FEDERAL SUPPLY SERVICE
AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST
MULTIPLE AWARD SCHEDULE

FSC GROUP CLASS: MAS
SIN 54151S – INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
FSC/PSC CODE D399

Citadel Information Services, Inc.
33 Wood Ave. S., Suite 720
Iselin, NJ 08837
Phone: 732-238-0072
Fax: 732-961-1891
www.citadelinc.com

Business Type: Minority Owned Small Business
Contract Administrator: Kathy Weller
E-mail: kathy@citadelinc.com

Schedule Contract Number: GS-35F-045GA
Period Covered by Contract: October 25, 2016 through October 24, 2021

General Services Administration
Federal Acquisition Service

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!®. The INTERNET address for GSA Advantage! ® is: GSAAvantage.gov. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.
# TABLE OF CONTENTS

1. INFORMATION FOR ORDERING ACTIVITIES ........................................... 3
2. TERMS AND CONDITIONS APPLICABLE TO IT PROFESSIONAL SERVICES ........................................... 6
3. DESCRIPTION OF LABOR CATEGORIES .................................... 9
4. PRICING FOR LABOR CATEGORIES ........................................... 17
INFORMATION FOR ORDERING ACTIVITIES

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

Special Item No. 54151S, Information Technology Professional Services – See Price Sheet.
Special Item No. OLM, Order Level Materials

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. See Price Sheet.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. Labor category descriptions begin on page 9.

2. Maximum Order. $500,000

3. Minimum Order. $100


5. Point(s) of Production (city, county, and State or foreign country). USA

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

7. Quantity Discounts. None.

8. Prompt Payment Terms. None. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.

The Government purchase card will be accepted for payment on orders below the micro-purchase threshold.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.
The Government purchase card will not be accepted for payment on orders above the micro-purchase threshold.

10. Foreign Items.  None.

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

11b. Expedited Delivery.  As negotiated on the task order level.

11c. Overnight and 2-day Delivery.  As negotiated on the task order level.

11d. Urgent Requirements.  As negotiated on the task order level.

12. F.O.B. Point(s).  Destination.

13a. Ordering Address(es).  Same as company address.

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment Address(es).  Same as company address.


16. Export packing charges, if applicable.  Not Applicable.

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).  None.

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. If applicable, Section 508 compliance information is available on Electronic and Information
Technology (EIT) supplies and services a can be found at www.itgonline.com. The EIT standards can be found at: www.Section508.gov/. Not Applicable.

25. Data Universal Number System (DUNS) number. 018018155.

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM 54151S)

1. Scope:

a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.

b. Contractor shall provide services at Contractor’s facility and/or at the ordering activity location, as agreed to by Contractor and the ordering activity.

2. Performance Incentives (I-FSS-60 Performance Incentives (April 2000)):

a. Performance incentives may be agreed upon between Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. Incentives should be designed to relate results achieved by Contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. Order:

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. Performance Of Services:

a. Contractor shall commence performance of services on the date agreed to by Contractor and the ordering activity.

b. Contractor agrees to render services only during normal working hours, unless otherwise agreed to by Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
d. Any travel required by an ordering agency, in the performance of IT Services under this contract, will be reimbursed by the ordering agency. Contractor travel will be in accordance with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to Contractor travel. Contractor cannot use GSA city pair contracts.

5. **Stop Work Order (FAR 52.242-15) (AUG 1989):**

a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work order is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

1. Cancel the stop-work order; or
2. Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

1. The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
2. The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. **Inspection Of Services:** In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS - COMMERCIAL ITEMS (MAR 2009)
7. **Responsibilities Of Contractor:** Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (DEC 2007) Rights in Data – General, may apply.

8. **Responsibilities Of The Ordering Activity:** Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. **Independent Contractor:** All IT Services performed by Contractor under the terms of this contract shall be as an independent contractor, and not as an agent or employee of the ordering activity.

10. **Organizational Conflicts Of Interest:**

    a. **Definitions.**

    “Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

    “Contractor and its affiliates” and “Contractor or its affiliates” refers to Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving Contractor, any entity into or with which Contractor subsequently merges or affiliates, or any other successor or assignee of Contractor.

