General Services Administration  
Federal Supply Service  
Authorized Federal Supply Schedule Price List  

Multiple Award Schedule (MAS)

PINNAKLE TECHNOLOGIES, INC.
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Aurora, IL 60504-8121  
Phone: 630-881-0457  
Fax: 630-904-8211  
http://www.pinnakle.net

Contract Number: GS-35F-0383Y

Period Covered by Contract: May 7, 2017 through May 6, 2027

Pricelist current through Modification #PO-0023, dated May 7, 2022

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 www.gsaadvantage.gov. For more information on ordering from Federal Supply Schedules click on the FAS Schedules button at http://www.gsa.gov/fas.
INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

1a. AUTHORIZED SPECIAL ITEM NUMBER (SIN):
   SIN  DESCRIPTION
   54151S  Information Technology Professional Services
   OLM  Order-Level Materials (OLMs)

1b. Lowest Priced Model Number and Price for each SIN:  See Price List

1c. SERVICES OFFERED:  See Price List

2. MAXIMUM ORDER PER SIN:
   SIN   MAXIMUM ORDER
   54151S   $500,000 per SIN/Order

   This maximum order threshold is a dollar amount at which it is suggested that the ordering agency request higher discounts from the contractor before issuing the order. The contractor may: (1) Offer a new lower price, (2) Offer the lowest price available under the contract, or (3) Decline the order within five (5) days. In accordance with the Maximum Order provisions contained in the Schedule, a delivery order may be placed against the Schedule contract even though it exceeds the maximum order threshold.

3. MINIMUM ORDER LIMITATION: $100

4. GEOGRAPHIC COVERAGE (DELIVERY AREA): The geographic scope of this contract is the 48 contiguous states.

5. POINT OF PRODUCTION: United States

6. BASIC DISCOUNT: Prices listed are net, discounts have been deducted and the industrial funding fee has been added

7. QUANTITY DISCOUNT: 5% at individual orders of $1 Million

8. PROMPT PAYMENT TERMS: Net 30

9. FOREIGN ITEMS: None

10a. TIME OF DELIVERY: 30 Days

10b. EXPEDITED DELIVERY: Contact Contractor

10c. OVERNIGHT AND 2-DAY DELIVERY: Contact Contractor

10d. URGENT REQUIREMENTS: Contact Contractor

11. F.O.B. POINT: FOB Destination
12a. ORDERING ADDRESS: 75 Executive Drive
STE 353
Aurora, IL 60504-8121

12b. ORDERING PROCEDURES: For supplies and service the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA may be found at the GSA/FSS Schedule homepage (gss.gsa.gov/schedule).

13. PAYMENT ADDRESS: Same as Ordering Address

14. WARRANTY PROVISION: Standard Commercial Warranty

15. EXPORT PACKING CHARGES: Not Applicable

16. TERMS AND CONDITIONS OF RENTAL: Not Applicable

17. TERMS AND CONDITIONS OF INSTALLATION: Not Applicable

18a. TERMS AND CONDITIONS OF REPAIR PARTS: Not Applicable

18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Not Applicable

19. LIST OF SERVICE AND DISTRIBUTION POINTS: Not Applicable

20. LIST OF PARTICIPATING DEALERS: Not Applicable

21. PREVENTIVE MAINTENANCE: Not Applicable

22a. SPECIAL ATTRIBUTES: Not Applicable

22b. SECTION 508 COMPLIANCE INFORMATION: Not Applicable

23. UNIQUE ENTITY IDENTIFIER (UEI) NUMBER: WQQRA3SXTLC5

24. CONTRACTOR HAS REGISTERED IN THE SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE.
DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

Pinnakle Technologies has years of experience recruiting for numerous IT requirements and skill sets across the full spectrum of IT including help desk/desktop support, software development, EAI, ERP implementations/development, infrastructure, database development/administration, business analysts, project managers, and executive management (VP, CIO). Sample skills sets include (but are not limited to):

