GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST  

CONTRACT NUMBER: 47QTCA21D00AS  
CONTRACT PERIOD: 06/04/2021 through 06/03/2026  

MULTIPLE AWARD SCHEDULE: Information Technology  
                          Professional Services  

CONTRACTOR: 4 Arrows Consulting, Inc.  
155 Valley Oak DR STE C  
Somerset, KY 42503  
Web: www.4arrowsinc.com  

CONTRACT ADMINSTRATOR: David Blakeman  
Chief Executive Officer  
Tel: (606) 879-1164  
blakemand@4arrowsinc.com  

BUSINESS SIZE: Small Business  
               HUBZone Certified  

On-line 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 GSA Advantage!® is: GSAAdvantage.gov.  

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

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

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>COOP</th>
<th>Description</th>
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<tbody>
<tr>
<td>54151S</td>
<td>54151SRC</td>
<td>54151SSTLOC</td>
<td>Information Technology Professional Services</td>
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<tr>
<td>518210C</td>
<td>518210CRC</td>
<td>518210CSTLOC</td>
<td>Cloud and Cloud-Related IT Professional Services</td>
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<tr>
<td>541611</td>
<td>541611RC</td>
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<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
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1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH AWARDED SIN: Not Applicable

1c. HOURLY RATES (Services only): See Appendix A

2. MAXIMUM ORDER THRESHOLD: $500,000: 54151S & 518210C  | $1,000,000: 541611

3. MINIMUM ORDER THRESHOLD: $100.00

4. GEOGRAPHIC COVERAGE: 48 States, DC

5. POINT(S) OF PRODUCTION: Somerset, Kentucky

6. DISCOUNT FROM BEST MARKET RATE: GSA Net Prices can be found in Pricing Matrixes (below). Negotiated discounts have been applied and the Industrial Funding Fee has been added.

7. QUANTITY DISCOUNT(S): .5% > $500,000

8. PROMPT PAYMENT TERMS: Net 30
   Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. FOREIGN ITEMS: None

10a. TIME OF DELIVERY: As negotiated

10b. EXPEDITED DELIVERY: Contact Contractor if Available

10c. OVERNIGHT AND 2-DAY DELIVERY: Contact Contractor if Available

10d. URGENT REQUIREMENTS: Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the Contractor for the purpose of requesting accelerated delivery.

11. FOB POINT: Destination

12a. MAILING/ORDERING ADDRESS:
   4 Arrows Consulting, Inc.
   ATTN: David Blakeman
   800 Galde Fork Road
   Crab Orchard, KY 40419

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. **MAILING/PAYMENT ADDRESS:**
   4 Arrows Consulting, Inc.
   ATTN: David Blakeman
   800 Galde Fork Road
   Crab Orchard, KY 40419

14. **WARRANTY PROVISION:** *Standard Commercial*

15. **EXPORT PACKING CHARGES:** *None*

16. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** *Not Applicable*

17. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** *Not Applicable*

18a. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** *Not Applicable*

18b. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** *Not Applicable*

19. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** *Not Applicable*

20. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** *Not Applicable*

21. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** *Not Applicable*

22a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** *Not Applicable*

22b. **SECTION 508 COMPLIANCE FOR ELECTRONIC AND INFORMATION TECHNOLOGY (EIT):** *Compliant.*
   The EIT standards can be found at: www.Section508.gov/.

23. **DUNS NUMBER:** 081290296 | **CAGE CODE:** 84SC3

24. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:**
    Contractor has an active registration in the System for Award Management (SAM) database.
# Appendix A – Price List (including IFF)

<table>
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The Service Contract Labor Standards is applicable to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the contractor adds SCLS labor categories/employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.
Appendix B – Labor Category Descriptions

54151S LABOR CATEGORY DESCRIPTIONS

Developer/Programmer I
Education: Bachelor’s Degree
Experience: Minimum of two years’ experience
Daily job duties: Develops, modifies, and maintains assigned applications, code sets, and programs. Collaborates with more senior programmers, developers, and engineers on a day-to-day basis on design and implementation. Conducts analysis of new requirements and system defects through diagnosing and correcting errors in logic and coding. Performs unit level code testing and documents work.

