General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule 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 are available through GSA Advantage®, a menu-driven database system. The Internet address for GSA Advantage® is: http://www.gsaadvantage.gov

Multiple Award Schedule (MAS)
Contract Number: 47QTCA21D00BE
Information Technology and Miscellaneous Large Categories

SteerBridge Strategies, LLC
8521 Leesburg Pike, Suite 503
Vienna, VA 22182-2490
Phone: (703) 398-7684
Fax: (571) 374-8528
www.SteerBridge.com

Contract Administration Source: Doug Lee, (703) 919-8221, doug.lee@SteerBridge.com

Contract Period: 06/22/2021 - 06/21/2026
Business Size / Status: Service-Disabled Veteran-Owned Small Business

Pricelist current as of Modification #A815 effective June 24, 2021

Prices shown herein are NET (discount deducted).

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUSTOMER INFORMATION</td>
<td>1</td>
</tr>
<tr>
<td>CONTRACT OVERVIEW</td>
<td>3</td>
</tr>
<tr>
<td>CONTRACT ADMINISTRATOR</td>
<td>3</td>
</tr>
<tr>
<td>CONTRACT USE</td>
<td>3</td>
</tr>
<tr>
<td>CONTRACT SCOPE</td>
<td>3</td>
</tr>
<tr>
<td>SPECIAL ITEM NUMBER (SIN) DESCRIPTIONS</td>
<td>3</td>
</tr>
<tr>
<td>INSTRUCTIONS FOR PLACING ORDERS FOR SERVICES BASED ON GSA SCHEDULE HOURLY RATES</td>
<td>5</td>
</tr>
<tr>
<td>BLANKET PURCHASE AGREEMENT</td>
<td>6</td>
</tr>
<tr>
<td>SUMMARY OF AWARDED GSA HOURLY RATES</td>
<td>7</td>
</tr>
<tr>
<td>LABOR CATEGORY DESCRIPTIONS</td>
<td>8</td>
</tr>
</tbody>
</table>
CUSTOMER INFORMATION

1a. Table of Awarded Special Item Numbers (SINs):
   Please refer to page #3 and GSA eLibrary (www.gsaelibrary.gsa.gov) for detailed SIN descriptions
   SIN 54151S/54151S RC/54151S STLOC, Information Technology Professional Services
   SIN 561422/561422 RC/561422 STLOC, Automated Contact Center Solutions (ACCS)
   SIN OLM/OLM RC/OLM STLOC, Order Level Materials
   Our GSA MAS contract can also support state and local agencies under the following programs:

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

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

1b. Lowest Priced Model Number and Lowest Price: Please refer to our rates beginning on page #7

1c. Labor Category Descriptions: Please refer to page #8

2. Maximum Order:
   SINs 54151S and 561422: $ 500,000
   SIN OLM: $ 250,000

3. Minimum Order: $ 100.00


5. Point of Production: Not Applicable

6. Discount from List Price: Government Net Prices (discounts already deducted)

7. Volume Discounts: SteerBridge extends an additional 1.0% volume discount on task orders with an initial value greater than $250,000

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

9. Foreign Items: None

10a. Time of Delivery: As negotiated with Ordering Agency

10b. Expedited Delivery: Contact contractor for availability

10c. Overnight and 2-Day Delivery: Contact contractor for availability

10d. Urgent Requirement: Contact contractor for availability

11. F.O.B. Point: Destination
12a. Ordering Address: SteerBridge Strategies, LLC
Attn: GSA Orders
8521 Leesburg Pike, Suite 503
Vienna, VA 22182-2490

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

13. Payment Address: SteerBridge Strategies, LLC
Attn: GSA Orders
8521 Leesburg Pike, Suite 503
Vienna, VA 22182-2490

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

18a. Terms and conditions of repair parts indicating date of parts, price lists and any discounts from list prices (if applicable): Not Applicable

18b. Terms and conditions for any other services (if applicable): Not Applicable

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

20. List of participating dealers (if applicable): Not Applicable

21. Preventative 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 information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g., contractor’s website or other location). The EIT standards can be found at: www.Section508.gov/ Contact Contractor for more information.

