

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: GSAAAdvantage.gov.



Multiple Award Schedule
Information Technology
IT Services & IT Solutions Subcategories

| | |
|--------------------|---|
| SIN 54151S | Information Technology Professional Services |
| SIN 518210C | Cloud Computing and Cloud-Related IT Professional Services |
| SIN OLM | Order Level Materials |

Contract Number: 47QTCA22D008S

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

Contract Period: May 26, 2022 – May 25, 2027
Plus Three Additional Five-Year Option Periods

Business Size: Small
Socio-Economic Designation: Disadvantaged

NetServices Inc.
4501 Singer Ct., Suite 210
Chantilly, VA 20151-1733
Phone: 703-825-7981
www.netsrvcs.com

Contract Administration:
James Locke
Phone: 201-401-2679
Fax: 703-880-0448
Email: lockej@netsrvcs.com

CUSTOMER INFORMATION

1a. Awarded SINs:

| Special Item Number | Description |
|---------------------|--|
| 54151S | <u>Information Technology Professional Services</u> – 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. |
| 518210C | <u>Cloud Computing and Cloud-Related IT Professional Services</u> – Includes commercially available cloud computing services such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS) and emerging cloud computing services. IT professional services that are focused on providing the types of services that support the Government's adoption of, migration to, or governance/management of cloud computing. Specific cloud related IT professional labor categories and/or fixed-price professional services solutions (e.g., migration services) that support activities associated with assessing cloud solutions, refactoring workloads for cloud solutions, migrating legacy or other systems to cloud solutions, providing management/governance of cloud solutions, DevOps, developing cloud native applications, or other cloud oriented activities are within scope of this SIN. |
| OLM | <u>Order-Level Materials</u> - 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. |

Note: This Schedule has been awarded under the cooperative purchasing program. Unless otherwise noted, the above SINs are available to state and local government.

1b. Lowest Priced Labor Category: Cloud Technical Support Representative III

1c. See the Labor Category Descriptions section for descriptions of all corresponding job titles, experience, functional responsibility, and education for the services offered.

2. Maximum order: The maximum order value for SINs 54151S and 518210C is \$500,000, and the maximum order value for SIN OLM is \$250,000.

3. Minimum order: \$100.00.

4. Geographic coverage: 50 States and Washington DC

5. Point of Production: Company Address

6. Prices shown are Net Prices; GSA Discounts have already been deducted.

7. Quantity Discounts: 1% for Task Orders that are equal to or exceed \$500,000

8. Prompt Payment terms: None; Net 30 days.

9. Foreign items are not available on this contract.

10a. Time of delivery: NetServices will deliver services as negotiated with the Ordering Agency.

10b. Expedited Delivery: Contact Contractor

10c. Overnight and 2-day delivery: Contact Contractor

10d. Urgent Requirements: Contact Contractor

11. FOB Point: Destination

12a. Ordering address: NetServices, Inc.
4501 Singer Ct., Suite 210
Chantilly, VA 20151-1733
lockej@netsrvcs.com

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

13. Payment address: NetServices, Inc.
4501 Singer Ct., Suite 210
Chantilly, VA 20151-1733

14. Warranty Provision: N/A

15. Export packing charges: N/A

16. Terms and conditions of rental, maintenance, and repair: N/A

17. Terms and conditions of installation: N/A

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

18b. Terms and conditions for any other services (if applicable): N/A

19. List of service and distribution points: N/A

20. List of participating dealers: N/A

21. Preventive maintenance: N/A

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A

22b. If applicable, Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services. The EIT standards can be found at: www.Section508.gov/. N/A

23. Unique Entity Identifier (UEI) number: K3P8NBX5NSG3

24. Notification regarding registration in Systems for Award Management (SAM) database. NetServices, Inc. is registered in the www.SAM.gov database.

