AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST
MULTIPLE AWARD SCHEDULE

PRICELIST EFFECTIVE DATE APRIL 27, 2022

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address for GSA Advantage!® is: www.gsaadvantage.gov.

Prices Shown Herein are Net (discounts applied).

811212  Computer and Office Machine Repair and Maintenance
33411  Purchasing of New Electronic Equipment
518210C  Cloud and Cloud Related IT Professional Services
54151S  Information Technology Professional Services

CONTRACT 47QTCA21D007U  TAX ID: 61-1271313

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

Period Covered: April 2, 2021 to April 1, 2026

Strategic Communications, LLC
Small Disadvantaged Business, Woman Owned Business, Asian-Pacific American Owned
310 Evergreen Road, Louisville, KY, 40243
Phone: (502) 493-7234  Fax: (502) 657-6512  www.yourstrategic.com
1a. Awarded Special Item Numbers

- **811212** Computer and Office Machine Repair and Maintenance
- **33411** Purchasing of New Electronic Equipment
- **518210C** Cloud and Cloud Related IT Professional Services
- **54151S** Information Technology Professional Services

1c. Order Instructions

The following chart reflects all agreed upon pricing, whether accepted as proposed or negotiated. The data also includes other proposed or negotiated discounts, e.g. volume discounts, prompt payment terms, etc. Strategic Communications, LLC understands that the Industrial Funding Fee must be set aside for remittance to GSA on a quarterly basis.

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<th>SIN/SIN(s) Proposed*</th>
<th>Service Proposed (e.g. Job Title/Task)*</th>
<th>Minimum Education</th>
<th>Minimum Years of Experience (cannot be a range)</th>
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Labor Category Descriptions

**Information System Security Engineer** Under general supervision, develops information systems assurance programs and control guidelines, assists in resolving technical problems, priorities, and methods.

**LAN Designer** Under direct supervision will install, configure, and support an organization’s local area network (LAN), wide area network (WAN), Agency Internet Network (AIN), Intranet and Internet, and other data communications systems or a segment of a network system; maintain network hardware and software; monitors network to ensure network availability to all system users and perform necessary maintenance to support network availability; provides support to projects that involve networks; and provides support in the translation of business requirements into telecommunications (e.g., LAN, MAN, WAN, Voice, and Video) requirements, designs, and orders.

**Operations Manager** Oversees the operational planning, establishment, execution, and evaluation of a program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.

**PC Support Specialist** Under general supervision, performs analytical, technical and administrative work in the planning, design and installation of new and existing personal computer systems. Works on moderately complex applications. Confers with end users to determine types of hardware and software required. Writes programs to fulfill requirements or selects appropriate off-the-shelf software and modifies to suit. May maintain or utilize telecommunications protocols. Installs new hardware and maintains existing hardware. Trains end users in use of equipment and software.

**Program Manager** Under indirect supervision, oversees the operational planning, establishment, execution, and evaluation of a multifaceted program/project typically consisting of a set of closely related subprograms or associated activities. Oversees fiscal, operational, administrative, and human resources management of the program; seeks and develops outside funding sources, serves as principal point of representation and liaison with external constituencies on operational matters, and provides day-to-day technical/professional guidance and leadership as appropriate to the area of expertise.

**Project Manager II** Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

**Project Manager / Architect - Senior** Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the
project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

**System / Network Administrator**  
Under general supervision, responsible for the acquisition, installation, maintenance, and usage of the organization's local area network. Manages network performance and maintains network security. Ensures that security procedures are implemented and enforced. Installs all network software. Evaluates, develops and maintains telecommunications systems. Troubleshoots network problems. Establishes and implements network policies, procedures, and standards and ensures their conformance with information systems and organization objectives. Trains users on network operation. Frequently reports to a PC support manager or Senior Network Administrator.

**Systems Engineer IV**  
Under general supervision, performs high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a thorough knowledge of administrative and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration.

**Systems Engineer III**  
Under general supervision, performs high-level systems analysis, evaluation, design, integration, documentation, and implementation of very complex application that require a thorough knowledge of administrative and technical skills. Directs and participates in all phases of system development with emphasis on planning, analysis, evaluation, integration, testing and acceptance phases (IV&V and DT&E). Applies higher-level business or technical principles and methods to very difficult technical problems to arrive at automated engineering solution.

**Web Systems Architect**  
Under general supervision, designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group’s efforts to enhance the look and feel of the organization’s online offerings. Designs the website to support the organization’s strategies and goals relative to external communications. Develops applications based on current, new, and future net-based applications. Requires significant graphics and design experience as well as HTML knowledge.

**Applications Programmer**  
Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Designs, codes, tests, debugs and documents.

**Applications Systems Analyst/Programmer - Intermediate**  
Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, documents, and maintains those programs. Competent to work on most phases of applications systems analysis and programming activities, but requires instruction and guidance in other phases.