- ERP: Oracle Applications (Manufacturing, Financials, Supply Chain, CRM, eAM), PeopleSoft HCM/HRMS, SAP
- Web Development: J2EE/Java (EJB, Servlets, Hibernate, etc...), Microsoft Visual Studio .Net (C#, ASP.Net, VB.Net, etc...)
- Apps Servers: Weblogic, Websphere, Oracle, Apache
- Database: Oracle, SQL Server, Sybase, DB2
- Datawarehousing/BI: Cognos, Hyperion, Informatica, Business Objects, Oracle BI
- Infrastructure/OS: UNIX (HP/UX, Sun, AIX, Linux), Windows, Cisco, etc...
POSITION TITLE: SENIOR PROGRAM MANAGER

General Experience: This position requires a minimum of fifteen years of information technology experience. The Senior Program Manager has a broad range of information technology experience including planning, architecture, systems delivery, computer operations, and IT management. The Senior Program Manager understands the business benefits of the IT projects for which he/she is responsible and views IT as an enabler of the overarching program. The Senior Program Manager is comfortable overseeing multiple programs at the same time. He/she will have Program Managers or Senior Managers responsible for day-to-day project activities. Additional experience includes: communication with client and project Managers, as well as management of multiple projects. The Senior Program Manager is used to addressing unstructured management problems in an efficient and effective manner.

Responsibility: Manages overall program activities and is the senior advisor to client executives. Works through Senior Manager to assume responsibility for overall project delivery. A Senior Program Manager communicates regularly with the Government Contracting Office (CO) and delegated government representatives.

Education: A Bachelor’s degree (BS/BA) in Computer Science or Equivalent and at least fifteen years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: PROGRAM MANAGER

General Experience: This position requires a minimum of twelve years of information technology experience. The Program Manager has a broad range of information technology experience including planning, architecture, systems delivery, computer operations, and IT management. The Program Manager understands the business benefits of the IT projects for which he/she is responsible and views IT as an enabler of the overarching program. The Program Manager is comfortable overseeing multiple projects, which are part of a single major program at the same time. He/she will have Senior Managers responsible for day-to-day project activities. Additional experience includes: communication with client and project Managers, as well as management of multiple projects. The Senior Program Manager is used to addressing unstructured management problems in an efficient and effective manner.

Responsibility: Manages overall program activities and is an advisor to client executives. Works through Senior Program Manager and Senior Manager to assume responsibility for overall project delivery. A Program Manager communicates regularly with the Government Contracting Office (CO) and delegated government representatives.

Education: A Bachelor’s degree (BS/BA) in Computer Science or Equivalent and at least twelve years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
POSITION TITLE: SENIOR MANAGER

General Experience: This position requires a minimum of eight years of information technology experience. Experience includes: engagement experience in project scope and approach, focus on project delivery and technical integration, ability to drive IT Strategy and planning changes at the executive levels, oversight of key information technology enablers, and management of project resources. A Senior Manager maintains responsibility for managing the project team and daily operations of project development and fostering client comfort and feasibility with designed solution. Other experience includes communication with client and project Managers and management of multiple projects across various industry lines.

Responsibility: Manages overall project activities and is the primary point of contact with client executives. Assumes responsibility for overall project delivery and oversight of key technical enablers on projects and identification of needs for new tools. A Senior Manager assumes regular interaction and communications with the Government Contracting Office (CO) and delegated government representatives. Maintains responsibility for managing technical solutions, delegating appropriate resources, and fostering quality assurance principles across projects and deliverables.

Education: A Bachelor s degree (BS/BA) in Computer Science or Equivalent and at least eight years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: MANAGER

General Experience: This position requires a minimum of six years of information technology experience. Experience includes: extensive management and direction on client engagements, extensive knowledge of and experience with system development and implementation, development of engagement work plans, and deployment of program criterion. A Manager devises or modifies procedures to solve complex problems, provides guidance and experience on technical solution implementation, engages resources and/or serves as a team leader, performs analyses of client issues, interprets implications of design, and guides software design to meet business needs.

Functional Responsibility: Serves in the role of team leader over assigned support areas, often filling the position of project team lead and instructing, directing, and monitoring the work of other IT staff. Assumes responsibility for selecting and using appropriate consulting tools and resources for the engagement. Conducts analysis of work plan completeness, prepares status reports and supports quality control practices. Performs analyses of fundamental client issues, assesses appropriate alternatives, and recommends solutions. Communicates client expectations to project team, and escalates appropriate issues to senior level project staff. Maintains technical knowledge within industry and service line.