GSA Contract Rates with IFF

SIN: 54151S IT Professional Services

| Labor Category Title | Base Period | Year 2 | Year 3 | Year 4 | Year 5 |
|--|--------------------|---------------|---------------|---------------|---------------|
| IT Service Management Consultant I | \$117.60 | \$122.42 | \$127.44 | \$132.67 | \$138.11 |
| IT Service Management Consultant IV | \$144.84 | \$150.78 | \$156.96 | \$163.40 | \$170.10 |
| Technical Support Representative IV | \$132.65 | \$138.09 | \$143.75 | \$149.64 | \$155.78 |
| IT Service Manager II | \$110.04 | \$114.55 | \$119.25 | \$124.14 | \$129.23 |
| IT Service Manager III | \$148.15 | \$154.22 | \$160.54 | \$167.12 | \$173.97 |
| IT Service Manager IV | \$155.81 | \$162.20 | \$168.85 | \$175.77 | \$182.98 |
| Systems Engineer II | \$135.62 | \$141.18 | \$146.97 | \$153.00 | \$159.27 |
| Systems Engineer III | \$121.69 | \$126.68 | \$131.87 | \$137.28 | \$142.91 |
| Systems Engineer IV | \$138.14 | \$143.80 | \$149.70 | \$155.84 | \$162.23 |
| Systems Engineer V | \$157.10 | \$163.54 | \$170.25 | \$177.23 | \$184.50 |
| Software Engineer I | \$107.96 | \$112.39 | \$117.00 | \$121.80 | \$126.79 |
| Software Engineer III | \$131.74 | \$137.14 | \$142.76 | \$148.61 | \$154.70 |
| Software Engineer IV | \$138.14 | \$143.80 | \$149.70 | \$155.84 | \$162.23 |
| Software Engineer V | \$161.34 | \$167.95 | \$174.84 | \$182.01 | \$189.47 |
| Software Engineer Subject Matter Expert | \$174.96 | \$182.13 | \$189.60 | \$197.37 | \$205.46 |
| Test Engineer V | \$159.67 | \$166.22 | \$173.04 | \$180.13 | \$187.52 |
| DevOps Engineer III | \$141.06 | \$146.84 | \$152.86 | \$159.13 | \$165.65 |
| DevOps Engineer IV | \$150.93 | \$157.12 | \$163.56 | \$170.27 | \$177.25 |
| DevOps Engineer V | \$160.10 | \$166.66 | \$173.49 | \$180.60 | \$188.00 |
| Architect / Business Process Consultant | \$197.48 | \$205.58 | \$214.01 | \$222.78 | \$231.91 |
| Technical Consultant - Subject Matter Expert | \$196.47 | \$204.53 | \$212.92 | \$221.65 | \$230.74 |

SIN: 518210C Cloud Services

| Labor Category Title | Base Period | Year 2 | Year 3 | Year 4 | Year 5 |
|--|--------------------|---------------|---------------|---------------|---------------|
| Cloud Business Analyst | \$100.15 | \$104.26 | \$108.53 | \$112.98 | \$117.61 |
| Cloud Consultant I | \$100.15 | \$104.26 | \$108.53 | \$112.98 | \$117.61 |
| Cloud Consultant III | \$140.22 | \$145.97 | \$151.95 | \$158.18 | \$164.67 |
| Cloud Consultant IV | \$161.97 | \$168.61 | \$175.52 | \$182.72 | \$190.21 |
| Intelligence Community Cloud Domain Specialist | \$173.02 | \$180.11 | \$187.49 | \$195.18 | \$203.18 |
| Cloud Technology Consultant II | \$119.03 | \$123.91 | \$128.99 | \$134.28 | \$139.79 |
| Cloud Technology Consultant III | \$138.91 | \$144.61 | \$150.54 | \$156.71 | \$163.14 |
| Cloud Technology Consultant IV | \$140.22 | \$145.97 | \$151.95 | \$158.18 | \$164.67 |
| Cloud Technology Consultant V | \$153.27 | \$159.55 | \$166.09 | \$172.90 | \$179.99 |
| Cloud Service Manager II | \$119.26 | \$124.15 | \$129.24 | \$134.54 | \$140.06 |
| Cloud Service Manager III | \$130.83 | \$136.19 | \$141.77 | \$147.58 | \$153.63 |
| Cloud Service Manager IV | \$149.11 | \$155.22 | \$161.58 | \$168.20 | \$175.10 |
| Cloud Service Manager V | \$162.11 | \$168.76 | \$175.68 | \$182.88 | \$190.38 |
| Cloud Project Manager I | \$92.34 | \$96.13 | \$100.07 | \$104.17 | \$108.44 |
| Cloud Quality Systems Manager | \$138.91 | \$144.61 | \$150.54 | \$156.71 | \$163.14 |
| Cloud Service Integration Architect IV | \$145.84 | \$151.82 | \$158.04 | \$164.52 | \$171.27 |
| Cloud Service Integration Architect V | \$165.41 | \$172.19 | \$179.25 | \$186.60 | \$194.25 |
| Cloud Software Engineer II | \$92.34 | \$96.13 | \$100.07 | \$104.17 | \$108.44 |
| Cloud Software Engineer V | \$162.09 | \$168.74 | \$175.66 | \$182.86 | \$190.36 |
| Cloud Systems Engineer III | \$121.05 | \$126.01 | \$131.18 | \$136.56 | \$142.16 |
| Cloud Systems Engineer IV | \$138.08 | \$143.74 | \$149.63 | \$155.76 | \$162.15 |
| Cloud Systems Engineer V | \$160.30 | \$166.87 | \$173.71 | \$180.83 | \$188.24 |
| Cloud Technical Support Representative III | \$92.15 | \$95.93 | \$99.86 | \$103.95 | \$108.21 |
| Cloud Test Engineer V | \$153.27 | \$159.55 | \$166.09 | \$172.90 | \$179.99 |