**Applications Systems Analyst/Programmer - Senior**  
Oversees Applications systems analysts and specialize in creating and implementing applications for functional programs or business initiatives. Oversees a troubleshooting team for software and hardware issues, conducting testing on systems and
documenting the results, and managing the implementation of installations and upgrades. Maintains a knowledge management system of work procedure and change management.

**Client/Server Database Manager** Projects long-range requirements for client/server database administration in conjunction with other managers in the information systems function as well as business function managers. Prepares activity and progress reports regarding the client/server database management section.

**Client/Server Network Architect** Top-level technical expert responsible for design and development of a client/server environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access, and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.

**Client/Server Support Analyst** Under general supervision, assists with personal computer operating systems software and communication system software. Designs, tests, and maintains personal computer systems. Responsible for analyzing and solving personal computer-related problems. Responsible for security, integrity, and reliability of personal computer systems. Tests and integrates new hardware, systems and modifications to existing equipment and systems. Performs research/investigations, analysis, design, testing, and installation of supported hardware and software. Schedules installation of new hardware and software and modifications to existing systems. Monitors performance of hardware and its capacity in all assigned locations. Recommends and implements enhancements to existing hardware and systems.

**Communications Analyst - Intermediate** Under general supervision, assists Senior Level Communications Analyst or Department Manager in the planning, design, and implementation of communications networks. Responsible for providing assistance and technical support for network design activities. Assists in the review/assessment of user needs. May conduct feasibility studies for projects. May assist in the evaluation and selection of equipment. Typically requires two to four years experience in telecommunications with particular emphasis in traffic engineering and network design. Frequently reports to Data/Voice Communications Management or Internal Communications Systems Consultant.

**Communications Analyst - Senior** Under general direction, assists in the planning, design, and implementation of communications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs. Conducts feasibility studies for large projects, develops requests for proposal, evaluates vendor products, and makes recommendations on selection. May function as lead position providing guidance and training to less-experienced analysts. Typically requires at least five years of experience in telecommunications with strong emphasis in network design, traffic engineering, equipment vendors, and carriers. Frequently reports to a Data/Voice Communications Manager or Internal Communications Systems Consultant.

**Communications Facility Engineer** Provides technical direction and engineering knowledge for communications systems infrastructure activities, including planning, designing, and implementing communications infrastructure requirements for buildings and systems. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards.

**Data Architect** Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which
includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Develops data warehousing blueprints, evaluating hardware and software platforms, and integrating systems.

Evaluates reusability of current data for additional analyses. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

**Data Security Administration Manager** Directs and implements the necessary controls and procedures to cost-effectively protect information systems assets from intentional or inadvertent modification, disclosure, or destruction. Provides guidance and direction for the physical protection of information systems assets to other functional units. Provides reports to superiors regarding effectiveness of data security and makes recommendations for the adoption of new procedures. Assigns work to subordinates, monitors performance, and conducts performance appraisals. Interviews and makes recommendations for additional staff.

**Data Security Analyst - Intermediate** Under general supervision, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Conducts accurate evaluation of the level of security required. Provides management with status reports. Frequently reports to a Data Security Administration Manager.

**Data Security Analyst – Senior** Under general direction, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. May require familiarity with domain structures, user authentication, and digital signatures. Conducts accurate evaluation of the level of security required. May require understanding of firewall theory and configuration. Must be able to weigh business needs against security concerns and articulate issues to management.

**Data Warehousing Administrator** Coordinates the data administration technical function for both data warehouse development and maintenance. Plans and oversees the technical transitions between development, testing, and production phases of the workplace. Facilitates change control, problem management, and communication among data architects, programmers, analysts and engineers. Establishes and enforces processes to ensure a consistent, well-managed and well-integrated data warehouse infrastructure.

**Data Warehousing Analyst** Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Reviews data loaded into the data warehouse for accuracy. Responsible for the development, maintenance and support of an enterprise data warehouse system and corresponding data marts. Troubleshoots and tunes existing data warehouse applications. Conducts research into new data warehouse applications and determines viability for adoption. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporates existing subject areas into an enterprise model. Creates new or enhanced components of the data warehouse.

**Data Warehousing Programmer** Responsible for product support and maintenance of the data warehouse. Performs data warehouse design and construction. Codes and documents scripts and stored procedures. Designs/implements data strategy methods. Develops appropriate programs and systems.
documentation. Assists with Meta data repository management. Prepares/impliments data verification and testing methods for the data warehouse. Creates index and view scripts. Requires two years experience in the field.

**Data Warehousing Project Manager**  Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Responsible for leading data warehouse team in development and enhancements of the data warehouse user interface. Establishes user requirements. Creates new standards and procedures related to end user and internal interface development. Works with Data Architect on technical issues and system architecture definition. Translates high-level work plans and converts to detailed assignments for team members. Monitors status of assignments and reviews work for completion and quality. Typically requires more than five years of experience.