23. Unique Entity Identifier (UEI) Number: 015084062

24. SteerBridge Strategies, LLC is registered in the System for Award Management (SAM).
CONTRACT OVERVIEW
GSA awarded SteerBridge Strategies, LLC Multiple Award Schedule (MAS) contract number 47QTCA21D00BE with base period 06/22/2021 - 06/21/2026. GSA may exercise up to three additional 5-year option periods. The contract allows for the placement of Firm Fixed Price or Time and Materials task orders using the labor categories and ceiling rates defined in the contract.

CONTRACT ADMINISTRATOR
Doug Lee, Chief Financial Officer
SteerBridge Strategies, LLC
8521 Leesburg Pike, Suite 503
Vienna, VA 22182-2490
Telephone: (703) 919-8221
Email: doug.lee@SteerBridge.com

CONTRACT USE
This contract is available for use by all federal government agencies for worldwide use. Executive agencies, other Federal agencies, mixed-ownership Government corporations, and the District of Columbia; government contractors authorized in writing by a Federal agency pursuant to 48 CFR 51.1; and other activities and organizations authorized by statute or regulation to use GSA as a source of supply may use this contract. Additionally, contractors are encouraged to accept orders received from activities within the Executive Branch of the Federal Government.

CONTRACT SCOPE
The contractor shall provide all resources including personnel, management, supplies, services, materials, equipment, facilities and transportation necessary to provide a wide range of professional services as specified in each task order. Services specified in a task order may be performed at the contractor’s facilities or the ordering agencies’ facilities. The government will determine the contractor’s compensation by any of several different methods (to be specified at the task order level) e.g., a firm-fixed price for services with or without incentives, labor hours or time-and-material.

SPECIAL ITEM NUMBER (SIN) DESCRIPTIONS
The Special Item Numbers (SINs) available under this contract provide services across the life cycle of a project. When task orders are placed, they must identify the SIN or SINs under which the task is being executed. SteerBridge Strategies, LLC has been awarded a contract by GSA to provide services under the following SINs. A full description of each SIN and examples of the types of work covered thereunder are provided below.

SIN 54151S, Information Technology Professional Services: IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.
NOTE: Subject to Cooperative Purchasing

SIN 561422, Automated Contact Center Solutions (ACCS): Automated Contact Center Solutions (ACCS) are defined as any offering utilized to establish and maintain contact center capabilities for an agency. The offering may consist of one or more of the following: products, equipment, software, labor and/or services. Permissible offerings under this SIN may include any technologies or services required to deliver and support an ACCS for an agency, including but not limited to: Artificial Intelligence (AI), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, Hosted FAQ Service, etc.

SIN OLM, Order-Level Materials: OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and
acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

OLM SIN-Level Requirements/Ordering Instructions:

OLMs are:
- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price

OLMs are not:
- “Open Market Items.”
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:
- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against a FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.
INSTRUCTIONS FOR PLACING ORDERS FOR SERVICES BASED ON GSA SCHEDULE HOURLY RATES

GSA provides a streamlined, efficient process for ordering the services you need. GSA has already determined that SteerBridge Strategies, LLC meets the technical requirements and that our prices offered are fair and reasonable. Agencies may use written orders, facsimile orders, credit card orders, blanket purchase agreement orders or individual purchase orders under this contract.

If it is determined that your agency needs an outside source to provide professional services, follow these simple steps:

<table>
<thead>
<tr>
<th>Orders under the Micro-Purchase Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Select the contractor best suited for your needs and place the order.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orders in-between the Micro-Purchase Threshold and the Simplified Acquisition Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Prepare a SOW or Performance Work Statement (PWS) in accordance with FAR 8.405-2(b).</td>
</tr>
<tr>
<td>• Prepare and send the RFQ (including SOW and evaluation criteria) to at least three GSA Schedule contractors.</td>
</tr>
<tr>
<td>• Evaluate, then make a &quot;Best Value&quot; determination.</td>
</tr>
<tr>
<td><strong>Note:</strong> The ordering activity should request GSA Schedule contractors to submit firm-fixed prices to perform the services identified in the SOW.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orders over the Simplified Acquisition Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Prepare the RFQ (including the SOW and evaluation criteria) and post on eBuy to afford all Schedule contractors the opportunity to respond, or provide the RFQ to as many Schedule contractors as practicable, consistent with market research, to reasonably ensure that quotes are received from at least three contractors.</td>
</tr>
<tr>
<td>• Seek price reductions.</td>
</tr>
<tr>
<td>• Evaluate all responses and place the order, or establish the BPA with the GSA Schedule contractor that represents the best value (refer to FAR 8.405-2(d)).</td>
</tr>
<tr>
<td><strong>Note:</strong> The ordering activity should request GSA Schedule contractors to submit firm-fixed prices to perform the services identified in the SOW.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Developing a Statement of Work (SOW)</th>
<th>Preparing a Request for Quote (RFQ)</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the SOW, include the following information:</td>
<td>• Include the SOW and evaluation criteria;</td>
</tr>
<tr>
<td>• Work to be performed,</td>
<td>• Request fixed price, ceiling price, or, if not possible, labor hour or time and materials order;</td>
</tr>
<tr>
<td>• Location of work,</td>
<td>• If preferred, request a performance plan from contractors and information on past experience; and include information on the basis for selection.</td>
</tr>
<tr>
<td>• Period of performance;</td>
<td>• May be posted on GSA’s electronic RFQ system, eBuy</td>
</tr>
<tr>
<td>• Deliverable schedule, and</td>
<td>• Special standards and any special requirements, where applicable.</td>
</tr>
<tr>
<td>• Special standards and any special requirements, where applicable.</td>
<td></td>
</tr>
</tbody>
</table>

For more information related to ordering services, go to [http://www.gsa.gov/schedules-ordering](http://www.gsa.gov/schedules-ordering) and client “Ordering Information.” Also see summary guidelines in the Multiple Award Schedule (MAS) Desk Reference Guide, Ordering Procedures.
BLANKET PURCHASE AGREEMENT

Ordering activities may establish BPAs under any schedule contract to fill repetitive needs for supplies or services. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPAs and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). In determining how many BPAs to establish, consider:

- The scope and complexity of the requirement(s);
- The need to periodically compare multiple technical approaches or prices;
- The administrative costs of BPAs; and
- The technical qualifications of the schedule contractor(s).

Establishment of a single BPA, or multiple BPAs, shall be made using the same procedures outlined in 8.405-1 or 8.405-2. BPAs shall address the frequency of ordering, invoicing, discounts, requirements (e.g. estimated quantities, work to be performed), delivery locations, and time.

When establishing multiple BPAs, the ordering activity shall specify the procedures for placing orders under the BPAs.

Establishment of a multi-agency BPA against a Federal Supply Schedule contract is permitted if the multi-agency BPA identifies the participating agencies and their estimated requirements at the time the BPA is established.

Ordering from BPAs:

Single BPA. If the ordering activity establishes one BPA, authorized users may place the order directly under the established BPA when the need for the supply or service arises.

Multiple BPAs. If the ordering activity establishes multiple BPAs, before placing an order exceeding the micro-purchase threshold, the ordering activity shall:

- Forward the requirement, or statement of work and the evaluation criteria, to an appropriate number of BPA holders, as established in the BPA ordering procedures; and
- Evaluate the responses received, make a best value determination (see 8.404(d)), and place the order with the BPA holder that represents the best value.

BPAs for hourly rate services. If the BPA is for hourly rate services, the ordering activity shall develop a statement of work for requirements covered by the BPA. All orders under the BPA shall specify a price for the performance of the tasks identified in the statement of work.

Duration of BPAs. BPAs generally should not exceed five years in length, but may do so to meet program requirements. Contractors may be awarded BPAs that extend beyond the current term of their GSA Schedule contract, so long as there are option periods in their GSA Schedule contract that, if exercised, will cover the BPA’s period of performance.