GSA Labor Category Descriptions

SIN: 54151S IT Professional Services

| Labor Category | Minimum Years of Experience | Functional Responsibility | Minimum Education | Certifications |
|-------------------------------------|-----------------------------|--|-------------------|--|
| IT Service Management Consultant I | 3 | Researches, designs, develops, operates, and maintains support services for existing and new business applications and/or information systems solutions through integration of technical and business requirements per standard IT process methodology (such as ITIL and ITSM). Includes identification, development, and prioritization of support services according to business criticality. Applications and information systems solutions include both third-party software and internally developed applications and infrastructure. Responsibilities include, but are not limited to, analysis of business requirements, configuration of third-party software implementation of infrastructure solutions, creation of documentation, testing and maintenance of applications, and support and maintenance of infrastructure and information systems. Works within the Information Technology function, obtaining resources and working in support of objectives and strategies. Participates in architecture reviews to ensure that solutions comply with standards and use approved technologies. | Bachelor's Degree | ITIL V4 Foundations required |
| IT Service Management Consultant IV | 12 | Researches, designs, develops, operates, and maintains support services for existing and new business applications and/or information systems solutions through integration of technical and business requirements per standard IT process methodology (such as ITIL and ITSM). Applies developed subject matter knowledge to solve common and complex business issues within established guidelines and recommends appropriate alternatives. Works on problems of diverse complexity and scope. May act as a team or project leader providing direction to team activities and facilitating information validation and team decision making process. Exercises independent judgment within generally defined policies and practices to identify and select a solution. Must be able to work with business functions, geographies and focused solutions. Strong written skills and real experience of working in key business relationships. Ability to handle most unique situations. | Bachelor's Degree | ITIL V4 Foundations required |
| Technical Support Representative IV | 10 | Provides complex technical support to clients via email, phone, or other methods. Possesses deep understanding of the organization's products and services, and may provide guidance to less experienced personnel. Has knowledge of concepts, practices, and procedures within a particular field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager. | Bachelor's Degree | DoD Directive 8570.01-M Certification preferred, ITIL V4 Foundations preferred |

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| IT Service Manager II | 2 | Directs, manages, leads, and coordinates the integration of existing and/or new Information Technology solutions according to requirements of one or more functions and/or IT transformational activities. Establishes functional business plans and technical project/program objectives to meet the short- and long-term goals and metrics of the organization. Responsible for the supervision of activities and resources needed. Provides direction and expertise to departmental teams and participates in cross-department initiatives. Acts as a point of escalation for subordinate employees as well as other supervisors. | Bachelor's Degree | DoD Directive 8570.01-M Certification preferred, ITIL V4 Foundations preferred |
| IT Service Manager III | 4 | Directs, manages, leads, and coordinates the integration of existing and/or new Information Technology solutions according to requirements of one or more functions and/or IT transformational activities. Establishes functional business plans and technical project/program objectives to meet the short- and long-term goals and metrics of the organization. Applies advanced subject matter knowledge to manage staff activities in solving common and complex business/technical issues within established policies. Provides guidance on process improvements and recommends changes in alignment with business tactics and strategy for area of responsibility. | Bachelor's Degree | DoD Directive 8570.01-M Certification preferred, ITIL Practitioner preferred |
| IT Service Manager IV | 8 | Directs, manages, leads, and coordinates the integration of existing and/or new Information Technology solutions according to requirements of one or more functions and/or IT transformational activities. Establishes functional business plans and technical project/program objectives to meet the short- and long-term goals and metrics of the organization. Applies expert subject matter knowledge to manage staff activities in solving most complex business/technical issues within established policies. | Bachelor's Degree | DoD Directive 8570.01-M Certification preferred, ITIL Service Operation Intermediate preferred |
| Systems Engineer II | 3 | Experience in developing systems, products, and/or processes based on a total systems perspective. Includes the implementation and design of hardware and software. Monitors the performance of systems. Familiar with standard concepts, practices, and procedures within a particular field. Performs system-level design trade analysis, reviews system specifications and description documents, helps determine how a system is to be built, tested, and implemented, helps plan the system development execution and helps to ensure adherence to appropriate standards, policies, principles, and practices. Analyzes system capacity and performance to support problem resolution and system enhancements and monitors systems tests. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision. A moderate degree of creativity and latitude is expected. | Bachelor's Degree | DoD Directive 8570.01-M Certification preferred, ITIL V4 Foundations preferred |