Education: A Bachelor s degree (BS/BA) in Computer Science or Equivalent and at least six years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
POSITION TITLE: JUNIOR MANAGER

General Experience: This position requires a minimum of four years of information technology experience. Experience includes: extensive management and direction on client engagements, extensive knowledge of and experience with system development and implementation, development of engagement work plans, and deployment of program criterion. A Manager devises or modifies procedures to solve complex problems, provides guidance and experience on technical solution implementation, engages resources and/or serves as a team leader, performs analyses of client issues, interprets implications of design, and guides software design to meet business needs.

Functional Responsibility: Serves in the role of team leader over assigned support areas, often filling the position of project team lead and instructing, directing, and monitoring the work of other IT staff. Assumes responsibility for selecting and using appropriate consulting tools and resources for the engagement. Conducts analysis of work plan completeness, prepares status reports and supports quality control practices. Performs analyses of fundamental client issues, assesses appropriate alternatives, and recommends solutions. Communicates client expectations to project team, and escalates appropriate issues to senior level project staff. Maintains technical knowledge within industry and service line.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least four years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: PROJECT MANAGER

General Experience: This position requires a minimum of six years of information technology experience. The Project Manager has a broad range of information technology experience including planning, architecture, systems delivery, computer operations, and IT management. The Project Manager understands the business benefits of the IT projects for which he/she is responsible and views IT as an enabler of the overarching program. The Project Manager is comfortable overseeing projects, while both driving both their daily operations and their overall place in IT Strategy. He/she will have Senior Managers responsible for day-to-day project activities. Additional experience includes: communication with client and Managers, as well as potentially managing multiple projects. The Project Manager is used to addressing unstructured management problems in an efficient and effective manner.

Responsibility: Manages overall program activities and is an advisor to client executives. Works through Senior Manager and Managers to assume responsibility for overall project delivery. A Project Manager communicates regularly with the Government Contracting Office (CO) and delegated government representatives.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least six years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
POSITION TITLE: JUNIOR PROJECT MANAGER

General Experience: This position requires a minimum of four years of information technology experience. The Project Manager has a broad range of information technology experience including planning, architecture, systems delivery, computer operations, and IT management. The Project Manager understands the business benefits of the IT projects for which he/she is responsible and views IT as an enabler of the overarching program. The Project Manager is comfortable overseeing projects, while both driving both their daily operations and their overall place in IT Strategy. He/she will have Senior Managers responsible for day-to-day project activities. Additional experience includes: communication with client and Managers, as well as potentially managing multiple projects. The Project Manager is used to addressing unstructured management problems in an efficient and effective manner.

Responsibility: Jr Project Manager manages overall program activities and is an advisor to client executives. Works through Senior Manager and Managers to assume responsibility for overall project delivery. A Jr Project Manager communicates regularly with the Government Contracting Office (CO) and delegated government representatives.

Education: A Bachelor’s degree (BS/BA) in Computer Science or Equivalent and at least four years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: SENIOR SUBJECT MATTER EXPERT

General Experience: Senior Subject Matter Experts (SSMEs) have seventeen years of progressive experience in supporting large information technology projects related to the individual’s subject matter expertise. These personnel are often corporate officers, leaders, and directors with many years of experience, and are nationally and/or internationally renowned experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.). They have advanced degrees, and many have a Ph.D. They all have extensive experience as technical leaders and/or senior Project Managers.

Responsibility: Senior Subject Matter Experts (SSMEs) serve as technical experts in areas relevant to a particular project. SSMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Education: A Bachelor’s degree (BS/BA) in Computer Science or Equivalent and at least seventeen years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: SUBJECT MATTER EXPERT

General Experience: Subject Matter Experts (SMEs) have twelve years of progressive experience in supporting large information technology projects related to the individual’s subject matter expertise. These senior personnel are renowned experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.) with many years of experience. They have advanced degrees, and many have a Ph.D.

Responsibility: Subject Matter Experts serve as technical experts in areas relevant to a particular project. SMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include but are not limited to systems design, system architecture, feasibility studies, and system specifications. SMEs report to the SRA Project Manager.

