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 is available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: http://www.GSAAdvantage.gov.

Multiple Award Schedule – MAS

Information Technology

IT Professional Services
FSC/PSC Codes: 54151S – D399

Software Licenses
FSC/PSC Codes: 511210 – D399

Electronic Commerce
FSC/PSC Codes: 54151ECOM – D399

Miscellaneous Complimentary Special Item Numbers (SINs):
OLM Order Level Materials

ARBOLA, Inc.
7526 Coxton Court
Alexandria, VA 22306

Phone: (703) 901-1076
Fax: (703) 901-1076

Email: Vince.Juaristi@arbolainc.com

www.arbolainc.com

SBA Certified Small Disadvantaged Business and HUBZone Firm

Contract Number: 47QTCA21D00E3

Period Covered by Contract: August 30, 2021 through August 29, 2026

Pricelist approved through Modification ______ dated ________

Contract Administration

Vince Juaristi
(703) 901-1076
Vince.Juaristi@arbolainc.com
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GSA PRICES FOR PRODUCTS (511210/54151ECOM)....................................................... 15
LEGALSTRATUS for Salesforce: End-User License Agreement ......................................... 16
1a. AUTHORIZED SPECIAL ITEM NUMBERS (SINs):

<table>
<thead>
<tr>
<th>SIN</th>
<th>DESCRIPTION</th>
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<tbody>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>511210</td>
<td>Software Licenses</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>Electronic Commerce and Subscription Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Material</td>
</tr>
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</table>

1b. Lowest Priced Service and Price for each Service Rate: See Price List

1c. SERVICES OFFERED: See Price List

2. MAXIMUM ORDER: SIN

<table>
<thead>
<tr>
<th>SIN</th>
<th>Maximum Order Limitation</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>$500,000</td>
</tr>
<tr>
<td>511210</td>
<td>$500,000</td>
</tr>
<tr>
<td>54151ECOM</td>
<td>$500,000</td>
</tr>
<tr>
<td>OLM</td>
<td>Any proposed OLMs must be in support of the order and shall not exceed 33.33% of the total order value.</td>
</tr>
</tbody>
</table>

This maximum order threshold is a dollar amount at which it is suggested that the ordering agency request higher discounts from the contractor before issuing the order. The contractor may: (1) Offer a new lower price, (2) Offer the lowest price available under the contract, or (3) Decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order threshold.

3. MINIMUM ORDER LIMITATION: $100

4. GEOGRAPHIC COVERAGE (DELIVERY AREA): The geographic scope of this contract is the 48 contiguous United States and District of Columbia.

5. POINT OF PRODUCTION: United States

6. BASIC DISCOUNT: Prices shown are NET Prices; Basic Discounts have been deducted

7. DISCOUNTS: Additional 1% discount for each individual order of $300,000 or more.

8. PROMPT PAYMENT TERMS: 1% 15, Net 30 Days from receipt of invoice or date of acceptance, whichever is later.
9. FOREIGN ITEMS: None

10a. TIME OF DELIVERY: Not applicable to professional services.

10b. EXPEDITED DELIVERY: Contact Contractor

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

10d. URGENT REQUIREMENTS: Contact Contractor

11. F.O.B. POINT: Destination

12a. ORDERING ADDRESS:

   ATTN: GSA Order Processing
   ARBOLA, Inc.
   7526 Coxton Court
   Alexandria, VA 22306
   Phone: (703) 901-1076
   Fax: (703) 901-1076
   Email: Vince.Juaristi@arbolainc.com
   www.arbolainc.com

12b. ORDERING PROCEDURES: For supplies and service the ordering procedures,
information on Blanket Purchase Agreements (BPAs), and a sample BPA may be
found at the GSA/FSS Schedule homepage (gss.gsa.gov/schedule).