**Database Administrator**  Participates in the design, creation, and maintenance of computerized databases. Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company needs. Consults with and advises users on access to various databases. Works directly with users to resolve data conflicts and inappropriate data usage. Directs the maintenance and use of the corporate data dictionary. Typically requires two to four years of experience.

**Database Analyst/Programmer - Intermediate**  Under general supervision, designs, implements and maintains moderately complex databases. Maintains database dictionaries and integration of systems through database design. Competent to work on most phases of database administration but may require some instruction and guidance in other phases. Requires two years experience in the field.

**Database Analyst/Programmer - Senior**  Under general direction, designs, implements and maintains complex database with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures and integration of systems through database design. Competent to work at the highest level of all phases of database management. Requires three years experience in the field.

**Disaster Recovery Administrator**  Under general supervision, responsible for the overall security and integrity of organizational electronic data, data systems, and data networks. Designs and administers programs to include policies, standards, guidelines, training programs, and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems, and data networks to ensure that the integrity and security of all electronic data and data systems are adequately protected. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for ensuring the business resumption plan adequately addresses the organization’s requirements and established time frames. Responsible for day-to-day security administration of the organization’s data systems and data networks including systems access administration. Typically requires five or more years of experience in disaster recovery/business resumption planning.

**Disaster Recovery Analyst**  Responsible for security and integrity of assigned electronic data, data systems, and data networks. Designs and administers programs to include policies, standards, guidelines, training programs and a viable quality assurance process for disaster recovery. Oversees and reviews the testing and implementation of software, data systems and data networks to insure that the integrity and
security of all electronic data and data systems are adequately protected. Oversees and facilitates the preparation of an organization-wide business resumption plan. Responsible for insuring the business resumption plan adequately addresses the organization's requirements and established time frames. Requires five years experience in the field.

**Documentation Specialist - Intermediate**  
Under general supervision, prepares and/or maintains systems, programming, and operations documentation, including user manuals. Maintains a current internal documentation library. Competent to work on most phases of documentation.

**Engineering Subject Matter Specialist**  
Provides technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems that necessitate high-level knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, modeling, simulation, testing, integration, documentation and presentation phases.

**Help Desk Coordinator - Senior**  
Under general direction, responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Requires experience and understanding of MIS environment. Typically involves use of problem management database and help desk system. May provide guidance/training for less-experienced personnel.

**Help Desk Manager**  
Has overall responsibility for help desk operations associated with the identification, prioritization and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Requires 3 years experience in the field.

**Help Desk Support Services Specialist - Senior**  
Under general direction, provides second-tier support to end users for either PC, server, or mainframe applications and hardware. Handles problems that the first-tier of help desk support is unable to resolve. May interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Maintains currency and highest level of technical skill in field of expertise.

**Information Assurance Development Engineer**  
Responsible for developing and modifying source code for software applications. These applications are aimed at aiding customers with computer tasks or programs. Developing software solutions to meet customer needs. Creating and implementing the source code of new applications. Testing source code and debugging code. Evaluating existing applications and performing updates and modifications. Developing technical handbooks to represent the design and code of new applications.

**Information Assurance Engineer**  
Establishes and satisfies complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Supports customers at the highest levels in the development and implementation of doctrine and policies. Applies know-how to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures.
Information Assurance Network Specialist  Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Designs, develops, engineers, and implements solutions that meet network security requirements. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.

Information Assurance Systems/Network Specialist  Installs, configures and maintains organization's operating systems. Analyzes and resolves problems associated with server hardware, applications software. Detects, diagnoses, and reports related problems on both server and desktop systems. Performs a wide variety of tasks in software/hardware maintenance and operational support of Server systems.

Information Security Business Analyst  Determines enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure.

Information Services Consultant  Top-level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including hardware, software, databases, and peripherals. Requires high level of diverse technical experience related to studying and analyzing systems needs, systems development, systems process analysis, design, and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically requires specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

LAN Administrator - Senior  Under general direction, responsible for administration and day-to-day operation of organization’s local area network (LAN). Provides integrated team support and maintenance of LAN hardware and software. Maintains integrity of the LAN hardware and software. Installs LAN software upgrades, including planning and scheduling, testing and coordination. Studies vendor products to determine those which best meet organization needs; assists in presentation of information to management resulting in purchase, and installation of hardware, software, and telecommunications equipment. Performs LAN security procedures, including implementing login requests. Evaluates new products and technologies to determine impact on existing system configurations. Prepares proposals, cost/benefit analyses, and feasibility studies. Provides liaison support between the PC/LAN team, vendors and internal support group as needed. Typically requires five to seven years of experience. Frequently reports to an information systems executive.

LAN/WAN Integrator  Responsible for the overall integration of the enterprise-wide network including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN. Is typically a top-level technical contributor with advanced knowledge and experience in the area of local and wide area networking, communications, and related hardware/software. Maintains high level of technical expertise and studies vendor products to determine those which best meet organization needs. Presents information to management, which may result in the purchase and installation of hardware, software, and telecommunications equipment. Recommends network security procedures and policies. Knowledgeable in a multi-platform operating environment. May work with Voice and/or Data Communications Analysts.

