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**GENERAL SERVICES ADMINISTRATION
Federal Acquisition 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.

GSA Schedule 70

Special Item No. 132-50 Training Courses

FPDS Code U012 Education/Training- Information Technology/Telecommunications Training

Special Item No. 132-51 Information Technology (IT) Professional Services

FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D311 IT Data Conversion Services

- Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.
- Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.
- Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

Contract Number: **GS-35F-0217J**

Period Covered by Contract: February 3, 1999 - **February 2, 2019**

Price List Current Through: **Modification PO-0025 Dated April 11, 2014**

Development InfoStructure, Inc. (Devis)
2101 Wilson Boulevard, Suite 300
Arlington, Virginia 22201-3062
Email: Contracts@devis.com

Tel: 703-525-6485/800-324-2681
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Minority Woman-Owned Small Business (WOSB)

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Customer Information

Information for Ordering Activities: Applicable to All Special Item Numbers

Special Notice to Agencies: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar volume of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsaadvantage.gov). The catalog/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and woman-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. Awarded SIN Descriptions and Prices

See *Description of IT Positions* and *GSA IT Professional Services - Contract GS-35F-0217J – Prices*.

2. Maximum Order (Requiring Acceptance by Contractor)

The Maximum Order value (Requiring Acceptance by Contractor) is:

1. Special Item Number 132-51 - Information Technology (IT) Professional Services: \$500,000
2. Special Item Number 132-50 Training Courses: \$25,000

All dollar amounts are exclusive of any discount for prompt payment. Larger orders are accepted at the discretion of the Contractor.

3. Minimum Order (Requiring Acceptance by Contractor)

The minimum dollar value of orders to be issued is \$100.00. Smaller orders are accepted at the discretion of the Contractor.

4. Geographic Coverage (Delivery Area)

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

5. Point(s) of Production

Professional Services and Training Courses delivered at contractor facilities in Arlington, Virginia, USA or at customer site, as needed. Alternative or Government Site may require incidental travel costs and equipment.

6. Statement of Net Pricing

Prices Shown Herein are Net (discount deducted).

7. Quantity Discounts

For Task Orders against Agency Blanket Purchase Agreements (BPAs): Additional 1% discount per \$500,000 obligated per year to a maximum additional 8% discount for a \$4,000,000 per year Task Order value.

For Task Orders against Agency Blanket Purchase Agreements (BPAs): Additional 1% discount per award year after the first year to a maximum additional 4% discount for a five year Task Order award.

8. Prompt Payment Terms

No prompt payment discount terms provided.

9. Government Purchase Cards

Contractors must accept the credit card for payments equal to or less than the micro purchase threshold for oral or written delivery orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice. The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

703-525-6485 or Toll Free (US) 800-324-2681

10. Foreign Items (list items by country of origin)

Not applicable.

11. Delivery Schedule

- a. Time of Delivery: The contractor shall deliver to destination within the number of calendar days after receipt of order (ARO) as negotiated between the contractor and the ordering agency.
- b. Expedited Delivery: Items available for expedited delivery are noted in this price list.
- c. Overnight and 2-Day Delivery: Items available for expedited delivery are noted in this price list. Schedule customers may contact the contractor for rates for overnight and 2-day delivery.
- d. Urgent Requirements: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the contractor for the purpose of obtaining accelerated delivery. The contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the contractor in writing.) If the contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. F.O.B. Point

Destination

13a. Ordering Address

Development InfoStructure, Inc. (Devis)
2101 Wilson Boulevard, Suite 300
Arlington, Virginia 22201-3062
Email: Contracts@devis.com

Tel: 703-525-6485/800-324-2681
Fax: 703-525-6029
Web: www.devis.com

13b. Ordering Procedures

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies for services. These procedures apply to all

schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

14. Payment Address

Development InfoStructure, Inc. (Devis)
2101 Wilson Boulevard, Suite 300
Arlington, Virginia 22201-3062
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Web: www.devis.com

15. Warranty Provisions

For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the contractor.

The above is not intended to encompass items not currently covered by the GSA Schedule contract.

16. Export packing charges

Not Applicable

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).

None in addition to those described in section 9, Purchase Cards.

18. Terms and conditions of rental, maintenance, and repair (if applicable).

Not applicable.

19. Terms and conditions of installation (if applicable).

Not applicable.

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

Not applicable.

20a. Terms and conditions for any other services (if applicable).

Not applicable.

21. List of service and distribution points (if applicable).

Not applicable.

22. List of participating dealers (if applicable).

Not applicable.

23. Preventive maintenance (if applicable).

Not applicable.

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).

Not applicable.

24b. Section 508 Compliance

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: www.devis.com.

The EIT standard can be found at: www.Section508.gov/.

25. Data Universal Number System (DUNS) number

80-752-1521

26. Notification regarding registration in Central Contractor Registration (CCR) database.

Contractor has registered with the Central Contractor Registration Database.

27. Statistical Data for Government Ordering Office Completion of Standard Form 279

Block 9: G (Order/Modification Under Federal Schedule Contract)
Block 16: Data Universal Numbering System (DUNS) Number: 80-752-1521
Block 30: Type of Contractor - B (Other Small Business)
Block 31: Woman-Owned Small Business – YES
Block 37: Contractor's Taxpayer Identification Number (TIN): 54-1647061
a. CAGE Code: 1XFD8



Description of IT Services

For 21 years, Devis, a minority, woman-owned small business, has served as a leading prime contractor of IT solutions to the Federal Government and the international development community. Demonstrated by our award winning technical solutions, Devis has a proven record of success in building, operating, and supporting mission critical Federal systems.

