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Federal Supply Service
Authorized Federal Supply Schedule Price List

Professional Services Schedule (PSS)

Federal Supply Schedule 00CORP – Professional Services

Contract Number: GS-10F-0302T
Contract Period: July 17, 2007 through July 16, 2017

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The Internet address for GSA Advantage!® is <https://www.gsaadvantage.gov>. For more information on ordering from Federal Supply Schedules, go to the GSA Schedules home page at: <http://www.gsa.gov/schedules>.

For more information from Citizant, please contact:

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Contract Administration: Vincent Langan
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Business Size: Women Owned, Large Business
DUNS: 068729529

Pricelist current through Modification PA-0017, dated February 22, 2016

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ORDERING INFORMATION

- 1a. Authorized Special Item Numbers (SIN):
SIN 874-1/RC/ 874-1Integrated Consulting Services
SIN 874-7/RC/ 874-7Integrated Business Program Support Services

- 1b. Labor Categories and Rates: Please see next section starting on **page 5** for offered labor categories, descriptions, and rates. **Note:** *Other direct costs (ODC) are not included in the offered hourly rates. If required, ODCs will be priced separately from labor and will be subject to the applicable provisional indirect rate.*

2. Maximum order: **\$1,000,000**

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

4. Geographic coverage (delivery area): **Domestic only**

5. Point(s) of production (city, county, and state or foreign country): Not applicable

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

7. Quantity discounts: None offered

8. Prompt payment terms: **0%--Net 30 days**

- 9a. Government purchase cards are accepted below the micropurchase threshold.

- 9b. Government purchase cards are not accepted above the micropurchase threshold.

10. Foreign items: None

- 11a. Time of delivery: Specific in each task order

- 11b. Items available for expedited delivery: Contact Contractor

- 11c. Overnight and 2-day delivery: Contact Contractor

- 11d. Urgent Requirements: Contact Contractor

12. F.O.B. Point: Destination

- 13a. Ordering address: **Citizant, Inc.**
15000 Conference Center Drive
Suite 500
Chantilly, VA 20151
Phone: 703-667-9420
Fax: 703-263-9003

- 13b. Ordering Procedures: For supplies and services, the ordering procedures, and information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address: **Citizant, Inc.**
15000 Conference Center Drive
Suite 500
Chantilly, VA 20151
15. Warranty provision: Not applicable
16. Export packing charges: Not applicable
17. Terms and conditions of Government purchase card acceptance: Contact Contractor
18. Terms and conditions of rental, maintenance, and repair: Not applicable
19. Terms and conditions of installation: Not applicable
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not applicable
- 20a. Terms and conditions for any other services: Not applicable
21. List of service and distribution points: Not applicable
22. List of participating dealers: Not applicable
23. Preventive maintenance: Not applicable
- 24a. Special attributes: Not applicable
- 24b. Section 508: If applicable, Section 508 compliance information on electronic and Information Technology (EIT) supplies and services will be addressed on a task order basis. The EIT standards can be found at www.Section508.gov.
25. Data Universal Number System (DUNS) number: **068729529**
26. SAM.GOV / Central Contractor Registration (CCR) Database: Citizant, Inc. is registered in the SAM.GOV/CCR database. **CAGE Code: 1LZZ1**

LABOR CATEGORIES AND RATES

The following labor categories and rates are applicable to all offered SINs:

Note: Other direct costs (ODC) are not included in the below hourly rates. If required, ODCs will be priced separately from labor and will be subject to the applicable provisional indirect rate.

Administrative Support Specialist (SCA eligible category-See SCA Matrix)

GSA Rate: \$50.45

Position duties/responsibilities: Provides administrative-type support to technical and management-level personnel. This includes, but is not limited to, documentation and graphics planning and support, project administration, general office support, executive secretarial support, human resource planning, event planning and administration, and office relocation planning.

Minimum education/experience: Associate degree and 3 years experience, or High School Diploma/GED with 5 years related experience.

Minimum training: Basic office productivity tools.

Analyst

GSA Rate: \$74.89

Position duties/responsibilities: Ability to operate effectively in a demanding team environment. Possess excellent communication skills, strong interpersonal skills, flexibility, and a high degree of demonstrated professionalism. Conducts industry research and analysis of vendor data to determine if there are any relevant issues.