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| Systems Engineer III | 7 | Experience in developing systems, products, and/or processes based on a total systems perspective. Includes the implementation and design of hardware and software. Monitors the performance of systems. Familiar with standard concepts, practices, and procedures within a particular field. Performs system-level design trade analysis, reviews system specifications and description documents, helps determines how a system is to be built, tested, and implemented, helps plan the system development execution and helps to ensure adherence to appropriate standards, policies, principles, and practices. Analyzes system capacity and performance to support problem resolution and system enhancements and monitors systems tests. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision. A moderate degree of creativity and latitude is expected. | Bachelor's Degree | DoD Directive 8570.01-M Certification preferred, ITIL V4 Foundations preferred |
| Systems Engineer IV | 10 | Responsible for the planning and engineering of an organization's systems infrastructure. Includes the implementation and design of hardware and software. Monitors the performance of systems. Performs system-level design trade analysis, reviews system specifications and description documents, helps determines how a system is to be built, tested, and implemented, helps plan the system development execution and helps to ensure adherence to appropriate standards, policies, principles, and practices. Analyzes system capacity and performance to support problem resolution and system enhancements and monitors systems tests. Relies on experience and judgment to plan and accomplish goals. Responds to inquiries from a variety of sources for the purpose of providing technical assistance, consultation, advice, and support, and regularly provides advice and recommends actions and solutions involving complex issues. May lead and direct the work of others. A wide degree of creativity and latitude is required. | Bachelor's Degree | DoD Directive 8570.01-M Certification preferred, ITIL V4 Foundations preferred |
| Systems Engineer V | 12 | Responsible for the planning and engineering of an organization's systems infrastructure. Includes the implementation and design of hardware and software. Monitors the performance of systems. Maintains a diverse set of skills across multiple technical disciplines with recognized expertise in multiple disciplines and possess advanced knowledge of multiple mature and emerging technologies. Performs system-level design trade analysis, reviews system specifications and description documents, helps determines how a system is to be built, tested, and implemented, helps plan the system development execution and helps to ensure adherence to appropriate standards, policies, principles, and practices. Analyzes system capacity and performance to support problem resolution and system enhancements and monitors systems tests. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Responds to inquiries from a variety of sources for the purpose of providing technical assistance, consultation, advice and support, and regularly provides advice and recommends actions and solutions involving | Bachelor's Degree | DoD Directive 8570.01-M Certification preferred, ITIL V4 Foundations preferred |

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| | | complex issues. Leads and directs the work of others. A wide degree of judgement, creativity, and latitude is required. | | |
| Software Engineer I | 1 | <p>Researches, collects, and reports information on the ability and capacity of company products and competing equipment. Aids in the design and development of equipment and systems, and redesign of existing systems to fulfill the needs of customers. Formulates/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. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Typically reports to a supervisor.</p> | Bachelor's Degree | |
| Software Engineer III | 4 | <p>Researches, collects, and reports information on the ability and capacity of company products and competing equipment. Aids in the design and development of equipment and systems, and redesign of existing systems to fulfill the needs of customers. Formulates/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. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.</p> | Bachelor's Degree | |

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| Software Engineer IV | 7 | <p>Researches, collects, and reports information on the ability and capacity of company products and competing equipment. Aids in the design and development of equipment and systems, and redesign of existing systems to fulfill the needs of customers. Formulates/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. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager and may lead a small group or team.</p> | Bachelor's Degree | |
| Software Engineer V | 12 | <p>Researches, collects, and reports information on the ability and capacity of company products and competing equipment. Aids in the design and development of equipment and systems, and redesign of existing systems to fulfill the needs of customers. Formulates/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. Provides overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a manager and has leadership responsibilities for a larger group or team.</p> | Bachelor's Degree | |
| Software Engineer Subject Matter Expert | 16 | <p>Researches, collects, and reports information on the ability and capacity of company products and competing equipment. Aids in the design and development of equipment and systems, and redesign of existing systems to fulfill the needs of customers. Formulates/defines specifications for complex operating software programming. Deep knowledge of a particular software application or set of applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents those programs. Provides overall operating system, such as</p> | Master's Degree | |

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| | | sophisticated file maintenance routines, large telecommunications networks, computer accounting, and advanced mathematical/scientific software packages. Assists all phases of software systems programming applications. Evaluates new and existing software products. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a manager and has leadership responsibilities for a large group or team. | | |
| Test Engineer V | 12 | Responsible for planning and arranging the labor, schedules, equipment and diagnostics required for testing and evaluating both standard and special devices. Specifies tests to be performed and provides test area with parameters for sample testing. Compiles data and defines changes required in testing equipment and diagnostics, testing procedures, manufacturing processes, or new testing requirements. Responsible for designing, developing, and implementing cost-effective methods of testing and troubleshooting systems and equipment. Applies advanced subject matter knowledge to solve complex business issues and is regarded as a subject matter expert. Frequently contributes to the development of new ideas and methods. Works on complex problems where analysis of situations or data requires an in-depth evaluation of multiple factors. Leads and/or provides expertise to functional project teams and may participate in cross-functional initiatives. Acts as an expert providing direction and guidance to process improvements and establishing policies. Frequently represents the organization to external customers/clients. Exercises significant independent judgment within broadly defined policies and practices to determine best method for accomplishing work and achieving objectives. May provide mentoring and guidance to lower-level employees. | Bachelor's Degree | DoD Directive 8570.01-M Certification preferred, ITIL V4 Foundations preferred |
| DevOps Engineer III | 4 | Has an advanced understanding of the Software Development Lifecycle and has the outright understanding of various automation tools for developing digital pipelines (e.g., CI / CD pipelines). Works with developers and other IT staff to oversee software releases. Automates and orchestrates workloads across multiple infrastructure and cloud providers. Proficient in leveraging CI / CD tools to automate testing and deployment of software. Works with customers and others to troubleshoot customer environments to increase user satisfaction. Develops tools and processes to drive and improve customer experiences. Works under general supervision. Typically reports to a supervisor or manager. Performs a variety of tasks. A wide degree of creativity and latitude is expected. | Bachelor's Degree | |