The mission of providing affordable, appropriate technology as a multiplier for international development was the hopeful vision of the IT pioneers that founded Devis in 1992. Backed by 21 years of experience, Devis now serves as a trusted vendor-independent advisor to most Federal agencies. Using this experience, Devis offers customers a comprehensive array of services including CMMI Level 3 Application Development, International Deployment & Training Support, Section 508 Compliance Remediation and Services, Knowledge Management, Secure Agile Hybrid Cloud, and ITIL-certified Tier 2 & 3 Service Desk.

Our experience working on high-profile cross-agency initiatives at the U.S. Agency for International Development (USAID), the Department of State (DOS), the Department of Labor (DOL) (including ODEP, OASP, ETA, OSHA, MSHA, VA), the U.S. Access Board, the National Council on Disability (NCD), the Department of Justice (DOJ, FBI, NIJ), the Department of Health and Human Services (HHS including FIC, FDA, CDC, NCHS, NIH, NIEHS), the Department of Homeland Security (DHS), the Department of Defense (DOD), the Department of Veterans Affairs (VA), and the General Services Administration (OCAO) is particularly important in reducing your risk. Devis has a proven track record of providing excellence for the Federal Government's mission-critical systems.

Ordering Agencies can be confident in Devis' future performance because we are successfully executing, or have executed, over 450 contract and task order awards funded at over \$95 million with scopes of work covering all IT discipline areas with a depth and breadth that is exceptional for a small business. The awards span over 40 Federal offices, institutes, and Agencies and extend to most other civilian Agencies through interagency working relationships. They also span over 450 technical assistance visits to 80 countries. Devis is CMMI Level 3 Appraised and has been recognized by VMWare™ and the Department of Labor for our cloud-based infrastructure.

We have a keen understanding of the special challenges faced by Government Agencies with regard to security, privacy, and potential misuse or embarrassment, especially related to personally identifiable information (PII). Our senior information assurance (IA) professionals are all Certified Information Systems Security Professionals (CISSP) including one of the few dual Information System Security Engineering Professionals (CISSP+ISSEP). All of our senior software developers are Certified Secure Software Lifecycle Professionals (CSSLP). Devis maintains a Top Secret facility clearance with all staff under NDA and cleared at least secret (92%) or top secret (17%). We also provide secure managed services and Software as a Service (SaaS) for several high-profile "dot gov" systems under full certification & accreditation (C&A) – General Support System (GSS) for our agile hybrid cloud infrastructure and Authority-To-Operate (ATO) for the applications running within it, including FedRAMP controls, where applicable. The investments we have made in security services reflect the importance we place on earning and keeping our client's trust.

Innovation

The Federal Government and Industry has long recognized Devis as an innovator. Devis was founded with the objective of using the latest technology as a leveraging factor in USAID's pursuit of international development during the early 1990s. Working with USAID, Devis created an innovative but practical approach to distributed, global computing. Based on our InfoStructure concept we created a network of over 800 PCs that could communicate using multiple, situation-appropriate channels. As newer appropriate technology options became available Devis extended the capabilities to include push-pull XML messaging and web access. The innovation of our open InfoStructure approach allowed USAID to smoothly change the supported delivery channels without starting over from scratch. Our innovations are

thoughtful, cost-effective, and practical.

Based on our assessment of traditional proprietary licenses and the resulting unit costs we began to deploy open source software (OSS) solutions in 1996 and ran one of the first on-line virtual conferences in 1999. In 2000 Devis' work at the Department of State was cited in the press as the first government-wide application utilizing Java, XML, and Linux. By 2004 the open source community and our customers alike were reaping the benefits of our innovations. Since then, Devis has become a recognized leader in Server and Storage Virtualization as appropriate solutions for both increasing technical capability and continuity of operations (COOP) while lower the total cost of ownership (TCO) of a secure IT infrastructure. Devis' use of AJAX, or Web 2.0, technologies has significantly increased the accessibility (Section 508 and Web Content Accessibility Guidelines (WCAG)), usability and responsiveness of web applications. Now those same technologies are integral to the Federal Enterprise Architecture.

Public InfoStructure

Public InfoStructure was coined by Devis to promote the benefits and logic of sharing publicly funded information technology. Public InfoStructure allows multiple federal, state and local agencies to leverage systems and software components created with public funds. Devis has made a significant investment in the Public InfoStructure by releasing source code and products. Devis is the leader in the appropriate use of commercial open source software for Government having implemented numerous systems beginning in 1999. Devis has the experience that allows us to work collaboratively in efforts to leverage governmental investments in commercial open source software.

Achievement and Innovation Recognized



Top 10 Companies to watch - "riding the cutting edge of both technology and public policy by using open-source tools and Extensible Markup Language (XML) ..."



"A new breed of IT firm is helping federal, state and local governments create a 'public infostructure' of interoperable, effective Web-based applications."



Using Devis software the "cost per hour of developing Web training programs decreased from more than \$30,000 to approximately \$5,000, saving hundreds of thousands of dollars per course" at OSHA.



Administrator's Award for Excellence recognized Devis' "outstanding contribution and service to the nation by a small business in satisfying the needs of the Federal procurement system."



"Federal Web Sites: The Next Wave? - DisabilityInfo.gov site is a model for others in the government to follow, not just for what it does but for how it does so"



DisabilityInfo.gov



PRESIDENT'S
DNA
INITIATIVE

Advancing Justice Through DNA Technology

Devis designed, built, and managed Web sites have received a record 3 from the Federal Web Content Managers "best practices" group sponsored by GSA at WebContent.gov.



