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

SCHEDULE TITLE: Multiple Award Schedule

FEDERAL SUPPLY GROUP: Professional Services

FSC Classes/Product Codes:
- DA01 – IT and Telecom- Business Application/Application Development Support Services (Labor)
- DA01 – IT and Telecom- Business Application/Application Development Support Services (Labor)
- DB10 – IT and Telecom – Compute As A Service: Mainframe/Servers

CONTRACT NUMBER: 47QTCA22D008W

CONTRACT PERIOD: August 11, 2022 through August 10, 2027

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at: http://fss.gsa.gov/.

CONTRACTOR: Inovi Solutions, Inc.
3412 Mark Twain Blvd
Flower Mound, TX 75022
(469) 815- 4078
info@inovisolutions.com
www.inovisolutions.com

CONTRACTOR’S ADMINISTRATION SOURCE: Faizul Mannan
3412 Mark Twain Blvd
Flower Mound, TX 75022
(469) 815- 4078
info@inovisolutions.com

BUSINESS SIZE: Small

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

*This is the MOST RECENTLY awarded Contractor Initiated Modification and does NOT include any Mass Modifications Prices Shown Herein are Net (discount deducted)
CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

<table>
<thead>
<tr>
<th>SINs</th>
<th>Recovery</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>54151SRC</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>54151</td>
<td>54151RC</td>
<td>Software Maintenance Services</td>
</tr>
<tr>
<td>518210C</td>
<td>518210CRC</td>
<td>Cloud and Cloud-Related IT Professional Services</td>
</tr>
</tbody>
</table>

1b. Lowest Priced Item: See Pricelist (Government net price based on a unit of one).

1c. Hourly Rates: See Pricelist (includes discount and IFF).

2. Maximum order:

- 54151S: $500,000 per order
- 54151: $500,000 per order
- 518210C: $500,000 per order

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

3. Minimum order: $100

4. Geographic coverage (delivery area): Domestic

5. Point(s) of production (city, county, and State or foreign country): 3412 Mark Twin Blvd, Flower Mound, TX

6. Discount from list prices or statement of net price: Government Net Prices

7. Quantity discounts: None

8. Prompt payment terms. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions: Net 30 days
9. Foreign items (list items by country of origin): Not Applicable

10a. Time of delivery: (Contractor insert number of days.) To Be Determined at the Task Order level

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list: To Be Determined at the Task Order level

10c. Overnight and 2-day delivery: To Be Determined at the Task Order level

10d. Urgent Requirements: To Be Determined at the Task Order level

11. F.O.B. point(s): Destination

12a. Ordering address(es): 3412 Mark Twin Blvd, Flower Mound, TX

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

13. Payment address(es): 3412 Mark Twin Blvd, Flower Mound, TX

14. Warranty provision: Standard Commercial Warranty Terms & Conditions

15. Export packing charges, if applicable: Not Applicable

16. Terms and conditions of rental, maintenance, and repair (if applicable): Not Applicable

17. Terms and conditions of installation (if applicable): Not Applicable

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

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

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

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

21. Preventive maintenance (if applicable): Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not Applicable
22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. Not Applicable

23. Unique Entity Identifier (UEI) Number: MK83YRZL1986

24. Notification regarding registration in System for Award Management (SAM) database: Contractor registered and active in SAM
# LABOR CATEGORY DESCRIPTIONS

## Salesforce Developer

<table>
<thead>
<tr>
<th>Minimum Education:</th>
<th>Bachelor's Degree in Computer Science or 4 years of related technical field with a High School Diploma</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Years’ Experience:</td>
<td>4 years</td>
</tr>
</tbody>
</table>

### Responsibilities:

- Professional IT services experience in IT systems analysis, information systems, Salesforce.com technologies and Salesforce software platform coding requirements
- Design, develop, configure and implement Salesforce.com solutions for software components and testing/bug fixes, final testing, and documentation.
- Professional IT services experience with Data Visualization, Data Loader or data analytics
- Knowledge of web technologies, including Java, Ajax, or CSS. Design and configure Salesforce modules, forms, and workflows.
- Extend the IT platform by leveraging the Salesforce application development model. Integrate with external systems and orchestrate IT automation.
- Administer Salesforce applications, including updating security and workflow configurations, integrating with external systems, importing data, creating custom scripts, and building reports.
- Facilitate constant communication and collaboration with other technical resources and stakeholders regarding status of projects and technical issues
- Perform technical evaluations, identify and create solutions, and design clever approaches that solve business challenges
- Be a team player in a highly collaborative environment, yet also be able to peel off for “heads down” solo time as needed
- Commit to and meet required deadlines as outlined by project team and business partners
- Assist in troubleshooting any software application issues that arise, and help identify clever modifications needed in existing applications
- Grow your technical skills and knowledge on the latest development innovations on the Salesforce platform
# Project Manager

