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 GSAAAdvantage.gov
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CUSTOMER INFORMATION:

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s) can be found on page 4 of this document in the LABOR CATEGORY DESCRIPTIONS table.

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract can be found on page _N/A_ of this document in the SIN PRICE LIST table.

1c. Hourly rates: For Labor category rates can be found on page 3 of this document in the SIN PRICE LIST table.

2. Maximum Order: $500,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Worldwide and Domestic

5. Point(s) of production (city, county, and state or foreign country): Same as contractor address or where product is produced

6. Discount Terms: All prices listed herein are net, and all discounts have been deducted.

7. Quantity discounts: None

8. Prompt payment terms: None

9a. Government purchase cards are accepted up to the micro-purchase threshold: Yes

9b. Government purchase cards are accepted or not accepted above the micro-purchase threshold: Will not accept over the micro-purchase threshold

10. Foreign items (list items by country of origin): None

11a. Time of Delivery: As negotiated at the task order level

11b. Expedited Delivery: As negotiated at the task order level

11c. Overnight and 2 - day delivery: As negotiated at the task order level

11d. Urgent Requirements: As Negotiated

12. F.O.B Points(s): Destination
13a. **Ordering Address(es):**
The Arbeit Group, Inc.
849 Nancy Lynn Lane, Suite 1A, Arnold, MD 21012
Phone: 301-574-4652 | Fax: 240-770-2418
POC: Mr. Tracy E. Mitchell, President/CEO | Email: tmitchell@thearbeitgroup.com

13b. **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.

14. **Payment address(es):**
The Arbeit Group, Inc.
849 Nancy Lynn Lane, Suite 1A, Arnold, MD 21012
Phone: 301-574-4652 | Fax: 240-770-2418
Attention: Mr. Tracy E. Mitchell, President/CEO | Email: tmitchell@thearbeitgroup.com

15. **Warranty provision:** Standard Commercial Warranty

16. **Export Packing Charges (if applicable):** N/A

17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** N/A for thresholds above the micro-purchase level

18. **Terms and conditions of rental, maintenance, and repair (if applicable):** As Negotiated when applicable.

19. **Terms and conditions of installation (if applicable):** As Negotiated when applicable.

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

20a. **Terms and conditions for any other services (if applicable):** N/A

21. **List of service and distribution points (if applicable):** As Negotiated

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

23. **Preventive maintenance (if applicable):** As Negotiated when applicable.

24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A

24b. **Section 508 compliance information:** Contact The Arbeit Group, Inc. at 301-574-4652

25. **Data Universal Numbering System (DUNS) number:** 113054857

26. **Registration in the System for Award Management (SAM) Database:** Yes
## PRICE LIST

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<th>Special Item Number (SIN)</th>
<th>Labor Category Title</th>
<th>10/17/2021-10/16/2022</th>
<th>10/17/2022-10/16/2023</th>
<th>10/17/2023-10/16/2024</th>
<th>10/17/2024-10/16/2025</th>
<th>10/17/2025-10/16/2026</th>
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LABOR CATEGORY DESCRIPTIONS

Skill Title: Program/Project Manager I

**Minimum/General Experience:** Three years of relevant experience working for Federal clients. Manages strategies and provides constant customer service support.

**Functional Responsibilities:** Primarily responsible for developing communications and end user support strategies. This staffer demonstrates effective written and verbal communications, and has proven interpersonal and time management skills. Creates deliverables and provides weekly (and detailed) metrics. This team member works with the content development group to support clients with quality advertisements at the direction of the government. Also manages multiple clients and changing priorities without supervision.

**Minimum Education:** Must have a Bachelors degree or three years of additional relevant experience.

**Certifications:** Information Assurance

**SubSINs:** D301, D313, D316

Skill Title: Program/Project Manager II

**Minimum/General Experience:** Five years of relevant experience in field of audio/video technology arena.

**Functional Responsibilities:** Analyzes operational or management reports or records. Develops policies, procedures, methods, or standards to manage projects and costs. Coordinates labor, materials, and equipment activities on projects. Manages project crews, prepares work schedules, and assigns specific project duties. Develops and maintains cooperative working relationships with internal and external customers. Acts as first point-of-contact for customers during installations, and acts as liaison between technicians and customers throughout project. Provides excellent customer service and evaluates project and lessons learned via post-project review processes.

**Minimum Education:** Must have a Bachelors degree in related field or five years of additional relevant experience.

**Certifications:** Project Management Professional (PMP), or Certified Technology Specialist (CTS), or Certified Technology Specialist-Installation (CTS-I), or A+

**SubSINs:** D301, D302, D306, D307, D308, D310, D311, D313, D316

Skill Title: Program/Project Manager III

**Minimum/General Experience:** Five years of relevant experience in a business analyst, project management, or information technology role while working in a complex business and systems environment.

