing business processes and procedures identifying problems and developing solutions that achieve optimum performance and cost effectiveness.

Minimum Education

Bachelor’s degree

Principal Systems Engineer/Architect

Minimum/General Experience:

7 years’ experience in information technology systems analysis and architecture.

Functional Responsibility:

Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise wide strategic systems planning, business information planning, and business analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Applies reverse engineering and reengineering disciplines to develop migration strategies and planning documents. Provides technical guidance in software engineering techniques and automated support tools. Applies
business process improvement practices to reengineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Experience in full lifecycle software design, development, evaluation, enhancement, maintenance, testing, or problem diagnosis/ resolution. The Principal Systems Engineer/Architect will bring process modeling, process simulation, business process re-design, and performance measuring expertise to support large scale implementations or systems integration efforts.

**Minimum Education**

Master’s degree

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**Project Manager I**

**Minimum/General Experience:**

4 years’ experience providing project management services.

**Functional Responsibility:**

Serves as the Project Manager for small to medium scope order(s). Works with Client contract personnel, management personnel and Client representatives. Responsible for the overall management of specific order(s) and ensures that the technical solutions and schedules are implemented in a timely manner and within budget. Performs enterprise wide system lifecycle, architecture, and interface planning. Organizes, directs and coordinates the planning and production of project activities associated with one assigned project. Analyzes project impact(s) of missed opportunities, scope changes, and organizational change management. Reviews and tracks program/project performance metrics.

**Minimum Education**

Bachelor’s degree

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**Project Manager II**

**Minimum/General Experience:**

6 years’ experience providing project management services.

**Functional Responsibility:**

Serves as the Project Manager for medium to complex scope order(s). Works with Client contract personnel, management personnel and Client representatives. Responsible for the overall management of specific order(s) and ensures that the technical solutions and schedules are implemented in a timely manner and within budget. Performs enterprise wide system lifecycle, architecture, and interface planning. Organizes, directs and coordinates the planning and production of project activities associated with one to several assigned projects. Analyzes project impact(s) of missed opportunities, scope changes, and organizational change management. Reviews and tracks program/project performance metrics.

**Minimum Education**

Master’s degree

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**Project Manager III**

**Minimum/General Experience:**

8 years’ experience providing project management services.

**Functional Responsibility:**

Serves as the Project Manager for a large, complex order(s). Works with Client contract personnel, management personnel and Client representatives. Responsible for the overall management of specific order(s) and ensures that the technical solutions and schedules are implemented in a timely manner and within budget. Performs enterprise wide system lifecycle, architecture, and interface planning. Organizes, directs and coordinates the planning and production of project activities
associated with multiple assigned projects. Analyzes project impact(s) of missed opportunities, scope changes, and organizational change management. Reviews and tracks program/project performance metrics.

**Minimum Education**
Master’s degree and PMP Certification

**QA/QC Specialist I**

**Minimum/General Experience:**
2 year experience providing quality assurance and quality control technical consulting services.

**Functional Responsibility:**
Demonstrates moderate experience in performing quality assurance and quality control of product and management processes. Moderate experience in quality control verification and validation, and product testing validation. Assists in the application of jurisdictional regulations, manuals, and standards relating to quality assurance. Assists with the development, monitoring, evaluation and implementation of quality assurance plans and systems, key performance-based system metrics, and assists with formal and informal reviews. Maintains the level of quality throughout the project life cycle. Assists with formal and informal quality reviews at pre-determined points throughout the project life cycle.

**Minimum Education**
Bachelor’s degree

**QA/QC Specialist II**

**Minimum/General Experience:**
4 years’ experience providing quality assurance and quality control technical consulting services.

**Functional Responsibility:**
Demonstrates strong experience in performing quality assurance and quality control of product and management processes. Strong experience in quality control verification and validation, and product testing validation. Applies jurisdictional regulations, manuals, and standards relating to quality assurance. Develops, monitors, evaluates and implements quality assurance plans and systems, key performance-based system metrics, and conducts formal and informal reviews. Maintains the level of quality throughout the project life cycle. Conducts formal and informal quality reviews at pre-determined points throughout the project life cycle. May provide technical and administrative guidance and assistance for personnel performing software development tasks. May include the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Makes recommendations for approval of systems installations. Assists with the preparation of milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Minimum Education**
Bachelor’s degree

**QA/QC Specialist III**

**Minimum/General Experience:**
7 years’ experience providing quality assurance and quality control technical consulting services.