Network Engineer - Senior  Under general direction, manages the purchase, installation, and support of network communications, including LAN/WAN systems. Responsible for evaluating current systems. Works on complex problems where analysis of situation requires in-depth evaluation of various factors.
Plans large-scale systems projects through vendor comparison and cost studies. Provides work leadership and training to lower level network engineers. Requires expert knowledge of LAN/WAN systems, networks, and applications. Typically requires at least five years of experience.

**Network Planning Manager**  
Responsible for long-term strategic planning to ensure network capacity meets current and future network requirements including planning for remote hardware and communications facilities, development and implementation of methodologies for system analysis, installation, and support. Defines and develops methodology to ensure compatibility of all software and hardware products at each facility. Provides ongoing coordination in the analysis, acquisition, and installation of remote hardware and software. May supervise Network Planning Analysts. Typically requires six to eight years of experience. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.

**Network Systems Administrator**  
Provides system administration of Network, Web, and/or communication systems, including Local Area Network (LAN) and Wide Area Network (WAN) systems, involving network security. Prepares technical implementation plans that provide integrated solutions including actions, milestones, timelines and critical paths required for complete solutions.

**Network Systems Manager**  
Supervises all personnel engaged in the operation and support of network facilities, including all communications equipment in large scale or multi-shift operations. Supervises complex operations that involve two or more additional functions such as, but not limited to, network operations, systems security, systems software support, and production support activities.

**Network/Hardware Support Technician**  
Monitors and responds to hardware, software, and network problems. Provides the routine testing and analysis of all elements of the network facilities (including power, software, communications machinery, lines, modems, and terminals). Monitors and controls the performance and status of the network resources.

**Operations Manager - Data Communications**  
Manages all aspects of the daily operation for data network(s) in either a standalone data network environment in a voice and data separated network environment. Develops project plans for the implementation of new telecommunications technology and systems. Directs technical analysis of complex software, hardware, and transmission systems. Coordinates with vendors involved in providing communication activities.

**Operations Manager - Voice Communications**  
Manages all aspects of the daily operation for voice network(s) in either a standalone voice network OR in a voice and data separated network environment. Develops project plans for the implementation of new telecommunications technology and systems. Directs technical analysis of complex software, hardware, and transmission systems.

**Operations/Technical Support Manager**  
Responsible for all activities relating to technical guidance for planning, directing, and monitoring information systems operations. Plans and recommends machine modifications or additional equipment to increase the capacity of the system. Prepares operational cost estimates for current and proposed projects. Evaluates vendor proposals for purchases of hardware. May manage related outsourcing contracts and service levels. Directs compilation of records and reports concerning production, machine malfunctioning, and maintenance. May advise or consult on organizational, procedural, and workflow plans, methods, and procedures analysis. Analyzes the results of workflow plans, monitors the operating system(s) and recommends changes to improve processing and utilization. May have departmental staff responsibility. Frequently reports to an Information Systems Operations Manager or Director of Information Systems Operations.
**Project Engineer** Manages long-term IT engineering projects. Performs engineering design evaluations and works to complete projects within budget and scheduling restraints. Develops, implements, and monitors information systems policies and controls to ensure data accuracy, security, and regulatory compliance. Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to determine and address problems.

**Project Manager - Senior** Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Defines project scope and objectives. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.

**Site Manager** Provides applications systems analysis and programming activities for a Government site, facility or multiple locations. Prepares long and short-range plans for application selection, systems development, systems maintenance, and production activities and for necessary support resources.

**Software Architect** Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in the design of highly complex software systems. Acts as highest-level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

**Software Developer - Intermediate** Under general supervision, develops codes, tests, and debugs new software or enhancements to existing software. Has good understanding of business applications. 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. May assist in development of software user manuals. Requires two years experience in the field.

**Software Developer - Senior** Under general direction, participates as high-level technical expert in design development, coding, testing, and debugging new software or significant enhancements to existing software. Works with technical staff to understand problems with software and develops specifications to resolve them. Resolves customer complaints and responds to suggestions for improvements and enhancements. Participates in the development of software user manuals. May act as team leader on less complex projects. Assists in training less experienced software development staff. Requires five years experience in the field.

**Software Systems Engineer - Intermediate** Under general supervision, works from specifications to develop or modify moderately complex software programming applications. Assists with design, coding, benchmark testing, debugging, and documentation of programs. Applications generally deal with utility programs, position control language, macros, subroutines, and other control modules. Competent to work on most phases of software systems programming applications, but requires instruction and guidance in other phases.

**Software Systems Engineer - Senior** Under general direction, formulates and defines specifications for complex operating software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs,
and documents those programs. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Competent to work at this highest technical level on all phases of software systems programming applications. May have responsibility for the evaluation of new and existing software products. May assist other systems programmers to effectively utilize the system’s technical software.