    An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on activities by Contractor and its affiliates, may either (i) result in an unfair competitive advantage to Contractor or its affiliates or (ii) impair Contractor’s or its affiliates’ objectivity in performing contract work.

    b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. **Invoices:** Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. **Payments:**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-
(DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour
orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009)
(ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this
contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements — Commercial Item
Acquisition As prescribed in 16.601(e)(3), insert the following provision:

a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting
from this solicitation.

b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and
administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor
category applies to labor performed by—

   (1) The offeror;
   (2) Subcontractors; and/or
   (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. Resumes: Resumes shall be provided to the GSA Contracting Officer or the user ordering activity
upon request.

14. Incidental Support Costs: Incidental support costs are available outside the scope of this contract.
The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in
the FAR.

15. Approval Of Subcontracts: The ordering activity may require that Contractor receive, from the
ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the
work called for in a task order.

16. Description Of IT Services:

IT Analyst

Responsibility:

An IT Analyst is responsible for the set of tasks and techniques used to work as a liaison among stakeholders in
order to understand the structure, policies, and operations of an organization, and to recommend
solutions/enhancements to enable the organization to achieve its goals. The IT Analyst has knowledge of formal
requirements gathering methodologies and tools and has experience developing graphic representations of
complex business processes. The IT Analyst will utilize broad IT knowledge along with their knowledge of the
business to implement IT solutions/enhancements which address specific business goals. The IT Analyst is an
integral part of the software development team. Work products of this function may include: logical system and
data models, user interface design, prototyping, decision tables/trees, data flow diagrams, writing of function,
physical and technical requirements and specifications, conducting JAD (Joint Application Design) sessions,

etc.
IT Analyst 1

Relevant Experience: Minimum 1 year of experience
Minimum Education: Bachelor's degree or equivalent work experience

IT Analyst 2

Relevant Experience: 5 years of relevant work experience
Minimum Education: Bachelor's degree or equivalent work experience

IT Analyst 3

Relevant Experience: 7 years of relevant work experience
Minimum Education: Bachelor's degree or equivalent work experience. Advanced degree and/or CCBA (Certification of Competency in Business Analysis) is desired.

IT Analyst 4

Relevant Experience: 10 years of relevant work experience
Minimum Education: Bachelor's degree or equivalent work experience. Advanced degree and/or CCBA (Certification of Competency in Business Analysis) level 2 certification is desired.

BI/Data Warehouse Architect 1

Responsibility:

The BI Data Warehouse Architect is an expert at using various tools and technologies which transform raw unstructured data into meaningful and useful information. The goal of BI is to transform this raw data into various formats which help businesses to identify new opportunities and implement effective business strategies. BI technologies provide historical, current and predictive views of Enterprise business operations. Functions of BI technologies include reporting, analytics, data mining, business performance management, benchmarking, predictive analytics and prescriptive analytics.

BI Data Warehouse Architect 1

Relevant Experience: 5 years of experience
Minimum Education: Bachelor's degree or equivalent work experience

Computer Support Specialist

Responsibility:

Computer Support Specialists know computers inside and out. They provide a single point of contact for users to gain assistance in troubleshooting, get answers to questions, and solve known problems. Service may be provided by phone or in person. Help requests are generally managed through the use of an issue tracking system. Computer Support Specialists have extensive knowledge of modems, servers, routers, operating systems, various software applications. They patiently take the customer through the troubleshooting steps, and continue to offer guidance until the problem is fixed. Issues that cannot be resolved by phone may require a more experienced Computer Support Specialist to visit the client site to identify and fix the problem.
Computer Support Specialist 1
Relevant Experience: Minimum 1 year of experience
Minimum Education: Associates degree or equivalent technical training

Computer Support Specialist 2
Relevant Experience: Minimum 3 years of experience
Minimum Education: Associates degree or equivalent technical training

**Engineering (General)**

**Responsibility:**

The Engineering expert is responsible for analyzing, planning, installing and implementing network, systems/server, and/or voice/data telecommunications. Must have an advanced understanding of electrical engineering systems, an ability to grasp complex engineering concepts, an understanding of the function of the industry and the ability to break down advanced concepts into terms co-workers can easily grasp. This position serves as the system expert in implementing complex or proprietary systems and networks that involve telephony, satellite, wireless, Radio Frequency, etc. Responsible for the end to end installation of cable, wiring and related equipment according to local building and electrical codes. Other necessary skills include problem-solving, critical thinking, system analysis and operations management. May supervise a team of technicians and must coordinate activities with other facilities/construction managers and site based project managers.

