

GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service

Authorized Federal Supply Schedule FSS 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 GSA *Advantage!*® is: GSAAdvantage.gov.

Multiple Award Schedule

FSC Group: **Information Technology**

FSC Class: **IT Professional Services**

Contract number: 47QTCA24D00DR

Contract period: 08/06/2024-08/05/2029

IT Works! Inc, dba Volanno
815 Monroe ST NE
Washington, District Of Columbia 20017-1757
United States
Phone: (202) 455-4781
Website: Volanno.com

Contract administration source:
Shelby Cook
202.455.4787
shelby.cook@volanno.com

Business size: Small
Woman-owned Small Business

For more information on ordering, go to the following website: <https://www.gsa.gov/schedules>

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).

SINs	Recovery	SIN Title
54151S	54151SRC	Information Technology Professional Services

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. **See Page 4**

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. **See Page 4**

2. Maximum order: **\$500,000**

3. Minimum order: **\$100**

4. Geographic coverage (delivery area). Domestic

5. Point(s) of production (city, county, and State or foreign country):

815 Monroe ST NE

Washington, District of Columbia 20017-1757

United States

6. Discount from list prices or statement of net price. **Government Net Prices (discounts already deducted.)**

7. Quantity discounts.

Quantity	Discount
\$0 - \$999,999	0%
\$1M - \$2,999,999	2%
\$3M - \$4,999,999	3%
\$5M - \$6,999,999	5%
\$7M - \$9,999,999	7%
\$10M+	10%

8. Prompt payment terms. 2%, 10 days

9. Foreign items (list items by country of origin). Not Applicable
- 10a. Time of delivery. (Contractor insert number of days.) Contact Contractor
- 10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. Contact Contractor
- 10c. Overnight and 2-day delivery. Contact Contractor
- 10d. Urgent Requirements. Contact Contractor
11. F.O.B. point(s). Destination
- 12a. Ordering address(es).
815 Monroe ST NE
Washington, District of Columbia 20017-1757
United States
- 12b. Ordering procedures: See Federal Acquisition Regulation (FAR) 8.405-3.
13. Payment address(es).
815 Monroe ST NE
Washington, District of Columbia 20017-1757
United States
14. Warranty provision. None
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 for the information and communications technology (ICT) products and services and show where full details can be found (e.g. contractor's website or other location.) ICT accessibility standards can be found at: <https://www.Section508.gov/>. **Not Applicable**

23. Unique Entity Identifier (UEI) number. **V6DHN6SNYTH9**

24. Notification regarding registration in System for Award Management (SAM) database. **Contractor registered and active in SAM**

IT Works! Db a Volanno Labor Category Descriptions

Program Manager

Minimum Years of Experience: 15

Minimum Education: Bachelors

Labor Category Description: Responsible for more than one project or responsibility for a very large project. Directs, manages, and coordinates the execution of one or more large-scale, complex projects. Provides high-level leadership for effective implementation of program standards. Identifies and mitigates risk associated with project interdependencies. Requires strong, proactive oversight and leadership to ensure program planning and operations align with the client's strategic goals. May require PMP certification depending on scope of task order.

Technical Project Manager

Minimum Years of Experience: 10

Minimum Education: Bachelors

Labor Category Description: Implements technology projects, including technical leadership, quality assurance, and decision-oriented recommendations. Leads project team to implement technology solutions on-time, within budget, and in compliance with policies and procedures. Manages project planning and delivery throughout the project lifecycle, including requirements and scope analysis, project performance, and risk analysis to ensure projects meet agency requirements. May require PMP certification depending on scope of task order.

Administrative Project Manager

Minimum Years of Experience: 10

Minimum Education: Bachelors

Labor Category Description: Manages projects that require minimal or no technical leadership. Provides status and progress reporting while providing an administrative connection between onsite contractor staff and contractor's home office.

Task Leader

Minimum Years of Experience: 5

Minimum Education: Bachelors

Labor Category Description: Proven project management experience specific to the task area role and Task Order definition.

Project Control Analyst

Minimum Years of Experience: 2

Minimum Education: Bachelors

Labor Category Description: Plans and establishes project controls, including project schedules, project plans, critical path and dependency analysis, resource allocation, baseline management, status monitoring, and related project management activities.