Review of BPAs:

The ordering activity that established the BPA shall review it at least once a year to determine whether:

- The schedule contract, upon which the BPA was established, is still in effect;
- The BPA still represents the best value (see 8.404(d)); and
- Estimated quantities/amounts have been exceeded and additional price reductions can be obtained.

The ordering activity shall document the results of its review.
## SUMMARY OF AWARDED GSA HOURLY RATES

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>Year 1 6/22/21-6/21/22</th>
<th>Year 2 6/22/22-6/21/23</th>
<th>Year 3 6/22/23-6/21/24</th>
<th>Year 4 6/22/24-6/21/25</th>
<th>Year 5 6/22/25-6/21/26</th>
</tr>
</thead>
<tbody>
<tr>
<td>561422</td>
<td>Business Analyst</td>
<td>$82.93</td>
<td>$85.00</td>
<td>$87.12</td>
<td>$89.30</td>
<td>$91.54</td>
</tr>
<tr>
<td>561422</td>
<td>Junior Network/Telecomm Engineer</td>
<td>$56.52</td>
<td>$57.93</td>
<td>$59.38</td>
<td>$60.86</td>
<td>$62.39</td>
</tr>
<tr>
<td>561422</td>
<td>Network/Telecomm Engineer</td>
<td>$106.51</td>
<td>$109.17</td>
<td>$111.90</td>
<td>$114.70</td>
<td>$117.57</td>
</tr>
<tr>
<td>561422</td>
<td>ACCS Program Manager</td>
<td>$184.21</td>
<td>$188.81</td>
<td>$193.53</td>
<td>$198.37</td>
<td>$203.33</td>
</tr>
<tr>
<td>561422</td>
<td>Junior System Analyst</td>
<td>$51.33</td>
<td>$52.61</td>
<td>$53.93</td>
<td>$55.28</td>
<td>$56.66</td>
</tr>
<tr>
<td>561422</td>
<td>System Analyst</td>
<td>$85.76</td>
<td>$87.90</td>
<td>$90.10</td>
<td>$92.35</td>
<td>$94.66</td>
</tr>
<tr>
<td>561422</td>
<td>Technical Writer</td>
<td>$60.07</td>
<td>$61.57</td>
<td>$63.11</td>
<td>$64.69</td>
<td>$66.30</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Security Specialist</td>
<td>$78.03</td>
<td>$79.98</td>
<td>$81.98</td>
<td>$84.03</td>
<td>$86.13</td>
</tr>
<tr>
<td>54151S</td>
<td>Database Administrator</td>
<td>$74.77</td>
<td>$76.63</td>
<td>$78.55</td>
<td>$80.51</td>
<td>$82.53</td>
</tr>
<tr>
<td>54151S</td>
<td>Database Analyst I</td>
<td>$75.23</td>
<td>$77.12</td>
<td>$79.04</td>
<td>$81.02</td>
<td>$83.05</td>
</tr>
<tr>
<td>54151S</td>
<td>Database Analyst II</td>
<td>$102.59</td>
<td>$105.16</td>
<td>$107.78</td>
<td>$110.48</td>
<td>$113.24</td>
</tr>
<tr>
<td>54151S</td>
<td>Senior Developer</td>
<td>$162.28</td>
<td>$166.33</td>
<td>$170.49</td>
<td>$174.75</td>
<td>$179.12</td>
</tr>
<tr>
<td>54151S</td>
<td>Expert Developer</td>
<td>$195.43</td>
<td>$200.31</td>
<td>$205.32</td>
<td>$210.45</td>
<td>$215.71</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Program Manager</td>
<td>$168.97</td>
<td>$173.19</td>
<td>$177.52</td>
<td>$181.96</td>
<td>$186.51</td>
</tr>
<tr>
<td>54151S</td>
<td>Programmer Analyst</td>
<td>$73.13</td>
<td>$74.96</td>
<td>$76.84</td>
<td>$78.76</td>
<td>$80.73</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Coordinator</td>
<td>$54.34</td>
<td>$55.70</td>
<td>$57.09</td>
<td>$58.52</td>
<td>$59.98</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager I</td>
<td>$73.68</td>
<td>$75.52</td>
<td>$77.41</td>
<td>$79.35</td>
<td>$81.33</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager II</td>
<td>$86.69</td>
<td>$88.86</td>
<td>$91.08</td>
<td>$93.35</td>
<td>$95.69</td>
</tr>
<tr>
<td>54151S</td>
<td>Software System Architect I</td>
<td>$116.01</td>
<td>$118.91</td>
<td>$121.88</td>
<td>$124.93</td>
<td>$128.05</td>
</tr>
<tr>
<td>54151S</td>
<td>Software System Architect II</td>
<td>$141.82</td>
<td>$145.37</td>
<td>$149.00</td>
<td>$152.73</td>
<td>$156.54</td>
</tr>
<tr>
<td>54151S</td>
<td>System Administrator I</td>
<td>$50.54</td>
<td>$51.80</td>
<td>$53.10</td>
<td>$54.42</td>
<td>$55.78</td>
</tr>
<tr>
<td>54151S</td>
<td>System Administrator II</td>
<td>$61.97</td>
<td>$63.52</td>
<td>$65.11</td>
<td>$66.74</td>
<td>$68.41</td>
</tr>
<tr>
<td>54151S</td>
<td>Junior Test Engineer</td>
<td>$83.81</td>
<td>$85.90</td>
<td>$88.05</td>
<td>$90.25</td>
<td>$92.51</td>
</tr>
<tr>
<td>54151S</td>
<td>Test Engineer</td>
<td>$111.48</td>
<td>$114.27</td>
<td>$117.13</td>
<td>$120.06</td>
<td>$123.06</td>
</tr>
<tr>
<td>54151S</td>
<td>Training Specialist</td>
<td>$80.87</td>
<td>$82.90</td>
<td>$84.97</td>
<td>$87.09</td>
<td>$89.27</td>
</tr>
</tbody>
</table>
LABOR CATEGORY DESCRIPTIONS