Education: A Bachelor’s degree (BS/BA) in Computer Science or Equivalent and at least twelve years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
POSITION TITLE: JUNIOR SUBJECT MATTER EXPERT

General Experience: Subject Matter Experts (SMEs) have eight years of progressive experience in supporting large information technology projects related to the individual’s subject matter expertise. These personnel are renowned experts in either functional domains (e.g., finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.) with many years of experience. They have advanced degrees, and many have a Ph.D.

Responsibility: Jr Subject Matter Experts serve as technical experts in areas relevant to a particular project. JR SMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include but are not limited to systems design, system architecture, feasibility studies, and system specifications. Jr SMEs report to the Project Manager.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least eight years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: SENIOR DATA BASE ADMINISTRATOR

General Experience: This position requires six years of relevant work experience. Experience includes: exposure to information systems design, understanding of applications programming, experience in various programming languages, and knowledge of major computer equipment and software packages.

Responsibility: Serves as information technology resource on engagement team. Work includes designing software, coding in various languages, debugging, testing, integrating the final product, and documenting all programming-related activities.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least six years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: SENIOR CONSULTANT

General Experience: This position requires a minimum of four years of work experience with information technology. Experience includes: support of program management and familiarity with client issues, assistance with design issues, analysis of project data, and development of appropriate deliverables. A Senior Consultant and is proficient in the use of vendor tools and guides the project to meet overall program objectives by performing status reports, verifying work plan completeness, and communicating with team members.

Responsibility: Serves as a senior-level analytical correspondent within engagement team. Assumes responsibility for contributing to work plan development, reaching engagement milestones, and often leading specific project task. Applies data modeling, process modeling, and software design techniques. Conducts analysis of appropriate consulting tools to satisfy program requirements, and creates project deliverables. Formulates diagnoses through financial or statistical modeling, assesses appropriate alternatives, and offers conclusions to Project Manager.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least four years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
POSITION TITLE: CONSULTANT

General Experience: This position requires a minimum of two years of work experience, with exposure to information technology. Experience includes: proficiency with one or more application architectures and development methodologies, support of program management, exposure to client issues, and development of project deliverables and programming capabilities. A Consultant provides assistance on completing work plan activities, analyzes relevant data and information, and institutes and supports technical solutions. Other experience includes process improvement diagnoses, modeling, documentation and benchmarking activities.

Responsibility: Serves as a key analytical resource on engagement team. Assumes responsibility for conducting relevant research, distilling data, and creating reports. Actively engages consulting tools and methodologies to meet project objectives and complete program management activities. Maintains responsibility for quality assurance practices and fostering completion and accuracy of system documentation.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least two years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: BUSINESS ANALYST

General Experience: This position requires a completed undergraduate degree in Business Administration, Finance, Marketing, Accounting, Engineering, Economics or MIS. Experience includes: support of program management, process documentation exposure to information technologies, and development of deliverables. A Business Analyst implements consulting tools to satisfy project requirements by performing benchmark analyses, financial, and statistical modeling, and interviewing clients. Other experience includes: identifying strategic synergies within project scope.

Responsibility: Serves as analytical resource on engagement team by helping to formulate and define systems scope and objectives through research and fact-finding combined with a basic understanding of business systems and industry requirements. Assumes responsibility for analyzing and documenting data, conducting extensive research, and integrating technical solutions. Performs financial and data modeling, evaluates current processes, and prepares appropriate documentation for client. Maintains accountability for process deliverables and business presentations to client.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least six years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
POSITION TITLE: SENIOR SYSTEMS ANALYST

General Experience: This position requires the completion of an undergraduate degree in Computer Science, Engineering, Information Systems, or a related discipline. Experience includes: support of program management, exposure to information systems design and implementation, and development of deliverables. A Senior Systems Analyst performs supervision of technical and non-technical analyses on project issues, maintains a fundamental understanding of firm and client business practices, performs technical implementations following quality assurance metrics, has programming experience in one or more languages, and is versed in system testing. Provides direction for hardware/software development. Other experience includes data warehousing, information systems design and financial modeling.