**Systems Administrator - Intermediate** Under general supervision, responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels.

Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions. Ensures data/media recoverability by implementing a schedule of system backups and database archive operations. Supports media management through internal methods and procedures or through offsite storage and retrieval services. Develops and promotes standard operating procedures. Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

**Systems Administrator - Senior** Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

**Systems Engineer** Performs a variety of systems engineering tasks and activities that are broad in nature and are concerned with major systems design, integration, and implementation, including personnel, hardware, software, budgetary, and support facilities and/or equipment. Provides quality assurance review and the evaluation of new and existing software products.

**Technical Editor** Responsible for content of technical documentation. Checks author’s document for spelling, grammar and content problems (e.g., missing instructions or sections; redundant or unnecessary sections). Accuracy of content may fall under this position or the programmer, depending on the expertise of the editor. Ensures that documents follow the style laid out in the organization’s style guide. May also be responsible for maintaining the style guide. Suggests revisions to the style guide as appropriate. Editor is often a technical writer who has moved to this position. Note: This description is for a technical editor in a large software house or an editor in a technical lab, which produces papers for publication. Newsletter, newspaper, or magazine editors should not be matched to this position.

**Technical Writer** Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. Coordinates the display of graphics and the production of the document.

**Telecommunications Engineer/Analyst - Intermediate** Under general supervision, responsible for moderately complex engineering and/or analytical activities associated with one or more technical...
areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Typically requires two to four years of technical telecom experience.

**Telecommunications Engineer/Analyst - Senior** Under general direction, responsible for complex engineering and/or analytical tasks and activities associated with one or more technical areas within the telecom function such as, but not limited to, network design, engineering, implementation, or operations/user support. Typically requires six to eight years of technical telecom experience.

**Telecommunications Manager** A single incumbent position with broad management responsibility for all areas of the telecommunications function. Manages and coordinates the day-to-day planning, design, operations, and maintenance of the telecommunications voice and/or data networks including client server support consistent with customer needs, organization objectives, and technological resources. Responsible for telecommunications strategic and tactical planning. Coordinates with customers, vendors, and corporate management. Responsible for department resource allocation. May be responsible for billing systems. Interfaces with Senior/Executive Management to coordinate telecommunications plans with organization’s business plan.

**UNIX Systems Administrator** Responsible for the installation, configuration, and maintenance of UNIX operating systems. Recognizes and troubleshoots problems with server hardware and applications software. Establishes and documents standards and procedures for management review. Requires extensive knowledge of computer operations and familiarity with shell and kernel programming. Typically requires two to four years of experience.

**Voice Communications Manager - Planning & Implementation** Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation, and support of voice communications systems. Provides coordination in the analysis, acquisition, and installation of remote hardware and software. Interfaces with internal and external customers and vendors to determine system needs. Manages the training and efforts of a staff responsible for system and network planning and analysis activities. May include billing/chargeback responsibilities. Typically requires at least eight to ten years of experience in software/hardware voice network design and analysis usually in a telephone operating organization. Frequently reports to a Telecommunications Department Director/Manager or Planning and Engineering Manager.

**Web Content Administrator** Responsible for developing and providing content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision making. Responsible for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates and pursues content. Seeks out customers to gather feedback for website improvement and enhancements. Requires experience in production management, web page design, HTML and web graphics types and standards. Requires two years of experience in this field.

**Web Content Analyst** Provides for development and content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. Provides managing/performing website editorial activities including gathering and researching information that enhances the value of the site.

**Cloud Computing Specialist - Journeyman** Design new information technology systems employing the Internet and Cloud technologies. Ensure architectural integrity and consistency across the entire
solution. Conceive, experiment with, and present architectural approaches for Cloud based information technology and systems, including software, hardware, and processes, in support of business needs.

**Cloud Computing Specialist - Senior**  Cloud based design, definition and development custom modules, features, and package integration from proposal to product. Document features, modules, requirements, and the risks of each Cloud based initiative. Design system architecture and interface control using requirements.

**Cloud Computing Specialist - Master**  Oversee the development of future Cloud based component architectures and migration plans. Conceive, design, prototype, and test new methods, algorithms, and models. Define and enforce appropriate technical standards and procedures. Lead the research and development of new Cloud based products and applications. Define system, technical and application architectures for major areas of development.

**Cloud Security Specialist I**  Strong understanding of Cloud information flows and process architecture necessary for implementation of cloud security. Uses information technology to plan, prepare, and execute cloud related security tasks. Prepares and reviews Cloud security architecture. Applies knowledge of security requirements, documentation, and risk mitigation strategies. Develops Cloud design documentation. Implements Cloud security policies and procedures. Conducts Cloud security audits against contractual requirements.