Business Analyst I

Minimum Years of Experience: 5

Minimum Education: Bachelors

Labor Category Description: Identifies, analyzes, and documents business objectives and requirements, and develops solutions to solve business issues. Uses a variety of techniques to analyze the entire business, including data, goals, process, and organization, and assists in developing strategic goals. Must have strong written and verbal communication skills for requirement baselining that both technical experts and business owners can understand.

Business Analyst II

Minimum Years of Experience: 8

Minimum Education: Bachelors

Labor Category Description: Identifies, analyzes, and documents business objectives and requirements, and develops solutions to solve business issues. Uses a variety of techniques to analyze the entire business, including data, goals, process, and organization, and assists in developing strategic goals. Must have strong written and verbal communication skills for requirement baselining that both technical experts and business owners can understand.

Senior Business Analyst

Minimum Years of Experience: 15

Minimum Education: Bachelors

Labor Category Description: Identifies, analyzes, and documents business objectives and requirements, and develops solutions to solve business issues. Uses a variety of techniques to analyze the entire business, including data, goals, process, and organization, and assists in developing strategic goals. Must have strong written and verbal communication skills for requirement baselining that both technical experts and business owners can understand.

Principal Program Analyst

Minimum Years of Experience: 15

Minimum Education: Bachelors

Labor Category Description: Conducts research, evaluations, analyses, and studies, and presents recommendations/solutions related to short and long-term program planning requirements. Specific expertise may be required in configuration management, Earned Value Management, financial management, cost estimation, or risk management.

Database Administrator I

Minimum Years of Experience: 5

Minimum Education: Bachelors

Labor Category Description: Coordinates database changes, and tests and implements the database. Develops standards and user guidelines for database access, including security measures if required. Modifies existing databases and database management systems. Monitors database performance and

develops optimum values for database parameters. Specifies users and user access levels/permissions. Identifies and evaluates industry trends in database systems.

Database Administrator II

Minimum Years of Experience: 8

Minimum Education: Bachelors

Labor Category Description: Coordinates database changes, and tests and implements the database. Develops standards and user guidelines for database access, including security measures if required. Modifies existing databases and database management systems. Monitors database performance and develops optimum values for database parameters. Specifies users and user access levels/permissions. Identifies and evaluates industry trends in database systems.

Data Architect

Minimum Years of Experience: 15

Minimum Education: Bachelors

Labor Category Description: Identifies and develops technology solutions for data warehousing, data modeling, business intelligence, and other data analytics capabilities necessary to define data architecture framework, standards, and principles. Provide recommendations for new data requests and reporting in line with agency needs and data best practices.

Operations Research Analyst

Minimum Years of Experience: 15

Minimum Education: Bachelors

Labor Category Description: Conducts quantitative analysis using operations research tools, economics, and other quantitative techniques in the areas of procedural implementations and performance issues. Creates analysis procedures. Assists in the definition of machine learning and data mining strategies. Creates, deploys, maintains and refines decision management models. Specialist in modeling and simulation functions or operations.

Principal Systems Engineer

Minimum Years of Experience: 15

Minimum Education: Bachelors

Labor Category Description: Provides analysis related to the design, development, and integration of complex applications and engineering activities, and all systems level requirements to provide an integrated IT solution. Considers the integration of multiple software tools, hardware platforms, operating systems, and database management systems. Defines and implements strategies and technologies for the system and data integration process. Collaborates with software developers, testers, and engineers to evaluate systems and recommend tools, technologies, and procedures that align with system integration principles. Works on complex problems where analysis of situation or data requires an in-depth evaluation of various factors.

Principal Solution Architect

Minimum Years of Experience: 15

Minimum Education: Bachelors

Labor Category Description: Identifies, develops, and designs business models to guide system architecture, and develops systems in accordance with client strategies and standards. Designs technical infrastructure for software solutions that reflect client requirements. Makes recommendations on

technical approach based on architectural standards and principles, and oversees implementation in coordination with the software development team. Acts as the bridge between technical requirements and business needs to transform client objectives into concrete technology solutions. Provides technical expertise in emerging technologies and best practices to meet client needs. Includes designing and implementing cloud-based solutions, if required.

Senior Programmer/Analyst

Minimum Years of Experience: 8

Minimum Education: Bachelors

Labor Category Description: Develops software to support IT project delivery. Determines technical needs and approach based on client requirements and constructs technical solutions. Performs product enhancements, deploys tested software application products, and transitions products for operations.