**Functional Responsibilities:** Serves as primary liaison to business customers and provides recommendations for improved system processes. Monitors project progress and ensures development of deliverables, quality assurance, and exceptional customer service. Reports status to client and identifies and resolves risks that impact project completion. Adjusts resources as necessary to ensure project success. Provides work direction and feedback to all team members and assists them in issue resolution. Assists in staffing activities related to project. Develops new processes as necessary to ensure mission-critical systems are completed; provides expertise in identifying methodologies for large-scale development efforts. Leads or participates in business process redesign teams. Prepares and delivers formal presentations to colleagues and management. Shares “best practices” for staff development and technical expertise. Exhibits a solid knowledge of hardware/software technologies, mainframe and PC platforms. Ensures compliance with architectural design and divisional
system integration standards/guidelines. Ensures systems are consistent with standards/operating procedures. Supervises team members to include providing individual feedback, operating rules, timely completion of detailed timesheets, and the tracking of training and vacation plans.

**Minimum Education:** Must have a Bachelors degree or five years of additional relevant experience.

**Certifications:** Project Management Institute (PMI), Project Management Professional (PMP)

**SubSINs:** D301, D302, D306, D307, D308, D310, D311, D313, D316

**Skill Title:** Hardware /Software Technician (HW/SW Technician)

**Minimum/General Experience:** Three years of relevant experience and an intermediate-level understanding of networking principles along with a solid knowledge of computer systems and their components.

**Functional Responsibilities:** The Hardware/Software Technician manages maintenance of hardware, software, and peripheral equipment. This team member repairs and tests computers, servers, and networks. In addition, the Hardware/Software Technician performs a variety of IT support services to include hardware maintenance and upgrades. This individual monitors systems using the network management tools to identify and resolve hardware and software issues, and performs systems installations and modifications.

**Minimum Education:** Must have a Bachelors degree in related field or three years of additional relevant experience.

**Certifications:** A+, or Oracle Certified Professional (OCP), or Microsoft Certified Systems Engineer (MCSE), or Microsoft Certified Professional (MCP), or Microsoft Certified Professional + Internet (MCP+I)

**SubSINs:** D301, D302, D306, D307, D308, D310, D313, D316

**Skill Title:** Network Engineer/Administrator

**Minimum/General Experience:** Three years of relevant experience evaluating network architecture design and troubleshooting a range of network issues. Exercises a thorough understanding of networking principles and has a solid knowledge of VMWare and VLANS.

**Functional Responsibilities:** The Network Engineer/Administrator performs a variety of network engineering and administrative services. This staff member is primarily responsible for providing network connectivity solutions, deploying new systems, and offering daily support. The Network Engineer/Administrator responsibilities encompass all duties related to the connectivity between all systems and servers. This individual oversees the provisioning of new systems and configuration of TCP ports, has a solid knowledge of network infrastructures, and can resolve network-related issues with accuracy and efficiency.

**Minimum Education:** Must have a Bachelors degree or three years of additional relevant experience. Certifications: Oracle Certified Professional (OCP), Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Professional (MCP), Microsoft Certified Professional + Internet (MCP+I), Cisco Certified Network Associate (CCNA)

**SubSINs:** D301, D302, D306, D307, D308, D310, D311, D313, D316
Skill Title: Programmer/Analyst

Minimum/General Experience: Three years of relevant experience along with a thorough understanding of software development principles and processes. Experience configuring Microsoft Web and SQL servers while troubleshooting configuration issues.

Functional Responsibilities: The Programmer/Analyst performs a variety of programming and analytical services. This team member is primarily responsible for assisting in the development of applications and writes, reviews, and modifies computer software. In addition, the Programmer/Analyst facilitates training both individually and within group settings for employees and clients with regard to the use and upgrades of software. This individual develops software applications to integrate various COTS packages and develops application components such as business logic modules. The Programmer/Analyst also leads training associated with the use of new and/or upgraded software.

Minimum Education: Must have a Bachelors degree in related field or three years of additional relevant experience.

Certifications: Oracle Certified Professional (OCP), or Microsoft Certified Systems Engineer (MCSE), or Microsoft Certified Professional (MCP), or Microsoft Certified Professional + Internet (MCP+I)

SubSINs: D301, D302, D306, D307, D308, D310, D311, D313, D316

Skill Title: Senior Engineer

Minimum/General Experience: Five years of relevant experience in the video teleconferencing field.

Functional Responsibilities: The Senior Engineer provides technical support for conference call monitoring, produces performance reports, and troubleshoots video conferencing-related issues. This team member works directly with internal customers to assist with video conference setup and equipment use. The Senior Engineer’s responsibilities also include set up and monitoring of point-to-point, multipoint, and ad-hoc video conferences over IP and ISDN. This individual analyzes requirements for video and multimedia technologies and services, and recommends preferred solutions to IT management. In addition, this staff member manages streaming video and recording technologies for editing, playback, and publishing of video events and conferences. The Senior Engineer’s secondary responsibilities include video support of live events and ceremonies, and backup assistance for the video production staff. This team member also assists the Project Manager with administrative tasks (as assigned).

Minimum Education: Must have a Bachelors degree in related field or five years of additional relevant experience.

