



**GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List**

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

Multiple Award Schedule

Code H: Professional Services

H01. Business Administrative Services Subcategory

Code G: Miscellaneous

G06. Complimentary SINs Subcategory

Contract number: GS-10F-0085Y

Contract Period: November 30, 2011 through November 29, 2026

Pricelist current through Modification #PS-0053 Effective Date October 14, 2021

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



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Business size: Large

CUSTOMER INFORMATION

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

SIN	SIN Description
541611/541611RC	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
OLM/OLMRC	Order-Level Materials (OLMs)

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. N/A

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. Labor Category Hourly Rates offered under this Schedule are provided on page 16 of this Price List. Labor Category Descriptions are provided on page 6 of this Price List.

2. Maximum order:

Special Item No. 541611/541611RC: \$1,000,000

Special Item No. OLM/OLMRC: \$250,000

3. Minimum order: \$100.00

4. Geographic coverage (delivery area): Domestic delivery - delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories.

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

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

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: 0%; Net 30 days

9. Foreign items (list items by country of origin): N/A

10a. Time of delivery: Delivery requirements are specified on individual Task Orders.

10b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery: As Negotiated with the Ordering Agency.

10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: None

10d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery: Agencies can contact the Contractor's representative to affect a faster delivery.

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

12a. Ordering address:

For mailed orders, please submit to: MAXIMUS Federal Services, Inc.
Attn: Schedules Manager
3120 Fairview Park Dr., Suite 400
Falls Church, VA 22042

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):

For mailed payments, please submit to: MAXIMUS Federal Services, Inc.
Attn: Accounts Receivable
3120 Fairview Park Dr., Suite 400
Falls Church, VA 22042

14. Warranty provision: None

15. Export packing charges, if applicable: N/A

16. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

17. Terms and conditions of installation (if applicable): 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 (if applicable): N/A

20. List of participating dealers (if applicable): N/A

21. Preventive maintenance (if applicable): N/A

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

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/.
N/A

23. Unique Entity Identifier (UEI) number: 364221593

24. Notification regarding registration in System for Award Management (SAM) database: MAXIMUS Federal Services, Inc. is registered and active in SAM. CAGE code: 8AMZ8.

SIN DESCRIPTIONS

541611 -- Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services:

Provide operating advice and assistance on administrative and management issues. Examples include: strategic and organizational planning, business process improvement, acquisition and grants management support, facilitation, surveys, assessment and improvement of financial management systems, financial reporting and analysis, due diligence in validating an agency's portfolio of assets and related support services, strategic financial planning, financial policy formulation and development, special cost studies, actuarial services, economic and regulatory analysis, benchmarking and program metrics, and business program and project management.

Inherently Governmental services as identified in FAR 7.503 or by the ordering agency are prohibited. It is the responsibility of the Contracting Officer placing the order to make this determination. Ordering activities must require prospective contractors to identify potential conflicts of interest and address those, prior to task order award.

Personal services as defined in FAR 37.104 are prohibited.

OLM -- Order-Level Materials (OLMs): Order-Level Materials (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) contract or FSS blanket purchase agreement (BPA). OLMs are not defined, priced, or awarded at the FSS contract level. They are unknown before a task or delivery order is placed against the FSS contract or FSS BPA. OLMs are only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) and are subject to a Not To Exceed (NTE) ceiling price. OLMs include direct materials, subcontracts for supplies and incidental services for which there is not a labor category specified in the FSS contract, other direct costs (separate from those under ODC SINS), and indirect costs. OLMs are purchased under the authority of the FSS Program and are not "open market items."

Items awarded under ancillary supplies/services or other direct cost (ODC) SINS are not OLMs. These items are defined, priced, and awarded at the FSS contract level, whereas OLMs are unknown before an order is placed. Ancillary supplies/services and ODC SINS are for use under all order type CLINs (Fixed-Price (FP), T&M, and LH), whereas the Order-Level Materials SIN is only authorized for use under T&M and LH order CLINs.