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| DevOps Engineer IV | 7 | Has a deep understanding of the Software Development Lifecycle and has advanced knowledge of various automation tools for developing digital pipelines (e.g., CI / CD pipelines). Works with developers and other IT staff to oversee software releases. Automates and orchestrates moderate to complex workloads across multiple infrastructure and cloud providers. Advanced knowledge of leveraging CI / CD tools to automate testing and deployment of software. Works with customers and other to troubleshoot complex customer environments to increase user satisfaction. Develops tools and processes to drive and improve customer experiences. Typically reports to a supervisor or manager and may lead a small group or team. Performs a variety of tasks. A wide degree of creativity and latitude is expected. | Bachelor's Degree | |
| DevOps Engineer V | 12 | Has a deep understanding of the Software Development Lifecycle and has expert knowledge of various automation tools for developing digital pipelines (e.g., CI / CD pipelines). Works with and may lead teams of developers and other IT staff to oversee software releases. Automates and orchestrates complex workloads across multiple infrastructure and cloud providers. Expert in leveraging CI / CD tools to automate testing and deployment of software. Plays a significant role in working with customers and others to troubleshoot complex customer environments to increase user satisfaction. Expert in developing tools and processes to drive and improve customer experiences. Typically reports to a supervisor or manager and may lead a small group or team. Performs a variety of tasks. A wide degree of creativity and latitude is expected. | Bachelor's Degree | |
| Architect / Business Process Consultant | 15 | Provides technology consulting to external customers and internal project teams. Responsible for providing technical support and/or leadership in the creation and delivery of technology solutions designed to meet customers' business needs and, consequently, for understanding customers' businesses. Unique mastery and recognized authority on relevant subject matter knowledge including technologies, theories, and techniques. Contributes to the development of innovative principles and ideas. Successfully operates in the most complex disciplines, in which the company must operate to be successful. Provides highly innovated solutions. Leads large, cross-division functional teams or projects that affect the organizations long-term goals and objectives. May participate in cross-division, multi-function teams. Provides mentoring and guidance to lower-level employees. Routinely exercises independent judgment in developing methods, techniques, and criteria for achieving objectives. Develops strategy and sets functional policy and direction. Acts as a functional manager within an area of expertise but does not manage other employees as a primary job function. | Bachelor's Degree | |

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| <p>Technical Consultant - Subject Matter Expert</p> | <p>12</p> | <p>Recognized authority internally and externally on leading-edge technologies, theories, or techniques. Provides innovative solutions to complex and critically sensitive issues affecting multiple disciplines and work groups. Determines and pursues courses of action essential in accomplishing objectives. Integrates advanced technology, theories, or techniques that have a significant continued impact across disciplines and business units. Serves as organization spokesperson on specialized projects or programs. Champions large projects that affect the organization's long-range goals and objectives. Provides mentoring and guidance to lower-level employees. Acts as trusted advisor at executive level for multiple large clients. Leads and coaches multiple engagement teams on the largest or most complex or difficult client assignments. Plays a significant ongoing role in the client's internal management alliances, shapes client thinking on governance, shapes the strategic direction, and acts as a transformation agent. Mentors and coaches, in demand for a range of internal and external activities, senior mentor with strong personal pull using every opportunity to develop and grow others. Builds the client's knowledge base so they are current on the latest industry IT.</p> | <p>Bachelor's Degree</p> | |
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GSA Labor Category Descriptions

SIN: 518210C Cloud Computing and Cloud-Related IT Professional Services

| Labor Category | Minimum Years of Experience | Functional Responsibility | Minimum Education | Certifications |
|------------------------|-----------------------------|---|-------------------|----------------|
| Cloud Business Analyst | 2 | Works to research, elicit, analyze, validate, and document cloud requirements to ensure that those requirements clearly reflect true business needs. Translates cloud needs into system/application requirements and project components to help determine solutions to business problems. Applies intermediate level of subject matter knowledge to solve a variety of common business issues. Works on problems of a moderately complex scope. Acts as an informed team member providing analysis of information and limited project direction input. Exercises independent judgment within defined practices and procedures to determine appropriate action. Follows established guidelines and interprets policies. Evaluates unique circumstances and makes recommendations. Writes a variety of technical articles, reports, brochures, and/or manuals for documentation for a wide range of uses. May be responsible for coordinating the display of graphics and the production of the document. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. Typically reports to a manager or head of a unit/department. A wide degree of creativity and latitude is expected. | Bachelor's Degree | |
| Cloud Consultant I | 1 | Develops and modifies scalable architecture to support applications and infrastructure on Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) technologies. Assists in the design and management of an organization's cloud systems, applications, policies, and strategy. Incorporates security management and privacy requirements into cloud hardware, software, and applications. Helps evaluate and identify the best cloud solutions for the organization. designs controls and processes that utilize available audit tools. Maintains up-to-date knowledge of cloud products and technology. Relies on limited experience and judgment to plan and accomplish goals. Works under general supervision. A moderate degree of creativity and latitude is expected. | Bachelor's Degree | |
| Cloud Consultant III | 5 | Develops and modifies scalable architecture to support applications and infrastructure on Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) technologies. Assists in the design and management of an organization's cloud systems, applications, policies, and strategy. Incorporates security management and privacy requirements into cloud hardware, software, and applications. Evaluates and identifies the best cloud | Bachelor's Degree | |