**Functional Responsibility:**
Demonstrates expert experience in performing quality assurance and quality control of product and management processes. Expert level experience in quality control verification and validation, and product testing validation. Applies jurisdictional regulations, manuals, and standards relating to quality assurance. Develops, monitors, evaluates and implements quality assurance plans and systems, key performance-based system metrics, and conducts formal and informal reviews. Maintains the level of quality throughout the project life cycle. Conducts formal and informal quality reviews at pre-determined points throughout the project life cycle. Provides technical and administrative direction for
personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Makes recommendations for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives.

**Minimum Education**
Bachelor’s degree

### Senior IT Reengineering Analyst

**Minimum/General Experience:**
8 years' experience in the information systems field, including system analysis, business process design, development and implementation of business application solutions.

Experience in analysis, design and development of large business information systems is required.

**Functional Responsibility:**
Responsible for leading and/or coordinating the evaluation and redesign of current business processes to ensure effective and efficient use of business information technology and resources, and improve process performance. Recommends and designs cost effective strategies for use of system technology to meet Client information goals and objectives. Working knowledge of the basic principles of business process and engineering disciplines. Perform research, analysis, and evaluation of existing business processes and procedures identifying problems and developing solutions that achieve optimum performance and cost effectiveness.

**Minimum Education**
Bachelor’s degree

### Software Testing Engineer

**Minimum/General Experience:**
4 years’ experience providing testing services in a complex Client environment.

**Functional Responsibility:**
Works with technical staff to understand problems with software and resolve them. Resolves customer complaints with software and responds to suggestions for improvements and enhancements. Performs process and/or data modeling in support of the planning and analysis efforts using both manual and automated tools. Translates design into software. Responsible for testing and analysis of all elements of the network facilities; including power, software, communications machinery/devices, lines, modems and terminals. Responsible for the installation, configuration, and maintenance of operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review.

**Minimum Education**
Bachelor’s degree

### Software Trainer

**Minimum/General Experience:**
4 years’ experience providing professional training services in a complex Client environment.

**Functional Responsibility:**
Trains personnel by conducting formal classroom courses, workshops, seminars and/or computer-based or aided training. Coordinates for additional subject matter experts to participate in training as needed. Train software applications to system administrators and software end users. Provide train-the-trainer services as required. Assists in the development of formal classroom materials including instructor and student materials.

**Minimum Education**
Bachelor’s degree

Sr. Technical Documentation Specialist
Minimum/General Experience:
7 years’ experience providing professional software documentation consulting services.
Functional Responsibility:
Acquire information through research, hands-on software testing, and interviews with subject matter experts and end users. Organizes information for preparation of technical user manuals, application training materials, application installation guides, IT proposals, and reports of a technical nature. Translates complex technical content into easy readable text, graphs, charts, and tables. Studies technical drawings, specifications, and application mockups to integrate and delineate technology, operating procedure, and configuration management sequence. Develops/Edits functional descriptions, system specifications, user manuals, online documentation, application training manuals, application installation guides, special reports, and other customer deliverables and documents. Reviews materials and recommend revisions or changes in scope, format, content, and methods of reproduction and binding.
Minimum Education
Bachelor’s degree

Sr. Quality Analyst
Minimum/General Experience:
10 years’ experience providing professional technical quality assurance services.
Functional Responsibility:
Provide quality assurance professional services for Client projects and programs. Plan and execute functional, performance and stress testing on applications and systems using automation and manual testing. Maintain an understanding of leading tools and technologies for development of mission critical web, database and related applications. Lead the development of SQA Test Plans, Test Procedures, SQA lab standards and tool requirements. Identify opportunities for process improvements that streamline development activities while minimizing risk. Mentor other team members in testing processes and testing tools in order to execute Test Plans as required. May supervise other Quality Assurance staff.
Minimum Education
Bachelor’s degree