Programmer/Analyst

Minimum Years of Experience: 5

Minimum Education: Bachelors

Labor Category Description: Develops software to support IT project delivery. Determines technical needs and approach based on client requirements and constructs technical solutions. Performs product enhancements, deploys tested software application products, and transitions products for operations.

Senior Web Designer

Minimum Years of Experience: 8

Minimum Education: Bachelors

Labor Category Description: Creates functional and user-friendly websites, web designs, and web content for internal and external communications. Develops user interface features, graphics, animations, page layout, and other elements of website design based on client requirements, business objectives, marketing strategies, and branding goals.

Web Designer

Minimum Years of Experience: 5

Minimum Education: Bachelors

Labor Category Description: Creates functional and user-friendly websites, web designs, and web content for internal and external communications. Develops user interface features, graphics, animations, page layout, and other elements of website design based on client requirements, business objectives, marketing strategies, and branding goals.

Senior Systems Administrator

Minimum Years of Experience: 8

Minimum Education: Bachelors

Labor Category Description: Performs ongoing maintenance activities of systems and assists with operational support for deployed IT products /services and implemented IT projects. Responsible for the upkeep, configuration, and reliable operation of software, hardware, and cloud systems. Ensures backup, recovery, and data restoration during upgrades or when a problem with the system is diagnosed. Regularly monitors software, hardware, security, network, and connectivity issues. Perform regular performance and efficiency checks of hardware and software.

Technical Support I

Minimum Years of Experience: 2**Minimum Education: High School**

Labor Category Description: Technical support varies widely based on the type of service being offered. Experience may include helpdesk support, technician support for engineers, installation technician support, or equipment maintenance/repair. For software development, must have expertise supporting users with computer equipment and applications by providing necessary helpdesk support, training, troubleshooting, and assistance. May assist Systems Administrators to address and correct any hardware, LAN/WAN and applications or COTS software, or connection issues to minimize work interruption. Assists with setting up new equipment and upgrading existing systems. Provides a high degree of customer service and adhere to all service management principles. Configures the systems and updates them with latest software upgrades and security measures.

Technical Support II**Minimum Years of Experience: 8****Minimum Education: High School**

Labor Category Description: Technical support varies widely based on the type of service being offered. Experience may include helpdesk support, technician support for engineers, installation technician support, or equipment maintenance/repair. For software development, must have expertise supporting users with computer equipment and applications by providing necessary helpdesk support, training, troubleshooting, and assistance. May assist Systems Administrators to address and correct any hardware, LAN/WAN and applications or COTS software, or connection issues to minimize work interruption. Assists with setting up new equipment and upgrading existing systems. Provides a high degree of customer service and adhere to all service management principles. Configures the systems and updates them with latest software upgrades and security measures.

Technical Support III**Minimum Years of Experience: 15****Minimum Education: High School**

Labor Category Description: Technical support varies widely based on the type of service being offered. Experience may include helpdesk support, technician support for engineers, installation technician support, or equipment maintenance/repair. For software development, must have expertise supporting users with computer equipment and applications by providing necessary helpdesk support, training, troubleshooting, and assistance. May assist Systems Administrators to address and correct any hardware, LAN/WAN and applications or COTS software, or connection issues to minimize work interruption. Assists with setting up new equipment and upgrading existing systems. Provides a high degree of customer service and adhere to all service management principles. Configures the systems and updates them with latest software upgrades and security measures.

Data Analyst I**Minimum Years of Experience: 5****Minimum Education: Bachelors**

Labor Category Description: Provides information technology services in facilities planning, operations, and support, storage systems analysis, design/test, server system analysis, website analysis, web application analysis, LAN analysis, user support planning, operations and administration, and related IT systems functions. Provides support in data collection activities and data analysis tasks.

Data Analyst II

Minimum Years of Experience: 8**Minimum Education: Bachelors**

Labor Category Description: Provides information technology services in facilities planning, operations, and support, storage systems analysis, design/test, server system analysis, website analysis, web application analysis, LAN analysis, user support planning, operations and administration, and related IT systems functions. Provides support in data collection activities and data analysis tasks.

Data Analyst III**Minimum Years of Experience: 15****Minimum Education: Bachelors**

Labor Category Description: Provides information technology services in facilities planning, operations, and support, storage systems analysis, design/test, server system analysis, website analysis, web application analysis, LAN analysis, user support planning, operations and administration, and related IT systems functions. Provides support in data collection activities and data analysis tasks.