Devis Corporate Certifications

- CMMI-Development Level 3 Appraisal - An independent appraisal team performed the SCAMPI ARC Class A Appraisal #15704 & #21446 and determined Devis DevServices demonstrated the characteristics of CMMI Maturity Level 3 for software development for the improvement of development practices as defined by CMMI-DEV v1.3. The SEI accepted SCAMPI appraisal # 15704 & #21446 for Devis DevServices.
- CMMI-Services Level 3 Appraisal (scheduled Spring, 2014)

Devis Corporate Awards

- USAID Administrator's Management Improvement Award – April 2014. ProgramNet team award "for their work to strengthen the discipline of development through the establishment of an innovative knowledge management platform."



- Excellence.gov Award Nomination – March 2013. Devis' Veteran's Job Bank for "Excellence in Intergovernmental Collaboration."
- FedScoop50 Award Nomination – December, 2012. "Federal Innovation



AXIEM
Awards



-
- of the Year” for the Devis-built ePolicyWorks application.
- Challenge.gov Innovation Award – September, 2012. Devis' Access Jobs application wins for Department of Labor's Disability Employment App Challenge.
 - VA “App for Heroes” – January, 2012. Devis' National Resource Directory (NRD) Veteran's Job Bank recognized by Aneesh Chopra, U.S. Chief Technology Officer and Peter Levin, Chief Technology Officer and Senior Advisor to the Secretary, Department of Veterans Affairs.
 - Group Certificate of Appreciation - January, 2011. The USAID PRISM (GLAAS) project team in recognition of exemplary service to USAID programs.
 - Exemplary Service Awards – January, 2011: The USAID PRISM (GLAAS) Production Support Team is recognized for exemplary service in support of Deployment and O&M of the Global Acquisition & Award System (GLAAS) performance improvements.
 - Disability.gov wins 2010 National Association of Government Communicators “Blue Pencil and Gold Screen Award” in the ‘websites’ category – May, 2010.
 - Devis CEO named “2010 Arlington County Latina Business Owner of the Year” award – March, 2010: as part of the Mid-Atlantic Hispanic Chamber of Commerce's celebration of National Women's History Month.
 - Small Business Spotlight / Flame Award – February 2010: for 17 years of supporting the U.S. Agency for International Development (USAID). The award was presented by Mauricio Vero, Director of the Office of Small and Disadvantaged Business Utilization of USAID.
 - The Mid-Atlantic Hispanic Chamber of Commerce "2010 Arlington County Latina Business Owner of the Year" – March 2010 to Devis CEO, Cristina Mossi. Recognized for "unrelenting dedication to the application of IT technology-based solutions to eGovernment and the international development community, the offering of a vendor-independent approach as well as active support of the open source community, and for setting and executing the vision and goals of Devis."
 - DisabilityInfo.gov is as a finalist for ACT-IAC's Intergovernmental Solutions Award – 2009 A committee of government and industry IT professionals reviewed the nominations and identified this program as an award finalist because it clearly demonstrates the tremendous progress government agencies at all levels are accomplishing through collaboration and the innovative use of technology. This program demonstrates how adopting best practices—from government as well as from industry--leads to measurable improvements in the efficiency and effectiveness of government programs. The committee considered five criteria in making their selection and this program excelled in each of the following areas:
 - Intergovernmental and Collaborative
 - Trail-blazing and Innovation in Technology and Environmental IT
 - Creating a Transparent and Connected Democracy
 - Measurable Impact and Results
 - Best Practices
 - DisabilityInfo.gov Receives e-gov Institute's Knowledge Management Award – April 2007: DisabilityInfo.gov received the e-gov Institute's Knowledge Management Award for "delivering high value to citizens in a knowledge management solution." The DisabilityInfo.gov team was honored at the Eighth Annual Knowledge Management Conference and Exhibition on April 4 at the Ronald Reagan Building and International Trade Center in Washington, D.C.
 - DisabilityInfo.gov Receives American Association of Webmaster Gold Award – May 2006: DisabilityInfo.gov, a comprehensive one-stop federal Web site for disability-related information and resources, received the American Association of Webmasters (AAWM) 2006 Gold Award for outstanding design and quality of content. "DisabilityInfo.gov is an excellent resource for individuals, families, employers and caseworkers, offering them easy access to disability-related information," said Assistant Secretary of Labor Roy Grizzard, who heads ODEP.
 - DisabilityInfo.gov Wins Federal Web Content Managers Best Practice Peer Award -
-

September 2005: Developed and managed by Devis, the DisabilityInfo.gov Presidential initiative site won the "Outstanding Citizen Focused Services" category and was cited by InformationWeek as a new model for networked government and distributed content management.

- BRAC-Coach.org, Finalist in Web Content Managers Best Practice Peer Award – September 2005: Devis developed the Base Realignment and Closure OnLine Coach for the Department of Labor to facilitate access to information that will help workers displaced by the base closures. The BRAC Coach was nominated in "Services for Specific Audiences" category.
- SBA Administrator's Award for Excellence – April 2004: US Small Business Administration award recognized Devis' "outstanding contribution and service to the nation by a small business in satisfying the needs of the Federal procurement system."
- "Break-Through Performance" Award – January 2004: Awarded at the Emerging Components Conference hosted at the White House Conference Center. The award recognized Devis efforts to promote the release of the EZRO software package as an open source product and pro bono support for www.ComponentTechnology.org.
- AXIEM Awards - July 2004: Devis was awarded two Silver Medals in the international competition that recognizes Absolute eXcellence In Electronic Media. The medals were presented to Devis for "Cable Basics," an online course implemented by Devis for the Office of U.S. Foreign Disaster Assistance within USAID.