13. PAYMENT ADDRESS:
   ATTN: Accounts Payable – GSA Orders
   ARBOLA, Inc.
   7526 Coxton Court
   Alexandria, VA 22306
   Phone: (703) 901-1076
   Fax: (703) 901-1076
   Email: Vince.Juaristi@arbolainc.com
   www.arbolainc.com

14. WARRANTY PROVISION: Standard Commercial Warranty

15. EXPORT PACKING CHARGES: Not Applicable

16. TERMS AND CONDITIONS OF RENTAL MAINTENANCE AND REPAIR.
   Not Applicable
17. TERMS AND CONDITIONS OF INSTALLATION: Not Applicable

18a. TERMS AND CONDITIONS OF REPAIR PARTS: Contact Contractor

18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Contact Contractor

19. LIST OF SERVICE AND DISTRIBUTION POINTS: Contact Contractor

20. LIST OF PARTICIPATING DEALERS: Not Applicable

21. PREVENTIVE MAINTENANCE: Contact Contractor

22a. SPECIAL ATTRIBUTES: Not Applicable

22b. SECTION 508 COMPLIANCE INFORMATION: Not Applicable

23. Unique Entity Identifier (UEI) number: GJM9ZZPDW3Y3

24. ARBOLA IS CURRENTLY REGISTERED IN THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE.
Title: Desktop Engineer  
Minimum/General Exp: Five (5) years experience  
Functional Responsibility: Responds to and diagnoses problems through discussion with users. Ensures a timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution, and follow-up steps. Supervises operation of help desk and serves as focal point for customer concerns. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides second-tier support to end users for either PC, server, or mainframe applications or hardware. 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.  
Minimum Education: Bachelor's Degree

Title: Mobile Engineer  
Minimum/General Exp: Seven (7) years experience  
Functional Responsibility: Provide customers and business units with continuous mobile computing support to IT services using VPN. Provide and implement recommendations to protect restricted data on mobile devices. Manage, configure and enforce mobile device security policy. Maintain spyware and viruses protection on approved mobile devices. Monitor, address, remediate and report any alerts in real time. Maintain proper configuration settings to allow communications with Active Directory and other internal integration points. Facilitate the mobile device provisioning process. Provide and manage mobile devices. Secure mobile devices, data stored there, and data links to/from mobile devices. Test and coordinate iOS upgrades and patches as they become available. Conduct mobility engineering to protect data on mobile devices and provide VPN access. Maintain secured devices and malware protection.  
Minimum Education: Bachelor's Degree

Title: Network Engineer  
Minimum/General Exp: Seven (7) years experience  
Functional Responsibility: Provides technical guidance for directing and monitoring information systems operations. Designs, builds, and implements network systems. Directs compilation of records and reports concerning network operations and maintenance. Troubleshoots network performance issues. Analyzes network traffic and provides capacity planning solutions. Monitors and responds to complex technical control facility hardware and software problems. Interfaces with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. Manages the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems. Performs system-level design and configuration of products including determination of hardware, OS, and other platform specifications. Plans large-scale systems projects through vendor comparison and cost studies. 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.  
Minimum Education: Bachelor's Degree
Title: Hardware Engineer SME  
Minimum/General Exp: Nine (9) years experience  
Functional Responsibility: Provides analysis commensurate with his or her years of experience and education related to the design, development, and implementation of hardware for products. Develops test strategies, devices, and systems. Performs stress and performance tests on a variety of computer hardware including circuit boards, processors and wiring.  
Minimum Education: Master's Degree or Bachelor's with 15 years experience

Title: Security Engineer  
Minimum/General Exp: Seven (7) years experience  
Functional Responsibility: 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.  
Minimum Education: Bachelor's Degree

Title: Voice & Data Engineer I  
Minimum/General Exp: Seven (7) years experience  
Functional Responsibility: Provides technical direction and engineering knowledge commensurate with his or her years of experience and education for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.  
Minimum Education: Bachelor's Degree

Title: Voice & Data Engineer II  
Minimum/General Exp: Twelve (12) years experience  
Functional Responsibility: Provides technical direction and engineering knowledge commensurate with his or her years of experience and education for communications activities including planning, designing, developing, testing, installing and maintaining large communications networks. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.  
Minimum Education: Bachelor's Degree

Arbola Inc.  
Contract #47QTC21D00E3  
(703) 901-1076  
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communications spaces and media pathways meet industry standards. Develops, operates, and maintains voice, wireless, video, and data communications systems. Provides complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function.
Minimum Education: Master's Degree or Bachelor's with 15 years experience

Title: Business Process Consultant
Minimum/General Exp: Twelve (12) years experience
Functional Responsibility: Adapts functional business requirements and processes to technical solutions based upon comprehensive enterprise application solution sets. Enterprise resource planning and management processes, including but not limited to: knowledge management, investment analysis, data warehousing, e-commerce, return on investment analysis, human resource analysis, material management and logistics, supply chain management, procurement, ordering, manufacturing, decision support, and information dissemination.
Minimum Education: Bachelor's Degree