Developer/Programmer II
Education: Bachelor’s Degree
Experience: Minimum of four years’ experience
Daily job duties: Develops, modifies, and maintains assigned applications, code sets, and programs which are complex in nature. Provides input to other developers, and engineers on a day-to-day basis on design and implementation. May direct and lead other developers and assumes responsibility for the development of new features and code sets. Works with problems or concepts and develops programs for the solution to major scientific computational problems requiring the analysis and development of logical or mathematical descriptions of functions to be programmed. Develops occasional special programs, e.g. a critical path analysis program to assist in managing a special project. Performs unit testing and defect analysis and remediation. Conducts detailed software design activities.

Information Security Analyst I
Education: Bachelor’s Degree
Experience: Minimum of two years’ experience
Daily job duties: Conducts testing to determine the effectiveness of security measures in place to protect information systems. Conducts market research of security technology and provides input to security architecture drawings, plans, and other documentation. Reports to more experienced security analysts.

Information Security Analyst II
Education: Bachelor’s Degree
Experience: Minimum of four years’ experience
Daily job duties: Reviews and analyzes security testing logs. Designs and implements processes and solutions to protect the integrity of sensitive information systems with an appropriate level of protection. May review vulnerability scans and provides input to more experience security analysts. Does not typically engage directly with customers or author remediation plans.

Information Security Analyst III
Education: Bachelor’s Degree
Experience: Minimum of eight years’ experience
Daily job duties: Oversees the design and implementation of processes and solutions to protect the integrity of sensitive information systems with an appropriate level of protection. Makes recommendations for products and processes to improve the security of information systems. Interacts directly with customers and Federal Information Security Officers on vulnerability scanning and compliance activities. May directly author remediation plans and provide oversight of less experienced security analysts. Directly reports to Senior Management and/or key project managers.
**IT Analyst I**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of two years’ experience

**Daily job duties:** Efficiently and effectively conducts basic data analysis activities in support of IT system reviews. Works under direct supervision of more senior analyst and leverages broad based research methods such as internet-based searches to compile data and capability of existing IT systems in specific product spaces.

**IT Analyst II**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of four years’ experience

**Daily job duties:** Efficiently and effectively interprets, analyzes and reviews technology requirements and IT systems using research methodologies, and statistical techniques. Applies these techniques to support technical project leads and senior analyst with technology and requirements reviews. May run and execute simulations, trade studies, and simulations developed by more senior analyst. May aggregate, review, and combine research results from other analysts. Supports technical document authorship through compiling other analysts results to support production of engineering artifacts of technical documents describing IT solutions.

**IT Analyst III**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of eight years’ experience

**Daily job duties:** Works independently on assigned objectives. Advises management after assessing technology requirements and analyzing existing technology platforms. Assists management with conducting analysis of alternatives (AOA) to formally evaluate technology solutions against business needs and requirements. May develop trade studies, analytical models, and simulations to conduct analysis. May directly supervise and direct less experienced analysts.

**IT Project Manager**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of five years’ experience

**Daily job duties:** Performs complex IT Project Management for system integration, development, and general IT based projects. Provides technical expertise in the preparation of studies and presentations as it relates to software systems, technology platforms (Open Source, GOTS, and COTS). Responds effectively to sensitive inquiries, maintains cooperative relationships with the public and government employees, prepares and presents technical reports, has knowledge of current issues and trends, and plans/organizes comprehensive research studies. Performs risk assessments on integration and software development activities. Directly involved with managing the full lifecycle development methodology applied to the project (Agile, Waterfall, Iterative, etc.).

**IT Quality Assurance Specialist I**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of two years’ experience

**Daily job duties:** Performs analysis of more senior QA specialists. May conduct information technology audits to compile data to support system uptime and reliability. May author surveillance plans at the direction of more experienced quality assurance staff.

**IT Quality Assurance Specialist II**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of four years’ experience

**Daily job duties:** Ensures consistent and measurable performance objectives for achieving Acceptable Quality Level (AQL) thresholds and implementation of Service Level Agreements (SLAs) for delivered technology solutions. Analyzes technology and engineering documentation to define key performance measures for tracking AQL thresholds. Monitors key metrics such as system up time and reliability to directly maintain oversight of developed software solutions and or integrated third party tools and systems. May provide oversight and direction to less experienced quality assurance staff.
**IT Subject Matter Expert I**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of six years’ experience  
**Daily job duties:** Provides expert consulting, strategic advisement, and supports the resolution of specific technology integration and development activities. May provide input to or co-facilitate working groups regarding technology requirements collection, automation of business processes, and cultural impacts of technology within specific domain areas. Interacts with more senior subject matter experts, analysts, and other technology team members to compile input and inform software designs/solutions.