Devis Staff Certifications

- Project Management Professional (PMP)
- ITIL Practitioners Certificate in Service Desk Incident & Problem Management (ITIL-P)
- ITIL Foundation Certificate in IT Service Management (ITIL-F)
- HDI Certified Support Center Analyst (CSA)
- Certified ScrumMaster (CSM)
- Certified Scrum Product Owner (CSPO)
- Certified Information Systems Security Professional (CISSP)
- Information System Security Engineering Professional (ISSEP)
- Certified in Risk and Information Systems Control (CRISC)
- Certified Professional in Healthcare Information and Management Systems (CPHIMS)
- Certified Business Analyst Professional (CBAP)
- Certified Secure Software Lifecycle Professional (CSSLP)
- Certified Usability Analyst (CUA)
- Certified Tester, Foundation Level (CTFL)
- VMWare Certified Professional (VCP)
- Cisco Certified Network Associate (CCNA)
- Puppet Certified Professional (PCP)
- Sun Certified Java Programmer (SCJP)
- Information Security Assessment Methodology (ISAM)
- American Society for Training and Development Training Certificate (ASTD TC)
- American Society for Training and Development Measuring and Evaluating Certificate (ASTD ME)
- American Society for Training and Development Master Trainer Designation (ASTD MT)
- Sun Certified Java Programmer (SCJP)
- Certified Microsoft Professional (CMP)
- Microsoft Certified Systems Engineer (MCSE)
- Master's Certificate in Government Contracting (GWCCM)

Providing Best Value

Devis lowers your total cost of ownership by reducing licensing fees, leveraging commercial open source software where appropriate, reusing components, and by always delivering the best technology solution to meet your needs. Devis is a vendor independent solutions provider, recommending tools and technologies that will provide the best-value. Let us show you how we have saved customers millions of

dollars over the lifecycle of e-Government applications.

Devis has proven history of building and supporting e-Government applications, including web sites, databases, and training, acquisition, and financial management systems. Through its corporate values, the use of leading edge quality assurance and performance-based management processes, and the professional experience and training of its staff, Devis is committed to:

- Provide highly responsive organizational support – By satisfying the business needs of our customers; and by responding quickly and efficiently with rapid delivery and efficient management of IT transitions, design, development, deployment and operations.
- Support, maintain, develop and deliver cost-effective solutions – By delivering cost effective solutions on time and on budget in response to clearly defined requirements; by successfully using project management best practices (PMI’s Project Management Body of Knowledge (PMBOK) and Performance-Based Earned Value Management (PBEVM)) to deliver true value; by successfully using software development (Appraised at CMMI 3) and service desk (ITIL-certified staff); and by providing solutions aligned with the mission and objectives of our customers, and compliant with Federal and Agency policy.
- Staff Task Orders with highly qualified personnel – By dedicating senior management and technical staff to Task Orders that have extensive experience in the deployment of complex global systems, performance monitoring, and operations and service management.

Some of the services and technologies you can count on Devis to apply to your solution are outlined below. This section is followed by the detailed description of the specific Labor Categories and rates available through the GSA Schedule. The official GSA contract is available for ordering officials directly from Devis. Devis is ready to work with your procurement team to find the best contract type, whether labor hour based or Fixed Price, to meet your IT service requirements.

Services and Technologies

The Devis “InfoStructure” process is built on the belief that successful systems are designed, built, and implemented with an equal focus on people, process and technology. Complex e-Government IT projects that focus only on the technology are typically destined to fail. The success of our products is built on the services and technologies that, appropriately combined, create e-Gov systems that are easy for people to use and that assist in completing work processes quickly.

Services:

Devis designs, builds, and manages e-Government applications. Services surrounding this core competency include a full range of consulting and analytic services related to efficiently creating and managing e-Government systems.

✓ Software/Application Development

- Business Process Analysis/Re-Engineering (Policy Implementation, RAD/JAD, Model-Driven Enterprise Architecture)
- Asset-Based Task Management (EVM, PB-EVM, Appraised CMMI 3)
- Integrated Task Tracking (Trac, Jira, Footprints, Remedy)
- Requirements Analysis, Specification and Design using Devis ‘Agile InfoStructure Process’ (Enterprise Architect, Rational, EasyB, Selenium, GEB/SPOCK)
- Iterative, Test-Driven Software Development (TestNG, DBUnit, JUnit)
- Continuous Integration in a fully Virtualized Development Environment (Hudson/Jenkins, SonarCube)

✓ Application Implementation

- System Engineering
- Documentation and Performance Support Aids such as Guides for Users, Instructors and Train the Trainer

- Customized Training (Face-to-Face, Virtual Remote, Computer Based Training, On-Line e-Learning, Interactive Coaches)
- Certification and Accreditation (FISMA C&A, FedRAMP) – Security documentation to support Approval-to-Operate (ATO) includes application security plan (ASP), concept of operations (CONOPS) and configuration management plans (CMP).
- Integrated Task Tracking (Rally, Trac, Jira, Footprints, Remedy, OTRS)

✓ International Deployment Management & Support

- Technology Transfers/Local Engagement
- Mentoring/Oversight
- Systematic Approach
- Open Source
- Process-Driven Development
- Systems Deployment
- Business Consulting
- Business Process Improvement
- Software Development
- Training & Support Systems



✓ On-demand eGov Managed Application Services

- Devis Federal Clients Internet Infrastructure (FCII) is a contractor owned and operated secure hosting facility with 24/7 monitoring and full business Continuity of Operations Services (approved for SBU systems).
- Configuration management (ITIL certified staff)
- Performance tuning/testing
- Application security monitoring
- Four-Tier Disaster Recovery (DR)
- Full Storage and Server virtualization

✓ Data Management

- Quality control and review
- Data cleaning, conversion and migration
- Extract, Transform and Load (ETL) integration with WebMethods
- Reporting and analysis

