GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST
MULTIPLE AWARD SCHEDULE

Special Item Numbers:
54151S  Information Technology Professional Services
OLM  Order-level Materials

PSC Code D399  Other ADP & Telecommunications Svcs

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.

Slalom, LLC
821 2nd Avenue Suite 1900
Seattle, Washington 98104
Phone: (206) 438-5700
www.slalom.com

Contract Number:  GS-35F-053GA

October 31, 2016 through October 30, 2021

Business Size:  Other than Small Business

Pricelist current through Mass Modification #A821 (June 15, 2020)

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: GSAAdvantage.gov. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.
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CUSTOMER INFORMATION

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

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1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. Pricing begins on page 27.

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 categories begin on page 10.

2. Maximum Order: $500,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery Area): Domestic

5. Point(s) of production (city, county, and state or foreign country): Same as company address

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).

7. Quantity discounts: None

8. Prompt payment terms: None

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes
9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Will accept over $3,000

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

11a. Time of Delivery (Contractor insert number of days): Specified on the Task Order

11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor

12. F.O.B Points(s): Destination

13a. Ordering Address(es): Same as Contractor

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

15. Warranty provision.: Contractor’s standard commercial warranty.

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

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor
18. Terms and conditions of rental, maintenance, and repair (if applicable): N/A

19. Terms and conditions of installation (if applicable): N/A

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

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

21. List of service and distribution points (if applicable): N/A

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

23. Preventive maintenance (if applicable): N/A

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

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor’s website or other location.) The EIT standards can be found at: www.Section508.gov/.

25. Data Universal Numbering System (DUNS) number: 80-916-5145

26. Notification regarding registration in System for Award Management (SAM) database: Registered
TERMS AND CONDITIONS
FOR ALL IT CONTRACTORS

1) **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 the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the 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 ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the 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 the 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

2) **Services Performed**

a) All services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

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

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

3) **Travel.** Any Contractor travel required in the performance of services must comply with the Pub. L. 99-234 and FAR Part 31.205-46, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel.
4) **Warranty**

a) Unless otherwise specified in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.

b) The Contractor's commercial guarantee/warranty shall be included in the Commercial Supplier Agreement to include Enterprise User License Agreements or Terms of Service (TOS) agreements, if applicable.

c) Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.
DESCRIPTION OF
IT SERVICES AND PRICING

LABOR CATEGORY DESCRIPTIONS
SIN 54151S – INFORMATION TECHNOLOGY SERVICES

Job Title: Subject Matter Expert

General Experience:
Maintains specialized technical knowledge and serves as expert information systems consultant
to management, information technologists, and customers.

Functional Responsibility:
Work includes, but is not limited to, independently performing the complete range of
information systems activities to support management, staff, and customers; serving as advisor to
senior managers regarding information management as it relates to information systems;
representing the organization as a member of various policy level and Intelligence Community
boards, task forces, working groups, and other forums related to information management and
information systems; and performing miscellaneous duties as assigned.

Responsible for directing and monitoring strategic planning for the development,
implementation, and maintenance of applications, databases and web applications in support of
current and future customer needs. Works collaboratively with senior management to develop
and implement long-range plans, assess project and program feasibility, perform cost versus
benefit analysis, prioritize projects and initiatives, and make major architectural design decisions.
Assesses problems and develops solutions to resolve complex issues which promote efficiency
and improve day-to-day information management efficiency. Expected to maintain currency on
technical job knowledge through attending courses, seminars, workshops, and by reading
technical journals.

Key responsibilities:

- Develops strategies to communicate to customers the value and business importance of
  information management (IM) and the technical systems deployed in support of IM
  functions.
- Identifies innovative approaches and initiatives to increase information management
  awareness.
- Provides advice and guidance on a range of complex information management issues.
- Manages information management programs to ensure the business needs of the organization
  are met while all policies, transactions, functions, decisions, and procedures are properly
documented and preserved, and legal and regulatory requirements are met.
- Provides information management guidance to systems developers and program managers.
• Assesses the performance and skills of subordinates; provides performance and
developmental feedback on an ongoing basis; provides input to formal performance
appraisal.
• Analyzes computer and information needs from an operational and strategic perspective and
determine immediate and long-range requirements
• Stays abreast of advances in technology.