**IT Subject Matter Expert II**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of 10 years’ experience  
**Daily job duties:** Provides Senior-level expert consulting, strategic advisement, and leads the resolution of specific technology integration and development activities. May directly facilitate working groups regarding technology requirements collection, automation of business processes, and cultural impacts of technology within specific domain areas. Interacts with Solution Architects and IT Project managers to further analyze requirements and provide input on technology solutions to connect product delivery to business need. Directly authors/drafts facilitation plans for presentation to customers and senior management. May direct less experienced subject matter experts, analysts and other technical staff. Directs IT technical projects and involved with senior leadership when making trade off decisions that require expert guidance and input.

**Network Systems Engineer**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of four years’ experience  
**Daily job duties:** Responsible for the construction and deployment of physical network-based solutions. Works closely with Sr. Network Engineer and Solutions Architect to ensure that the required infrastructure aligns to policy and directives. Manages network patching and additional system administration activities for maintaining the physical infrastructure and deployed software.

**Solutions Architect I**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of two years’ experience  
**Daily job duties:** Implements solutions and design concepts and provides input to more experienced solutions architects. May inform design but not the overall responsible technology lead for design. Has knowledge of a specific focus area such as software, hardware, or network on specific technology systems.

**Solutions Architect II**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of four years’ experience  
**Daily job duties:** Coordinates with stakeholders to define the scope of their goals. Applies advanced analysis and develops strategic plans to implement technical solutions across multiple complex systems. Provides technical leadership and responsible for overall design and implementation of client solutions. Authors technical documentation and system architecture views. Requires advance knowledge of the technology market space to include software systems, hardware, and network. Well versed in lifecycle development methodologies and systems engineering process.

**Sr. Network Engineer**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of six years’ experience  
**Daily job duties:** Develops strategic plans and processes for design and implementation of complex networks. Networks include physical and cloud-based architectures. Reviews, implements, and ensure compliance with network regulatory guidance from customers and government agencies. Directly oversees network scanning and security activities related to network design and implementation to include system and network monitoring. Designs and solutions implemented may include physical hardware devices (servers, firewalls, switches, etc.) as well as virtual devices.
**Systems Admin I**

Education: Bachelor’s Degree  
Experience: Minimum of two years’ experience  
**Daily job duties:** Assists with the configuration and operation of integrated systems. Performs maintenance and testing to ensure accessibility, functionality, and compatibility across multiple complex systems. Provides input to more experienced network engineers, solutions architects, and systems administrators.

**Systems Admin II**

Education: Bachelor’s Degree  
Experience: Minimum of four years’ experience  
**Daily job duties:** Responsible for the configuration and operation of integrated systems, implementing strategic plans and processes for improving and maintaining accessibility, functionality, and compatibility across multiple complex systems. Oversees less experienced systems administrators. Has direct responsibility for customer facing networks and systems to include achieving service level agreement (SLA) targets.

**Test Engineer I**

Education: Bachelor’s Degree  
Experience: Minimum of two years’ experience  
**Daily job duties:** Executes testing procedures to identify, log, and report defects in the functionality or impact on user experience. Provides input to more experience quality assurance and test engineer staff. Executes automated test scripts.

**Test Engineer II**

Education: Bachelor’s Degree  
Experience: Minimum of four years’ experience  
**Daily job duties:** Coordinates with stakeholders to design testing procedures to identify, log, track, and report defects in the functionality or impact on user experience. Authors Test and Evaluation Master Plans (TEMP) and may design and develop automated testing scripts. Directly responsible for testing activities on customer/operational systems. Schedules testing activities.

**Web Developer**

Education: Bachelor’s Degree  
Experience: Minimum of four years’ experience  
**Daily job duties:** Coordinates with stakeholders to define the scope of their website goals. Develops, improves, and maintains the design, functionality, and flow of websites.

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**518210C LABOR CATEGORY DESCRIPTIONS**

**Cloud Architect**

Education: Bachelor’s Degree  
Experience: Minimum of six years’ experience  
**Daily job duties:** Develops strategic plans and processes for design and implementation of Cloud hosted solutions. Implements solutions in accordance with FEDRAMP and government agency specific policies and procedures for federated cloud systems. Reviews and analyzes network and system scanning results and collaborates closely with Security Analyst for improving and maintaining accessibility, functionality, and compatibility across multiple complex systems.