✓ EZRO “Software as a Service”

- Portal, Extranet and e-Learning Web Sites
- Web Content Management System (CMS)
- Informational, e-Learning or “On-line Coach” Presentation with Customizable ‘Skins’
- AJAX-enabled, Web 2.0 Administration

✓ AID Project Suite “Software as a Service”

- Cloud-based International Development Project Management & Performance Monitoring
- Detailed Planning & Budgeting for small to large Development Projects
- Office Automation & Approval Process integrating USAID/Donor/Host Country PMs

- Deliverables Management, Document Management & Archiving
- Contract, Program, and Enterprise Performance Monitoring and GIS Integration

✓ **Performance Support and Learning Systems**

- Help systems, documentation, Web 'coach,' etc.
- Help desk (customer support web site, phone, and email capability)
- Custom training services, including face-to-face classroom as well as remote training via Web – eLearning, Webinars, and PodCasts
- Interactive training modules that are learner centered and performance based
- Continuous learning modules that provide daily refresher training and organizational level compliance monitoring
- Customer satisfaction and other surveys via online tools

✓ **Service Center & Helpdesk Solutions**

- User Relationship Management
- Configuration
- Quality Assurance
- Business Process Improvement
- Change Management
- Deployment Management
- Surge Labs
- Job Aids & Training



✓ **Content Management Services**

- Information Architecture
- Content Migration/Conversion/Scraping
- Copy Creation/Editing
- Usability Testing
- Learning Content Development and Web Content Managers

✓ **Knowledge Management**

- Locate & Analyze Data
- Tool Selection
- Curate Information
- Collect Experiences
- Just-In-Time Access
- Accessible, Mobile, Usable
- Encourage Collaboration/Promote Change



✓ **Project Management Support**

- Technology assessment
- Methodology review
- Performance measurement
- Competitive vendor analysis/contracting support

✓ **Strategic Consulting Services including**

- Analysis of Open Source Software (OSS) Opportunities
- Accessibility Testing and Remediation (Section 508, W3C Web Content Accessibility Guidelines (WCAG))
- Internetworking opportunities re. Web services/SOA/XML definitions, etc.
- Virtualization planning (Devis has a fully virtualized infrastructure)

✓ **Devis Agile Hybrid Cloud**

- Continuous Delivery of Business Services
- Continuous Deployment of Enhanced Services
- Continuous Integration of SOA Components
- Continuous Security Monitoring (NIST/FedRAMP)
- Automated Configuration Management
- Automated Security Testing
- Automated User Functionality Testing
- Automated Section 508/WCAG/Usability Testing
- Executive Dashboard
- Project Status
- Test Coverage
- Code Compliance
- Performance
- Agile Business Analysis and User Story Development
- Kanban/Scrum/Scrumban-based Software Development

✓ **Accessibility Services**

- Training for Developers
- On-Site/Remote Support Options
- VPAT & GPAT
- PDF & Website Remediation
- Automated & Manual Testing
- Semantic Structuring
- Responsive Design, Section 508+, WCAG 2.0
- Accessible Templates



Technologies:

A list of some of the technologies in which Devis has expertise are:

<p>✓ Programming Languages/Tools</p> <ul style="list-style-type: none">• Java /Groovy/Grails• JavaScript/AngularJS/NodeJS• Zope/Python• C/C++/C #/Borland Delphi• PHP/PERL• VBA	<p>✓ Database</p> <ul style="list-style-type: none">• PostgreSQL• MySQL• Oracle• SQL Server• SQLite• MS Access• MongoDB
<p>✓ Middleware/Server Applications</p> <ul style="list-style-type: none">• J2EE<ul style="list-style-type: none">• JBoss• Coucho Resin• BEA Weblogic• IBM Websphere• Python<ul style="list-style-type: none">• Zope<ul style="list-style-type: none">• EZRO• WorkforceConnections• Plone• Twisted• Apache/IIS/Tomcat Web Server• Google Customized Search Engine (CSE)• Lucene/Solr/Elastisearch Search	<p>✓ Operating System</p> <ul style="list-style-type: none">• Linux<ul style="list-style-type: none">• Debian/Ubuntu• Red Hat• SUSE• Mandrake• Gentoo• SUN Solaris• Microsoft Windows<ul style="list-style-type: none">• MS Server 2003• MS Vista, 7, 8• VMware Infrastructure• Cisco OS
<p>✓ Web Tools/Techniques</p> <ul style="list-style-type: none">• CSS, XHTML, JSP, HTML, XML, EXT JS• Drupal• Joomla!• Wordpress• Grails Framework• Jakarta Struts• Hibernate Framework• Spring Framework• Web Services/Service Oriented Architecture (SOA)• Section 508+ Assessment Tools:<ul style="list-style-type: none">▪ Deque Worldspace▪ JAWS/MAGic	<p>✓ Development</p> <ul style="list-style-type: none">• Eclipse/IntelliJ IDE• TestNG/DBUnit/JUnit (test-driven development)• Version Control (GIT/SVN/CVS)• Trac Ticket Tracking• Rally Agile Scrum Management• Jasper/Pentaho Reports• Continuous Integration with Hudson/Jenkins, Crucible Fisheye, BurpSuite, Grinder, cURL, SonarQube