Minimum education: Bachelor degree and 1 year experience in business analysis, or High School Diploma/GED with 5 years related experience.

Minimum training: Trained in business processes, program management and/or training methodologies.

Application Engineer

GSA Rate: \$98.26

Position duties/responsibilities: Primary responsibility is the analysis of functional requirements, and design of applications. AE's work closely with the Project Manager and/or Business Analyst to interpret business requirements, effectively design the application according to requirements, and deliver high quality results. Must be able to communicate technical and non-technical information clearly, answer technical questions from customers, and be able provide efficient technical solutions to problems.

Minimum education/experience: Bachelor degree and 5 years experience

Minimum training: Basic office productivity tools.

Business Architect I

GSA Rate: \$116.28

Position duties/responsibilities: Provides expertise in the areas of business architecture, and management processes. The business architect maintains a deep understanding of business techniques and management processes across a broad spectrum of systems, applications and requirements. Apply appropriate EA methodologies, frameworks and approaches to address client objectives and drive EA toward business results. Facilitate stakeholder work sessions focused on making enterprise-wide decisions that balance and prioritize competing interests of individual stakeholder groups.

Minimum education/experience: Bachelor degree and 4 years experience, includes at least 2 years specialized project experience or formal training.

Minimum training: Basic office productivity tools.

Business Architect II

GSA Rate: \$123.27

Position duties/responsibilities: Provides expertise in the areas of business architecture, and management processes. The business architect maintains a deep understanding of business techniques and management processes across a broad spectrum of systems, applications and requirements

Minimum education/experience: Bachelor degree and 6 years experience, includes at least 4 years specialized project experience or formal training.

Minimum training: Basic office productivity tools.

Business Consultant**GSA Rate: \$125.74**

Position duties/responsibilities: Determines information systems' architecture, development strategy and standards, system implementation and training requirements. Works with management and users to analyze, engineer/reengineer, specify, design, and improve business processes/ applications in mainframe, client/server, or web-based-enabled environments. Analyzes business, engineering and scientific problems, and develops system/application training material and conducts training in on-the-job, classroom or distance-learning environments. Recommends selections of software/hardware/ business systems solutions; plays a major role in developing and implementing business information systems and applications; demonstrated business sense.

Minimum education/experience: Bachelor degree in related field and 6 years experience, includes at least 4 years specialized project experience; or 10 years of general experience, including at least 6 years specialized project experience with no degree requirement.

Minimum training: Basic office productivity tools.

Business Process Modeler I**GSA Rate: \$101.83**

Position duties/responsibilities: Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis, and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate information management guiding principles, cost savings and open system architecture objectives.

Minimum education/experience: Bachelor degree and 4 years experience, includes at least 2 years specialized project experience or formal training.

Minimum training: Basic office productivity tools.

Business Process Modeler II**GSA Rate: \$117.32**

Position duties/responsibilities: Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis, and modern business methods and performance measurement techniques. Assists in developing and applying organization wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate information management guiding principles, cost savings and open system architecture objectives.

Minimum education/experience: Bachelor degree and 6 years experience, includes at least 4 years specialized project experience or formal training.

Minimum training: Basic office productivity tools.

Business Systems Analyst**GSA Rate: \$72.98**

Position duties/responsibilities: Responsibilities are formulating and defining systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devises and/or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirements specifications. Provides consultation on complex projects and is considered to be the top level contributor/specialist of most phases of systems analysis, while considering the business implications of the application of technology to the current and future business environment.

Minimum education/experience: Bachelor degree and 5 years experience

Minimum training: Basic office productivity tools.

EA Review & Assessment Lead**GSA Rate: \$122.98**

Position duties/responsibilities: Provides high-level architectural expertise to managers and technical staff. Develops architectural products and deliverables for the enterprise and operational business lines. Develops strategy of system and the design infrastructure necessary to support that strategy. Provides advice on selection of technological purchases with regards to processing, data storage, data access, and applications development.

Minimum education/experience: Bachelor degree and 8 years experience

Minimum training: Basic office productivity tools.

