QFlow Systems, LLC
9317 Manchester Rd
Rock Hill, MO 63119
(P) 314-968-9906 (F) 314-968-0670
https://www.qflow.com
Contract Administrator: Timothy D Koehler, tim.koehler@qflow.com

Schedule Title: Multiple Award Schedule
Federal Supply Group: Information Technology & Office Management

Contract Number: 47QTCA22D000Q
Period Covered by Contract: October 12, 2021 through October 11, 2026
Business Size: Small Business

Pricelist current through Modification #PS-0003 dated June 27, 2022.

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.

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.
CUSTOMER INFORMATION:

1. Awarded Special Item Number(s):

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S &amp; 54151SRC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>518210ERM</td>
<td>Electronic Records Management Solutions</td>
</tr>
<tr>
<td>511210</td>
<td>Software Licenses</td>
</tr>
<tr>
<td>OLM &amp; OLMRC</td>
<td>Order-Level Materials</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: See page 5.

1c. Descriptions of all corresponding commercial job titles with experience, functional responsibility and education are provided beginning on page 6.

2. Maximum Order: For SIN 54151S & SIN 511210 - $500,000  
For SIN 518210ERM - $1,000,000  
For SIN OLM - $250,000

3. Minimum Order: $100

4. Geographic Coverage: Worldwide

5. Point of Production:  
QFlow Systems, LLC.  
9317 Manchester Road  
St. Louis, MO 63119

6. Prices Shown Herein are Net (discount deducted) Other special discounts: Government Educational Institutions are offered the same discounts as other Government customers.

7. Quantity Discount: None

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

10. Time of Delivery: QFlow Systems, LLC shall deliver or perform services in accordance with the terms negotiated in an agency’s order.

10b. Expedited Delivery: Consult with Contractor

10c. Overnight/2-Day Delivery: Consult with Contractor

10d. Urgent Requirements: Consult with Contractor
11. **FOB Point:** Destination

12a. **Ordering Address:** QFlow Systems, LLC.
     9317 Manchester Road
     St. Louis, MO 63119

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:** QFlow Systems, LLC.
     9317 Manchester Road
     St. Louis, MO 63119

14. **Warranty Provisions:** Contractor’s Standard 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

18. **Terms and conditions of repair parts:** Not applicable

28a. **Terms and conditions for any other services:** Not applicable

19. **List of service and distribution points:** Not applicable

20. **List of participating dealers:** Not applicable

21. **Preventive maintenance:** Not applicable

22a. **Environmental attributes,** e.g., recycled content, energy efficiency, and/or reduced pollutants: Not applicable

22b. QFlow Systems, LLC has Section 508 compliance information. The EIT standards can be found at: http://www.section508.gov

23. **Unique Entity Identifier (UEI) Number:** WQ6LYMJPZ3V5

24. QFlow Systems, LLC is registered in the System for Award Management (SAM) database.
## GSA Hourly Rates
### SIN 54151S & 518210ERM