**Engineering (General) 1**
Relevant Experience: Minimum 1 year of experience
Minimum Education: Bachelor's degree in engineering/electronics or equivalent technical training and/or certifications/ work experience

**Engineering (General) 2**
Relevant Experience: 5 years of relevant work experience
Minimum Education: Bachelor's degree in engineering/electronics or equivalent technical training and/or certifications/ work experience

**Engineering (General) 3**
Relevant Experience: 8 years of relevant work experience
Minimum Education: Bachelor's degree in engineering/electronics or equivalent technical training and/or certifications/ work experience

**Engineering (General) 4**
Relevant Experience: 10 years of relevant work experience
Minimum Education: Bachelor's degree in engineering/electronics or equivalent technical training and/or certifications/ work experience
**Engineering (Network)**

**Responsibility:**

Must be capable of performing network engineering functions including: conceptualization, design, implementation and optimization. Supports and monitors the computer networks that support in-house voice, data, video and wireless network services. Must be experienced in assessing evolving user needs, translating those needs into network changes through network reconfiguration, hardware and software acquisitions, installation and testing. The Network Engineer maintains hardware/software, monitors the network to ensure network availability to all system users and performs necessary maintenance to support network availability. Must be knowledgeable in the application of current and emerging network software and hardware technology and protocols.

**Engineering (Network) 1**

Relevant Experience: Minimum 1 year of experience  
Minimum Education: Bachelor's degree or equivalent technical training and/or certifications/ work experience

**Engineering (Network) 2**

Relevant Experience: 5 years of relevant work experience  
Minimum Education: Bachelor's degree or equivalent technical training and/or certifications/ work experience

**Engineering (Network) 3**

Relevant Experience: 8 years of relevant work experience  
Minimum Education: Bachelor's degree or equivalent technical training and/or certifications/ work experience

**IT Operations Support Specialist**

**Responsibility:**

Serves as a technical expert in areas relevant to a project's operation. Must be able to demonstrate experience in conducting analysis and developing solutions in the application of information technology. Produces and reviews technical specifications, reports, brochures and training materials which reflect detailed knowledge of specific technical areas and applications. Recommends measures to improve operational methods, application performance and quality of the application and suggests changes/enhancements to increase application efficiency and performance.

**IT Operations Support Specialist 1**

Relevant Experience: Minimum 1 year of experience  
Minimum Education: Associates degree or equivalent technical training/experience

**IT Operations Support Specialist 2**

Relevant Experience: Minimum 3 years of experience  
Minimum Education: Associates degree or equivalent technical training/experience

**IT Operations Support Specialist 3**

Relevant Experience: Minimum 5 years of experience  
Minimum Education: Associates degree or equivalent technical training/experience
**IT Product Specialist**

**Responsibility:**

The Product Specialist is the expert for a technical development or execution environment product or set of products. The primary responsibility of a Product Specialist is to ensure the availability and facilitate the productive use of a product for the Application development Teams or end users. The Product Specialist requires significant to expert experience and skills in the product supported (e.g. SAP Solutions, PeopleSoft, Oracle E-Business Suite, etc.) They will also have significant experience in the operating environment (HP/UX, NT, NVS, Microsoft, etc.). on which the product is implemented. They will confirm that technical architecture will support all changes required by product enhancements and ensure the new design meets quality standards and functional/technical requirements. The Product Specialist is responsible for collaborating with the Technical Project team members, end users and vendors to ensure and enhance the use of the product and effect migration and installation of new versions of the products.

**IT Product Specialist 1**

Relevant Experience: Minimum 2 year of experience  
Minimum Education: Bachelor's degree or equivalent work experience

**IT Product Specialist 2**

Relevant Experience: 5 years of relevant work experience  
Minimum Education: Bachelor's degree or equivalent work experience

**IT Product Specialist 3**

Relevant Experience: 7 years of relevant work experience  
Minimum Education: Bachelor's degree or equivalent work experience.  
Advanced degree and/or product certification preferred.

**IT Product Specialist 4**

Relevant Experience: 10 years of relevant work experience  
Minimum Education: Bachelor's degree or equivalent work experience. Advanced degree and/or product certification preferred.