Minimum Education:

Subject Matter Expert III ~ Bachelor’s Degree or equivalent and 15 years of relevant experience.
Subject Matter Expert II ~ Bachelor’s Degree or equivalent and 12 years of relevant experience.
Subject Matter Expert I ~ Bachelor’s Degree or equivalent and 10 years of relevant experience.

Job Title: Application Architect

General Experience:
Designs software or customizes software for client use with the aim of optimizing operational efficiency. Defines the problem, and develops system requirements and program specifications. Analyzes user needs and develops general computer applications software and specialized utility programs.

Functional Responsibility:
Analyzes and develops computer systems and develops plans for automated information systems from project inception to conclusion including systems requirements determination. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Researches, designs, develops, and tests software, compilers, and network distribution software for general computing applications.

Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools. Analyzes user interfaces, maintains hardware and software performance tuning, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes downtimes, analyzes proposed system modifications, upgrades and new COTS.

Key responsibilities:

• Analyzes user needs and software requirements to determine feasibility of design within time and cost constraints.
• Confers with systems analysts, engineers, programmers to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.
• Consults with engineering staff to evaluate interface between hardware and software, develops specifications and performance requirements and resolves customer problems.
• Coordinates software system installation and monitors equipment functioning to ensure specifications are met.
• Designs, develops and modifies software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.
• Develops and directs software system testing and validation procedures, programming, and documentation.
• Trains users to use new or modified systems.
• Estimates software development costs and schedule.
• Evaluates factors such as reporting formats required, cost constraints, and need for security restrictions to determine hardware configuration.
• Monitors functioning of equipment to ensure system operates in conformance with specifications.
• Supervise the work of programmers, technologists and technicians and other engineering and scientific personnel.

Minimum Education:

Application Architect IV ~ Bachelor’s Degree or equivalent and 11 years of relevant experience.
Application Architect III ~ Bachelor’s Degree or equivalent and 9 years of relevant experience.
Application Architect II ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.
Application Architect I ~ Bachelor’s Degree or equivalent and 5 years of relevant experience.

Job Title: Applications Developer

General Experience:
Responsible for developing, testing, implementing, and maintaining complex applications and/or databases.

Functional Responsibility:
Responsibilities also include technical program documentation, such as end-user operational instructions and for developing and maintaining software applications and/or databases, including web applications and user interfaces. Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs.

Key responsibilities:

• Consults with client to develop user requirements; has the ability to explain protocols, technical procedures and processes clearly and accurately to both technical and non-technical audiences.
• Translates user requirements into end-to-end design for applications/databases that may involve multiple interfaces to other applications or supporting database systems.
• Designs, develops and maintains software applications and/or databases and database applications and structures.
• Conducts unit testing.
• Designs and develops user interfaces.
• Supports transitions data from legacy systems to new relational database structures.
• Writes interfaces to companion applications or databases.
- Maintains currency on tools, methodologies, technologies and programming languages
- Maintains knowledge and ability to program proficiently in two or more of the applications programming languages relevant to the project.
- Maintains knowledge of the life-cycle process for software development, web applications, and implementation

**Minimum Education:**

Applications Developer IV ~ Bachelor’s Degree or equivalent and 9 years of relevant experience.
Applications Developer III ~ Bachelor’s Degree or equivalent and 5 years of relevant experience.
Applications Developer II ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.
Applications Developer I ~ Bachelor’s Degree or equivalent and 1 years of relevant experience.

**Job Title: IT Specialist**

**General Experience:**
Designs and develops solutions to complex applications problems, system administration issues, or network concerns and cyber security policy and assessments and solution implementations.

**Functional Responsibility:**
Analyzes user requirements to automate or improve existing systems and reviews computer system capabilities, workflow, and scheduling limitations. Analyzes and recommends commercially available software. Develops technology and architectural advancements to support IT architectural strategy, technology migration, and integration and evolution, cyber security and application security.

Applies knowledge of enterprise IT needs to design improved processes, generate requirements, and ensures these are consistent with the enterprise technical architecture. Works with appropriate parties to resolve discrepancies between proposed IT systems and enterprise quality and security standards. Provides technical and administrative direction for personnel performing software development tasks, makes recommendations for approval of major systems installations.