<table>
<thead>
<tr>
<th>SINs</th>
<th>Labor Category</th>
<th>Year 1 10/12/21 - 10/11/22</th>
<th>Year 2 10/12/22 - 10/11/23</th>
<th>Year 3 10/12/23 - 10/11/24</th>
<th>Year 4 10/12/24 - 10/11/25</th>
<th>Year 5 10/12/25 - 10/11/26</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S 518210ERM</td>
<td>Database Administrator</td>
<td>$192.44</td>
<td>$195.14</td>
<td>$197.86</td>
<td>$200.64</td>
<td>$203.45</td>
</tr>
<tr>
<td>54151S 518210ERM</td>
<td>Enterprise Application Architect</td>
<td>$216.50</td>
<td>$219.53</td>
<td>$222.60</td>
<td>$225.72</td>
<td>$228.88</td>
</tr>
<tr>
<td>54151S 518210ERM</td>
<td>IT Customer Success Manager</td>
<td>$168.39</td>
<td>$170.75</td>
<td>$173.14</td>
<td>$175.56</td>
<td>$178.02</td>
</tr>
<tr>
<td>54151S 518210ERM</td>
<td>IT Customer Success Specialist</td>
<td>$72.17</td>
<td>$73.18</td>
<td>$74.20</td>
<td>$75.24</td>
<td>$76.29</td>
</tr>
<tr>
<td>54151S 518210ERM</td>
<td>Program Manager II</td>
<td>$240.55</td>
<td>$243.92</td>
<td>$247.34</td>
<td>$250.80</td>
<td>$254.31</td>
</tr>
<tr>
<td>54151S 518210ERM</td>
<td>Project Manager</td>
<td>$136.97</td>
<td>$138.88</td>
<td>$140.83</td>
<td>$142.80</td>
<td>$144.80</td>
</tr>
<tr>
<td>54151S 518210ERM</td>
<td>Subject Matter Expert</td>
<td>$216.50</td>
<td>$219.53</td>
<td>$222.61</td>
<td>$225.72</td>
<td>$228.88</td>
</tr>
<tr>
<td>54151S 518210ERM</td>
<td>Systems Analyst/Programmer I</td>
<td>$113.71</td>
<td>$115.30</td>
<td>$116.92</td>
<td>$118.56</td>
<td>$120.22</td>
</tr>
<tr>
<td>54151S 518210ERM</td>
<td>Systems Analyst/Programmer II</td>
<td>$137.24</td>
<td>$139.16</td>
<td>$141.11</td>
<td>$143.09</td>
<td>$145.09</td>
</tr>
<tr>
<td>54151S 518210ERM</td>
<td>Systems Analyst/Programmer III</td>
<td>$192.44</td>
<td>$195.14</td>
<td>$197.87</td>
<td>$200.64</td>
<td>$203.45</td>
</tr>
<tr>
<td>54151S 518210ERM</td>
<td>Systems Engineer I</td>
<td>$120.28</td>
<td>$121.96</td>
<td>$123.67</td>
<td>$125.40</td>
<td>$127.16</td>
</tr>
<tr>
<td>54151S 518210ERM</td>
<td>Systems Engineer II</td>
<td>$137.24</td>
<td>$139.16</td>
<td>$141.11</td>
<td>$143.09</td>
<td>$145.09</td>
</tr>
<tr>
<td>54151S 518210ERM</td>
<td>Technical Writer</td>
<td>$60.94</td>
<td>$61.79</td>
<td>$62.66</td>
<td>$63.53</td>
<td>$64.42</td>
</tr>
</tbody>
</table>
### GSA Product Pricing
**SINs 518210ERM & 511210**

<table>
<thead>
<tr>
<th>SINs</th>
<th>MFR PART NO</th>
<th>PRODUCT NAME</th>
<th>PRODUCT DESCRIPTION</th>
<th>Commercial Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>518210ERM 511210</td>
<td>QFS-QADM001</td>
<td>Term Software Q-Action Document Management</td>
<td>Term Software-Q-Action Named User Subscription Licensing that includes the base Q-Action Document Management Module.</td>
<td>$987.41</td>
</tr>
<tr>
<td>518210ERM 511210</td>
<td>QFS-QAWF001</td>
<td>Term Software Q-Action Workflow Management</td>
<td>Term Software-Q-Action Named User Subscription Licensing that adds the Q-Action Workflow Management Module to the base Q-Action Document Management Module.</td>
<td>$464.59</td>
</tr>
<tr>
<td>518210ERM 511210</td>
<td>QFS-QARM001</td>
<td>Term Software Q-Action Records Management</td>
<td>Term Software-Q-Action Named User Subscription Licensing that adds the Q-Action Records Management and Disposition Workflow to the base Q-Action Document Management Module.</td>
<td>$493.70</td>
</tr>
<tr>
<td>518210ERM 511210</td>
<td>QFS-QADF001</td>
<td>Term Software Q-Action Digital Foundation Enterprise</td>
<td>Term Software-Q-Action Named User Subscription Licensing that includes Q-Action Document Management, Q-Action Workflow Management, and Q-Action Records Management Modules.</td>
<td>$1,481.11</td>
</tr>
<tr>
<td>518210ERM 511210</td>
<td>QFS-SCAA001</td>
<td>Term Software Q-Action Scanner Add-On</td>
<td>Term Software-Q-Action license for connecting a scan station to Q-Action for scanning and import.</td>
<td>$7,330.86</td>
</tr>
<tr>
<td>518210ERM 511210</td>
<td>QFS-QASM001</td>
<td>Term Software Q-Action Named User Subscription Licensing Year 1</td>
<td>Term Software-Standard maintenance services include technical support services for covered Q-Action system software. QFlow Systems will act as a single point of contact for all Q-Action system software problems or questions. When a problem is reported, QFlow will work with the customer to resolve the issue. Standard maintenance services also include the right to new software versions for covered Q-Action products. New software versions include major and minor releases, patches, and bug fixes.</td>
<td>19% Original License Cost</td>
</tr>
<tr>
<td>518210ERM 511210</td>
<td>QFS-QASM002</td>
<td>Term Software Q-Action Named User Subscription Licensing Year 2</td>
<td>Term Software-Standard maintenance services include technical support services for covered Q-Action system software. QFlow Systems will act as a single point of contact for all Q-Action system software problems or questions. When a problem is reported, QFlow will work with the customer to resolve the issue. Standard maintenance services also include the right to new software versions for covered Q-Action products. New software versions include major and minor releases, patches, and bug fixes.</td>
<td>24% Original License Cost</td>
</tr>
</tbody>
</table>
# Labor Category Descriptions