In accordance with its standard commercial practices, SteerBridge Strategies, LLC may utilize the education / experience substitutions identified below when assigning personnel to work on a task order:

Experience Substitutions Methodology:

<table>
<thead>
<tr>
<th>Education / Experience Substitutions</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>High School Diploma + 4 years additional experience</td>
<td>⇔</td>
<td>Bachelors Degree</td>
</tr>
<tr>
<td>Associates Degree + 2 years additional experience</td>
<td>⇔</td>
<td>Masters Degree</td>
</tr>
<tr>
<td>Bachelors Degree + 2 years additional experience</td>
<td>⇔</td>
<td>Ph.D.</td>
</tr>
</tbody>
</table>

Education Substitutions Methodology:

- A Ph.D. may be substituted for three (3) years of required experience for positions requiring a Masters Degree or five (5) years with positions requiring a Bachelors Degree.
- A Masters Degree may be substituted for two (2) years of required experience with positions requiring a Bachelors Degree.
- A Bachelors Degree may be substituted for four (4) years of required experience with positions requiring a High School Diploma.
- An Associates Degree may be substituted for two (2) years of required experience with positions requiring a High School Diploma.
- Specialized software certifications may be substituted for two (2) years of experience
- When not a requirement of the position, a Project Management Professional (PMP) certification may be substituted for two (2) years of experience

**SIN 54151S, Information Technology Professional Services**

**Computer Security Specialist**

- **Minimum Experience:** Two (2) years
- **Functional Responsibility:** The Computer Security Specialist identifies and troubleshoots security issues related to information technology systems. They determine potential security risks, provide recommendations to mitigate security risks, and respond to security incidents.
- **Minimum Education:** Bachelor's Degree

**Database Administrator**

- **Minimum Experience:** Two (2) years
- **Functional Responsibility:** The Database Administrator creates, implements, and maintains databases. They are responsible for maintaining database accessibility and resolving database capacity and other data issues. They provide ongoing user support related to database inquiries.
- **Minimum Education:** Bachelor's Degree