**Key responsibilities:**

- Designs data solutions in alignment with applicable policies, standards, and practices.
- Reviews and assesses impact of proposed scope changes to future architectures.
- Supports the development and maintenance of data models, data dictionaries, data maps and other architecture artifacts across the enterprise.
- Works with senior business and technical personnel to deliver a robust scalable architecture that meets business goals of the customer.
- Analyzes, defines, and documents requirements for data, workflow, logical processes, hardware and operating system environment, and network connectivity, other systems interfaces, internal and external checks and controls, and outputs.
• Develops architectural guidance for applications developers, defining target platforms, interface designs, development patterns and styles, and development languages and tools to be used.
• Leads development of system prototypes to demonstrate application of design principles
• Monitors industry trends and directions; develops and presents substantive technical recommendations to senior management
• Provides technical expertise in systems architecture; participates in the formulation of software engineering practices; assesses feasibility of system plans; establishes priorities; and develops and implements plans that adhere to established strategic business and system objectives
• Creates and governs the execution of an application security plan
• Advises on security best practices

Minimum Education:

IT Specialist IV ~ Bachelor’s Degree or equivalent and 11 years of relevant experience.
IT Specialist III ~ Bachelor’s Degree or equivalent and 9 years of relevant experience.
IT Specialist II ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.
IT Specialist I ~ Bachelor’s Degree or equivalent and 5 years of relevant experience.

Job Title: IT Analyst

General Experience:
Responsible for analyzing internal and external customer needs. Identifies and determines equipment, software and process/procedural solutions to problems and testing.

Functional Responsibility:
Establishes system parameters and formats, and ensures hardware/software compatibility. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. Analyzes and recommends commercially available software. Performs process and data modeling in support of planning and analysis efforts using both manual and automated tools. Develops and executes testing.

Applies reverse engineering and re-engineering disciplines to develop strategic and planning documents. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Constructs sound, logical business improvement opportunities consistent with IT guiding principles, cost savings, and system architecture objectives.

Key responsibilities:
• Advises on new techniques and estimated costs associated with new or revised programs and utilities - taking into consideration personnel, time, and hardware requirements and makes trade-off analyses
• Analyzes information processing or computation needs and plans and designs computer systems, using techniques such as structured analysis, data modeling and information engineering.

• Defines the goals of the system and devise flow charts and diagrams describing logical operational steps of programs.

• Analyzes new hardware and software to determine their need or application in the existing or proposed system.

• Assesses the usefulness of pre-developed application packages and adapt them to a user environment.

• Coordinates and links computer systems within an organization to increase compatibility and so information can be shared.

• Determines computer software or hardware needed to set up or modify system.

• Develops, documents and revises system design procedures, test procedures, and quality standards.

• Reviews documentation describing system specifications and operating instructions, and revises existing processes and procedures to correct deficiencies and maintain more effective data handling, conversion, input/output requirements and storage.

• Tests, maintains, and monitors computer programs and systems, including coordinating the installation of computer programs and systems.

• Trains staff and users to work with computer systems and programs.

• Creates test strategy, test plan, and leads test efforts

• Performs automated and functional tests

**Minimum Education:**

IT Analyst IV ~ Bachelor’s Degree or equivalent and 9 years of relevant experience.

IT Analyst III ~ Bachelor’s Degree or equivalent and 5 years of relevant experience.

IT Analyst II ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.

IT Analyst I ~ Bachelor’s Degree or equivalent and 0 years of relevant experience.

**Job Title: IT Process Analyst**

**General Experience:**
Provides in-depth IT requirements analysis including technical development, review and validation of requirements and collaborating with team, customers and service providers to identify requirements and changes.

**Functional Responsibility:**
Analyzes user needs to develop business process/software solutions. Develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.
Designs processes, software or customized solutions for client use with the aim of optimizing operational efficiency. Applies principles and techniques of business management, computer science, engineering, and other methodologies as appropriate (e.g. Six Sigma; Rational Unified Process). Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.

**Key responsibilities:**

- Establishes and maintains relationships with customers and partners to understand and anticipate requirements.
- Performs vetting process of new requirements, making sure all information needed to implement a requirement is provided.
- Facilitates exchange meetings and forums to determine needs of customers; consults with customers to clarify and validate complex requests if necessary.
- Collaborates with team, customers, and service providers to stay abreast of new opportunities.
- Conceptualizes, designs, processes, and develops a wide variety of information and data.
- Lead business and technical design sessions; architect and document technical solutions that are aligned with client business objectives.
- Define and develop requirement documentation including descriptive text and process flows, to support technical specifications and platform delivery. Provides substantive input to meetings to assist in the design and implementation of requirements and to determine the impact of changes and the possible technical solutions to business needs.
- Works with developers to understand evolving systems.
- Drafts concept papers, use cases, or white papers to capture future changes to systems.
- Analyzes user needs and software requirements to determine approach and feasibility of design within time and cost constraints.
- Reviews existing programs and assists in making refinements, reducing operating time, and improve current techniques.
- Ensures follow-up with customers and providers; verifies completion of requirements with customers and service providers, ensuring expectations are properly met.