Title: Administrator I
Minimum/General Exp: Five (5) years experience
Functional Responsibility: Commensurate with years of experience and education, responsible for developing, drafting, writing and editing reports, briefs, proposals, and other documents in support of a client’s requirements. Interfaces with personnel to coordinate meetings, maintain logs, records and files, provides end-user support, and performs general administrative duties. Assists in budgetary, billing, and financial management. Responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user reference manuals.
Minimum Education: High School Diploma

Title: Administration II
Minimum/General Exp: Nine (9) years experience
Functional Responsibility: Commensurate with years of experience and education, responsible for developing, drafting, writing and editing reports, briefs, proposals, and other documents in support of a client’s requirements. Interfaces with personnel to coordinate meetings, maintain logs, records and files, provides end-user support, and performs general administrative duties. Assists in budgetary, billing, and financial management. Responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user reference manuals. Supervises, as necessary, other personnel to carry out these same duties.
Minimum Education: High School Diploma

Title: Subject Matter Expert I
Minimum/General Exp: Seven (7) years experience
Functional Responsibility: Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences commensurate with his or her education and years of experience. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex
problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.

Minimum Education: Bachelor’s Degree

Title: Subject Matter Expert II
Minimum/General Exp: Nine (9) years experience
Functional Responsibility: Serves as subject matter expert, possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the various sciences commensurate with his or her education and years of experience. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.
Minimum Education: Master’s Degree or Bachelor’s with 15 years experience

Title: Project Manager
Minimum/General Exp: Fifteen (15) years experience
Functional Responsibility: Leads team on large projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. 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. Oversees all aspects of projects.
Minimum Education: Master’s Degree or Bachelor’s with 20 years experience

Title: Technical Architect
Minimum/General Exp: Twelve (12) years experience
Functional Responsibility: Provides high-level architectural expertise to managers and technical staff related to enterprise resource planning, cloud computing, security, mobile applications, and software products. 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. Advises of feasibility of potential future projects to management.
Minimum Education: Master’s Degree or Bachelor’s with 15 years experience
Title: Developer
Minimum/General Exp: Seven (7) years experience
Functional Responsibility: Designs, develops, enhances, debugs, and implements software products. Troubleshoots production problems related to software applications. Researches, tests, builds, and coordinates the conversion and/or integration of new products based on client requirements. Designs and develops new software products or major enhancements to existing software. Addresses problems of systems integration, compatibility, and multiple platforms. Consults with project teams and end users to identify application requirements. Performs feasibility analysis on potential future projects to management. Assists in the evaluation and recommendation of application software packages, application integration and testing tools. Resolves problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Instructs, assigns, directs, and checks the work of other software developers on development team. Participates in development of software user manuals.
Minimum Education: Bachelor's Degree

Title: Trainer
Minimum/General Exp: Fifteen (15) years experience
Functional Responsibility: Assesses, designs, and conceptualizes training scenarios, approaches, objectives, plans, tools, aids, curriculums, and other state of the art technologies related to training and behavioral studies. Identifies the best approach training requirements to include, but not limited to hardware, software, simulations, course assessment and refreshment, assessment centers, oral examinations, interviews, computer assisted and adaptive testing, behavior-based assessment and performance, and team and unit assessment and measurement. Develops and revises training courses. Prepares training catalogs and course materials. Trains personnel by conducting formal classroom or on-line courses, workshops, and seminars.
Minimum Education: Master's Degree or Bachelor's with 20 years experience

Title: Functional Lead
Minimum/General Exp: Ten (10) years experience
Functional Responsibility: Leads all aspects of the functional components of large projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides review of applications and functional activities of systems 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 related to business and functional activities of the organizations. Oversees all functional aspects of projects.
Minimum Education: Master's Degree or Bachelor's with 15 years-experience

Title: Technical Lead
Minimum/General Exp: Ten (10) years experience
Functional Responsibility: Leads all aspects of the technical components of large projects or significant segment of large complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides review of applications and technical activities of systems 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 related to technology activities of the organizations. Oversees all technical and technology-related aspects of projects.