**Project/Program Manager**

**Responsibility:**

Project management is the process and activity of planning, organizing, motivating, and controlling resources, procedures and protocols to achieve specific goals and deliverables. Beyond the skills of project management, the information services project manager will typically have an extensive background in software development and will hold a degree in Computer Science, Information Technology, Management of Information Systems or another related field. The software project manager is expected to be familiar with the Software Development Life Cycle (SDLC) and have in-depth knowledge of requirements solicitation, application development, logical and physical database design and networking. Projects that involve new construction/new locations require certain preconstruction expertise including site inspections, consideration of applicable codes and standards, cost estimating, value engineering, and scheduling, coordination and monitoring of all construction/installation.
activities. This position requires certified knowledge in the design, integration and implementation of telecommunications and data communications transport systems and related infrastructure.

**Project/Program Manager 1**
Relevant Experience: Minimum 1 year of experience
Minimum Education: Bachelor's degree or equivalent technical training and/or certifications/ work experience

**Project/Program Manager 2**
Relevant Experience: 5 years of relevant work experience
Minimum Education: Bachelor's degree or equivalent technical training and/or certifications/ work experience

**Project/Program Manager 3**
Relevant Experience: 8 years of relevant work experience
Minimum Education: Bachelor's degree or equivalent technical training and/or certifications/ work experience

**Quality Assurance Specialist**

**Responsibility:**

The Quality Assurance Specialist is responsible for the design, pilot and implementation of the software quality assurance review processes. For each phase of the assessment period, the Quality Assurance Specialist is responsible to plan, schedule, execute and document findings of the review. The Quality Assurance Specialist must have a detailed understanding of the processes which support the software development lifecycle. The Quality Assurance Specialist who leads the process is responsible for communicating with management and Stakeholders regarding the progress of the process, including a summary of the metrics and manages the Quality Assurance Specialists.

**Quality Assurance Analyst 1**
Relevant Experience: Minimum 3 year of development/testing experience
Minimum Education: Bachelor's degree or equivalent technical training and/or work experience

**Quality Assurance Analyst 2**
Relevant Experience: 5 years of development/testing experience
Minimum Education: Bachelor's degree or equivalent technical training and/or work experience

**Quality Assurance Analyst 3**
Relevant Experience: 8 years of development/testing experience
Minimum Education: Bachelor's degree or equivalent technical training and/or work experience

**Software Engineer**

**Responsibility:**

Software Engineers provide functional and empirical analysis related to design, coding, component and assembly testing of all application code owned by the Application Team. Software Engineers typically are involved in maintenance, production support, enhancement and development work. They have a wide range of skills and knowledge of the technologies used and the applications supported by the Application Team.
Software Engineers possess the appropriate technical background and skills to perform in all phases of software design.

**Software Engineer 1**
Relevant Experience: Minimum 1 year of experience
Minimum Education: Bachelor's degree or equivalent technical training and/or certifications/ work experience

**Software Engineer 2**
Relevant Experience: 3 years of relevant work experience
Minimum Education: Bachelor's degree or equivalent technical training and/or certifications/ work experience

**Software Engineer 3**
Relevant Experience: 7 years of relevant work experience
Minimum Education: Bachelor's degree or equivalent technical training and/or certifications/ work experience

**Software Engineer 4**
Relevant Experience: 10 years of relevant work experience
Minimum Education: Bachelor's degree or equivalent technical training and/or certifications/ work experience

**System Administrator**

**Responsibility:**

The System Administrator is responsible for server backup and security, performance planning and capacity planning. System Administrators should possess an understanding of network and distributed computing concepts. The System Administrator works with the Systems Management Team to understand the scope of services to be provided and assessing the impact they will have on the technical infrastructure.

**System Administrator 1**
Relevant Experience: Minimum 3 years of experience
Minimum Education: Bachelor's Degree or equivalent technical training

**System Administrator 2**
Relevant Experience: Minimum 5 years of experience
Minimum Education: Associates degree or equivalent technical training

**Senior Architect/SME**

**Responsibility:**

The Senior Architect is responsible for designing, developing and implementing application infrastructure to provide highly-complex, reliable and scalable applications and systems to meet the Enterprises’ objectives and requirements. Senior Architects are familiar with a variety of technologies, environments, concepts, methodologies, practices and procedures and rely on experience and judgment to plan and accomplish goals. Senior Architects are able to perform a variety of complicated tasks with minimal or no direct supervision. They have proven experience defining systems and application architecture and provide vision, problem anticipation and problem solving ability. They consult with the client to define needs or problems, conduct
research, perform studies and surveys to obtain data and analyze problems to advise on or recommend solutions, utilizing knowledge of theory, principles or technology of specific discipline or field of specialization.