Senior Quality Assurance Analyst**Minimum Years of Experience: 8****Minimum Education: Bachelors**

Labor Category Description: "Works with the software development team to perform quality assurance activities for software systems and interpreting requirements. Develops test plans, test reports, and other quality control documentation. Executes test cases to ensure software applications meet predefined quality standards and client requirements. Establishes and maintains a process for evaluating hardware and software applications."

Quality Assurance Analyst**Minimum Years of Experience: 5****Minimum Education: Bachelors**

Labor Category Description: "Works with the software development team to perform quality assurance activities for software systems and interpreting requirements. Develops test plans, test reports, and other quality control documentation. Executes test cases to ensure software applications meet predefined quality standards and client requirements. Establishes and maintains a process for evaluating hardware and software applications."

Technical Writer I**Minimum Years of Experience: 3****Minimum Education: Bachelors**

Labor Category Description: Writes and edits a variety of technical articles, reports, manuals, system documentation, training documentation, and web content for presentation to a wide range of users. Provides analysis and compilation of diverse technical information in conformance with best practices. Determines the suitability of material for target audience. Manages complex document repositories in accordance with client requirements.

Technical Writer II**Minimum Years of Experience: 5****Minimum Education: Bachelors**

Labor Category Description: Writes and edits a variety of technical articles, reports, manuals, system documentation, training documentation, and web content for presentation to a wide range of users.

Provides analysis and compilation of diverse technical information in conformance with best practices. Determines the suitability of material for target audience. Manages complex document repositories in accordance with client requirements.

Technical Writer III

Minimum Years of Experience: 8

Minimum Education: Bachelors

Labor Category Description: Writes and edits a variety of technical articles, reports, manuals, system documentation, training documentation, and web content for presentation to a wide range of users.

Provides analysis and compilation of diverse technical information in conformance with best practices. Determines the suitability of material for target audience. Manages complex document repositories in accordance with client requirements.

Subject Matter Expert

Minimum Years of Experience: 10

Minimum Education: Bachelors

Labor Category Description: Provides highly specialized technical knowledge and analysis of applications and operational environments, high-level functional systems analysis, design, integration, documentation, and implementation advice on extremely complex problems that need extensive knowledge of the subject matter for effective implementation. Provide expert level consultation, design review and oversight for a given product for the scope of a project or program in which the product is being changed.

GSA Pricing:

SIN	Labor Category Title	UOI	GSA Price (Incl. IFF)
54151S	Program Manager	Hourly	\$181.33
54151S	Technical Project Manager	Hourly	\$167.05
54151S	Administrative Project Manager	Hourly	\$140.52
54151S	Task Leader	Hourly	\$125.13
54151S	Project Control Analyst	Hourly	\$110.61
54151S	Business Analyst I	Hourly	\$97.77
54151S	Business Analyst II	Hourly	\$119.69
54151S	Senior Business Analyst	Hourly	\$134.38
54151S	Principal Program Analyst	Hourly	\$139.72

54151S	Database Administrator I	Hourly	\$116.64
54151S	Database Administrator II	Hourly	\$131.67
54151S	Data Architect	Hourly	\$145.63
54151S	Operations Research Analyst	Hourly	\$155.49
54151S	Principal Systems Engineer	Hourly	\$163.70
54151S	Principal Solution Architect	Hourly	\$163.70
54151S	Senior Programmer/Analyst	Hourly	\$136.35
54151S	Programmer/Analyst	Hourly	\$108.57
54151S	Senior Web Designer	Hourly	\$119.89
54151S	Web Designer	Hourly	\$100.08
54151S	Senior Systems Administrator	Hourly	\$112.31
54151S	Technical Support I	Hourly	\$63.03
54151S	Technical Support II	Hourly	\$83.99
54151S	Technical Support III	Hourly	\$128.03
54151S	Data Analyst I	Hourly	\$90.73
54151S	Data Analyst II	Hourly	\$112.01
54151S	Data Analyst III	Hourly	\$131.21
54151S	Senior Quality Assurance Analyst	Hourly	\$116.99
54151S	Quality Assurance Analyst	Hourly	\$101.96
54151S	Technical Writer I	Hourly	\$87.14
54151S	Technical Writer II	Hourly	\$97.31

54151S	Technical Writer III	Hourly	\$114.61
54151S	Subject Matter Expert	Hourly	\$218.19

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.