Lead Business Process Modeler**GSA Rate: \$126.47**

Position duties/responsibilities: Applies business process improvement practices to reengineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis, and modern business methods and performance measurement techniques. Develops and applies organization wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate information management guiding principles, cost savings and open system architecture objectives. Provides day to day leadership to other BPM categories.

Minimum education/experience: Bachelor degree and 8 years experience, includes at least 6 years specialized project experience or formal training.

Minimum training: Basic office productivity tools.

Enterprise Architect I**GSA Rate: \$101.06**

Position duties/responsibilities: Provides expertise in the areas of enterprise architecture - system design and management processes. The Enterprise Architect maintains a deep understanding of architecture, techniques and management processes across a broad spectrum of customers, frameworks and industries. Helps oversee and mentor the processes and actions of other employees to ensure the architecture framework remains aligned. Reviews architecture artifacts to insure quality and consistency.

Minimum education/experience: Bachelor degree and 4 years experience in business and strategic planning.

Minimum training: Basic office productivity tools.

Enterprise Architect II**GSA Rate: \$128.32**

Position duties/responsibilities: Provides expertise in the areas of enterprise architecture - system design and management processes. The Enterprise Architect maintains a deep understanding of architecture, techniques and management processes across a broad spectrum of customers, frameworks and industries. Helps oversee and mentor the processes and actions of other employees to ensure the architecture framework remains aligned. Reviews architecture artifacts to insure quality and consistency.

Minimum education/experience: Bachelor degree and 6 years experience in business and strategic planning.

Minimum training: Basic office productivity tools.

Enterprise Architect III**GSA Rate: \$158.53**

Position duties/responsibilities: Provides expertise in the areas of enterprise architecture - system design and management processes. The Enterprise Architect maintains a deep understanding of architecture, techniques and management processes across a broad spectrum of customers, frameworks and industries. Helps oversee and mentor the processes and actions of other employees to ensure the architecture framework remains aligned. Reviews architecture artifacts to insure quality and consistency.

Minimum education/experience: Bachelor degree and 8 years experience in business and strategic planning.

Minimum training: Basic office productivity tools.

Enterprise Resource Planning Consultant I**GSA Rate: \$114.66**

Position duties/responsibilities: Consults with users, management, vendors, and technicians to assess system requirements. Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems. Plans and coordinates the change management of processes required for the support of ERP systems necessary for business operations. Develops and interprets organizational goals, policies, and procedures.

Minimum education/experience: Bachelor degree and 6 years experience.

Minimum training: Basic office productivity tools.

Enterprise Resource Planning Consultant II**GSA Rate: \$137.67**

Position duties/responsibilities: Consults with users, management, vendors, and technicians to assess system requirements. Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems. Plans and coordinates the change management of processes required for the support of ERP systems necessary for business operations. Develops and interprets organizational goals, policies, and procedures.

Minimum education/experience: Bachelor degree and 8 years experience.

Minimum training: Basic office productivity tools.

Functional Specialist**GSA Rate: \$161.87**

Position duties/responsibilities: Functional Analyst's apply their strong analytical and technical skills to assist in implementing business solutions. Functional Analysts are directed to exercise core skills on projects, or they may direct small teams. A Functional Analyst is qualified to perform tasks such as:

- Document an organization's current business process flows
- Identify and document functional requirements for business architecture design
- Develop project documentation and user training materials according to program specifications
- Prepare communications plans
- Develop surveys and analyze survey responses
- Develop Performance Work Statements, Performance Requirements summaries and Quality Assurance Surveillance Plans
- Perform program management support tasks, such as status reporting and workplan maintenance.

Minimum education/experience: Bachelor degree and 8 years experience in business architecture design implementation, change management efforts or business process redesign.

Minimum training: Trained in systems development and/or training methodologies.

Management Consultant 3**GSA Rate: \$90.19**

Position duties/responsibilities: Performs evaluation and implementation tasks using broad industry experience, including industry best practices and extensive product knowledge. Leads parts of the project and creates project methodology as needed. Provides knowledge of multiple functional areas or other areas of expertise with hands-on experience in multiple modules or vendors and has the ability to transfer knowledge and skill. Accomplished at several professional level roles and knowledgeable about applying technology to business operations in multiple industries. Applies industry best practices, product knowledge, and experience to lead overall business requirements gathering sessions and makes overall business process recommendations. Executes project plan tasks and other duties as assigned. Provides regular status on tasks and issues. Coordinates resources and occasionally assumes project management responsibilities.