**Database Analyst I**

- **Minimum Experience:** Two (2) years
- **Functional Responsibility:** The Database Analyst I assists in analyzing database systems and procedures. They assist more experienced personnel in identifying and investigating database problems.
- **Minimum Education:** Bachelor's Degree
<table>
<thead>
<tr>
<th>Title</th>
<th>Minimum Experience</th>
<th>Functional Responsibility</th>
<th>Minimum Education</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Database Analyst II</strong></td>
<td>Four (4) years</td>
<td>The Database Analyst II analyzes database systems and procedures. They identify and investigate database problems. They are responsible for developing and proposing database solutions.</td>
<td>Bachelor's Degree</td>
</tr>
<tr>
<td><strong>Senior Developer</strong></td>
<td>Six (6) years</td>
<td>The Senior Developer designs and develops information technology systems. They are responsible for designing, coding, and validating technology programs. They work closely with internal and external teams to develop technical specifications for the development of technical applications or systems.</td>
<td>Bachelor's Degree</td>
</tr>
<tr>
<td><strong>Expert Developer</strong></td>
<td>Eight (8) years</td>
<td>The Expert Developer designs and develops information technology systems. They are responsible for designing, coding, and validating technology programs. They work closely with internal and external teams to develop technical specifications for the development of technical applications or systems. They handle more complex systems and issues.</td>
<td>Bachelor's Degree</td>
</tr>
<tr>
<td><strong>IT Program Manager</strong></td>
<td>Seven (7) years</td>
<td>The Program Manager manages, organizes, and directs all aspects of complex Information Technology (IT) projects or programs. They interface with customers to create and review project plans and deliverables. They are responsible for ensuring conformance with project schedule and costs.</td>
<td>Bachelor's Degree</td>
</tr>
<tr>
<td><strong>Programmer Analyst</strong></td>
<td>Two (2) years</td>
<td>The Programmer Analyst reviews and modifies programming systems. They perform various activities supporting the customer’s systems including but not limited to coding, testing, debugging, and installation.</td>
<td>Bachelor's Degree</td>
</tr>
<tr>
<td><strong>Project Coordinator</strong></td>
<td>One (1) year</td>
<td>The Project Coordinator supports IT projects by arranging meetings, conference calls, travel, and other logistical activities. Must have experience working to support a technical project team and with using a variety of IT hardware, software, systems, and/or networks.</td>
<td>Bachelor’s Degree</td>
</tr>
</tbody>
</table>
### Project Manager I

**Minimum Experience:** Two (2) years  
**Functional Responsibility:** The Project Manager I provides day-to-day support in the planning and coordination of IT project activities and deliverables. Under supervision, they work with team members in scheduling and budgeting for assigned projects.  
**Minimum Education:** Bachelor’s Degree

### Project Manager II

**Minimum Experience:** Three (3) years  
**Functional Responsibility:** The Project Manager II supports assigned IT projects in all aspects of planning, scheduling, estimating, and budgeting. They work with the Program and/or Project Manager to assess project progress.  
**Minimum Education:** Bachelor’s Degree

### Software System Architect I

**Minimum Experience:** Four (4) years  
**Functional Responsibility:** The Software System Architect I assists with designing information technology architecture related a customer’s software or systems. They help define software system architecture and anticipate potential problems.  
**Minimum Education:** Bachelor’s Degree

### Software System Architect II

**Minimum Experience:** Six (6) years  
**Functional Responsibility:** The Software System Architect II designs information technology architecture related a customer’s software or systems. They are responsible for defining software system architecture, anticipating potential risks, and resolving problems.  
**Minimum Education:** Bachelor’s Degree

### System Administrator I

**Minimum Experience:** Entry-level position  
**Functional Responsibility:** The Systems Administrator I assists in the configuration and operation of information technology systems and software. They provide assistance in implementing systems operations standards. Under supervision, the Systems Administrator I may troubleshoot system/network problems and perform routine systems backup.  
**Minimum Education:** Associate’s Degree

### System Administrator II

**Minimum Experience:** Two (2) years  
**Functional Responsibility:** The Systems Administrator II performs configuration and operations activities for information technology systems and software. They develop and implement systems operations standards. The Systems Administrator II is responsible for troubleshooting and resolving system/network problems and performing routine systems tests and backup.  
**Minimum Education:** Associate’s Degree
### Junior Test Engineer