**Cloud Systems Engineer**  Implements and designs server, network, and software configurations for a cloud computing infrastructure and applications with a focus on DevOps principles. Monitors the performance of systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

**Cloud Systems Engineer, Senior**  Responsible for planning and engineering of an organization's cloud computing infrastructure and applications. Implements and designs server, network, and software configurations for a cloud computing infrastructure and applications with a focus on DevOps principles. Monitors the performance of systems. Familiar with standard concepts, practices, and procedures of cloud technology, including Software as Service (SaaS), Platform as Service (PaaS), or Infrastructure as a Service (IaaS).

**Cloud Architect**  CDaaS-PaaS - Saas - Cloud Hosting Architect /Design cloud solutions to meet scalability, capacity, availability, performance, storage, cost and application/platform requirements. Design Security, access control, Experience with access / identity management technologies (OAuth, OpenID, SAML) Design public, private and hybrid cloud solutions integrate tools and services for all areas of cloud computing, such as data and networks. Work with customers, team members to understand their requirements and translate into effective cloud patterns Design and Implement Continuous Integration/Continuous Delivery Service

2. **Maximum Order**

Maximum Order Amount: $500,000

3. **Minimum Order**

Minimum Order Amount: $100

4. **Geographic Coverage (Delivery Area)**
The geographic scope of contract is the 48 contiguous states and the District of Columbia. Orders for any overseas locations will not be accepted.

FOB Destination

5. Point(s) of production

310 Evergreen Road, Louisville, KY, USA, 40243

Products currently being offered under SIN 33411 have a production point in the following:

- TW
- US
- CA
- HK
- KR
- MX

The manufacturer has certified as follows:

1. All products are newly manufactured products, are regularly used for other than government purposes and are sold or traded commercially, in the normal course of business operations.

2. There have been no changes in commercial discount/pricing policies and practices of the manufacturer from the information which was provided with the Letter of Supply.

3. Products offered by the manufacturer are compliant with the Trade Agreements Act.

4. Products which qualify under the Environmental Protection Agency's Energy Star computer program have been identified by the manufacturer.

Should exceptions occur, GSA will be notified and an updated offer will be submitted by Strategic Communications, LLC.

6. Discount from list prices or statement of net price

<table>
<thead>
<tr>
<th>Basic Discount Terms</th>
<th>SIN 33411</th>
<th>SIN 811212</th>
<th>SIN 54151S</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14% to 81%</td>
<td>38%</td>
<td>10%</td>
</tr>
</tbody>
</table>

7. Quantity Discounts
Quantity/ Volume Terms: 1% discount for single orders over $250,000 for services, 2% discount for single orders over $250,000 for products

8. Prompt Payment Terms
Prompt Payment Discount Terms: Not Applicable, Net 30 Days

Reference section 5 regarding production points for 33411.

10a. Time of delivery.
As negotiated with ordering agency – generally within 10 days after receipt of order, subject to availability and may be negotiated at task order level based on vendor lead times.

10b. Expedited delivery.
Available as negotiated with Ordering Agency. Schedule customer should contact Contractor for rates.

10c. Overnight and 2-day delivery.
Overnight and 2-day delivery available as negotiated with Ordering Agency. Schedule customer should contact Contractor for rates.

10d. Urgent requirements.
In regards to “Urgent Requirements”, agencies are advised to contact the Contractor for Urgent delivery requirements.

11. F.O.B. Points
Destination

12a. Ordering addresses.
Strategic Communications, LLC
310 Evergreen Road
Louisville, KY, 40243
POC: Kathy Mills
Alternate: Bambi Fox

www.yourstrategic.com
Email: gsa@yourstrategic.com
502-493-7234

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

13. Payment address.

Strategic Communications, LLC
310 Evergreen Road
Louisville, KY, 40243

14. Warranty provision

Please call Strategic to obtain a Return Authorization (RA) number for all returns.

All goods to be returned must have prior authorization from our customer service department within 30 days from the receipt of shipment. If not within 30 days from receipt of shipment, Return will not be approved.

New Products in original packaging must be shipped prepaid to Strategic. Goods returned freight collect will be refused, or if accepted, the freight charges will be deducted from the credit allowance. Credit for approved returns will be issued for the original invoice price, and subject to a 25% restocking charge.

If item was shipped due to error on Manufacturers part, a full refund will be given for returned items in the original unopened packages, including shipping charges. If the item was ordered in error by the customer, a full refund will be given for returned items in the original unopened packages, less the shipping charges. Items which are not returned in their original, unopened packages will be examined for damage, graded for resale ability and credited accordingly.

All merchandise must be in original, unused condition and resalable as new.