**System Architect/SME 1**
Relevant Experience: Minimum 2 years of experience
Minimum Education: Bachelor's Degree or equivalent technical training

**System Architect/SME4**
Relevant Experience: Minimum 10 years of experience
Minimum Education: Bachelor's or equivalent technical training

**NOTE:** In all cases, equivalent years of relevant work experience can be substituted for educational requirements.
## CITADEL INFORMATION SERVICES PRICE LIST

### Labor Category/Hourly Rate

<table>
<thead>
<tr>
<th>SIN(s) PROPOSED</th>
<th>SERVICE PROPOSED (e.g. Job Title/Task)</th>
<th>PRICE OFFERED TO GSA (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>IT Analyst 1</td>
<td>$ 49.87</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Analyst 2</td>
<td>$ 72.82</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Analyst 3</td>
<td>$ 103.11</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Analyst 4</td>
<td>$ 124.69</td>
</tr>
<tr>
<td>54151S</td>
<td>BI/Data warehouse Architect 1</td>
<td>$ 110.59</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Support Spec. 1</td>
<td>$ 45.88</td>
</tr>
<tr>
<td>54151S</td>
<td>Computer Support Spec. 2</td>
<td>$ 66.16</td>
</tr>
<tr>
<td>54151S</td>
<td>Engineering (General) 1</td>
<td>$ 91.83</td>
</tr>
<tr>
<td>54151S</td>
<td>Engineering (General) 2</td>
<td>$ 113.16</td>
</tr>
<tr>
<td>54151S</td>
<td>Engineering (General) 3</td>
<td>$ 125.40</td>
</tr>
<tr>
<td>54151S</td>
<td>Engineering (General) 4</td>
<td>$ 159.60</td>
</tr>
<tr>
<td>54151S</td>
<td>Engineering (Network) 1</td>
<td>$ 86.78</td>
</tr>
<tr>
<td>54151S</td>
<td>Engineering (Network) 2</td>
<td>$ 98.74</td>
</tr>
<tr>
<td>54151S</td>
<td>Engineering (Network) 3</td>
<td>$ 125.40</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Operations Support Spec. 1</td>
<td>$ 53.32</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Operations Support Spec. 2</td>
<td>$ 68.13</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Operations Support Spec. 3</td>
<td>$ 83.93</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Product Specialist 1</td>
<td>$ 75.81</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Product Specialist 2</td>
<td>$ 99.75</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Product Specialist 3</td>
<td>$ 112.22</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Product Specialist 4</td>
<td>$ 126.39</td>
</tr>
<tr>
<td>54151S</td>
<td>Project/Program Manager 1</td>
<td>$ 74.06</td>
</tr>
<tr>
<td>54151S</td>
<td>Project/Program Manager 2</td>
<td>$ 86.20</td>
</tr>
<tr>
<td>54151S</td>
<td>Project/Program Manager 3</td>
<td>$ 110.59</td>
</tr>
<tr>
<td>54151S</td>
<td>Quality Assurance Specialist 1</td>
<td>$ 41.89</td>
</tr>
<tr>
<td>54151S</td>
<td>Quality Assurance Specialist 2</td>
<td>$ 64.84</td>
</tr>
<tr>
<td>54151S</td>
<td>Quality Assurance Specialist 3</td>
<td>$ 92.57</td>
</tr>
<tr>
<td>54151S</td>
<td>Software Engineer 1</td>
<td>$ 62.84</td>
</tr>
<tr>
<td>54151S</td>
<td>Software Engineer 2</td>
<td>$ 80.80</td>
</tr>
<tr>
<td>54151S</td>
<td>Software Engineer 3</td>
<td>$ 95.76</td>
</tr>
<tr>
<td>54151S</td>
<td>Software Engineer 4</td>
<td>$ 125.68</td>
</tr>
<tr>
<td>54151S</td>
<td>System Administrator 1</td>
<td>$ 74.81</td>
</tr>
<tr>
<td>54151S</td>
<td>System Administrator 2</td>
<td>$ 86.20</td>
</tr>
<tr>
<td>54151S</td>
<td>Senior Architect/SME 1</td>
<td>$ 88.87</td>
</tr>
<tr>
<td>54151S</td>
<td>Senior Architect/SME 4</td>
<td>$ 179.71</td>
</tr>
</tbody>
</table>