**Cloud Systems Engineer**

Education: Bachelor’s Degree  
Experience: Minimum of four years’ experience  
**Daily job duties:** Responsible for the construction, deployment and operation of integrated IT systems within FEDRAMP Cloud Environments. Works closely with Solutions Architect and Cloud Architect to ensure that the required infrastructure is available for deployed systems. Ensures that all integrated Cloud based IT systems are properly maintained and upgraded.
**Business Analyst I**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of two years’ experience  
**Daily job duties:** Conducts basic research on policy and doctrine and may support entry level planning and logistics activities for working groups and stakeholder engagement efforts. May inform the decision-making process but not directly responsible for technical trade off decisions or leading large research projects. May be asked to assemble data for input into briefings and documents.

**Business Analyst II**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of four years’ experience  
**Daily job duties:** Efficiently and effectively interprets, analyzes and reviews data and policies by leveraging data collection systems, research methodologies, and statistical techniques. Uses complex data to identify recommendations on actionable steps that will improve processes and optimize results. May also derive and create additional data sets. Supports more senior analysts on a daily basis and communicates status of assigned work. May be asked to lead small technical tasks with oversight of more experienced analysts.

**Business Analyst III**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of eight years’ experience  
**Daily job duties:** Works independently and based on assigned objectives. Leads and organizes meetings, briefings, and trade-off decisions with management to assess and identify potential improvements. Leads and may direct initiatives for improving processes, procedures, policies, and workflows. Directly coordinates stakeholders, working groups, and oversees engagement logistics and planning. May be asked to lead, direct, and supervise less experienced business analysts. Has a direct reporting line to Senior Managers and/or specific Project Managers on larger programs.

**Business Project Manager**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of five years’ experience  
**Daily job duties:** Performs complex and/or multi-disciplined planning functions for client projects. Provides technical expertise in the preparation of studies and presentations. Responds effectively to sensitive inquiries, maintains cooperative relationships with the public and government employees, prepares and presents technical reports, has knowledge of current issues and trends, and plans/organizes comprehensive research studies. Performs risk assessments for each project milestone and closely monitors budget to avoid overruns.

**Business Quality Assurance Specialist I**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of two years’ experience  
**Daily job duties:** Directly supports more experienced Quality Assurance staff with the collection of quality control and assurance data. May track against pre-defined quality assurance surveillance metrics and assemble data for reporting in briefings and meetings.

**Business Quality Assurance Specialist II**

**Education:** Bachelor’s Degree  
**Experience:** Minimum of four years’ experience  
**Daily job duties:** Ensures consistent and measurable performance objectives are defined and collected for key deliverables and systems within a project. Performs analysis of strategic plans; reviews productivity; identifies system improvements; audits and documents all milestones of a project’s lifecycle; validates quality of deliverables and regulatory compliance. Has a thorough knowledge of quality assurance processes from industry best practices, corporate policies, and any standards guidance such as ISO. Authorized to make day-to-day decisions within a specific department or project and implement change of personnel objectives. Reports directly to Senior Management/Quality Assurance Directors. May be asked to supervisor and direct less experienced quality assurance personnel.
**Business Subject Matter Expert I**

Education: Bachelor’s Degree  
Experience: Minimum of six years’ experience

**Daily job duties:** Provides consulting, advisement, and contributes to the resolution of complex issues in a particular area of expertise. Knowledgeable of best practices as determined by industry experience and relevancy. Experienced in the process of engaging stakeholders in a variety of settings and may provide input to facilitation and logistical plans. Supports design, development, and conduct of simulated demonstrations towards desired outcomes. The level of engagement is moderately complex. Directly supports more experienced subject matter experts.

**Business Subject Matter Expert II**

Education: Bachelor’s Degree  
Experience: Minimum of 10 years’ experience

**Daily job duties:** Provides Senior-level expert consulting, strategic advisement, and leads the resolution of complex issues in a particular area of expertise. Advanced knowledge of and expertise in best practices as determined by industry experience and relevancy. May serve as the lead author of major reports or provide expert review in the development of strategic reports and deliverables. Seasoned in engaging and facilitating diverse groups of stakeholders in a variety of settings. Leads and facilitates simulated demonstrations towards desired outcomes and directly authors/drafts facilitation plans for presentation to customers and senior management. The level of engagement is highly complex and multifaceted. May direct less experienced subject matter experts, analysts, and other technical staff. Directs technical projects and involved with senior leadership when making trade off decisions that require expert guidance and input.

**SUBSTITUTION MATRIX**

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<th>Labor Category</th>
<th>Masters</th>
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<th>Associates</th>
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