The Order-Level Materials SIN is only authorized for use in direct support of another awarded SIN. Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs. OLMs are defined and priced at the ordering activity level in accordance with GSAR clause 552.238-82 Special Ordering Procedures for the Acquisition of Order-Level Materials. Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF). The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

LABOR CATEGORY DESCRIPTIONS

Administrative Assistant**

Minimum/General Experience: A minimum of three (3) years of relevant experience in this area.

Functional Responsibility: Provides general-purpose administrative and clerical support for project tasks. Duties may include word-processing, graphics, desktop publishing, editing, meeting coordination and facilitation, answering telephones, photocopying, coordination of communications materials and additional tasks. Meeting coordination centers around a series of continuous, ad hoc and regular meetings for various working groups. Duties also include regular tasks defined at point of need. These may include some presentation drafts and editing/proofreading of documents, presentations or other meeting materials and miscellaneous research tasks.

Minimum Education: Must have education, professional training and education in areas relevant to the specific needs of the program. These include, but are not limited to, the following disciplines: Communications, English, Journalism, Liberal Arts or relevant technical field such as graphics design, art or other related area.

Associate

Minimum/General Experience: Eight (8) years' experience providing consulting to managers and supervisors at commercial and government organizations; provide training seminars and workshops; supervise work of support staff; analytical experience in one or more project elements, or technical expertise in an element.

Functional Responsibility: Using an existing process model, lead the design and measurement of a core business process of client organization Assists in the presentation of quality workshops, seminars and training sessions. Performs technical analysis or implementation as directed to develop new or modified and improved designs Assist with benchmarking and surveys for an organization. Assists in the facilitation of process improvement efforts. Responsible for knowledge capture/scribing and meeting facilitation. Provides logistical support to project team, including organizing all information, event planning, and travel arrangements.

Minimum Education: Bachelor's Degree and eight years' experience; or equivalent combination of education and experience.

Senior Associate

Minimum/General Experience: Ten (10) years' experience managing a staff of consultants and support staff to implement a strategic plan or lead and direct a project team; allocates work among the staff and provides guidance to team members; prepares project schedules and performs routine employee relation activities.

Functional Responsibility: Responsible for the successful implementation and delivery of strategic, complex projects. Including project plans, level of effort estimates, scheduling, monitoring and progress tracking of project. Allocates work, provides advice, guidance and training to subordinates, and recommends personnel staffing. Responsible for program and risk management including strategy, project controls, project plan reviews, risk analysis and mitigation, staffing, and organization development.

Minimum Education: Master's Degree, or a Bachelor's Degree and ten years of relevant experience; or equivalent combination of experience.

Business Analyst I

Minimum/General Experience: Must have three (3) years of experience in the appropriate area.

Functional Responsibility: Assists in the interpretation of requirements to ensure responsiveness and achieve successful performance. Works with the information systems teams to understand business requirements. Works with the business analyst team to provide analysis, evaluation and implementation of systems and other relevant tasks.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.

Business Analyst II

Minimum/General Experience: Must have five (5) years of experience in the appropriate area. May have expert credentials or be recognized as an authority.

Functional Responsibility: Provides general functional expertise necessary to interpret requirements, ensure responsiveness and achieve successful performance. Assists in leading the information technology teams with understanding business requirements and the analysis, evaluation and implementation of systems and other relevant tasks.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.

Business Analyst III

Minimum/General Experience: Must have eight (8) years of experience in the appropriate area. May have expert credentials or be recognized as an authority.

Functional Responsibility: Provides task unique functional expertise necessary to interpret requirements, ensure responsiveness and achieve successful performance. May include subject matter and unique technical knowledge. Leads information technology teams with understanding business requirements and the analysis, evaluation and implementation of systems and other relevant tasks.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years' experience.

Junior Analyst

Minimum/General Experience: Compiles results of studies and surveys and providing overview reports; provide assistance in workshop and seminar presentations; and assist on-site consultants as required.