**Minimum Education:**

- IT Process Analyst IV ~ Bachelor’s Degree or equivalent and 8 years of relevant experience.
- IT Process Analyst III ~ Bachelor’s Degree or equivalent and 6 years of relevant experience.
- IT Process Analyst II ~ Bachelor’s Degree or equivalent and 4 years of relevant experience.
- IT Process Analyst I ~ Bachelor’s Degree or equivalent and 2 years of relevant experience.

**Job Title: Systems Engineer**

**General Experience:**
Ensure systems being developed comply with the enterprise technical architecture requirements and standards, assists project and program teams prepare for program quality reviews, and develops end-to-end cost analysis for projects.
Functional Responsibility:
Applies business process improvement practices to re-engineer methodologies and principles for business process modernization projects. Maintains a strong awareness of technical trends in information technology, develops and maintains a strong awareness of ongoing IT projects, and customer requirements; and provides analysis, design, development, deployment, and lifecycle support for innovative hardware systems and applications.

Key responsibilities:

- Analyzes business applications and designs specifications for complex system requirements.
- Applies activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques to systems development.
- Coordinates and links computer systems within an organization to increase compatibility and to facilitate information sharing.
- Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation.
- Assists in establishing standards for information systems procedures.
- Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems.
- Enhances software to reduce operating time or improve efficiency.
- Supports software development using formal specifications, data flow diagrams, other accepted design techniques and Computer Aided Software Engineering (CASE) tools.
- Prepares required documentation, including both program-level and user-level documentation.
- Tests, maintains, and monitors computer programs and systems, including coordinating the installation of computer programs and systems.

Minimum Education:

Systems Engineer III ~ Bachelor’s Degree or equivalent and 6 years of relevant experience.  
Systems Engineer II ~ Bachelor’s Degree or equivalent and 5 years of relevant experience.  
Systems Engineer I ~ Bachelor’s Degree or equivalent and 2 years of relevant experience.

Job Title:  Technical Trainer

General Experience:
Gathers, analyzes, and develops technical training information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents and presentation to be used for training of technical and non-technical personnel.

Functional Responsibility:
Develops and implements quality training materials to ensure compliance with quality assurance standards, guidelines, and procedures. Develops and executes software training utilizing various
courses, documents and reports for use in training both technical and business user personnel. Responsible for integrating the reports, graphics and system information generated from development efforts to develop both self-study and classroom training tools.

Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle to establish and maintain processes for evaluating training materials and associated documentation to keep them up-to-date.

**Key responsibilities:**

- Research new training technologies and implement it or recommend its implementation.
- Train people in computer system use.
- Work with other engineers, systems analysts and technicians in the design, testing and evaluation of training systems.
- Compose technical documents including user’s manuals, training materials, installation guides, proposals, and reports.
- Provide feedback and recommendations to developers on software usability and functionality
- Provide frequent contact with customers, traceability within program documents, and the overall training environment.
- Recommend changes to improve training systems and delivery processes.

**Minimum Education:**

Technical Trainer III ~ Bachelor’s Degree or equivalent and 6 years of relevant experience.
Technical Trainer II ~ Bachelor’s Degree or equivalent and 4 years of relevant experience.
Technical Trainer I ~ Bachelor’s Degree or equivalent and 2 years of relevant experience.

**Job Title: Functional Specialist**

**General Experience:**
Serves as the lead functional resource providing strategic oversight and planning for applications design. Coordinates the development of new software system applications to provide functional expertise in software design specifications, software prototypes and the demonstration of design functionality.