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| | | solutions for the organization. Relies on experience and judgment to plan and accomplish goals. Typically reports to a manager. Performs a variety of complicated tasks. May provide consultation on complex projects. May guide a team of developers through the project to completion. | | |
| Cloud Consultant IV | 10 | Develops and modifies scalable architecture to support applications and infrastructure on Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) technologies. Assists in the design and management of an organization's cloud systems, applications, policies, and strategy. Incorporates security management and privacy requirements into cloud hardware, software, and applications. Evaluates and identifies the best cloud solutions for the organization. Relies on extensive experience and judgment to plan and accomplish goals. Typically reports to a manager or head of a unit/department. Performs a variety of complicated tasks. May provide consultation on complex projects and is considered to be a high level contributor/specialist. May guide a team of developers through the project to completion. | Bachelor's Degree | |
| Intelligence Community Cloud Domain Specialist | 15 | Provides Intelligence Community (IC) consulting to businesses, functions, and geographies that utilize Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) technologies and drives effective business engagement for IC cloud solutions. Understands the specific goals and needs of the business, function, or geography and represents those needs to the IC IT organization. Works to align business, function, and geography requirements with IT cloud plans and priorities. Applies advanced subject matter knowledge to solve complex business issues and is regarded as a subject matter expert. Frequently contributes to the development of new ideas and methods. Works on complex problems where analysis of situations or data require an in-depth evaluation of multiple factors. Leads and/or provides expertise to functional project teams and may participate in cross-functional initiatives. Can lead the evaluation process to select, implement, and maintain the best cloud solutions for the organization. Exercises significant independent judgment within broadly defined policies and practices to determine best method for accomplishing work and achieving objectives. Maintains up-to-date, extensive, and deep knowledge of cloud products, technology, and best practices. Routinely provides IC mentoring and guidance to lower-level employees. | Bachelor's Degree | |
| Cloud Technology Consultant II | 7 | Responsible for helping to design and implement cloud information systems that will adequately support the enterprise infrastructure of the organization. Analyzes system requirements and ensures that systems will offer security and be effectively integrated with current applications. Ensures that all systems are working at optimal levels and offers support to application development department regarding new technologies and | Bachelor's Degree | |

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| | | system requirements. Has an understanding of infrastructure, application programming, and web and cloud applications. Familiar with a variety of the field's concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. A degree of creativity and latitude is expected. Typically reports to a supervisor. | | |
| Cloud Technology Consultant III | 10 | Responsible for designing and implementing cloud information systems that will adequately support the enterprise infrastructure of the organization. Analyzes system requirements and ensures that systems will offer security and be effectively integrated with current applications. Ensures that all systems are working at optimal levels and offers support to application development department regarding new technologies and system requirements. Has an understanding of infrastructure, application programming, and web and cloud applications. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. A wide degree of creativity and latitude is expected. Typically reports to a supervisor | Bachelor's Degree | CISSP required |
| Cloud Technology Consultant IV | 12 | Responsible for designing and implementing cloud information systems that will adequately support the enterprise infrastructure of the organization. Analyzes system requirements and ensures that systems will offer security and be effectively integrated with current applications. Ensures that all systems are working at optimal levels and offers support to application development department regarding new technologies and system requirements. Has a thorough understanding of infrastructure, application programming, and web and cloud applications. Knowledgeable of a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a wide variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department. | Bachelor's Degree | CISSP required |
| Cloud Technology Consultant V | 15 | Responsible for leading the design and implementation of cloud information systems that will adequately support the enterprise infrastructure of the organization. Analyzes system requirements and ensures that systems will offer security and be effectively integrated with current applications. Ensures that all systems are working at optimal levels and leads support efforts towards application development departments regarding new technologies and system requirements. Has a deep understanding of infrastructure, application programming, and web and cloud applications. Expert in a variety of the field's concepts, practices, and procedures. Relies on deep experience and judgment to plan and accomplish goals. Performs a wide variety of tasks. May lead a team to achieve objectives. A wide degree of creativity and latitude is expected. Typically | Bachelor's Degree | CISSP required |