Minimum education/experience: Bachelor degree and 3 years experience.

Minimum training: Basic office productivity tools.

Management Consultant 4**GSA Rate: \$105.11**

Position duties/responsibilities: Performs evaluation and complex implementation tasks using broad industry experience and broad vendor experience, including overall industry best practices and extensive product knowledge. May lead the overall project, lead the technical portion of the project, or create the overall technical solution. Provides knowledge of multiple functional areas or other areas of expertise with hands-on experience in multiple modules or vendors and has the ability to transfer knowledge and skill including vendor selection criteria development and application. Accomplished at high level professional or managerial level roles and knowledgeable about applying technology to business operations in multiple industries. Applies extensive industry best practice experience to develop recommendations for vendor selection, overall application strategy, and cost benefit decisions regarding development/modifications. Responsible for resource usage and project accomplishments along the project path. Acts as the identified point of contact for the project.

Minimum education/experience: Bachelor degree and 6 years experience.

Minimum training: Basic office productivity tools.

Program Manager**GSA Rate: \$133.50**

Position duties/responsibilities: Provide support management or integration of programs and projects to include, but not limited to: program management, program oversight, project management and program integration of a limited duration. A Program Manager is qualified to perform such tasks as:

- Earned Value Management System (EVMS) implementation and analysis
- Program planning activities
- Program control activities
- Status report and presentation preparation
- Gantt chart creation and maintenance
- System engineering analysis
- Configuration Management activities
- Risk Management activities
- Quality Management activities
- Project Management Office creation

Minimum education/experience: Bachelor degree and 6 years experience.

Minimum training: Basic office productivity tools.

Project Manager**GSA Rate: \$121.48**

Position duties/responsibilities: This position is responsible for managing at the project/task level. Project Manager plans, coordinates and manages all aspects of complex consulting projects. Prepares and presents status on project schedules, project costs, project deliverables, project risks, and risk containment strategies. Experienced in advising senior executives on effective utilization of business reengineering to meet business objectives. Project Manager has extensive experience with business practice reengineering.

Minimum education/experience: Bachelor degree and 4 years experience.

Minimum training: Basic office productivity tools.

Project Manager 3**GSA Rate: \$137.20**

Position duties/responsibilities: This position is responsible for managing at the project/task level. Project Manager plans, coordinates and manages all aspects of complex business process modeling projects. Prepares and presents status on project schedules, project costs, project deliverables, project risks, and risk containment strategies. Experienced in advising senior executives on business models to meet business objectives.

Minimum education/experience: Bachelor degree and 6 years experience, includes at least 2 years project management experience or formal training.

Minimum training: Basic office productivity tools.

Risk Manager**GSA Rate: \$119.08**

Position duties/responsibilities: Responsible for risk management across multiple projects/workstreams by establishing a risk management program that helps reduce, avoid, and/or mitigate program risk. Performs risk assessments and calculates total risk exposure to the program. Prepares a risk management plan and establishes the risk management processes for identification, assessment, prioritization, response coordination, monitoring and reporting of risks and issues. Reviews, monitors, tracks, interfaces with stakeholders to quality risks and ensure they are entered into the risk repository, assigns risk owners to ensure mitigation strategies are in place, and monitors to working effectively.

Minimum education/experience: Bachelor degree and 6 years experience.

Minimum training: Basic office productivity tools.

Quality Systems Consultant**GSA Rate: \$129.90**

Position duties/responsibilities: Evaluate and refine practices, processes, procedures to achieve organizational goals and align with the mission. Evaluates existing systems against standard requirements and develops gap analysis. Conducts quality audits and presents audit reports.

Minimum education/experience: Bachelor degree and 8 years experience.