**Functional Responsibility:**
Analyzes, defines, and documents functional requirements for data, workflow, and business processes and customer experience. Leads development of system prototypes to demonstrate application of functional design principles. Participates and/or assigns functional experts for all major project reviews, monitors trends in software development and recommends training in software development methodologies. Develops functional program documentation including end-user operational instructions.
Key responsibilities:

- Analyzes, defines, and documents requirements for data, workflow and business processes.
- Develops functional guidance for applications developers, defining target platforms, interface designs, development patterns and styles, and development languages and tools to be used for implementations.
- Leads development of system prototypes to demonstrate application of design principles
- Monitors industry trends and directions; develops and presents substantive business recommendations to senior management
- Participates in the design, evaluation, selection, implementation and support of major applications development and production support tools and platforms
- Provides complete assessments of the functional characteristics of proposals and alternatives considered in applications design
- Assesses feasibility of system plans; establishes priorities; and develops and implements plans that adhere to established strategic business and system objectives
- Reviews and assesses proposals requesting changes or upgrades to existing applications
- Facilitates appropriate stakeholders to assess business operations and processes of assigned business unit to understand procedures, information flows and handoffs, decisions, communications pathways, etc.
- Analyzes user needs to determine functional requirements, identifies required tasks, understands their interrelationships, and identifies resources required for each task.
- Identifies and develops methods, plans, and documentation to streamline operating procedures, develops reports and systems to improve operations and achieve cost efficiencies, and encourages long-range planning to map goals and activities to results.
- Contributes to evaluation, analysis, and development of recommended solutions for complex problems by applying principles from areas of expertise including business process improvement, performance management, strategic business planning, organizational assessments, operations, etc.
- Defines and develops documentation to inform requirements such as decision rights, information flows and process hand-offs
- Performs user research, synthesizes research, used to create product strategy
- Creates information architecture, application flow maps, interactive prototype, and visual design artifacts

Minimum Education:

Functional Specialist III ~ Bachelor’s Degree or equivalent and 12 years of relevant experience.
Functional Specialist II ~ Bachelor’s Degree or equivalent and 8 years of relevant experience.
Functional Specialist I ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.
Job Title: IT Engineer

General Experience:
Performs a variety of engineering analysis, software, hardware, or network development, integration, testing, and maintenance tasks for purposes of integrating hardware and software products into environments or stand-alone networks.

Functional Responsibility:
Identifies and resolves computer engineering problems; defines, collects and implements computer engineering customer requirements for small to mid-scale, moderately complex projects; leads product evaluations; and develops procedures for and performs installation and configuration of hardware, software, or network products. Researches, designs, develops, and tests operating systems level software, compilers, and network distribution software computing applications. Sets operational specifications and formulates and analyzes software requirements. Applies principles and techniques of computer science, engineering, and mathematical analysis.

Key responsibilities:

- Designs and develops engineering solutions to meet customer requirements (e.g. writing, maintaining, testing, integrating, and implementing software, hardware, and associated documentation).
- Performs installation, configuration and maintenance of software and hardware network products.
- Builds infrastructure and develops procedures for installation of hardware, software, or network components
- Identifies and resolves a full range of complex computer engineering problems.
- Assists in identification and resolution of increasingly complex problems.
- Receives, tracks and responds to problems reported by customers (e.g., troubleshoots collaboration software, operating systems, web services, and database problems).
- Researches problems by accessing internal and external knowledge resources (vendor websites, internal engineering websites, and vendor documentation)
- Recommends alternative processes or long-term solutions to recurring problems.

Minimum Education:
IT Engineer IV ~ Bachelor’s Degree or equivalent and 10 years of relevant experience.
IT Engineer III ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.
IT Engineer II ~ Bachelor’s Degree or equivalent and 5 years of relevant experience.
IT Engineer I ~ Bachelor’s Degree or equivalent and 2 years of relevant experience.

Job Title: Document Specialist

General Experience:
Translates technical information into clear, readable documents to be used by technical and non-technical personnel.
Functional Responsibility:

Gathers, analyzes, and composes technical information for reporting purposes. Conducts research and ensures the use of proper technical terminology. Supports the creation of all types of documents and reports by developing and updating graphics presentations to improve the quality and enhance the usability of documents. Responsible for integrating the graphics with automated tools and the deliverable documents.

Key responsibilities:

- Composes technical documents including, user's manuals, training materials, installation guides, proposals, and reports.
- Conducts research and ensures the use of proper technical terminology.
- Edits functional descriptions, system specifications, user’s manuals, special reports, or any other customer deliverables and documents.
- Organizes material and completes writing assignment according to set standards regarding order, conciseness, style, and terminology.
- Provide documentation, requirements and information updates
- Demonstrates strong oral and written communication skills in order to articulately express complex technical concepts to both technical and non-technical audiences.