Functional Responsibility: Responsible for serving as a competent, effective member of client delivery/assignment teams. Focus on completing client work in accordance with established plans and quality standards. Edit deliverable reports for accuracy and format.

Minimum Education: Bachelor's degree and relevant experience; or equivalent combination of education and experience.

Senior Analyst

Minimum/General Experience: One (1) year experience compiling results of studies and surveys and providing overview reports to senior staff; provide assistance in workshop and seminar presentations; and assist on-site consultants as required; has related experience in one or more project elements, or technical experience in an element.

Functional Responsibility: Responsible for serving as a competent, effective member of client delivery/assignment teams. Focus on completing client work in accordance with established plans and quality standards. Edit deliverable reports for accuracy and format.

Minimum Education: Bachelor's degree and relevant experience; or equivalent combination of education and experience.

Consultant I

Minimum/General Experience: Two (2) years consulting and/or directly applicable industry experience. Possesses strong analytical skills, proven mastery of consulting tools and techniques, and solid writing and communication skills.

Functional Responsibility: Assists with project data analysis, technical interpretation, business technical assessments, and process modeling. Contributes to the development of draft project deliverables. Applies core consulting skills to status reporting, benchmark analysis, and quality assurance practices. Contributes to the achievement of project-specific goals and objectives.

Minimum Education: Bachelor's degree in business, public policy, finance, social sciences, or related fields.

Consultant II

Minimum/General Experience: Must have six (6) years of experience in the appropriate area.

Functional Responsibility: Performs studies and reviews of management, organizational or technical structures to evaluate performance relative to business objectives. Advises on business and technical strategies as well as realignment issues to focus on most beneficial objectives. Addresses issues affecting management and workforce to improve productivity while reengineering the organization. Provides assistance in the evaluation, auditor service and implementation support of quality standards to achieve certification. Supports tasks for one or multiple customers. May lead a specific task in support of a particular customer. Facilitates working groups and sessions, design schedules, conduct analyses, develop models, write reports, prepare presentations and present results. Serves as a consulting team member with an information technology background.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.

Consultant III

Minimum/General Experience: Must have eight (8) years of experience in the appropriate area. May have expert credentials or be recognized as an authority.

Functional Responsibility: Serves as a senior member of consulting teams as a task manager or as a project leader on projects of limited scope and complexity. As a consulting team member, collects, analyzes and interprets data in one or more technical specialties. Develops strategic plans, business plans, organizational assessments, cultural change programs and business process improvements. Manages tasks or contracts for a single customer and is responsible for technical, management and cost performance. Performs work in a variety of operational areas or in a single consulting area. Performs value chain analysis, strategic planning, process improvement methodologies, change enablement and management, site-selection and consolidation of operations. Develops training curriculum tailored to meet the unique needs of a particular customer's requirement.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Information Systems or other applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years' experience.

Customer Service Representative I**

Minimum/General Experience: Entry level position. Duties require professional verbal and written communication skills and ability to learn customer service software applications. Ability to work as a team member on multiple and varied projects, interfacing effectively with individuals throughout the organization, outside customers, and agency representatives. Skill with keyboard operations including familiarity with industry-recognized word processing, spreadsheet, and database software applications preferred.

Functional Responsibility: Answers general inbound and places outbound calls with the goal of increasing business, customer satisfaction, and customer retention. Performs a prescribed range of known routines and procedures, including receiving or placing calls from or to customers, using common call center telephone and computer technology, and entering and retrieving data. Follows basic procedures and scripts, based on project-specific training and pre-established guidelines.

Minimum Education: High School diploma.

Documentation Specialist/Writer

Minimum/General Experience: A minimum of four (4) years of experience in this area with at least two (2) years of experience in editing documents, including technical documents.

Functional Responsibility: Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals and reports. Edits functional descriptions, system specifications, user manuals, special reports and any other customer deliverables and documents. Assists in performing financial and administrative functions. Must demonstrate the ability to work independently or under only general direction.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Communications, English, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years' experience.

Technical Writer

Minimum/General Experience: A minimum of two (2) years' experience preparing and maintaining technical documentation. Must have a working knowledge of SharePoint.