<table>
<thead>
<tr>
<th>Minimum Education:</th>
<th>Bachelor’s degree or 4 years of required relevant IT experience with a High School Diploma</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Years’ Experience:</td>
<td>4 years</td>
</tr>
</tbody>
</table>

**Responsibilities:**

- Assist in the development and implementation of process improvements in conjunction with the project management and technology teams.
- Ensure consistent tracking and reporting are in place.
- Develop Project Plan, forecast and schedule.
- Work with stakeholders to record detailed project requirements, constraints and assumptions to establish project deliverables, using requirement-gathering techniques (e.g. planning sessions, brainstorming, focus groups) and the project charter.
- Develop, lead, or participate in team projects to enhance, improve, and mature the PMO management capabilities.
- Ensure plans for assigned projects include work breakdown, project organization chart, cost/budget and communication, risk, quality, and resource plans.
- Communicate project plans to affected parties to ensure a common understanding, set expectations and align stakeholders and project team members.
- Ensure execution of tasks defined in the project plan to achieve the project goals. Execute all parts of the project plan and manage the budget/forecast. Monitor and control project work including change controls.
- Measure project performance utilizing appropriate tools and techniques to monitor progress; identify and quantify variances, complete any required corrective actions, and communicate to all stakeholders.
- Implement approved actions and workarounds required to mitigate project risk events.
- Improve project team performance by building team cohesiveness, leading, mentoring, training, and motivating to facilitate cooperation, ensure project efficiency and boost morale.
- Projects include 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 services. Provides cloud 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.
<table>
<thead>
<tr>
<th><strong>Salesforce Solution Architect</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum Education:</strong></td>
<td>Bachelor's Degree in Computer Science or 8 years of related technical field with a High School Diploma</td>
</tr>
<tr>
<td><strong>Minimum Years’ Experience:</strong></td>
<td>8 years</td>
</tr>
<tr>
<td><strong>Responsibilities:</strong></td>
<td></td>
</tr>
<tr>
<td>• Adept with the Salesforce Software program and works to help companies meet their IT professional services missions by driving client-specific implementation as well as ongoing system improvements on the Salesforce platform. Interfaces between customer and development team.</td>
<td></td>
</tr>
<tr>
<td>• Must understand the IT professional services business requirements to provide expert help with planning and implementation, or improving productivity and results from an existing Salesforce deployment.</td>
<td></td>
</tr>
<tr>
<td>• Provide design leadership in large or complex development projects involving application development, migrations, and additions to existing applications.</td>
<td></td>
</tr>
<tr>
<td>• Participate in project meetings with other technical staff and business owners and subject matter experts.</td>
<td></td>
</tr>
<tr>
<td>• Assess and develop high-level design requirements for the project and communicate in writing or meetings with the development team. Assess detailed specifications against design requirements.</td>
<td></td>
</tr>
<tr>
<td>• Analyze cross-functional business processes; identify alternative solutions, assess feasibility, and recommend new approaches via technology enablement.</td>
<td></td>
</tr>
<tr>
<td>• Validate solution components and provide solution walkthrough with the customer. Guide customer through solution deployment.</td>
<td></td>
</tr>
<tr>
<td>• Manage multiple client engagements and work with associated team members.</td>
<td></td>
</tr>
<tr>
<td>• Build custom demonstrations and deliver Proof of Concepts (POC).</td>
<td></td>
</tr>
<tr>
<td>• Provide first-line technical support for software evaluations – third-party solutions or tools, systems integration solutions, and pilot projects.</td>
<td></td>
</tr>
<tr>
<td>• Review project during the development to ensure compliance with overall design parameters &amp; standards.</td>
<td></td>
</tr>
<tr>
<td>• Develop and authorize technical business solutions, product presentations, and demonstrations.</td>
<td></td>
</tr>
</tbody>
</table>
• Enhance Technical Core accomplishments and competence by planning the delivery of solutions; teaching improved processes; mentoring team members.