<p>✓ Security/Monitoring/Operations</p> <ul style="list-style-type: none"> ● VMWare Virtual Infrastructure 3.x (HA/DRS) certified VMWare partner ● BigBrother/Nagios/Up.Time ● NetVault ● Mondo ● NetApp ● IP Cop (iptables) ● Svslog-ng (Centralized-logging) ● Logcheck ● Puppet Automation 	<p>✓ Communications/Authentication</p> <ul style="list-style-type: none"> ● XML Blaster ● Listserve (Sendmail, Postfix) ● OpenLDAP ● OpenSSH (Secure tunnels) ● PGP/GPG ● Internet Relay Chat (IRC) ● Wikis ● Web 2.0 ● Atlassian Confluence/SharePoint ● Social Network Integration (Facebook, Twitter, YouTube, etc.)
<p>✓ Help Desk and Support Services</p> <ul style="list-style-type: none"> ● Footprints/Remedy/Jira/OTRS ● WebEx/GoToMeeting ● ITIL 3.0 Certified Staff 	<p>✓ Telephony</p> <ul style="list-style-type: none"> ● Voice-Over-IP (VOIP) ● Bayonne Server/Asterisk ● DAISY Standard

Description of Training Courses (SIN 132-50)

CLIN 0001: EZRO Group User Training (EZRO/TRN-1)

EZRO Group User Training: EZRO training is designed to enable a team of content managers/users to work together to maintain any one of the Website styles (i.e. information portal, elearning, or “Coach”). Upon completion participants will be qualified to create, maintain, and manage EZRO content. This training serves as an orientation and introduction to EZRO and is recommended for all new user groups. Travel and local facility costs are not included.

Length: 1 day

Prerequisite: None

Number of Students per Class: up to 15

Location: Devis Training Facility in Arlington, VA and Customer Location

Class Schedule: As Negotiated

CLIN 0002: AID-Project Training (AID/SUP-TRN1)

AID-Project Training: AID-Project Training provides a USAID project utilizing the AID-Project suite with the ability to utilize all functionality within the application. Devis delivers the training and provides training materials. Travel and local facility costs are not included.

Length: 2 days

Prerequisite: None

Number of Students per Class: up to 15

Location: Devis Training Facility in Arlington, VA and Customer Location

Class Schedule: As Negotiated

CLIN 0003: Website Managed Services Group User Training (Website/TRN-1)

Website Managed Services Training: Website training is designed to enable a team of content managers/users to work together to maintain any one of the Website styles (i.e. information portal, elearning, or “Coach”). Upon completion participants will be qualified to create, maintain, and manage website content. This training serves as an orientation and introduction to the website Content Management System and is recommended for all new user groups. Travel and local facility costs are not included.

Length: 1 day

Prerequisite: None

Number of Students per Class: up to 15

Location: Devis Training Facility in Arlington, VA and Customer Location

Class Schedule: As Negotiated

Description of IT Positions (SIN 132-51)

CLIN 0001: Program Director

Responsibility: The Program Director provides the highest level of technical leadership and/or global management of overall program performance. They deliver products and services at the highest level of technical expertise. They provide technical and managerial leadership while proactively counseling both client and subordinate Task Managers and other Team members.

The Program Director coordinates Task Orders with multiple Task Managers. They ensure technical consistency of all Task Order deliverables and ensure compliance with applicable USG IT technical rules and regulations. They undertake full corporate responsibility for implementation of the activities under the award, including general oversight and quality control of the deliverables and performance of Task Managers and other staff. They resolve contractual or performance problems with client.

Experience: At least 8 years specialized Task Order relevant experience. Specialized experience includes both technical and program management experience. At least 5 of those years must be in a significant program management role.

Minimal Education: MA or equivalent.

CLIN 0002: Task Manager

Responsibility: The Task Manager oversees the completion of specific tasks to ensure the information technology services provided are effective and efficiently delivered. They directly manage subordinate staff and the delivery of the services required under a Task Order so that the stated requirements are met in a timely manner. They interact with technical client staff to ensure services and solutions under the delivery order satisfy technical requirements within approved resource levels.

As the most senior task specific manager, they guide the client in formulating requirements, advise on alternative approaches, and conduct strategic analysis. They approve and monitor technical planning as contained in Task Order scheduling.

Experience: At least 7 years specialized Task Order relevant experience. Specialized experience includes both technical and project management experience. At least 3 of those years must be in a managerial capacity working with teams in delivering IT services and products.

Minimal Education: Masters or equivalent.

CLIN 0003/4/5: MIS Specialist - Senior

Responsibility: The Senior MIS Specialist provides a high level of technical leadership while proactively counseling both client and subordinate Team members in technical areas. They Demonstrate IT skills at the highest level of expert competence.

The Senior MIS Specialist analyzes business procedures and problems to understand data requirements and automation needed to support those processes. They evaluate and recommend alternative technical approaches related to database design, information-sharing systems (including Internet based applications), and system implementation strategies. They guide users in formulating requirements, advise alternative approaches, and conduct evaluation studies. They provide IT skills related to software design, development and implementation, data analysis, data administration, and other technical IT functions.

Experience: At least

MIS-S1: 8 years

MIS-S2: 7 years

MIS-S3: 5 years

Specialized experience with at least

MIS-S1: 5 years

MIS-S2: 4 years

MIS-S3: 2 years

as lead technologist in area of expertise. Minimal Education: Masters or equivalent.

CLIN 0006/7/8: MIS Specialist - Mid-Level

Responsibility: The Mid-Level MIS Specialist delivers products and services under the supervision of a Senior MIS Specialist or other experts. They work independently to resolve technical issues identified by more senior staff. They demonstrate intermediate skill level in technical area of expertise. They follow technical requirements and produce high quality product/services and resolve problems with minimal supervision. Skills include one or more of the following: documentation support for automated systems design and analysis, directed software development in required language/tools (i.e. Java, Oracle, UNIX, etc.), database administration, reporting/analysis, support for electronic performance support systems, software testing in a controlled environment, and other information technology expertise.