Minimum training: Training and/or certification in the applicable quality standards (e.g., CMMI, ITIL Foundations, SDLC, PMP, Team Dynamics, Org Development and Change)

Senior Analyst**GSA Rate: \$114.65**

Position duties/responsibilities: Prepare and present written reviews of various systems, data feeds, and data elements infrastructure and the interfaces. Support the data quality office in identifying, evaluating, and analyzing work items. Independently assess data quality issues and other deliverables according to the DLIS data quality manual. Provide support during important meetings and critical reviews. Provide a problem description for each issue identified as a means to categorize for further study. Perform root cause analysis of defined problems where there is the greatest benefit to the logistics community. Provide recommended solutions for data corrections. From the analysis of identified data problem provide apparent benefits correcting the data quality problem will have to the community.

Minimum education/experience: Bachelor degree and 6 years experience.

Minimum training: Basic office productivity tools.

Senior Technologist**GSA Rate: \$120.23**

Position duties/responsibilities: Analyzes training needs within the context of organizational structure and goals. Designs and implements training programs to better utilize and develop customer personnel. Develop programs and materials to meet specific training needs. Work with customer to define and develop workflow tools and techniques to gain efficiency in appropriate areas of concern

Minimum education/experience: Bachelor degree and 5-8 years experience.

Minimum training: Basic office productivity tools.

Sr. Management Consultant**GSA Rate: \$111.61**

Position duties/responsibilities: Use structured DQI Methodology to support efforts to assess the relative impact of data quality problems on the cost effectiveness of customer's logistics operations. Recommend data quality improvements in a prioritized list with maximum ROI as the primary metric. The DQI Assessment Process will also identify the cost of non-quality information on the DOD logistics information systems and the critical data under assessment. Non-quality information costs will be assessed in three areas: process failure costs, information scrap and rework costs, and lost or missed opportunity costs.

Minimum education/experience: Bachelor degree and 8 years experience.

Minimum training: Basic office productivity tools.

Solutions Advisor**GSA Rate: \$139.53**

Position duties/responsibilities: Consults with users, management, and technicians to assess business solution needs and system requirements. Evaluates the organization's technology use and needs and recommend improvements. Develops information resources, providing for data security and control, strategic computing, and disaster recovery. Prepares and reviews operational reports or project progress reports. Directs daily operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines. Reviews and approves systems charts and programs prior to implementation.

Minimum education/experience: Bachelor degree and 6 years experience, includes at least 4 years specialized project experience or formal training.

Minimum training: Basic office productivity tools.

Subject Matter Specialist 2**GSA Rate: \$129.13**

Position duties/responsibilities: Individual who provides specialized expertise in specific fields such as to be considered experts. Develops and articulates complete business/process solutions. Functions as both a senior contributor and functional lead. Demonstrated ability to work independently or lead a highly specialized consulting team. Direct experience providing competent leadership, and highly specialized guidance, to complex business, management, and process challenges. Applies a set of disciplines for the planning, analysis, design and construction of business processes on an enterprise-wide basis. Performs data and process modeling.

Minimum education/experience: Bachelor degree and 10 years experience.

Minimum training: Basic office productivity tools.

Technical Writer**GSA Rate: \$88.49**

Position duties/responsibilities: Drafts, updates and/or edits technical documents for internal and external facing projects. Examples of technical documentation include user manuals, programmer guides, administration guides, technical training materials, business requirements, functional requirements, technical specifications, test plans and test cases, business process definitions, and related technical materials. Must be able to communicate technical specifications and instructions clearly and effectively to a wide range of audiences.

Minimum education/experience: Bachelor degree and 5 years experience

Minimum training: Basic office productivity tools.

SCA Matrix

SCA Eligible Contract Labor Category	SCA Equivalent Code – Title	WD Number
Administrative Support Specialist	01020-Administrative Assistant	05-2103

The Service Contract Act (SCA) is applicable to this contract and it includes the following SCA applicable labor category. The price for the indicated SCA labor category is based on the U.S. Department of Labor Wage Determination Number identified in this matrix. The price offered is based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

SUBSTITUTIONS

Citizant, Inc. reserves the right to make the following substitutions in the education and/or experience requirements of any of the skill service categories set forth herein.

1. Two (2) years of experience is equal to an Associate's Degree, four (4) years of experience is equal to a Bachelor's Degree, six (6) years of experience is equal to a Master's Degree, and vice versa.
2. Certification related to the technology is equivalent to two (2) years of the experience or education requirement.