GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICE

AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST

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

SCHEDULE TITLE: MAS – MULTIPLE AWARD SCHEDULE

FSC GROUP: INFORMATION TECHNOLOGY

CONTRACT NUMBER: 47QTCA21D00B0

CONTRACT PERIOD: JUNE 09, 2021 through JUNE 08, 2026

For more information on ordering from Federal Supply go to this website: www.fss.gsa.gov

CONTRACTOR: Sebastian Tech Systems LLC dba Sebastian Tech Solutions
  920 South Main Street
  Jonesboro, AR 72401-3507
  Phone number: (870) 520-6113
  Fax number: (833) 754-9412
  Email: meg.sebastian@stscando.com

CONTRACTOR’S ADMINISTRATION SOURCE: Margaret Sebastian
  Sebastian Tech Systems LLC dba Sebastian Tech Solutions
  920 South Main Street
  Jonesboro, AR 72401-3507
  Phone number: (870) 520-6113
  Fax number: (833) 754-9412
  Email: meg.sebastian@stscando.com

WEBSITE: www.sebastiantechsolutions.com
BUSINESS SIZE: Small Business

BUSINESS TYPE: Woman Owned Small Business; Economically Disadvantaged Woman Owned Small Business

CUSTOMER INFORMATION:

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

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

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

54151S – Help Desk Specialist I - $21.67

1c. HOURLY RATES (Services only):
See attached APPENDIX A – GSA PROPOSED PRICE LIST

2. MAXIMUM ORDER*: $500,000

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

3. MINIMUM ORDER: $100.00
4. GEOGRAPHIC COVERAGE: 50 States; District of Columbia, Puerto Rico and U.S. Territories

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

6. DISCOUNT FROM LIST PRICES: GSA Net Prices are shown on the attached GSA Pricelist.

7. QUANTITY DISCOUNT(S): None

8. PROMPT PAYMENT TERMS: Net 30 Days

9. FOREIGN ITEMS: Not Applicable

10a. TIME OF DELIVERY: Subject to Task Order

10b. EXPEDITED DELIVERY: Contact Contractor

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

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. ORDERING ADDRESS: Same as Contractor
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: Same as Contractor

14. WARRANTY PROVISION: Not Applicable

15. EXPORT PACKING CHARGES: Not Applicable

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

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

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

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): Not Applicable

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

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

23. PREVENTIVE MAINTENANCE (IF APPLICABLE): Not Applicable

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): Not Applicable
24b. Section 508 Compliance for Electronic and Information Technology (EIT): Sebastian Tech Systems LLC dba Sebastian Tech Solutions is 508 Compliant

25. DUNS NUMBER: 079499998

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE: Contractor has an Active Registration in the SAM database. Cage Code: 7C963

APPENDIX A LABOR CATEGORY DESCRIPTIONS

APPENDIX B GSA PRICE LIST
APPENDIX A

LABOR CATEGORY DESCRIPTIONS

Computer User Support Specialist Junior

Minimum Year Experience: 0 years
Minimum Education: High School Diploma

Responsibilities: Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Computer User Support Specialist Journeyman

Minimum Year Experience: 5 years
Minimum Education: High School diploma

Responsibilities: Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Computer Security System Support Specialist Level I

Minimum Year Experience: 0 years
Minimum Education: High School diploma

Responsibilities: Analyze and defines security requirements for Multilevel Security (MLS) issues. Design, develop, engineer, and implement solutions to MLS requirements. Gather and organize technical information about an organization's mission goals and needs, existing security
products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment.

**System Administrator Level I**

**Minimum Year Experience:** 0 years  
**Minimum Education:** High School diploma

**Responsibilities:** Assist with the daily activities of configuration and operation of systems which may be mainframe, mini, or client/server based. Assist with the optimizing of system operation and resource utilization and perform system capacity analysis and planning. Provide assistance to users in accessing and using business systems. Commensurate experience and education.

**Software Systems Engineer – Senior**

**Minimum Year Experience:** 10 years  
**Minimum Education:** BS or BA (or 4 additional years of experience)

**Responsibilities:** 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**

**Minimum Year Experience:** 2 years  
**Minimum Education:** BS or BA (or 4 additional years of experience)
Responsibilities: 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.

Program Manager I

Minimum Year Experience: 6 years
Minimum Education: BS or BA (or 4 additional years of experience)

Responsibilities: Simultaneously plans and directs a technical project (or a group of related tasks) and assists the program manager in working with the government Contracting Officer, the COTR, government management personnel, and client agency representatives. Under the guidance of the Program Manager, is responsible for the overall management of specific Task Orders and ensures that the technical solutions and schedules in the Task Order are implemented in a timely manner.

Help Desk Specialist I

Minimum Year Experience: 0 years
Minimum Education: High School Diploma

Responsibilities: Under direction, provides remote support to users for network and desktop hardware and software problems. Takes calls from users, diagnoses problems and recommends
solutions per script. Typically, only provides Tier 1 support. A customer service representative rather than a technician (no real technical skills required).

**Help Desk Specialist II**

**Minimum Year Experience:** 3 years  
**Minimum Education:** High School Diploma

**Responsibilities:** Provides remote support to users for network and desktop hardware and software problems. Picks up calls from users, diagnoses problems and recommends solutions per script. Refers on non-resolved problems. Typically provides Tier 2 support. First level technician (limited/basic technical skills required).