Certifications: Certified Technology Specialist (CTS), or Certified Technology Specialist-Installation (CTS-I), or A+

SubSINs: D301, D302, D306, D307, D308, D310, D311, D313, D316

Skill Title: Technician I

Minimum/General Experience: Two years of relevant experience in the audio/video arena.

Functional Responsibilities: The Subject Matter Expert I has extensive knowledge of the video conferencing industry. The position is part of a team that serves as the point-of-contact for all video conferencing-related activities. The Subject Matter Expert I facilitates the use of secure video conferencing resources and, therefore, is familiar with video systems to include video projectors, video players, computers, and sound and public
address (PA) systems. The Technician I also manages multiple tasks, initiates effective problem resolution, and participates in team and cross-team projects. This team member has experience with the planning, design, and implementation of secure video conferencing systems.

**Minimum Education:** Must have an Associate’s degree in a related field or two years of additional relevant experience.

**Certifications:** Certified Technology Specialist (CTS), or Certified Technology Specialist-Installation (CTS-I), or A+

**SubSINs:** D301, D316

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**Skill Title:** Technician II

**Minimum/General Experience:** Three years of relevant experience in the audio/video arena.

**Functional Responsibilities:** The Subject Matter Expert II exhibits extensive knowledge of the video conferencing industry. This individual serves as the point-of-contact for all video conferencing-related activities. In addition, the Technician II facilitates the use of video conferencing resources and, therefore, is familiar with video systems to include video projectors, video players, computers, and sound and public address (PA) systems. This team member manages multiple tasks, initiates effective problem resolution, and participates in team and cross-team projects. The Technician II also has experience planning, designing, and implementing audio and video conferencing systems.

**Minimum Education:** Must have an Associate’s degree in related field or three years of additional relevant experience.

**Certifications:** Certified Technology Specialist (CTS), Certified Technology Specialist-Installation (CTS-I), A+

**SubSINs:** D301, D316

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**Skill Title:** Technician III

**Minimum/General Experience:** Four years of relevant experience in the audio/video arena.

**Functional Responsibilities:** Performs preventive maintenance on VTC systems and equipment, resolves system operational problems by troubleshooting and performing fault isolation, and repairs, replaces, or reprograms faulty equipment. Conducts intricate alignment and calibration procedures to ensure maximum operating efficiency, schedules VTC sessions, maintains a call schedule, and coordinates reservation and scheduling of VTC services with external agencies. Acts as the equipment custodian and performs inventory management and accountability functions. Exhibits demonstrated experience using Crestron & Tandberg equipment along with experience with Tier II troubleshooting and problem solving of all VTC technical issues. Provides a full working knowledge of commercial construction methods, wall framing, and structural engineering. Also performs daily field reporting to Project Manager.

**Minimum Education:** Must have an Associate’s degree in related field or four years of additional relevant experience.

**Certifications:** Certified Technology Specialist (CTS), or Certified Technology Specialist-Installation (CTS-I), or A+

**SubSINs:** D301, D302, D306, D307, D310, D313, D316
Skill Title: Website and Design Specialist

Minimum/General Experience: Three years of relevant experience in the graphic arts arena.

Functional Responsibilities: The Website and Design Specialist is responsible for uploading, scheduling, and tracking certain metrics on the content development lifecycle. This staffer is proficient using Adobe Creative (Suites 4, 5) Master Collection and has a solid knowledge of Adobe Flash and Adobe After Effects. The Website and Design Specialist ensures client approval on all projects, making any necessary revisions. In addition, this individual may consult with Manager to gain additional insight based on the complexity of the project.

Minimum Education: Must have a Bachelors degree or three years of additional relevant experience.

Certifications: Microsoft Office Specialist (MOS)

SubSINs: D308, D313

Skill Title: Web Developer

Minimum/General Experience: Seven years of relevant experience building websites and Web applications using Microsoft development tools along with a solid understanding of both .NET and Java technologies.

Functional Responsibilities: The Web Developer is responsible for all aspects of developing websites and Web applications. This individual provides expert technical leadership in website development. In addition, the Web Developer recommends objective and comprehensive technical options for business problems and mentors/guides other team members. This staff member also leads and drives development projects to successfully implement websites and Web applications. The Web Developer initiates, plans, executes, and controls projects to meet requirements and schedules. This team member also assumes responsibility for all standard methodology phases and has familiarity with change control processes and full acceptance of those guidelines. The Web Developer works closely with security/compliance resources to ensure website security. This staff member introduces preventive measures when resolving production problems and demonstrates strong initiative and commitment to the organization. In addition, the Web Developer supports service-level agreements with periodic on-call/production support responsibilities and acts as a team player/self-starter with the ability to analyze tasks, work independently, and drive projects to completion.

Minimum Education: Must have a Bachelors degree in related field or seven years of additional relevant experience.

Certifications: Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Professional (MCP), or Microsoft Certified Professional + Internet (MCP+I)

SubSINs: D302, D306, D307, D308, D310, D311, D313, D316