Responsibility: Serves as information technology resource on engagement team. Analyzes data and systems architecture, creates designs, and implements information systems solutions. Identifies client issues and offers end-to-end solutions and approaches. Assists project team in meeting program objectives timely and effectively. Assumes responsibility for process documentation and technical soundness. Coordinates system oriented analytical, engineering, business, and management functions. Provides direction for software development task, adherence to design concept, and sets system standards. Sr. SA provides supervision and direction.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least nine years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: SYSTEMS ANALYST

General Experience: This position requires the completion of an undergraduate degree in Computer Science, Engineering, Information Systems, or a related discipline. Experience includes: support of program management, exposure to information systems design and implementation, and development of deliverables. A Systems Analyst performs technical and non-technical analyses on project issues, maintains a fundamental understanding of firm and client business practices, performs technical implementations following quality assurance metrics, has programming experience in one or more languages, and is versed in system testing. Other experience includes data warehousing, information systems design and financial modeling.

Responsibility: Serves as information technology resource on engagement team. Analyzes data and systems architecture, creates designs, and implements information systems solutions. Identifies client issues and offers end-to-end solutions and approaches. Assists project team in meeting program objectives timely and effectively. Assumes responsibility for process documentation and technical soundness.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least six years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: SYSTEM ENGINEER

General Experience: Seven years of experience in systems, design, development and test. Requires competence in all phases of acquisition.

Responsibility: Guides users in formulating requirements, defines system architecture for less complex systems. Usually very familiar with a specific portion of the system under development. He/she also advises alternative approaches and develops specifications and performs trade-off analysis studies.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least seven years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
POSITION TITLE: SENIOR SYSTEMS ADMINISTRATOR

General Experience: Ten to twelve years hands-on technical experience with computer systems and data communications.

Responsibility: Provide work direction to lower-level staff. Should have a thorough understanding of capabilities of the client’s applicable hardware/software configurations. This includes system backup/recovery, basic software management, security management, and library management, operating computer systems in different operating environments, sizing, performance, tuning, hardware/software trouble shooting and resource allocation. Coordinates and conducts user and system oriented business and management functions. Analyzes data to determine requirements and plans data models.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least nine years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: SYSTEM ADMINISTRATOR

General Experience: Five to ten years hands-on technical experience with computer systems and data communications.

Responsibility: Provide work direction to lower-level staff. Should have a thorough understanding of capabilities of the client’s applicable hardware/software configurations. This includes system backup/recovery, basic software management, security management, and library management, operating computer systems in different operating environments, sizing, performance, tuning, hardware/software trouble shooting and resource allocation.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least ten years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: JUNIOR SYSTEMS ADMINISTRATOR

General Experience: Three to Five years hands-on technical experience with computer systems and data communications.

Responsibility: Should have a thorough understanding of capabilities of the client's applicable hardware/software configurations. This includes system backup/recovery, basic software management, security management, and library management, operating computer systems in different operating environments, sizing, performance, tuning, hardware/software trouble shooting and resource allocation. Assist users to determine functional requirements.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least three years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
POSITION TITLE: SENIOR NETWORKING ENGINEER

General Experience: 10 years of experience in electronics, data communications or telecommunications positions is preferred with progressive experience designing and/or installing LAN's.

Responsibility: Design, engineer and plan overall site activities, including inside and outside plant specifications, equipment room layouts, and hardware configuration. Oversee all technical phases of systems. Formulate logical designs of system problems and devise procedures for solutions to the problems. Assist the Project Manager in the determination of labor hours and categories needed to perform site surveys resulting from a network design Task Order. Oversee all technical documentation activities and determine documentation specification methods and technical support manuals. Plans and manages project schedules and provides status to internal management. Delivers briefings to client on the status of the project.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least ten years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: NETWORK ENGINEER

General Experience: 4-7 years of experience in electronics, data communications or telecommunications positions is preferred with progressive experience designing and/or installing LAN's.

Responsibility: Design, engineer and plan overall site activities, including inside and outside plant specifications, equipment room layouts, and hardware configuration. Oversee all technical phases of systems. Formulate logical designs of system problems and devise procedures for solutions to the problems. Give support to other network support staff. Assist the Project Manager in the determination of labor hours and categories needed to perform site surveys resulting from a network design Task Order. Oversee all technical documentation activities and determine documentation specification methods and technical support manuals.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least four years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: JUNIOR NETWORKING ENGINEER

General Experience: 2 years of experience in electronics, data communications or telecommunications positions is preferred with progressive experience designing and/or installing LAN's.