**Tester**

<table>
<thead>
<tr>
<th>Minimum Education:</th>
<th>Bachelor's Degree in Computer Science or 2 years of related technical field with a High School Diploma</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Years’ Experience:</td>
<td>2 years</td>
</tr>
</tbody>
</table>

**Responsibilities:**

- Define and perform various test functions - User Acceptance Testing, Functional, and End to End testing for UI and mobile devices.
- Focus on business workflows and validation.
- Engage directly with business / product managers to provide defect insights with proper documentation / screen shots.
- Work directly with product managers and software engineers to understand technical and functional system requirements, use cases, and performance considerations.
- Write and maintain test scripts with step definitions to support requirements.
- Provide post-release testing of production changes.
- Communicate effectively the UAT daily status and metrics - risks / issues / dependencies, track progress and manage issue workflow to resolution.
- Escalate things to manager / senior manager which impacting the release / product launch.
- Analyze process flows, identify process improvements and document best practices to drive continuous improvement.
- Act as the last line of defense against code failure.

**Business Analyst**

<table>
<thead>
<tr>
<th>Minimum Education:</th>
<th>Bachelor's Degree in Computer Science or 2 years of related technical field with a High School Diploma</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum Years’ Experience:</td>
<td>2 years</td>
</tr>
</tbody>
</table>
Responsibilities:

- Consult and liaise with stakeholders to gather and confirm business requirements
- Analyze and consolidate information to develop solutions to ensure business requirements are achieved
- Partner with key stakeholders to identify how business requirements can be delivered to ensure improved user experiences and reduced cost and time impacts
- Develop user stories and to-be process flows to support the design and development of Salesforce solutions for our clients
- Work collaboratively with team members to design a solution that will meet a client’s business requirements and fulfill user stories
- Collaborate with developers to test and verify that solutions will meet the business requirements
- Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training
- Interact with third party vendors and developers to elucidate system requirements
- Create test scenarios for applications and enhancements, ensuring functional requirements are met

Cloud Salesforce Developer

<table>
<thead>
<tr>
<th>Minimum Education:</th>
<th>Bachelor's Degree in Computer Science or 4 years of related technical field with a High School Diploma</th>
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<tbody>
<tr>
<td>Minimum Years’ Experience:</td>
<td>4 years</td>
</tr>
</tbody>
</table>

Responsibilities:

- Professional IT services experience in IT systems analysis, information systems, Salesforce.com (a cloud based platform) and Salesforce software platform coding requirements or other cloud related technologies.
- Design, develop, configure and implement Salesforce.com (a cloud based platform) solutions for software components and testing/bug fixes, final testing, and documentation.
- Professional IT services experience with Data Visualization, Data Loader or data analytics
- Knowledge of web technologies, including Java, Ajax, or CSS. Design and configure Salesforce modules, forms, and workflows.
- Extend the IT platform by leveraging the Salesforce application or other cloud application development model.
- Integrate with external systems and orchestrate IT automation.
### Responsibilities:

- Administer Salesforce applications, including updating security and workflow configurations, integrating with external systems, importing data, creating custom scripts, and building reports.
- Facilitate constant communication and collaboration with other technical resources and stakeholders regarding status of projects and technical issues.
- Perform technical evaluations, identify and create solutions, and design clever approaches that solve business challenges.
- Be a team player in a highly collaborative environment, yet also be able to peel off for “heads down” solo time as needed.
- Commit to and meet required deadlines as outlined by project team and business partners.
- Assist in troubleshooting any software application issues that arise, and help identify clever modifications needed in existing applications.
- Grow your technical skills and knowledge on the latest development innovations on the Salesforce platform.

### Cloud Project Manager

<table>
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<tr>
<th>Minimum Education:</th>
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<td>Minimum Years’ Experience:</td>
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</tbody>
</table>

#### Responsibilities:

- Assist in the development and implementation of process improvements in conjunction with the project management and technology teams.
- Ensure consistent tracking and reporting are in place.
- Develop Project Plan, forecast and schedule.
- Work with stakeholders to record detailed project requirements, constraints and assumptions to establish project deliverables, using requirement-gathering techniques (e.g. planning sessions, brainstorming, focus groups) and the project charter.
- Develop, lead, or participate in team projects to enhance, improve, and mature the PMO management capabilities.
- Ensure plans for assigned projects include work breakdown, project organization chart, cost/budget and communication, risk, quality, and resource plans.
- Communicate project plans to affected parties to ensure a common understanding, set expectations and align stakeholders and project team members.
- Ensure execution of tasks defined in the project plan to achieve the project goals. Execute all parts of the project plan and manage the budget/forecast. Monitor and control project work.
including change controls.

- Measure project performance utilizing appropriate tools and techniques to monitor progress; identify and quantify variances, complete any required corrective actions, and communicate to all stakeholders.
- Implement approved actions and workarounds required to mitigate project risk events.
- Improve project team performance by building team cohesiveness, leading, mentoring, training, and motivating to facilitate cooperation, ensure project efficiency and boost morale.
- Extensive experience managing and executing complex applications development on the Salesforce.com (a cloud-based platform) or other cloud technologies.
- Provide cloud 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. Projects include 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 services.