Minimum Education: Master's Degree or Bachelor's with 15 years experience

Title: LS Functional Lead  
Minimum/General Exp: Fifteen (15) years experience  
Functional Responsibility: Leads all aspects of the functional components of large projects or significant segment of large complex projects involving LegalStratus or products related to LegalStratus. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Provides review of applications and functional activities of systems 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 related to business and functional activities of the organizations. Oversees all functional aspects of projects.

Minimum Education: Master's Degree or Bachelor's with 20 years experience

Title: LS SME I  
Minimum/General Exp: Six (6) years experience  
Functional Responsibility: Serves as subject matter expert, possessing in-depth knowledge of a particular area, specifically LegalStratus (LS) or similar products related to business, computer science, engineering, mathematics, or the various sciences commensurate with his or her education and years of experience. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to specific task order requirements, advanced mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other scientific applications to arrive at automated solutions.

Minimum Education: Bachelor's Degree

Title: LS SME II  
Minimum/General Exp: Nine (9) years experience  
Functional Responsibility: Serves as subject matter expert, possessing in-depth knowledge of a particular area, specifically LegalStratus (LS) or similar products related to business, computer science, engineering, mathematics, or the various sciences commensurate with his or her education and years of experience. Provides technical knowledge and analysis of highly specialized applications and operational environments, high-level functional systems analysis, design, integration, documentation and implementation advice on exceptionally complex problems that need extensive knowledge of the subject matter for effective implementation. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases. Applies principles, methods and knowledge of the functional area of capability to
specific task order requirements, advanced mathematical principles and methods to exceptionally
difficult and narrowly defined technical problems in engineering and other scientific applications to
arrive at automated solutions.
Minimum Education: Bachelor's Degree

Title: LS SME III
Minimum/General Exp: Twelve (12) years experience
Functional Responsibility: Serves as subject matter expert, possessing in-depth knowledge of a
particular area, specifically LegalStratus (LS) or similar products related to business, computer science,
engineering, mathematics, or the various sciences commensurate with his or her education and years of
experience. Provides technical knowledge and analysis of highly specialized applications and
operational environments, high-level functional systems analysis, design, integration, documentation
and implementation advice on exceptionally complex problems that need extensive knowledge of the
subject matter for effective implementation. Participates as needed in all phases of software
development with emphasis on the planning, analysis, testing, integration, documentation, and
presentation phases. Applies principles, methods and knowledge of the functional area of capability to
specific task order requirements, advanced mathematical principles and methods to exceptionally
difficult and narrowly defined technical problems in engineering and other scientific applications to
arrive at automated solutions.
Minimum Education: Master's Degree or Bachelor's with 15 years experience
### GSA PRICES FOR PROFESSIONAL SERVICES (54151S)

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<thead>
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</tr>
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<td>$66.60</td>
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**Service Contract Labor Standards/Service Contract Act (SCLS/SCA) Matrix**

<table>
<thead>
<tr>
<th>SCLS Eligible Labor Category</th>
<th>SCLS Equivalent Code Title</th>
<th>Wage Determination No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant I</td>
<td>01020 - Administrative Assistant</td>
<td>2015-4281 Revision 12</td>
</tr>
<tr>
<td>Administrative Assistant II</td>
<td>01020 - Administrative Assistant</td>
<td>2015-4281 Revision 12</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).
## GSA PRICES FOR PRODUCT SINS (511210/54151ECOM)

<table>
<thead>
<tr>
<th>SIN</th>
<th>MFR PART NO</th>
<th>PRODUCT NAME</th>
<th>UOI</th>
<th>GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>LS-OEM</td>
<td>LegalStratus - OEM (Salesforce platform license embedded)</td>
<td>per user</td>
<td>$ 90.68</td>
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<td>511210</td>
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<td>LegalStratus Financial - OEM (Salesforce platform license embedded)</td>
<td>per user</td>
<td>$ 108.82</td>
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<td>LS-ISV</td>
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<td>LSF-ISV</td>
<td>LegalStratus Financial - ISV (Additional Salesforce license required)</td>
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<td>LegalStratus Investigations (Additional Salesforce license required)</td>
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<td>$ 36.27</td>
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<td>54151ECOM</td>
<td>LS-INV-ADD-ISV</td>
<td>LegalStratus Investigations - Add on (LegalStratus OEM or ISV license required)</td>
<td>per user</td>
<td>$ 27.20</td>
</tr>
</tbody>
</table>
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