Functional Responsibility: Manage and maintain technical documentation; including storage, archiving and retrieval of documents from automated storage systems. Create initial drafts of technical documentation as well as policy and procedure documents, distribute these for review and comment, create final deliverable and distribute for signature. Maintain configuration control over all drafts and final documents. Design and set-up indexing systems, as appropriate. Design and implement web pages to communicate work related information to the user community.

Minimum Education: Bachelor's degree and relevant experience; or equivalent combination of education and experience.

Subject Matter Expert I

Minimum/General Experience: Six (6) years' experience in designated subject matter. Technical or program expert with a proven record of providing insight into strategic intent, process visioning, and operational performance issues.

Functional Responsibility: Responsible for providing guidance and direction in specialized area(s) of expertise. May function in an oversight capacity for research projects, educational activities, management of expert consultants, evaluations of staff performance, and liaison activities with government agency and other partner organizations.

Minimum Education: Bachelor's degree in technical, scientific, or functional discipline relevant to the statement of work.

Subject Matter Expert III

Minimum/General Experience: Six (6) years' experience in designated subject matter. Technical or program expert with a proven record of providing insight into strategic intent, process visioning, and operational performance issues.

Functional Responsibility: Responsible for providing guidance and direction in specialized area(s) of expertise. May function in an oversight capacity for research projects, educational activities, management of expert consultants, evaluations of staff performance, and liaison activities with government agency and other partner organizations.

Minimum Education: Bachelor's degree in technical, scientific, or functional discipline relevant to the statement of work.

Program Manager

Minimum/General Experience: Must have ten (10) years of work experience with projects involving management, organizational, business, and/or technical services which includes five (5) years of supervisory/management experience such as project planning and control.

Functional Responsibility: Provides broad program oversight and interfaces directly with program personnel to ensure full program results and compliance. Exercises independent judgment as well as a high level of analytical skill in solving complex and unusual managerial, technical and administrative problems. Ultimately responsible for project planning, execution and performance. Provides management and technical direction of projects ensuring maximum effectiveness in the use of resources for the timely completion of projects. Coordinates efforts and provides leadership in industry meetings. Provides internal planning, guidance and management structure for tracking accomplishment of work assigned. Performs day-to-day management of overall contract support operations possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.

Junior Project Manager

Minimum/General Experience: More than three (3) years' experience working as a member of a staff of consultants and support staff implementing a project plan or task order. Or, as a member of a team responsible for a significant task on a larger project.

Functional Responsibility: Responsible for the day-to-day management of the project team. Guides project design and implementation, project communications, project staff, and support services. Ensures project team's compliance with work standards. Responsible for communicating policies, purposes, and goals of the organization and individual projects to team members. Assists with program audits, financial reviews, and customer and internal evaluations.

Minimum Education: Bachelor's degree and relevant experience; or equivalent combination of education and experience. Training and experience in Microsoft Project or other specialized areas of Project Management, such as Earned Value Management required. Should also possess the Certified Associate in Project Management (CAPM) certification from the Project Management Institute (PMI).

Project Manager

Minimum/General Experience: Four (4) years consulting, project management, and/or directly applicable industry experience. Experience includes team supervision, budgeting/financial controls, project accounting, and process analysis. Demonstrated experience in establishing performance measures and indicators.

Functional Responsibility: Responsible for the day-to-day management of the project team. Guides project design and implementation, project communications, project staff, and support services. Ensures project team's compliance with work standards. Responsible for communicating policies, purposes, and goals of the organization and individual projects to team members. Assists with program audits, financial reviews, and customer and internal evaluations.

Minimum Education: Bachelor's degree in business, public policy, finance, social sciences, or related fields.

Project Director

Minimum/General Experience: Eight (8) years senior management and supervisory experience, including administrative and fiscal management responsibilities. Proven leadership experience in strategic planning, visioning, and maintaining relationships with executive levels of customer organizations.