Web Designer I
Minimum/General Experience:
2 year experience providing professional web site design services.
Functional Responsibility:
Provide a full range of web design services including web site design, wireframe design, cascading style sheet (CSS) development, Adobe Flash design and development, style guide/policy development, graphics/art production, and usability consulting. Work with cross-functional teams to conceptualize, design, and validate desktop and web-based User Interfaces. Assess and recommend usability improvements for existing applications, integrate existing application interfaces with new concepts and designs, create user interface documentation including task analysis, wireframes, and interaction requirements. Create and maintain application style guides. Modify existing or develop new Adobe Flash interactive elements such as interactive timelines. Modify existing or develop new designs and layouts using Adobe Photoshop. Modify existing or develop new cascading style sheets (CSS) that do not use table-based layouts. Provide online courseware design and development in HTML. Design logos or other branding elements for applications, websites or information technology services. This is an entry to mid-level position with experience in the aforementioned skills.
Minimum Education
Bachelor’s degree

Web Designer II

Minimum/General Experience:
4 years’ experience providing professional web site design services.

Functional Responsibility:
Provide a full range of web design services including web site design, wireframe design, cascading style sheet (CSS) development, Adobe Flash design and development, style guide/policy development, graphics/art production, and usability consulting. Work with cross-functional teams to conceptualize, design, and validate desktop and web-based User Interfaces. Assess and recommend usability improvements for existing applications, integrate existing application interfaces with new concepts and designs, create user interface documentation including task analysis, wireframes, and interaction requirements. Create and maintain application style guides. Modify existing or develop new Adobe Flash interactive elements such as interactive timelines. Modify existing or develop new designs and layouts using Adobe Photoshop. Modify existing or develop new cascading style sheets (CSS) that do not use table-based layouts. Provide online courseware design and development in HTML. Design logos or other branding elements for applications, websites or information technology services. This is mid-level position with strong experience in the aforementioned skills. This position may or may not supervise other Web Designers.

Minimum Education
Bachelor’s degree

Web Designer III

Minimum/General Experience:
6 years’ experience providing professional web site design services.

Functional Responsibility:
Provide a full range of web design services including web site design, wireframe design, cascading style sheet (CSS) development, Adobe Flash design and development, style guide/policy development, graphics/art production, and usability consulting. Work with cross-functional teams to conceptualize, design, and validate desktop and web-based User Interfaces. Assess and recommend usability improvements for existing applications, integrate existing application interfaces with new concepts and designs, create user interface documentation including task analysis, wireframes, and interaction requirements. Create and maintain application style guides. Modify existing or develop new Adobe Flash interactive elements such as interactive timelines. Modify existing or develop new designs and layouts using Adobe Photoshop. Modify existing or develop new cascading style sheets (CSS) that do not use table-based layouts. Provide online courseware design and development in HTML. Design logos or other branding elements for applications, websites or information technology services. This is senior level position with expert experience in the aforementioned skills. This position may supervise other Web Designers as required by the engagement.

Minimum Education
Bachelor’s degree
<table>
<thead>
<tr>
<th>Labor Category</th>
<th>GSA Hourly Rates</th>
<th>Effective 2020</th>
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<td>Application Architect I</td>
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<td>Application Architect II</td>
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<td>Principal Systems Engineer/Architect</td>
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<td>Project Manager II</td>
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<td>Senior IT Reengineering Analyst</td>
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DESCRIPTION OF ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES

OpenSesame offers a 5,000+ course content subscription that is capable of seamless integration with client Learning Management Systems.

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<tr>
<th>SIN #</th>
<th>Manufacturer / Supplier</th>
<th>Dealer Part #</th>
<th>Product Name/ Description</th>
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<td>OpenSesame Inc.</td>
<td>OS+ Tier 1</td>
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<td>OS+ Tier 4</td>
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*Please contact contractor if more than 10,000 users are required for OpenSesame