They are responsive to managed requirements and able to report on progress as needed. They participate effectively in teams and assist Junior MIS Specialists with their task related learning objectives.

Experience: At least
MIS-M1: 4 years
MIS-M2: 3 years
MIS-M3: 2 years

specialized experience. Minimal Education: Bachelors or equivalent.

CLIN 0009/10/11: MIS Specialist - Junior

Responsibility: The Junior MIS Specialist provides support to more senior MIS Specialists. They complete tasks following specific technical guidance with regular supervision from more senior staff. They apply entry level to moderate expertise related to requirements analysis, software design, development and implementation, data analysis, data administration and other technical IT related functions.

Experience: At least
MIS-J1: 2 to 3 years
MIS-J2: 1 to 2 years
MIS-J3: 0 to 1 years

specialized experience. Minimal Education: Bachelors or equivalent.

CLIN 0012/13/14/15/16: Information Specialist

Responsibility: The Information Specialist performs routine technical support functions such as software backups, tracking software distribution, basic help desk response, etc. They support IT development projects but does not perform the software development itself. They are strong users of software and productivity applications with good writing and communication skills at higher levels. They support Program Managers and Task Managers in monitoring and reporting on progress.

Experience: At least
IS-1: 5 years
IS-2: 4 years
IS-3: 2 to 3 years
IS-4: 1 to 2 years
IS-5: 0 to 1 years

related experience. Experience should demonstrate a good understanding of IT terms and strong capability to apply end user productivity software (i.e. Email, word processing, data entry tools, etc.). Minimal Education: Associate Degree or Certificate and strong end user computer skills with some specialized technical training in utilizing software applications.

CLIN 0017/18/19: Subject Matter Expert

Responsibility: The Subject Matter Expert (SME) serves as technical expert in specialized functional areas relevant to a particular project. They produce and review substantive and complex technical documentation reflecting detailed knowledge of functional or technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, technology assessments, systems design, business process design, system architecture, feasibility studies, interoperability standards, and system

specifications.

The SME provides technical advice in counseling both client and contracted team members in his/her technical areas. They analyze business procedures, processes, and problems to understand how IT systems can best support customer business objectives.

The SME often has experience as a corporate leader with recognized expertise in functional domains (e.g., finance, personnel, acquisition, health, etc.) or technical disciplines (e.g., computer security, network engineering, customer relationship management systems, etc.). The SME has years of specialized experience that is highly valued by the marketplace.

Experience: At least

SME-1: 15 years

SME-2: 10 years

SME-3: 7 years

Specialized experience. Minimal Education: Masters or equivalent.

CLIN 0020/21/22: Program Implementation & Operations Specialist – Senior

Responsibility: The Program Implementation & Operation (PIO) Specialist is a skilled information technology project support professional that implements and sustains a software application. They allow customers to outsource the application business functions during new IT system implementation and/or for sustained operational periods. This category includes Web content developers, instructional designers for creating application training materials, application trainers to deliver and support application training, application documentation specialists, application outreach specialists, application business process specialists, advanced help desk personnel, and other professional IT staff.

The Senior PIO Specialist provides a high level of programmatic leadership and often functions as a technical lead in his/her area of expertise. They provide technical leadership while proactively counseling both client and subordinate team members. They analyze IT application business procedures, processes, and problems to understand how the IT systems can best support customer business objectives. They evaluate and recommend alternative technical approaches related to his/her area of functional expertise. They provide expert skills with special emphasis on optimizing IT systems implementation and operational procedures.

Experience: At least

PIO-S1: 8 years

PIO-S2: 7 years

PIO-S3: 5 years

Specialized experience with at least

PIO-S1: 5 years

PIO-S2: 4 years

PIO-S3: 2 years

as lead specialist in area of expertise. Minimal Education: Masters or equivalent.

CLIN 0023/24/25: Program Implementation & Operations Specialist – Mid-Level

Responsibility: The Program Implementation & Operation (PIO) Specialist is a skilled information technology project support professional that implements and sustains a software application. They allow customers to outsource the application business functions during new IT system implementation and/or for sustained operational periods. This category includes Web content developers, instructional designers for creating application training materials, application trainers to deliver and support application training, application documentation specialists, application outreach specialists, application business process specialists, advanced help desk personnel, and other professional IT staff.

The Mid-Level PIO Specialist delivers services under the supervision of a Senior PIO Specialist, or other managers. They work independently to resolve technical issues identified by more senior staff. They demonstrate intermediate skill level in technical area of expertise. They follow technical requirements to deliver high quality products/services and resolve problems with minimal supervision. They are responsive to managed requirements and able to report on progress as needed. They participate

effectively in teams and assist Junior PIO Specialists with their task related learning objectives.

Experience: At least

PIO-M1: 4 years

PIO-M2: 3 years

PIO-M3: 2 years

specialized experience. Minimal Education: Bachelors or equivalent.

CLIN 0026/27/28: Program Implementation & Operations Specialist – Junior

Responsibility: The Program Implementation & Operation (PIO) Specialist is a skilled information technology project support professional that implements and sustains a software application. They allow customers to outsource the application business functions during new IT system implementation and/or for sustained operational periods. This category includes Web content developers, instructional designers for creating application training materials, application trainers to deliver and support application training, application documentation specialists, application outreach specialists, application business process specialists, advanced help desk personnel, and other professional IT staff.

The Junior Program PIO Specialist provides support to Mid-level/Senior PIO Specialists. They complete tasks following specific technical guidance with regular supervision from more senior staff. They apply entry level to moderate expertise related to their area of technical expertise.

Experience: At least

PIO-J1: 2 to 3 years

PIO-J2: 1 to 2 years

PIO-J3: 0 to 1 years

specialized experience. Minimal Education: Bachelors or equivalent.