15. Export packing charges: Not Applicable

16. Terms and conditions of rental, maintenance and repair (see additional terms and conditions below)

a. Placement of Orders. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (811212). Automatic acceptance of order renewals for maintenance service shall apply for machines, which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the Contractor does not confirm the order prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.

b. Ordering Period and Minimums. The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the Pricelist. The minimum order for monthly maintenance is $250.00. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period.
associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.

c. Maintenance Discontinuance. Maintenance may be discontinued by the Government on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the Government may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.

d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.

e. Cross-year Funding Within Contract Period. Where an ordering office's specific appropriation authority provides for funds in excess of a 12-month, fiscal year period, the ordering office may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

f. Notification of Expiration. Ordering offices should notify the Contractor in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

REPAIR SERVICE AND REPAIR PARTS / SPARE PARTS ORDERS

a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.

b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering office agrees, in advance, that additional repair personnel are required to effect repairs.

LOSS OR DAMAGE

When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the Government installation, until the equipment is returned to such installation.

SCOPE

a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the Government agency during the contract term. Such maintenance will cover damage and repairs from normal use only. Damage from fire, liquids, droppage, or other external causes are not covered by the scope of this contract. Such repairs may be obtained outside the scope of this contract. Equipment must be completely operational and without defect prior to being placed under contract. Thirty (30) days advance written notice is required to delete equipment from contract. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.

b. Equipment placed under maintenance service shall be in good operating condition.
(1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the Government.

(2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

(3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the Government, in accordance with the provisions of Special Item Number 811212 and 54151S (or outside the scope of this contract).

c) The Contractor is offering on-call maintenance services and installation services after warranty, and per-call maintenance and installation services after warranty.

d) There shall be no additional charges for replacement parts except when defective parts cannot be removed from the installation and returned to the Contractor for reasons of security.

RESPONSIBILITIES OF THE GOVERNMENT

a. Environment. The Government shall provide adequate working space, including telephone, heat, light, ventilation, electric current and outlets for use by the Contractor maintenance personnel. These facilities shall be within a reasonable distance of the equipment to be serviced and shall be provided at no charge to the Contractor.

b. Access. Subject to security regulations, the Government shall provide the Contractor access to perform maintenance service. If access cannot be provided due to security requirements, Government personnel shall escort Contractor personnel, or the Contractor shall have a reasonable period of time to provide personnel who can be granted access.

c. Operation Procedures. The Government will follow routine operator procedures as specified in OEM Operating Manuals applicable to each product.

d. Personnel Monitoring. At the request of the Contractor, the Government will provide a representative at the site during service by the Contractor personnel.

e. Government personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to in writing by the Contractor.

17. Terms and conditions of installation

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of $2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2,000, then the requirements of the Davis-Bacon Act apply.
The requisitioning activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 33411.

SECTION 508 COMPLIANCE.

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: The EIT standard can be found at: www.Section508.gov/.

PRIME CONTRACTOR USE OF SCHEDULE CONTRACT.

Strategic Communications, LLC may accept orders from Government Prime Contractors who may use this Schedule after being authorized in writing by a Federal Agency in accordance with FAR 51.103. Orders placed by prime contractors under this provision shall include the following statement:

“This order is placed under the terms of Strategic’s GSA Schedule 47QTCA21D007U pursuant to written authorization dated (insert date), a copy of which is attached hereto. Regardless of the terms and conditions contained on this order, the terms and conditions of contract 47QTCA21D007U shall be the only terms and conditions applicable to this transaction.”

SUBCONTRACTORS.

The Government acknowledges that the Contractor reserves the right to subcontract to third parties some of the services set forth in this contract.

18b. Terms and conditions for any other services.

As negotiated with ordering activity.

19. List of Service Points

<table>
<thead>
<tr>
<th>Geographic Area</th>
<th>Address of Supply and Service Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>Louisville, Kentucky</td>
<td>310 Evergreen Road</td>
</tr>
<tr>
<td></td>
<td>Louisville, KY 40243</td>
</tr>
</tbody>
</table>

20. List of participating dealers

Cables to Go, Tripp Lite (33411)

Letters of supply have previously been incorporated into the contract.


As negotiated with ordering agency.
22a. Special Attributes – N/A

22b. Section 508 compliance: Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and can be found via GSA Advantage.

23. DUNS: 878933845

26. SAM Registration

Contractor is registered in the System for Award Management (SAM) database.
INFORMATION TECHNOLOGY CATEGORY
HARDWARE SUBCATEGORY
SIN 811212 Hardware Repair Service Order Terms & Conditions

1) Service Areas
   a) The maintenance and/or repair service rates per the contract are applicable to any ordering activity locations within a 100-mile radius of the Contractor/Original Equipment Manufacturer (OEM) service points. If any additional charge is to apply because of the greater distance from the Contractor/OEM service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.
   b) When maintenance and/or repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:

   Address
   310 Evergreen Road, Louisville, KY, 40243

2) Loss or Damage

   When the Contractor moves equipment to its/OEM location for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

3) Scope
   a) The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of the Information Technology Category.
   b) Equipment placed under maintenance and/or service shall be in good operating condition.
   i) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.
   ii) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor/OEM guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.
   iii) If the equipment was not under the Contractor/OEM responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of the contract.