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| | | reports to a manager or head of a unit/department. | | |
| Cloud Service Manager II | 2 | Directs, manages, leads, and coordinates the integration of existing and/or new Cloud solutions according to requirements of one or more functions and/or IT transformational activities. Establishes functional business plans and technical project/program objectives to meet the short- and long-term goals and metrics of the organization. Responsible for the supervision of activities and resources needed. Provides direction and expertise to departmental teams and participates in cross-department initiatives. Acts as a point of escalation for subordinate employees as well as other supervisors. Researches, designs, develops operates and maintains support services for existing and new cloud applications and/or information systems solutions through integration of technical and business requirements, per standard NetServices IT process methodology (such as ITIL and ITSM). Applies intermediate level of subject matter knowledge to solve a variety of common business issues. Works on problems of moderately complex scope. Acts as an informed team member providing analysis of information and limited project direction input. Exercises independent judgment within defined practices and procedures to determine appropriate action. Follows established guidelines and interprets policies. Must be able to work with business functions, geographies, and focused solutions. Strong written skills and real experience of working in key business relationships. Evaluates unique circumstances and makes recommendations. | Bachelor's Degree | ITIL V3 Foundation required |
| Cloud Service Manager III | 4 | Directs, manages, leads, and coordinates the integration of existing and/or new Cloud solutions according to requirements of one or more functions and/or IT transformational activities. Establishes functional business plans and technical project/program objectives to meet the short- and long-term goals and metrics of the organization. Applies advanced subject matter knowledge to manage staff activities in solving common and complex business/technical issues within established policies. Provides guidance on process improvements and recommends changes in alignment with business tactics and strategy for area of responsibility. Researches, designs, develops, operates, and maintains support services for existing and new cloud applications and/or information systems solutions through integration of technical and business requirements, per standard NetServices IT process methodology (such as ITIL and ITSM). Applies intermediate level of subject matter knowledge to solve a variety of common business issues. Works on problems of moderately complex scope. Acts as an informed team member providing analysis of information and limited project direction input. Exercises independent judgment within defined practices and procedures to determine appropriate action. Follows established guidelines and interprets policies. Must be able to work with | Bachelor's Degree | ITIL V3 Foundation required |

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| | | business functions, geographies, and focused solutions. Strong written skills and real experience of working in key business relationships. Evaluates unique circumstances and makes recommendations. | | |
| Cloud Service Manager IV | 8 | Directs, manages, leads, and coordinates the integration of existing and/or new Cloud solutions according to requirements of one or more functions and/or IT transformational activities. Establishes functional business plans and technical project/program objectives to meet the short- and long-term goals and metrics of the organization. Applies expert subject matter knowledge to manage staff activities in solving most complex business/technical issues within established policies. Researches, designs, develops, operates, and maintains support services for existing and new cloud applications and/or information systems solutions through integration of technical and business requirements, per standard NetServices IT process methodology (such as ITIL and ITSM). Applies developed subject matter knowledge to solve common and complex business issues within established guidelines and recommends appropriate alternatives. Works on problems of diverse complexity and scope. May act as a team or project leader providing direction to team activities and facilitates information validation and team decision making process. Exercises independent judgment within generally defined policies and practices to identify and select a solution. Must be able to work with business functions, geographies and focused solutions. Strong written skills and real experience of working in key business relationships. Ability to handle most unique situations. | Bachelor's Degree | |
| Cloud Service Manager V | 12 | Directs, manages, leads, and coordinates the integration of existing and/or new Cloud solutions according to requirements of one or more functions and/or IT transformational activities. Establishes functional business plans and technical project/program objectives to meet the short- and long-term goals and metrics of the organization. Applies expert subject matter knowledge to manage staff activities in solving most complex business/technical issues within established policies. Has accountability for a large multi-department area(s) or location(s) with significant impact on business unit results and organizational strategy. Researches, designs, develops, operates, and maintains support services for existing and new cloud applications and/or information systems solutions through integration of technical and business requirements, per standard NetServices IT process methodology (such as ITIL and ITSM). Applies developed subject matter knowledge to solve common and complex business issues within established guidelines and recommends appropriate alternatives. Works on problems of diverse complexity and scope. May act as a team or project leader providing direction to team activities and facilitates information validation and team decision making process. Exercises independent judgment within generally defined policies and | Bachelor's Degree | ITIL V3 Foundation required |

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| | | practices to identify and select a solution. Ability to handle unique situations. | | |
| Cloud Project Manager I | 2 | Responsible for the coordination and completion of cloud projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of project. Prepares reports for upper management regarding status of project. Familiar with a variety of cloud concepts, practices, and procedures. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department. | Bachelor's Degree | Certified Scrum Master (CSM) required |
| Cloud Quality Systems Manager | 15 | Responsible for all activities involving quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a Director and/or is a manager or head of a unit/department. | Bachelor's Degree | |
| Cloud Service Integration Architect IV | 12 | As trusted advisor, creates and maintains effective customer relationships so as to ensure customer satisfaction. Maintains knowledge of leading edge cloud technologies and industry/market domain knowledge. Accountable for consistent and significant chargeability levels and for assisting in meeting or exceeding revenue and customer satisfaction goals. Applies developed cloud subject matter knowledge to solve common and complex business issues within established guidelines and recommends appropriate alternatives. Works on problems of diverse complexity and scope. May act as a team or project leader providing direction to team activities and facilitates information validation and team decision making process. | Bachelor's Degree | |
| Cloud Service Integration Architect V | 15 | Provide technology consulting to external customers and internal project teams. Responsible for providing technical support and/or leadership in the creation and delivery of cloud technology solutions designed to meet customers' business needs and, consequently, for understanding customers' businesses. Unique mastery and recognized authority on relevant subject matter knowledge including technologies, theories, and techniques. Contributes to the development of innovative principles and ideas. Successfully operates in the most complex disciplines, in which the company must operate to be successful. Provides highly innovated solutions. Leads large, cross-division functional teams or projects that affect the organization's long-term goals and objectives. May participate in cross-division, multi-function teams. Provides mentoring and guidance to lower-level employees. Routinely exercises independent judgment in developing | Bachelor's Degree | |