### Cloud Salesforce Solution Architect

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<tbody>
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<td>Minimum Years’ Experience:</td>
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</table>

**Responsibilities:**

- Extensive development experience on the Salesforce platform and related technologies and tools.
- Help companies meet their IT professional services missions by driving client-specific implementation as well as ongoing system improvements on the Salesforce platform. Interface between customer and development team.
- Must understand the IT professional services business requirements to provide expert help with planning and implementation, or improving productivity and results from an existing Salesforce deployment.
- Provide design leadership in large or complex development projects involving application development, migrations, and additions to existing applications.
- Participate in project meetings with other technical staff and business owners and subject matter experts.
- Assess and develop high-level design requirements for the project and communicate in
writing or meetings with the development team. Assess detailed specifications against design requirements.

- Analyze cross-functional business processes; identify alternative solutions, assess feasibility, and recommend new approaches via technology enablement.
- Validate solution components and provide solution walkthrough with the customer. Guide customer through solution deployment.
- Manage multiple client engagements and work with associated team members.
- Build custom demonstrations and deliver Proof of Concepts (POC).
- Provide first-line technical support for software evaluations – third-party solutions or tools, systems integration solutions, and pilot projects.
- Review project during the development to ensure compliance with overall design parameters & standards.
- Develop and authorize technical business solutions, product presentations, and demonstrations.
- Enhance Technical Core accomplishments and competence by planning the delivery of solutions; teaching improved processes; mentoring team members.

<table>
<thead>
<tr>
<th>Cloud Tester</th>
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<tbody>
<tr>
<td><strong>Minimum Education:</strong></td>
</tr>
<tr>
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<td><strong>Responsibilities:</strong></td>
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<td>- Define and perform various test functions - User Acceptance Testing, Functional, and End to End testing for UI and mobile devices.</td>
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<tr>
<td>- Escalate roadblocks/defects/issues to manager / senior manager which impact the release /</td>
</tr>
</tbody>
</table>
product launch.

- Extensive experience testing and writing test scripts for Salesforce.com (a cloud-based platform) applications and components.
- Analyze process flows, identify process improvements and document best practices to drive continuous improvement. Act as the last line of defense against code failure.

### Cloud Business Analyst

<table>
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</table>

**Responsibilities:**

- Consult and liaise with stakeholders to gather and confirm business requirements
- Analyze and consolidate information to develop solutions to ensure business requirements are achieved
- Partner with key stakeholders to identify how business requirements can be delivered to ensure improved user experiences and reduced cost and time impacts
- Develop user stories and to-be process flows to support the design and development of Salesforce (a cloud-based platform) solutions for our clients
- Work collaboratively with team members to design a solution that will meet a client’s business requirements and fulfill user stories
- Collaborate with developers to test and verify that solutions will meet the business requirements
- Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training
- Interact with third party vendors and developers to elucidate system requirements
- Create test scenarios for applications and enhancements, ensuring functional requirements are met

### PRICING
<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>GSA PRICE + IFF Year 1</th>
<th>GSA PRICE + IFF Year 2</th>
<th>GSA PRICE + IFF Year 3</th>
<th>GSA PRICE + IFF Year 4</th>
<th>GSA PRICE + IFF Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S, 54151</td>
<td>Salesforce Developer</td>
<td>$119.70</td>
<td>$122.69</td>
<td>$125.76</td>
<td>$128.90</td>
<td>$132.12</td>
</tr>
<tr>
<td>54151S, 54151</td>
<td>Project Manager</td>
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<td>$122.69</td>
<td>$125.76</td>
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<td>$132.12</td>
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<tr>
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<td>Salesforce Solution Architect</td>
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<tr>
<td>518210C</td>
<td>Cloud Salesforce Developer</td>
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</tr>
</tbody>
</table>

**Service Contract Labor Standards Matrix:**

<table>
<thead>
<tr>
<th>SCLS Eligible Contract Labor Category/Fixed Price Service</th>
<th>SCLS Equivalent Code Title</th>
<th>WD Number</th>
</tr>
</thead>
</table>

GSA SCHEDULE # 47QRAA21D008C

Inovi Solutions, Inc.
<table>
<thead>
<tr>
<th>N/A</th>
<th>N/A</th>
<th>N/A</th>
</tr>
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</table>

GSA SCHEDULE # 47QRAA21D008C  
Inovi Solutions, Inc.