Functional Responsibility: Responsible for the overall project performance. Directs and oversees all project activities. Has ultimate responsibility for project resources and the accomplishment of all project tasks. Expertise in the management and control of funds and resources using various reporting mechanisms. Demonstrated capability in managing multi-task projects of various types and complexity. Responsible for overall quality assurance and timeliness of all deliverables.

Minimum Education: Bachelor's degree in technical, scientific, or functional discipline relevant to the statement of work.

Officer

Minimum/General Experience: Fifteen (15) years of progressive consulting experience, providing organizational, strategic and technology recommendations and support to large scale, enterprise-wide operations and organizations. Experience includes working with executive management in large government and commercial organizations to design develop and implement large scale organizational, strategic and technological programs and projects. Experience must include the management and control of large-scale programs and projects, budget management, contract management, and human resources management.

Functional Responsibility: Delivers senior management/executive leadership functions on company-wide projects and initiatives. Duties typically include the review and approval of contract budgets, budget planning, estimating and analysis, and overall final approval of cost reports, expense claims. Includes overall profit & loss responsibilities company wide. Responsible for company-wide staffing/hiring decisions, promotions, compensation determination. Responsible for the provision of facilities and equipment for performance of work, development and/or approval of company systems including accounting, billing, auditing, security, confidentiality assurance, client coordination, contract negotiations and contract management, and corporate performance assurance. Participates in industry "Best Practices" forums using worldwide conference forums and seminars to present world-class solutions across industries. Recognized as an industry leader. Other responsibilities frequently include assuring compliance with EEOC, GAO and other legal and contractual requirements as required.

Minimum Education: Master's Degree in Business or Public Administration or equivalent combination of related work experience and credentials.

Principal

Minimum/General Experience: Twelve (12) years' experience, or more, in organizational behavior and organizational development providing consulting to senior managers or executives on company-wide strategy implementation; designing, leading, and organizing organizational workshops and seminars; performing benchmark studies; create unique procedures and methods to support implementation of approved strategy or business change or improvement; conduct training sessions; provide mediation and facilitation services and executive coaching; publish articles regarding strategy development.

Functional Responsibility: Provide consulting to agency directors and senior managers on implementation of agency wide strategy development, implementation and process improvement initiatives. Possesses extensive experience in group collaboration and one-on-one executive coaching to organization leaders. Design, organizes, lead and conduct executive level workshops, seminars, training sessions and facilitation. Tailor strategy development, implementation and quality improvement courses and workshops for an agency and its specific needs. Design, organize, lead and conduct benchmarking and surveys for an organization. Create original and innovative models and techniques to facilitate strategy development, implementation and process improvement efforts requiring a mastery of technical expertise in scientific/technical disciplines or area. Manage a team of senior consultants and analysts supporting an agency's strategy development, implementation, organization change, process improvement and training efforts. Give lectures, speeches or write original articles or documents relating to strategy development, implementation and process improvement or technical enhancements to process improvement and customer service.

Minimum Education: Master's Degree in Business or Public Administration, or a Bachelor's Degree; or equivalent combination of education and experience.

Task Lead

Minimum/General Experience: Five (5) years' experience leading a team of consultants and support staff to implement amid-size project plan or task order. Or, leading and directing a team responsible for a task on a larger project.

Functional Responsibility: Allocates work among the staff and provides guidance to team members; prepares project schedules and performs routine employee performance management activities.

Minimum Education: Bachelor's Degree and a minimum of five years of relevant experience; or equivalent combination of experience. Must be in the process of acquiring the Project Management Professional (PMP) certification from the

Project Management Institute (PMI).

Task Manager

Minimum/General Experience: More than six (6) years' experience managing a staff of consultants and support staff to implement a project plan or task order. Or, leading and directing a team responsible for a significant task on a larger project.

Functional Responsibility: Allocates work among the staff and provides guidance to team members; prepares project schedules and performs routine employee performance management activities.

Minimum Education: Bachelor's Degree and a minimum of six years of relevant experience; or equivalent combination of experience. Must also possess a Project Management Professional (PMP) certification from the Project Management Institute (PMI).