4) Responsibilities
   a) For equipment not covered by a maintenance contract or warranty, repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 24 hours after notification.
b) If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Ordering Activity and the Contractor.

5) Repair Service Rate Provisions

a) Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.

b) Multiple Machines: When repairs are ordered by the ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.

c) At the Contractor/OEM’s Facility

i) When equipment is returned to the Contractor/OEM’s Facility for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc. from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.

ii) The ordering activity should not return defective equipment to the Contractor/OEM for adjustments and repairs or replacement without prior consultation and instruction.

d) At the Ordering Activity Location (Within Established Service Areas)

i) When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the ordering activity office; such overhead is included in the repair service rates.

e) At the Ordering Activity Location (Outside Established Service Areas)

i) If repairs are to be made at the ordering activity location, and the location is outside the service area terms defined in the GSA Price list. Rates negotiated at the task order will apply.

ii) When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are reasonable and allowable. The Contractor shall furnish the ordering activity with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.

f) Labor Rates
i) **Regular Hours:** Contract rates shall entitle the ordering activity to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at the ordering activity location. There shall be no additional charge for repair service, which was requested during regular hours, but performed at the convenience of the Contractor outside the regular hours.

ii) **After Hours:** Should the ordering activity require that service be performed outside of regular hours, charges for such service, if any, will be specified in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016)). Periods of less than one hour will be prorated to the nearest quarter hour.

iii) **Sundays and Holidays:** When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location, the Sundays and Holidays repair service rates shall apply, and will be specified in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016)). Periods of less than one hour will be prorated to the nearest quarter hour.

### Repair Service Rates

<table>
<thead>
<tr>
<th></th>
<th>Minimum Charge * - Regular Hours</th>
<th>Hourly Rate - After Hours</th>
<th>Hourly Rate - Sunday and Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contractor/OEM Facility</strong></td>
<td>$250.00 (two hours)</td>
<td>$150.00 per hour</td>
<td>$150.00 per hour</td>
</tr>
<tr>
<td><strong>Ordering Activity Location (Within Established Service Areas)</strong></td>
<td>$250.00 (two hours)</td>
<td>$150.00 per hour</td>
<td>$150.00 per hour</td>
</tr>
<tr>
<td><strong>Ordering Activity Location (Outside Established Service Areas)</strong></td>
<td>Negotiated at task order level</td>
<td>Negotiated at task order level</td>
<td>Negotiated at task order level</td>
</tr>
</tbody>
</table>

4) **Repair Parts/Spare Parts Rate Provision**

a) All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in the GSA Price list shall be new, standard parts manufactured by the OEM.

b) All parts shall be furnished at the prices indicated in the Contractor's commercial pricelist dated April 2021, at a discount of 14 to 81% from such listed prices.
1) Service Areas
   a) The maintenance and/or repair service rates per the contract are applicable to any ordering activity locations within a 100 mile radius of the Contractor/Original Equipment Manufacturer (OEM) service points. If any additional charge is to apply because of the greater distance from the Contractor/OEM service locations, the mileage rate or other distance factor shall be negotiated at the Task Order level.

   b) When maintenance and/or repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:

       310 Evergreen Road, Louisville, KY, 40243

2) Loss or Damage
   When the Contractor moves equipment to its/OEM location for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

3) Scope
   a) The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of the Information Technology Category.

   b) Equipment placed under maintenance service shall be in good operating condition.
      i) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.

      ii) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor/OEM guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

      iii) If the equipment was not under the Contractor/OEM responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of the contract.
4) Responsibilities
   a) For equipment not covered by a maintenance contract or warranty, repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

   b) If the Ordering Activity task or delivery order specifies a factory authorized/certified service personnel then the Contractor is obligated to provide such a factory authorized/certified service personnel for the equipment to be repaired or serviced, unless otherwise agreed to in advance between the Ordering Activity and the Contractor.

5) Maintenance Rate Provisions
   a) The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.

   ii) Regular Hours: The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.

   iii) After Hours: Should the ordering activity require that maintenance be performed outside of regular hours, charges for such maintenance, if any, will be specified in the GSA Price List (I-FSS-600 CONTRACT PRICE LISTS (OCT 2016). Periods of less than one hour will be prorated to the nearest quarter hour.

   iv) Travel and Transportation: If any charge is to apply, over and above the regular maintenance rates, due to the distance between the ordering activity location and the Contractor/OEM’s service area, the charge will be negotiated at the Task Order level.

<table>
<thead>
<tr>
<th>Indicate if there will be an additional charge for travel and transportation.</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
b) Quantity Discounts from listed maintenance service rates for multiple equipment owned and/or leased by an ordering activity shall be provided below.

<table>
<thead>
<tr>
<th>Quantity Range</th>
<th>Discounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single order over $250,000</td>
<td>1%</td>
</tr>
</tbody>
</table>