Notes:

Degree Equivalency: Equivalent education/experience as referenced in the Schedule Labor Categories is defined as follows: The equivalence of a Bachelor's degree is three years of relevant work experience, or an AA degree with two years of relevant work experience. The equivalence of a Master's degree is a bachelor's degree plus two years of relevant work experience. The equivalence of a Doctoral degree is a master's degree plus three years of relevant work experience.



GSA IT Professional Services - Contract GS-35F-0217J – Prices (SIN 132-50)

Cooperative Purchasing Enabled – Now Serving all Federal, State, Local Government, and Public Agencies

CLIN	MODEL NUMBER/PART NUMBER		4/11/2014
0001	EZRO Group User Training ¹	EZRO/TRN-1	\$4,400.00
0002	AID-Project Training ¹	AID/SUP-TRN1	\$7,475.00
0003	Website Managed Services Group User Training ¹	Website/TRN-1	\$3,750.00

¹ Does not include Incidental travel costs or specialized equipment (projectors, audio, etc.).

* Note: Prices are quoted inclusive of GSA Industrial Funding Fee (.75%).

Course Location: Prices quoted are for Contractor Site. Alternative or Government Site may require incidental travel costs and equipment.



GSA IT Professional Services - Contract GS-35F-0217J – Prices (SIN 132-51)

Cooperative Purchasing Enabled – Now Serving all Federal, State, Local Government, and Public Agencies

CLIN	Title	Code	2/3/2014 - 2/2/2015	2/3/2015 - 2/2/2016	2/3/2016 - 2/2/2017	2/3/2017 - 2/2/2018	2/3/2018 - 2/2/2019
0001	Program Director	PD	\$207.32	\$211.68	\$216.12	\$220.66	\$225.30
0002	Task Manager	TM	\$190.52	\$194.52	\$198.60	\$202.78	\$207.02
0003	MIS Specialist - Senior 1	MIS/S1	\$207.32	\$211.68	\$216.12	\$220.66	\$225.30
0004	MIS Specialist - Senior 2	MIS/S2	\$190.52	\$194.52	\$198.60	\$202.78	\$207.02
0005	MIS Specialist - Senior 3	MIS/S3	\$179.86	\$183.64	\$187.48	\$191.42	\$195.44
0006	MIS Specialist - Mid-Level 1	MIS/M1	\$144.66	\$147.69	\$150.78	\$153.96	\$157.18
0007	MIS Specialist - Mid-Level 2	MIS/M2	\$119.92	\$122.44	\$125.02	\$127.64	\$130.32
0008	MIS Specialist - Mid-Level 3	MIS/M3	\$100.60	\$102.72	\$104.88	\$107.08	\$109.32
0009	MIS Specialist - Junior 1	MIS/J1	\$92.66	\$94.58	\$96.58	\$98.60	\$100.68
0010	MIS Specialist - Junior 2	MIS/J2	\$81.94	\$83.66	\$85.42	\$87.22	\$89.04
0011	MIS Specialist - Junior 3	MIS/J3	\$76.58	\$78.18	\$79.82	\$81.50	\$83.20
0012	Information Specialist – 1	IS1	\$94.40	\$96.38	\$98.40	\$100.46	\$102.58
0013	Information Specialist – 2	IS2	\$69.44	\$70.90	\$72.40	\$73.92	\$75.46
0014	Information Specialist – 3	IS3	\$62.36	\$63.66	\$65.00	\$66.36	\$67.76
0015	Information Specialist – 4	IS4	\$56.98	\$58.18	\$59.40	\$60.66	\$61.92
0016	Information Specialist – 5	IS5	\$48.08	\$49.10	\$50.12	\$51.18	\$52.26
0017	Subject Matter Expert – 1	SME/1	\$251.06	\$256.34	\$261.72	\$267.22	\$272.82
0018	Subject Matter Expert – 2	SME/2	\$224.80	\$229.52	\$234.34	\$239.26	\$244.28
0019	Subject Matter Expert – 3	SME/3	\$192.66	\$196.70	\$200.84	\$205.06	\$209.36
0020	PI&O Specialist – Senior 1	PIO/S1	\$193.56	\$197.62	\$201.78	\$206.00	\$210.34
0021	PI&O Specialist – Senior 2	PIO/S2	\$177.86	\$181.58	\$185.40	\$189.30	\$193.28
0022	PI&O Specialist – Senior 3	PIO/S3	\$167.88	\$171.42	\$175.02	\$178.68	\$182.44
0023	PI&O Specialist – Mid-Level 1	PIO/M1	\$135.06	\$137.88	\$140.78	\$143.74	\$146.76
0024	PI&O Specialist – Mid-Level 2	PIO/M2	\$111.98	\$114.32	\$116.74	\$119.18	\$121.68
0025	PI&O Specialist – Mid-Level 3	PIO/M3	\$93.92	\$95.90	\$97.92	\$99.96	\$102.06
0026	PI&O Specialist – Junior 1	PIO/J1	\$86.48	\$88.28	\$90.14	\$92.04	\$93.96
0027	PI&O Specialist – Junior 2	PIO/J2	\$76.46	\$78.08	\$79.72	\$81.38	\$83.10
0028	PI&O Specialist – Junior 3	PIO/J3	\$71.48	\$72.98	\$74.52	\$76.08	\$77.68

* Note: Rates based on approved Economic Price Adjustment of 2.1% a year. Rates are quoted hourly and are fully burdened, inclusive of GSA Industrial Funding Fee (.75%).

Work Location: Hourly rates quoted are for Contractor Site. Discounts for Government Site for full-time permanent (i.e. one year in length) staff assigned to a Government facility will be negotiated.