Operational Manager

Minimum/General Experience: Six (6) years' experience managing a staff of consultants and staff to provide support to an application that is in production or to similar operational task orders.

Functional Responsibility: Provide operational support. Allocates work among the staff and provides guidance to team members; prepares project schedules and performs routine employee relation activities.

Minimum Education: Bachelor's Degree and a minimum of six years of relevant experience; or equivalent combination of experience. Relevant system certifications may also be required. May also be required to possess a Project Management Professional (PMP) certification from the Project Management Institute (PMI).

System Specialist I

Minimum/General Experience: Two (2) years progressive and relevant technical experience, including direct consulting or management experience involved in supporting users of information systems.

Functional Responsibility: Assists with day-to-day management of information support systems. Compiles and analyzes technical systems data, providing continuous ancillary technical support for project operations. Knowledgeable about information systems, strategic planning, implementation, distribution, and user support. Point of contact for troubleshooting project hardware, software, networks, peripherals, user account issues, and other system problems.

Minimum Education: Bachelor's degree in computer science or related information technology fields.

Systems Analyst I

Minimum/General Experience: Must have two (2) years of systems analysis or business information systems experience.

Functional Responsibility: Provides translation of user requirements for business, engineering and other technical areas or functions into overall system designs, including significant managerial experience. Performs studies and analyses to develop improvements to management, organization and business applications for the advancement of quality enhancements through reengineering techniques. Provides support to complex systems analysis, design, development and testing activities. Performs elaborate analyses and studies. Prepares reports and gives presentations to upper management. Works independently or as a member of a team. Performs elaborate analyses and studies. Defines the problem and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.

Systems Analyst II

Minimum/General Experience: Must have five (5) years of systems analysis or business information systems experience, including two (2) years in the area of developing systems requirements and high-level design specifications in a business information systems development or implementation project.

Functional Responsibility: Provides translation of user requirements for business, engineering and other technical areas or functions into overall system designs, including significant managerial experience. Performs studies and analyses to develop improvements to management, organization and business applications for the advancement of quality enhancements through reengineering techniques. Provides support to complex systems analysis, design, development and testing activities. Performs elaborate analyses and studies. Prepares reports and gives presentations to upper management. Works independently or as a member of a team. Performs elaborate analyses and studies. Defines the problem and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs, and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications. In conjunction with functional users, develops system alternative solutions.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.

Systems Analyst III

Minimum/General Experience: Must have eight (8) years of systems analysis or business information systems experience, including four (4) years in the area of developing systems requirements and high-level design specifications and two (2) years of experience in project management/task leader positions in a business information systems development or implementation project. May have expert credentials or be recognized as an authority.

Functional Responsibility: Performs studies and analyses to develop improvements to management, organization and business applications for the advancement of quality enhancements through reengineering techniques. Evaluates and assesses business applications for practicality and efficiency and provides recommendations on areas where productivity improvements can be achieved. Provides analytical support in the assessment of employed or proposed systems. Develops benchmarks for measuring system and subcomponent performance. Provides highly technical and specialized guidance, and solutions to complex systems analysis, design, development and testing activities. Performs elaborate analyses and studies. Works independently or as a member of a team. May serve as Project Manager providing technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards and progress in accordance with schedules. Makes recommendations, if needed, for approval of major systems installations.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years' experience.

Quality Assurance Analyst II

Minimum/General Experience: Must have four (4) years of quality assurance and/or quality control experience.

Functional Responsibility: Uses in-depth knowledge of quality assurance to inspect and improve process design; demonstrated knowledge of software quality assurance standards/methodology and relevant technical areas. Maintains and establishes a process for evaluating business applications and associated documentation. Has a demonstrated ability to inspect business applications to ensure compliance with applicable standards for systems design, business application construction, testing and documentation. Determines the resources required for quality control. Maintains the level of quality throughout the development life cycle. Develops quality assurance plans. Conducts formal and informal reviews at predetermined points throughout the development life cycle.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.