Minimum Education:

Document Specialist IV ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.  
Document Specialist III ~ Bachelor’s Degree or equivalent and 5 years of relevant experience.  
Document Specialist II ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.  
Document Specialist I ~ Bachelor’s Degree or equivalent and 0 years of relevant experience.

Job Title: Project Controller

General Experience:
Plans, directs, and coordinates computer-related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of a program, and develops long-term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract.

Functional Responsibility:
Provides management oversight of all project personnel and ensures high quality and acceptable task completion and deliverables from contract personnel. Responsible for the delivery of services to the customers as agreed to (by contract, SLA, by task order, etc) Plans, directs, and coordinates activities in computer related activities including electronic data processing, information systems, systems analysis, and computer programming. Performs day-to-day management of the program, and develops long term and strategic objectives to ensure that end user requirements will be satisfied in future years of the contract.
Performs horizontal integration planning, and interface with other functional areas. Ensures technical solutions and schedules are implemented in a timely manner. Provides supervision, training, and direction to contract staff, single point of contact for non-routine to moderately complex installation projects for communication networks. Accountable for meeting contractual performance criteria and due dates during service delivery, and successful overall project completion.

**Key responsibilities:**

- Directs daily operations of projects by analyzing workflow, establishing priorities, developing standards and setting deadlines.
- Ensures that project tasks are completed within the deadlines, contract personnel are qualified to perform the task, and potential personnel problems are pre-empted.
- Establishes and implements processes and procedures enabling the project team to rapidly respond to surge requirements for increased project personnel.
- Coordinates activities such as installation and upgrading of hardware and software, programming and systems design, development of computer networks, and implementation of Internet and intranet sites.
- Assigns and reviews work of systems analysts, programmers, other computer-related workers.
- Consults and coordinates with the appropriate project personnel for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.
- Analyzes computer and information needs from an operational and strategic perspective and determines immediate and long-range personnel and equipment requirements.
- Consults and coordinates with for problem resolution, task scheduling, new resource requirements, training needs, and task clarification.

**Minimum Education:**

Project Controller III ~ Bachelor’s Degree or equivalent and 12 years of relevant experience.
Project Controller II ~ Bachelor’s Degree or equivalent and 10 years of relevant experience.
Project Controller I ~ Bachelor’s Degree or equivalent and 8 years of relevant experience.

**Job Title:** IT Delivery Manager

**General Experience:**
Serves as the senior technical manager for applications and is responsible for managing staff in the performance of the design, development, implementation and maintenance of applications, databases and websites.

**Functional Responsibility:**
Responsible for directing and monitoring the development, implementation, and maintenance of applications, databases and web applications in support of current and future mission needs. Works collaboratively with senior management to develop and implement long-range plans,
assess project and program feasibility, perform cost versus benefit analysis, prioritize projects and initiatives, and make major architectural design decisions.

Duties include reviewing application/systems architecture and designs to assess risk, trade-offs and alternative solutions, coordinating with the organization’s data architects to ensure the synchronization of organizational data and developing and implementing system plans that address the information requirements of the enterprise.

Key responsibilities:

- Conducts long range planning; evaluates project feasibilities and priorities; develops and tracks project schedules and budgets.
- Develops and implements system plans that address information requirements of the enterprise and adheres to established strategic business and systems objectives.
- Directs and monitors the technical planning, development, implementation and maintenance of applications, databases and web applications.
- Reviews application/systems architecture and designs to assess risks, tradeoffs and alternative solutions
- Ensures complex system problems are resolved
- Maintains currency on tools, methodologies, technologies and programming languages
- Manages and provides direction and guidance to staff or contractors in the performance of design, development, implementation and maintenance of applications, databases and websites.
- Coordinates on staff resource decisions to meet customer strategic goals
- Reviews and prepares complex correspondence, procedures, manuals, reports, briefings and technical designs.

Minimum Education:

IT Delivery Manager IV ~ Bachelor’s Degree or equivalent and 15 years of relevant experience.
IT Delivery Manager III ~ Bachelor’s Degree or equivalent and 8 years of relevant experience.
IT Delivery Manager II ~ Bachelor’s Degree or equivalent and 5 years of relevant experience.
IT Delivery Manager I ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.

Job Title: Integration Specialist

General Experience:
Responsible for maintaining integrity of systems by defining requirements architecture consistent with the enterprise architecture and interfaces. Plans, implements, tests, documents, and maintains consistent solutions using internally created and/or commercial off-the-shelf products.