Responsibility: Support all functions of system including design, implementation, and troubleshooting. Formulate logical designs of system problems and devise procedures for solutions to the problems. Give support to upper Network staff. Oversee all technical documentation activities and determine documentation specification methods and technical support manuals. Configures network to user environments. Prepares timeline and outlines steps for preparing network solutions.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least two years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
POSITION TITLE: SENIOR NETWORK ADMINISTRATOR

General Experience: 8 years of experience with design, installation, operation, maintenance and detailed knowledge of network administration.

Responsibility: Installation and configuration of network hardware/software to meet user and follow established network policy. Establish detailed fault management, configuration control, and performance monitoring. Activation, back-up, deactivation, and restart of network resources/services. Problem isolation and correction; performance monitoring; and configuration control. Certification/recertification actions. Advice on operational impacts of network expansions, additions, upgrades, and reconfiguration in hardware/software suites. Responsible for managing and monitoring all activities of Network facilities. Directs testing and analysis of all network and engages in corrective actions.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least eight years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: NETWORK ADMINISTRATOR

General Experience: 4 - 8 years of experience with design, installation, operation, maintenance and detailed knowledge of network administration.

Responsibility: Installation and configuration of network hardware/software to meet user and follow established network policy. Establish detailed fault management, configuration control, and performance monitoring. Activation, back-up, deactivation, and restart of network resources/services. Problem isolation and correction; performance monitoring; and configuration control. Certification/recertification actions. Advice on operational impacts of network expansions, additions, upgrades, and reconfiguration in hardware/software suites.

Education: A Bachelor’s degree (BS/BA) in Computer Science or Equivalent and at least four years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: JUNIOR NETWORK ADMINISTRATOR

General Experience: 2 years of experience with design, installation, operation, maintenance and detailed knowledge of network administration.

Responsibility: Installation and configuration of network hardware/software to meet user and follow established network policy. Establish detailed fault management, configuration control, and performance monitoring. Activation, back-up, deactivation, and restart of network resources/services. Problem isolation and correction; performance monitoring; and configuration control. Certification/recertification actions.

Education: A Bachelor’s degree (BS/BA) in Computer Science or Equivalent and at least two years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
POSITION TITLE: SENIOR SOFTWARE ENGINEER

General Experience: Ten plus years in systems lifecycle management, structured system development methodologies (preferably Information Engineering), structured analysis, and/or information systems development or a relevant technical discipline. Experience in some of the following or related technical disciplines: data communications, network management, and operational activities of a network; functional requirements analysis; computer security systems; and quality assurance. Progressive experience may include software development, software management, data management, ADP engineering, and enterprise-wide strategic systems planning, business information planning, and business analysis. Experienced with design techniques or process reengineering across all phases, including change management, business analysis management and techniques, cost benefit analysis, activity and data modeling, information systems development methods and practices, workshop facilitation, and training. Skilled in the interface of software with computer hardware systems, computer-aided software engineering (CASE) tools, complex and software system development. Experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. Supervisory experience in managing and providing direction to engineers, programmers, and analysts.

Specialized Experience: Experienced in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, and data quality engineering or other relevant engineering disciplines.

Responsibility: Provide design, programming, documentation and implementation of applications which requires knowledge of government information technology systems for effective development and deployment of software modules. Directs and participates in all phases of software development with emphasis on analysis, coding, testing, documentation, and acceptance phases. Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conducts assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analysis related to information technology. Designs and prepares technical reports and documentation to record results. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects including process and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Facilitation support includes cross-functional team building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models. Develops prototype database systems. Designs transaction-driven modules to satisfy functional requirement in an on-line or internet/intranet environment. Designs test environments for new applications against databases. Creates entity relationships models to support logical and physical database designs. Creates the metadata describing the database design and attribute descriptions. Creates the schema for building the database. Assists in the management of database projects. Assists in the preparation and delivery of presentations on database management systems concepts. Responsible for overall administration and maintenance of the database, identification and resolution of problems encountered by the users of the system, analysis and implementation of enhancements, and operation and maintenance of databases. Mentor Jr Software engineers.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least ten plus years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
POSITION TITLE: SOFTWARE ENGINEER

General Experience: Nine years in systems lifecycle management, structured system development methodologies (preferably Information Engineering), structured analysis, and/or information systems development or a relevant technical discipline. Experience in some of the following or related technical disciplines: data communications, network management, and operational activities of a network; functional requirements analysis; computer security systems; and quality assurance. Progressive experience may include software development, software management, data management, ADP engineering, and enterprise-wide strategic systems planning, business information planning, and business analysis. Experienced with design techniques or process reengineering across all phases, including change management, business analysis management and techniques, cost benefit analysis, activity and data modeling, information systems development methods and practices, workshop facilitation, and training. Skilled in the interface of software with computer hardware systems, computer-aided software engineering (CASE) tools, complex and software system development. Experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. Supervisory experience in managing and providing direction to engineers, programmers, and analysts.