Quality Assurance Analyst III

Minimum/General Experience: Must have six (6) years of quality assurance and/or quality control experience.

Functional Responsibility: Leads quality assurance activities including project management activities such as planning and estimation. Provides expertise and uses in-depth knowledge of quality assurance to inspect and improve process design. Demonstrates knowledge of business application quality assurance standards/methodology and relevant technical areas. Maintains and establishes a process for evaluating business applications and associated documentation. Has a demonstrated ability to inspect a business application to ensure compliance with applicable standards for systems design, business application construction, testing and documentation. Determines the resources required for quality control. Maintains the level of quality throughout the development life cycle. Develops quality assurance plans. Conducts formal and informal reviews at predetermined points throughout the development life cycle.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable.

Process Engineer I

Minimum/General Experience: Must have four (4) years of experience in the appropriate area. May have expert credentials or be recognized as an authority.

Functional Responsibility: Has specialized experience in methodology development and evaluation, process reengineering across all phases. Identifies best practices, change management, business management techniques, organizational development, facilitation, training, activity and data modeling, or information system development methods and practices. Applies process improvement and re-engineering methodologies and principles to conduct process modernization projects. Duties include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, and training and provides additional forms of knowledge transfer.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years' experience.

Process Improvement Lead Appraiser

Minimum/General Experience: Must have eight (8) years of experience in the appropriate area. Has expert credentials and certifications from a recognized industry and government-approved authority.

Functional Responsibility: Evaluates and advises process improvement for system or software development, technical leadership, quality assurance and/or program management on mid-large software intensive systems. Demonstrates understanding of system and software development lifecycle and associated processes. Requires at least two (2) years direct experience with the implementation, assessing of SEI CMM or CMMI model processes through Maturity Level 5. Demonstrated experience in process engineering, improvement, training and deployment. Effectively communicates and is proficient in oral communication and technical writing. Interacts and collaborates with all organizational levels, and skillful in dealing with others in person-to-person work relationships.

Minimum Education: B.A. or B.S. degree in Business, Finance, Management, Information Systems or another applicable field. An equivalent combination of education and experience, which provides comparable knowledge, is acceptable. Post graduate degree may substitute for two (2) years' experience. Recognized Formal Certification in a Process Improvement Methodology.

Support Staff**

Minimum/General Experience: A minimum of four (4) years' experience in office administration and developing graphic/artistic presentations for publications and documents. In addition, practical experience using automated word processing (e.g., Word Perfect, Word Pro, Word), presentation systems (e.g. PowerPoint), and desktop publishing systems; events planning; travel arrangements.

Functional Responsibility: Develop presentations, Compile meeting minutes, Support the project team by typing letters, reports, and training materials as required, Make meeting and travel arrangement, Order supplies, maintain files, the

library and reference materials.

Minimum Education: High School degree and relevant experience; or equivalent combination of education and experience.

Support Staff-Clerical**

Minimum/General Experience: A minimum of two (2) years' experience in office administration. In addition, practical experience using automated word processing (e.g., Word Perfect, Word Pro, Word), presentation systems (e.g. PowerPoint), and desktop publishing systems; events planning; travel arrangements.

Functional Responsibility: Support the project team by typing letters, reports, and training materials as required, Make meeting and travel arrangement, Order supplies, maintain files, the library and reference materials.

Minimum Education: High School degree and relevant experience; or equivalent combination of education and experience.

Equivalents: MAXIMUS Federal Services allows experience to substitute for education requirements:

- Associate's Degree + 2 years applicable experience may be substituted for a Bachelor's degree.
- Bachelor's Degree + 2 years applicable experience may be substituted for a Master's degree.
- Master's Degree + 3 years applicable experience may be substituted for a Ph.D. degree.