**SINs 54151S & 518210ERM**

---

**Database Administrator**

**Functional Responsibilities:**

- Provide database support to all members of the project team.
- Oversee database analysis, conversion loads, reorganizations, verifications, and recoveries.
- Analyze and determine informational needs and elements, data relationships and attributes, proposed manipulation, data flow, storage requirements, data output, and reporting capabilities.
- Define logical attributes and inter-relationships and design data structures to accommodate database production, storage, maintenance, and accessibility.
- Test applications utilizing database management software or general programming software.
- Install, implement, and support highly complex systems within the user base.
- Review logical and physical design of existing databases and make recommendations for modifications to ensure optimum operation efficiency.
- Monitor the production operational databases for the purpose of identifying problems of database availability and efficiency.

**Minimum Education:** Bachelor’s Degree.

**Minimum Experience:** Five (5) years of relevant experience.

---

**Enterprise Application Architect**

**Functional Responsibilities:**

- Participate in the analysis, design, and integration of information systems and Commercial-Off-The-Shelf (COTS) software.
- Develop the overall vision that underlies the projected solution and transforms that vision through execution into the solution.
- Participate at the time of project inception and contribute to the Functional Analysis of developing the initial requirements and remain involved throughout the duration of the project.
- Architect, design, and develop integrated solutions to achieve client and company business goals.
- Lead others in the definition of project scope, plans, and deliverables including cost projections and proposed implementation dates.
- Provide high-level architectural expertise to managers and technical staff.
- Lead projects through the Software development process or SDLC and perform in a variety of different roles in that life cycle.
- Share and communicate orally and in writing, to executive staff, business sponsors, and technical resources in clear concise language.

**Minimum Education:** Bachelor’s Degree.

**Minimum Experience:** Seven (7) years of relevant experience.
**IT Customer Success Manager**

**Functional Responsibilities:**

- Has overall responsibility for customer success staff and the proactive activities to ensure customers receive maximum benefit from delivered solutions.
- Coordinate with internal and external customers to gain an understanding of their business requirements.
- Assign personnel to various operations and directs their activities; reviews and evaluates their work and prepares performance reports.
- Ability to communicate orally and in writing and experience interfacing with customers and handling sensitive issues.
- Creates and manages escalation procedures and ensures service levels are maintained.
- Documents, tracks, and monitors customer questions and problems to ensure resolution in a timely manner.
- Identifies, researches, and resolves complex technical problems.
- Ability to communicate orally and in writing and experience interfacing with customers and handling sensitive issues.
- Perform a variety of tasks. A wide degree of creativity and latitude is expected.

**Minimum Education:** Associate’s Degree.

**Minimum Experience:** Five (5) years of relevant experience.

---

**IT Customer Success Specialist**

**Functional Responsibilities:**

- Perform proactive activities to ensure customers receive maximum benefit from delivered solutions.
- Work with internal and external customers to gain an understanding of their business requirements.
- Ability to communicate orally and in writing and experience interfacing with customers and handling sensitive issues.
- Provide first line of support services for Imaging and Document Management Systems including all hardware and software components.
- Documents, tracks, and monitors customer questions and problems to ensure resolution in a timely manner.
- Identify, research, and resolve complex technical problems.
- Perform a variety of tasks. A wide degree of creativity and latitude is expected.

**Minimum Education:** Associate’s Degree.

**Minimum Experience:** One (1) year of relevant experience.
**Program Manager II**

**Functional Responsibilities:**
- Organize, direct, and manage system development projects, involving multiple, and complex and inter-related project tasks.
- Manage and coordinate activities of multiple project teams to ensure success.
- Manage and maintain customer partnership and serves as single point of contact for senior levels of the customer organization for project schedules, pricing, and issue resolution.
- Meet with customer to formulate and review task plans and deliverable items. Ensure conformance with program task schedules and costs.

**Minimum Education:** Bachelor’s Degree.

**Minimum Experience:** Ten (10) years of relevant experience.

**Project Manager**

**Functional Responsibilities:**
- Manage system development projects.
- Work with customers to understand business requirements.
- Coordinate activities of the project team to ensure success of systems integration projects.
- Serve as single point of contact for customers for project schedules, project documentation, project activities, pricing and invoices, and other issue resolution.
- Develop functional requirements and create functional specifications as needed.
- Implement QFS’ comprehensive project methodology and operating procedure for application development projects.
- Perform Quality Assurance (QA) checks on project deliverables.
- Ensure project deadlines and milestones are met.