Specialized Experience: Experienced in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, and data quality engineering or other relevant engineering disciplines.

Responsibility: Provide design, programming, documentation and implementation of applications which requires knowledge of government information technology systems for effective development and deployment of software modules. Directs and participates in all phases of software development with emphasis on analysis, coding, testing, documentation, and acceptance phases. Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conducts assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analysis related to information technology. Designs and prepares technical reports and documentation to record results. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects including process and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Facilitation support includes cross-functional team building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models. Develops prototype database systems. Designs transaction-driven modules to satisfy functional requirement in an on-line or internet/intranet environment. Designs test environments for new applications against databases. Creates entity relationships models to support logical and physical database designs. Creates the metadata describing the database design and attribute descriptions. Creates the schema for building the database. Assists in the management of database projects. Assists in the preparation and delivery of presentations on database management systems concepts. Responsible for overall administration and maintenance of the database, identification and resolution of problems encountered by the users of the system, analysis and implementation of enhancements, and operation and maintenance of databases.

Education: A Bachelor’s degree (BS/BA) in Computer Science or Equivalent and at least nine years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
POSITION TITLE: JUNIOR SOFTWARE ENGINEER

General Experience: Five years in systems lifecycle management, structured system development methodologies (preferably Information Engineering), structured analysis, and/or information systems development or a relevant technical discipline. Experience in some of the following or related technical disciplines: data communications, network management, and operational activities of a network; functional requirements analysis; computer security systems; and quality assurance. Progressive experience may include software development, software management, data management, ADP engineering, and enterprise-wide strategic systems planning, business information planning, and business analysis. Experienced with design techniques or process reengineering across all phases, including change management, business analysis management and techniques, cost benefit analysis, activity and data modeling, information systems development methods and practices, workshop facilitation, and training. Skilled in the interface of software with computer hardware systems, computer-aided software engineering (CASE) tools, complex and software system development. Experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. Supervisory experience in managing and providing direction to engineers, programmers, and analysts.

Specialized Experience: Experienced in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, and data quality engineering or other relevant engineering disciplines.

Responsibility: Provide design, programming, documentation and implementation of applications which requires knowledge of government information technology systems for effective development and deployment of software modules. Directs and participates in all phases of software development with emphasis on analysis, coding, testing, documentation, and acceptance phases. Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conducts assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analysis related to information technology. Designs and prepares technical reports and documentation to record results. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects including process and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Facilitation support includes cross-functional team building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models. Develops prototype database systems. Designs transaction-driven modules to satisfy functional requirement in an on-line or internet/intranet environment. Designs test environments for new applications against databases. Creates entity relationships models to support logical and physical database designs. Creates the metadata describing the database design and attribute descriptions. Creates the schema for building the database. Assists in the management of database projects. Assists in the preparation and delivery of presentations on database management systems concepts. Responsible for overall administration and maintenance of the database, identification and resolution of problems encountered by the users of the system, analysis and implementation of enhancements, and operation and maintenance of databases.

Education: A Bachelor’s degree (BS/BA) in Computer Science or Equivalent and at least five years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
POSITION TITLE: DBA

General Experience: This position requires four years of relevant work experience. Experience includes: exposure to information systems design, understanding of applications programming, experience in various programming languages, and knowledge of major computer equipment and software packages.

Responsibility: Serves as information technology resource on engagement team. Work includes designing software, coding in various languages, debugging, testing, integrating the final product, and documenting all programming-related activities.

Education: A Bachelor's degree (BS/BA) in Computer Science or Equivalent and at least four years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: SENIOR HELP DESK

General Experience: 8 years of experience with computer support, Assist end-users with software/hardware, servers, network and other components. Conduct troubleshooting and maintenance for end-users.