GSA LABOR RATES					
Labor Category	Year 11	Year 12	Year 13	Year 14	Year 15
	11/30/2021 11/29/2022	11/30/2022 11/29/2023	11/30/2023 11/29/2024	11/30/2024 11/29/2025	11/30/2025 11/29/2026
Administrative Assistant**	\$49.86	\$51.01	\$52.18	\$53.38	\$54.61
Associate	\$124.28	\$127.14	\$130.06	\$133.05	\$136.11
Business Analyst I	\$123.07	\$125.90	\$128.80	\$131.76	\$134.79
Business Analyst II	\$151.97	\$155.47	\$159.04	\$162.70	\$166.44
Business Analyst III	\$165.14	\$168.94	\$172.82	\$176.80	\$180.87
Consultant I	\$101.30	\$103.63	\$106.01	\$108.45	\$110.95
Consultant II	\$179.61	\$183.74	\$187.97	\$192.29	\$196.71
Consultant III	\$201.71	\$206.35	\$211.10	\$215.95	\$220.92
Customer Service Representative I**	\$52.36	\$53.56	\$54.80	\$56.06	\$57.35
Documentation Specialist/Writer	\$82.42	\$84.32	\$86.25	\$88.24	\$90.27
Junior Analyst	\$49.00	\$50.13	\$51.28	\$52.46	\$53.67
Junior Project Manager	\$94.23	\$96.40	\$98.61	\$100.88	\$103.20
Officer	\$193.06	\$197.50	\$202.04	\$206.69	\$211.44
Operational Manager	\$91.14	\$93.24	\$95.38	\$97.57	\$99.82
Principal	\$180.94	\$185.10	\$189.36	\$193.71	\$198.17
Process Engineer I	\$178.67	\$182.78	\$186.98	\$191.28	\$195.68
Process Improvement Lead Appraiser	\$374.54	\$383.15	\$391.97	\$400.98	\$410.20
Program Manager	\$250.41	\$256.17	\$262.06	\$268.09	\$274.25
Project Director	\$192.19	\$196.61	\$201.13	\$205.76	\$210.49
Project Manager	\$158.45	\$162.09	\$165.82	\$169.64	\$173.54
Quality Assurance Analyst II	\$135.24	\$138.35	\$141.53	\$144.79	\$148.12
Quality Assurance Analyst III	\$171.75	\$175.70	\$179.74	\$183.88	\$188.10
Senior Analyst	\$67.52	\$69.07	\$70.66	\$72.29	\$73.95
Senior Associate	\$181.36	\$185.53	\$189.80	\$194.16	\$198.63
Subject Matter Expert I	\$251.21	\$256.99	\$262.90	\$268.95	\$275.13
Subject Matter Expert III	\$262.11	\$268.14	\$274.31	\$280.61	\$287.07
Support Staff**	\$51.05	\$52.22	\$53.43	\$54.65	\$55.91
Support Staff-Clerical**	\$35.74	\$36.56	\$37.40	\$38.26	\$39.14
System Specialist I	\$146.56	\$149.93	\$153.38	\$156.91	\$160.52
Systems Analyst I	\$134.28	\$137.37	\$140.53	\$143.76	\$147.07
Systems Analyst II	\$165.28	\$169.08	\$172.97	\$176.95	\$181.02
Systems Analyst III	\$165.78	\$169.59	\$173.49	\$177.48	\$181.57
Task Lead	\$98.85	\$101.12	\$103.45	\$105.83	\$108.26
Task Manager	\$121.51	\$124.30	\$127.16	\$130.09	\$133.08
Technical Writer	\$62.39	\$63.82	\$65.29	\$66.79	\$68.33

The labor categories that are subject to the SCLS are identified by a double asterisk () next to the labor category name.

**SERVICE CONTRACT LABOR STANDARDS
(SCLS) MATRIX**

SCLS Eligible Contract Labor	SCLS Equivalent Code Title	WD Number
Administrative Assistance**	01311 – Secretary I	15-4281
Customer Service Representative I**	01111- Clerk I	15-4281
Support Staff**	01020 – Administrative Assistant	15-4281
Support Staff Clerical**	01310 – Secretary (LR-1)	15-4281

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