**Minimum Education:** Bachelor’s Degree.

**Minimum Experience:** Seven (7) years of relevant experience.

**Subject Matter Expert**

**Functional Responsibilities:**
- Serve as Subject Matter Expert (SME), possessing in-depth knowledge of a particular area, such as business, computer science, engineering, mathematics, or the related sciences.
- Provide 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.
- Participate, as needed, in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, and presentation phases.
- Apply principles, methods, and knowledge of the functional area of capability to difficult and narrowly defined technical problems to arrive at automated solutions.
- Explain recommendations to decision-makers in terms that permit decisions.
- Perform studies and analyses on subjects within the technical scope of work.

**Minimum Education:** Bachelor’s Degree.

**Minimum Experience:** Seven (7) years of relevant experience.
**Systems Analyst/Programmer I**

**Functional Responsibilities:**
- Work with customers and project team members to understand business requirements.
- Assist in the development of functional requirements and creation of functional specifications.
- Assist in the development and documentation of technical system design for applications.
- Perform logical database normalization and design.
- Design, develop, test, and document application program modules.
- Meet project deadlines for assigned tasks.
- Follow QFlow Systems’ development methodology and project practices.

**Minimum Education:** Bachelor’s Degree.

**Minimum Experience:** One (1) to three (3) years of relevant experience.

---

**Systems Analyst/Programmer II**

**Functional Responsibilities:**
- Coordinate with internal and external customers to gain an understanding of their business requirements.
- Analyze and define customers’ functional requirements and create functional specifications design documents.
- Develop and document the technical systems design for applications.
- Supervise development and testing of application program modules.
- Develop, test, and document complex application program modules.
- Provide management reports and updates on project status.
- Install and set-up applications, tools, and project-related technologies.
- Perform as project team leader on system implementation projects.

**Minimum Education:** Bachelor’s Degree.

**Minimum Experience:** Two (2) to five (5) years of relevant experience.

---

**Systems Analyst/Programmer III**

**Functional Responsibilities:**
- Coordinate with internal and external customers to gain an understanding of their business requirements.
- Analyze and define customers’ functional requirements and create functional specifications design documents.
- Lead the development of the technical systems design for applications.
- Lead the development, testing, and documentation of complex application program modules.
- Provide management reports and updates on project status.
- Install and set-up applications, tools, and project-related technologies.
- Perform as project team leader on system implementation projects.

**Minimum Education:** Bachelor’s Degree.

**Minimum Experience:** Eight (8) years of relevant experience.
**Systems Engineer I**

**Functional Responsibilities:**
- Assist with the design, install, and configuration of Imaging, Document Management, and/or Records Management Systems.
- Provide first line of support maintenance services for Imaging and Document Management Systems including all hardware and software components.
- Follow QFlow Systems’ proven development methodology and project practices.

**Minimum Education:** Bachelor’s Degree.

**Minimum Experience:** Two (2) years of relevant experience.

---

**Systems Engineer II**

**Functional Responsibilities:**
- Survey technical infrastructures and make recommendations regarding enterprise-wide systems and network architectures to meet organization-wide requirements.
- Coordinate the delivery, installation, and configuration of hardware, operating systems, software, and network components for enterprise-wide systems.
- Design, install, and configure Imaging, Document Management, and/or Records Management Systems.
- Provide first line of support maintenance services for Imaging and Document Management Systems including all hardware and software components.
- Follow QFlow Systems’ proven development methodology and project practices.

**Minimum Education:** Bachelor’s Degree.

**Minimum Experience:** Five (5) years of relevant experience.

---

**Technical Writer**

**Functional Responsibilities:**
- Develop user, reference, and procedure manuals for computer systems.
- Design and maintain written style guides and templates for various documents.
- Assist in the development of functional specification documents.
- Follow QFS development methodology and project practices.
- Provide management reports and updates on project status.

**Minimum Education:** Bachelor’s Degree.

**Minimum Experience:** One (1) year of relevant experience.
**Experience & Degree Substitution Equivalencies**

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<table>
<thead>
<tr>
<th>Equivalent Degree</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate’s</td>
<td>High School/GED + 2 years relevant experience</td>
</tr>
<tr>
<td>Bachelor’s</td>
<td>Associate’s degree + 2 years relevant experience or High School/GED + 4 years relevant experience</td>
</tr>
<tr>
<td>Master’s</td>
<td>Bachelor’s + 2 years relevant experience or Associate’s degree + 4 years relevant experience or High School/GED + 6 years of relevant experience</td>
</tr>
<tr>
<td>Doctorate</td>
<td>Master’s + 2 years relevant experience or Bachelor’s + 4 years or Associate’s + 6 years relevant experience or High School/GED + 8 years relevant experience</td>
</tr>
</tbody>
</table>