**Minimum Experience:** Three (3) years  
**Functional Responsibility:** The Junior Test Engineer assists in designing and conducting tests and evaluation procedures to determine information technology system requirements. They work as part of the testing team to recommend and evaluate automated test applications. The Junior Test Engineer is responsible for helping with writing and reporting test cases and regular progress reports.  
**Minimum Education:** Bachelor's Degree

### Test Engineer

**Minimum Experience:** Five (5) years  
**Functional Responsibility:** The Test Engineer designs and conducts tests and evaluation procedures to determine information technology system requirements. They recommend and evaluate automated test applications. The Test Engineer is responsible for writing and reporting test cases and regular progress reports.  
**Minimum Education:** Bachelor's Degree

### Training Specialist

**Minimum Experience:** Three (3) years  
**Functional Responsibility:** The Training Specialist develops instructional methods and materials specific to customer’s needs. They coordinate all aspects of training sessions including pre-training activities and post-training wrap up. Must have experience in conducting IT technical training on software, hardware, systems, and/or networks. Must be able to present training courses using a variety of different media and tools.  
**Minimum Education:** Bachelor's Degree

### SIN 561422, Automated Contact Center Solutions

### Business Analyst

**Minimum Experience:** Three (3) years  
**Functional Responsibility:** The Business Analyst reviews and evaluates business system requirements, especially related to establishing and maintaining contact center capabilities. They understand business and industry requirements and ensure the systems align with such requirements.  
**Minimum Education:** Bachelor’s Degree

### Junior Network / Telecomm Engineer

**Minimum Experience:** Entry-level position  
**Functional Responsibility:** The Junior Network / Telecomm Engineer assists in the design, installation, and configuration of network and telecommunication systems. They are responsible for troubleshooting and repairing network and telecommunications equipment. They inspect and service equipment to ensure equipment is operating at optimal performance.  
**Minimum Education:** Bachelor’s Degree
<table>
<thead>
<tr>
<th>Position</th>
<th>Minimum Experience</th>
<th>Functional Responsibility</th>
<th>Minimum Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network / Telecomm Engineer</td>
<td>Five (5) years</td>
<td>The Network / Telecomm Engineer designs, installs, and configures network and telecommunication systems. They are responsible for troubleshooting and repairing network and telecommunications equipment. They inspect and service equipment to ensure equipment is operating at optimal performance.</td>
<td>Bachelor's Degree</td>
</tr>
<tr>
<td>ACCS Program Manager</td>
<td>Seven (7) years</td>
<td>The Program Manager manages, organizes, and directs all aspects of complex contact center projects or programs. They interface with customers to create and review project plans and deliverables. They are responsible for ensuring conformance with project schedule and costs.</td>
<td>Bachelor's Degree</td>
</tr>
<tr>
<td>Junior System Analyst</td>
<td>Entry-level position</td>
<td>The Junior System Analyst works under direct supervision to design and develop programs and systems for contact centers based on user requirements. They identify problems and work with the systems team to develop system requirements and specifications to resolve system issues.</td>
<td>Associate’s Degree</td>
</tr>
<tr>
<td>System Analyst</td>
<td>Three (3) years</td>
<td>The System Analyst designs and develops programs and systems for contact centers based on user requirements. They define problems and work toward developing system requirements and specifications to resolve system issues. They closely coordinate with the development team to ensure proper implementation of system specifications.</td>
<td>Bachelor's Degree</td>
</tr>
<tr>
<td>Technical Writer</td>
<td>Two (2) years</td>
<td>The Technical Writer must have experience in explaining highly technical data and information in basic language for end users of complex IT systems and projects. They write and edit reports, manuals, technical documents, catalogs, and other publications. They are responsible for proofreading final products to ensure proper spelling, grammar, and formatting. Must be able to use a variety of word processing, spreadsheet, graphics, and scheduling tools. Must have experience in gathering and converting data into a written narrative.</td>
<td>Associate's Degree</td>
</tr>
</tbody>
</table>

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA 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/SCA eligible labor categories. If and/or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.