**Software/Web Developer III**

**Minimum Year Experience:** 4 years  
**Minimum Education:** Bachelor’s Degree (or 4 additional years of experience)

**Responsibilities:** Prepares associated documentation, block diagrams, and logic flowcharts. Prepares sample test data, conducts program tests, and analyzes test results; recommends corrections for debugging program errors. Modifies existing programs as required by changing systems requirements or equipment configurations. Confers with systems personnel to clarify program intent, output requirements, and input data acquisition. Evaluates vendor capabilities to provide required products or services. Designs, develops, and analyzes software programs. Designs and develops web sites based on approved customer objectives. Proposes web site strategies and creates action plans and applications to carry out strategies and accomplish objectives. Customizes web-based interactive features, builds database gateways, and implements electronic commerce services. Collaborates with hardware design engineers on machine characteristics that affect software systems and works with them to resolve incompatibilities. May provide direction to less experienced software engineers.

**Cyber Subject Matter Expert**

**Minimum Year Experience:** 8 years in specific area  
**Minimum Education:** BS or BA (or 4 additional years of experience)
Responsibilities: Analyzes user needs to determine functional and technical requirements. Provides expert guidance in analysis and the design of information technology architectures, technology analyses, systems architectures, and strategic planning. Provides software process management and control throughout the coding portion of the software development process. Leads and supports the challenges faced by developers who must deal with issues such as: cultural change, software distribution, security, data distribution, and business process impacts. Provides a structured way of dealing with new technologies, changing goals and needs. Guides the development team through the implementation of the systems designed. Guides the development team through many of the follow through activities once the system is implemented, i.e. site promotion, gathering feedback, and software distribution.

**Principal Systems Architect**

Minimum Year Experience: 5 years in IT with 1 year in specific area  
Minimum Education: BS or BA (or 4 additional years of experience)

Responsibilities: Guides system full life cycle system implementation planning through assessment or preparation of system management plans and system integration and test plans. Develops system configuration documentation, including detailed designs for capacity planning, security systems and disaster recovery. Analyzes users’ requirements and high-level system architecture to develop system requirements specifications. Develops detailed system Architecture and system design documentation. Develops Disaster Recovery Plans. Analyzes the network, telecommunications, and overall system architecture.

**Technical Writer**

Minimum Year Experience: 3 years  
Minimum Education: High School Diploma  
Responsibilities: 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. Ensures content is of high quality and conforms with standards. Will provide documentation assistance during customer onboarding. May also support Engineering & Rick Management and Change & Configuration Management Teams.
**Database Architect**

**Minimum Year Experience:** 8 years specific  
**Minimum Education:** BS or BA (or 4 additional years of experience)

**Responsibilities:** Designs and builds relational databases. Performs data access analysis design, and archive/recovery design and implementation. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Works in a data warehouse environment, which includes data design, database architecture, and metadata 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. Reviews and develops object and data models and the metadata repository to structure the data for better management and quicker access.

**Information Assurance/Security Specialist**

**Minimum Year Experience:** 5 years IT with 1 year in specific area  
**Minimum Education:** BS or BA (or 4 additional years of experience)

**Responsibilities:** Determines enterprise information assurance and security standards. Develops and implements information assurance/security standards and procedures. Coordinates, develops, and evaluates security programs for an organization. Recommends information assurance/security solutions to support customers’ requirements. Identifies, reports, and resolves security violations. Establishes and satisfies information assurance and 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. Performs analysis, design, and development of security features for system architectures. Analyzes and defines security requirements for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. Provides integration and implementation of the computer system security solution. Analyzes general information assurance-related technical problems and provides basic engineering and technical support in solving these problems. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Ensures that all information systems are functional and secure.
**Database Administrator**

Minimum Year Experience: 5 years  
Minimum Education: BS or BA (or 4 additional years of experience)

Responsibilities: Analyze database requirements of assigned projects. Analyze and determine information needs and elements, database relationships and attributes, proposed manipulation, data flow and storage requirements, and data output and reporting capabilities. Apply knowledge of database management systems to coordinate maintenance and changes to databases. Test and implement changes or new database designs. Write logical and physical database descriptions, including location, space, access method, and security requirements. Provide direction to programmers and analysts as required to affect changes to database management systems. Provide answers to database questions. Knowledge of and ability to monitor databases and to analyze and organize data and apply new technology designs and programs.

**Enterprise Architect**

Minimum Year Experience: 5 years  
Minimum Education: BS or BA (or 4 additional years of experience)

Responsibilities: Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of 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.
## APPENDIX B – GSA PRICE LIST

SEBASTIAN TECH SYSTEMS LLC dba SEBASTIAN TECH SOLUTIONS

MAS – MULTIPLE AWARD SCHEDULE

<table>
<thead>
<tr>
<th>Escalation Rate</th>
<th>2.00%</th>
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<tbody>
<tr>
<td>EPA Clause I-FSS-969(b)(1) - Fixed Escalation with Out Year Pricing</td>
<td></td>
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<tr>
<td>SIN</td>
<td>Labor Category</td>
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<td>------</td>
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<td>54151S</td>
<td>Computer User Support Specialist Journeyman</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Security System Support Specialist Level I</td>
</tr>
<tr>
<td>54151S</td>
<td>System Administrator Level I</td>
</tr>
<tr>
<td>54151S</td>
<td>Software Systems Engineer – Senior</td>
</tr>
<tr>
<td>54151S</td>
<td>Systems Administrator – Intermediate</td>
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<tr>
<td>54151S</td>
<td>Program Manager I</td>
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<tr>
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