Education: A Bachelor’s degree (BS/BA) in Computer Science or Equivalent and at least eight years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: HELP DESK

General Experience: 6 years of experience with computer support, Assist end-users with software/hardware, servers, network and other components. Conduct troubleshooting and maintenance for end-users.

Education: A Associate degree or Equivalent and at least 6 years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.

POSITION TITLE: JUNIOR HELP DESK

General Experience: 4 years of experience with computer support Assist end-users with software/hardware, servers, network and other components. Conduct troubleshooting and maintenance for end-users.

Education: A High School Diploma in Computer Science or Equivalent and at least 4 years of professional work experience. Pinnakle may substitute between equivalent experience and education in order to provide the quality of service required by customer.
### PINNAKLE TECHNOLOGIES, INC. LABOR RATES

<table>
<thead>
<tr>
<th>Labor Category Title</th>
<th>GSA Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Program Manager</td>
<td>$346.84</td>
</tr>
<tr>
<td>Program Manager</td>
<td>$312.59</td>
</tr>
<tr>
<td>Senior Manager</td>
<td>$231.23</td>
</tr>
<tr>
<td>Project Manager</td>
<td>$184.13</td>
</tr>
<tr>
<td>Junior Project Manager</td>
<td>$145.15</td>
</tr>
<tr>
<td>Manager</td>
<td>$171.28</td>
</tr>
<tr>
<td>Junior Manager</td>
<td>$166.87</td>
</tr>
<tr>
<td>Senior Subject Matter Expert</td>
<td>$231.23</td>
</tr>
<tr>
<td>Subject Matter Expert</td>
<td>$209.82</td>
</tr>
<tr>
<td>Junior Subject Matter Expert</td>
<td>$155.02</td>
</tr>
<tr>
<td>Senior Database Administrator</td>
<td>$156.88</td>
</tr>
<tr>
<td>Senior Consultant</td>
<td>$145.09</td>
</tr>
<tr>
<td>Consultant</td>
<td>$131.49</td>
</tr>
<tr>
<td>Business Analyst</td>
<td>$133.30</td>
</tr>
<tr>
<td>Senior Systems Analyst</td>
<td>$129.35</td>
</tr>
<tr>
<td>Systems Analyst</td>
<td>$119.70</td>
</tr>
<tr>
<td>System Engineer</td>
<td>$145.09</td>
</tr>
<tr>
<td>Senior Systems Administrator</td>
<td>$152.06</td>
</tr>
<tr>
<td>System Administrator</td>
<td>$140.55</td>
</tr>
<tr>
<td>Junior Systems Administrator</td>
<td>$125.40</td>
</tr>
<tr>
<td>Senior Networking Engineer</td>
<td>$155.02</td>
</tr>
<tr>
<td>Network Engineer</td>
<td>$136.02</td>
</tr>
<tr>
<td>Junior Networking Engineer</td>
<td>$119.48</td>
</tr>
<tr>
<td>Labor Category Title</td>
<td>GSA Rate</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Senior Network Administrator</td>
<td>$147.12</td>
</tr>
<tr>
<td>Network Administrator</td>
<td>$136.02</td>
</tr>
<tr>
<td>Junior Network Administrator</td>
<td>$120.46</td>
</tr>
<tr>
<td>Senior Software Engineer</td>
<td>$137.25</td>
</tr>
<tr>
<td>Software Engineer</td>
<td>$125.14</td>
</tr>
<tr>
<td>Junior Software Engineer</td>
<td>$108.61</td>
</tr>
<tr>
<td>DBA</td>
<td>$129.35</td>
</tr>
<tr>
<td>Senior Help Desk</td>
<td>$63.19</td>
</tr>
<tr>
<td>Help Desk</td>
<td>$56.28</td>
</tr>
<tr>
<td>Junior Help Desk**</td>
<td>$47.40</td>
</tr>
</tbody>
</table>

**SERVICE CONTRACT LABOR STANDARDS MATRIX**

<table>
<thead>
<tr>
<th>Contract Labor Category</th>
<th>SCA Equivalent Code – Title</th>
<th>WD Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Junior Help Desk</td>
<td>14160 – Personal Computer Support Technician</td>
<td>2015-5017</td>
</tr>
</tbody>
</table>

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