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| | | <p>methods, techniques, and criteria for achieving objectives. Develops strategy and sets functional policy and direction. Acts as a functional manager within area of expertise but does not manage other employees as a primary job function.</p> | | |
| Cloud Software Engineer II | 2 | <p>Provides guidance and expertise on DevOps, migrations, and cloud technologies to customers (both customer mission application program offices and lead customer program offices). Is familiar with AWS, Azure, or other cloud services; works with and can lead integrated product teams across organizational boundaries using modern software engineering methodologies (e.g., Agile) to develop requirements, testing, evaluation, validation, and enhancements, provides regular status reports; assists with successful customer demonstrations that result in customer acceptance of team products; draws on professional experience to help define, architect, and design cloud-based software systems, system components, and analytic tools to meet customer requirements, including integration of open source software tools. Ensures the timely and accurate development of system documentation, including code comment and user manuals, instructional and briefing materials, as appropriate for any delivered product. Follows standards for software development, code comments, bug reports, code reviews, and software assurance processes. Interacts and work closely with product manager to devise solutions and break them down into incremental production-ready user stories</p> | Bachelor's Degree | |
| Cloud Software Engineer V | 12 | <p>Provides guidance and expertise on DevOps, migrations, and cloud technologies to customers (both customer mission application program offices and lead customer program offices). Is familiar with AWS, Azure, or other cloud services; works with and can lead integrated product teams across organizational boundaries using modern software engineering methodologies (e.g., Agile) to develop requirements, testing, evaluation, validation, and enhancements, provides regular status reports, leads successful customer demonstrations that result in customer acceptance of team products. Draws on professional experience to define, architect, and design complex cloud-based software systems, system components, and analytic tools to meet customer requirements, including integration of open source software tools. Ensures the timely and accurate development of system documentation, including code comment and user manuals, instructional and briefing materials, as appropriate for any delivered product. Follows standards for software development, code comments, bug reports, code reviews, and software assurance processes. Interacts and works closely with product managers to devise solutions and break them down into incremental production-ready user stories. Exercises significant independent judgment within broadly defined policies and practices to determine best method for accomplishing work and achieving objectives. May provide mentoring and</p> | Bachelor's Degree | |

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| | | guidance to lower-level employees. | | |
| Cloud Systems Engineer III | 10 | Responsible for the planning and engineering of an organization's cloud systems infrastructure. Includes the implementation and design of cloud enablement technologies. Monitors the performance of systems. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected. | Bachelor's Degree | |
| Cloud Systems Engineer IV | 12 | Responsible for the planning and engineering of an organization's cloud systems infrastructure. Includes the implementation and design of cloud enablement technologies. Monitors the performance of systems. Familiar with concepts, practices, and procedures within a particular field. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. Works under general supervision. Leads and directs the work of others. A wide degree of judgement, creativity, and latitude is expected. | Bachelor's Degree | |
| Cloud Systems Engineer V | 15 | Responsible for the planning and engineering of an organization's cloud systems infrastructure. Includes the implementation and design of cloud enablement technologies. Monitors the performance of systems. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of responsibility, judgement, creativity, and latitude is expected. | Bachelor's Degree | |
| Cloud Technical Support Representative III | 5 | Provides complex technical support to clients via email, phone, or other methods. Possesses deep understanding of the organization's cloud products and services, and may provide guidance to less experienced personnel. Has knowledge of concepts, practices, and procedures within cloud technology. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager. | Bachelor's Degree | |
| Cloud Test Engineer V | 12 | Responsible for planning and arranging the labor, schedules, equipment, and diagnostics required for testing and evaluating both cloud software and devices. Specifies tests to be performed and provides test area with parameters for sample testing. Compiles data and defines changes required in testing equipment and diagnostics, testing procedures, manufacturing processes, or new testing requirements. Responsible for designing, developing, and implementing cost-effective methods of testing and troubleshooting cloud systems. Applies advanced subject matter knowledge to solve complex business issues and is regarded as a subject matter expert. | Bachelor's Degree | |

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| | Frequently contributes to the development of new ideas and methods. Works on complex problems where analysis of situations or data requires an in-depth evaluation of multiple factors. Leads and/or provides expertise to functional project teams and may participate in cross-functional initiatives. Acts as an expert providing direction and guidance to process improvements and establishing policies. Frequently represents the organization to external customers/clients. Exercises significant independent judgment within broadly defined policies and practices to determine best method for accomplishing work and achieving objectives. May provide mentoring and guidance to lower-level employees. | |
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Service Contract Labor Standards

Service Contract Act Labor Standards (SCLS) are applicable to this contract. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and / or when the contractor adds SCLS labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.