Functional Responsibility:
Provides end-to-end project support of the life cycle. Provides a total systems perspective including a technical understanding of relationships, dependencies and requirements of hardware and software components. Coordinates with other team members and ensures problem solution,
appropriate risk reduction, and user satisfaction. Makes recommendations, if needed, on test and evaluation strategies for major systems’ installations. Provides coordination in the analysis, acquisition and installation of hardware and software. Prepares engineering plans and site installation technical design packages. Assesses and documents current site network configuration and user requirements.

**Key responsibilities:**

- Gathers data pertaining to customer needs, and uses the information to identify, predict, interpret, and evaluate system and network requirements.
- Consults customers, visits workplaces or conducts surveys to determine present and future user needs.
- Coordinates with vendors and with company personnel to facilitate purchases.
- Designs, configures, and tests computer hardware, networking software and operating system software.
- Establishes functional and technical specifications and standards, solves hardware and software interface problems, defines input/output parameters, and ensures integration of the entire systems or subsystem.
- Estimates software-testing costs and schedule.
- Identifies and analyzes all or part of a component's existing or new peripheral, network, and telecommunications systems requirements, taking into consideration the special technology needs.
- Recommends changes to improve systems and network configurations, and determines hardware or software requirements related to such changes.
- Researches new technology and develops recommendations for implementation.

**Minimum Education:**

Integration Specialist III ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.
Integration Specialist II ~ Bachelor’s Degree or equivalent and 6 years of relevant experience.
Integration Specialist I ~ Bachelor’s Degree or equivalent and 0 years of relevant experience.

**Job Title: System/Software Analyst**

**General Experience:**
Identifies and determines software and process/procedural solutions to business problems. Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations.

**Functional Responsibility:**
Responsible for analyzing internal and external customer needs. Establishes system parameters and formats, and ensures hardware/software compatibility. Analyzes science, engineering, business, and all other data processing problems for application to IT processing systems. Analyzes and recommends commercially available software. Performs process and data modeling in support of the analysis efforts using both manual and automated tools. Constructs
sound, logical business improvement opportunities consistent with established business principles, cost savings, and system architecture objectives.

**Key responsibilities:**

- Analyzes information processing or technical needs and designs computer systems using techniques such as structured analysis, data modeling and information engineering.
- Confers with clients regarding the nature of the information processing or computation needs a computer program is to address.
- Defines the goals of the system and devises flow charts and diagrams describing logical operational steps of programs.
- Analyzes new hardware and software to determine their application in the existing or proposed system.
- Assesses the usefulness of pre-developed application packages and adapts them to a user environment.
- Coordinates and links the computer systems within an organization to increase compatibility and so information can be shared.
- Develops, documents and revises system design procedures, test procedures, and quality standards.
- Prepare cost-benefit and return-on-investment analyses to aid in decisions on system implementation.
- Reviews documentation describing system specifications and operating instructions, and revises existing processes and procedures to correct deficiencies and maintain more effective data handling, conversion, input/output requirements and storage.
- Tests, maintains, and monitors computer programs and systems.
- Trains staff and users to work with computer systems and programs.

**Minimum Education:**

System/Software Analyst IV ~ Bachelor’s Degree or equivalent and 7 years of relevant experience.
System/Software Analyst III ~ Bachelor’s Degree or equivalent and 5 years of relevant experience.
System/Software Analyst II ~ Bachelor’s Degree or equivalent and 3 years of relevant experience.
System/Software Analyst I ~ Bachelor’s Degree or equivalent and 1 years of relevant experience.

**Education/Experience Equivalencies:**

- Each year of college-level study (up to a maximum of 2 years for Associates, 4 years for a Bachelors, 6 years for Masters, and 8 years for a PHD) is equivalent to nine months of experience, and vice versa.
- Directly related, computer or Military experience may substitute for undergraduate and graduate degrees at an equivalent rate (i.e. nine months of experience equals one academic year of study).
- Relevant certifications equates to three (3) months of experience.
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ABOUT SLALOM, LLC

Background

Founded in 2001, Slalom Consulting designs and builds strategies and systems to help our clients solve some of their most complex and interesting business challenges. We have a model of serving clients primarily with local consultants, backed by our network of worldwide offices and expertise.

Results-Based Consulting


Slalom Consulting is recognized in the marketplace for delivering high quality results. Our consultants are highly experienced practitioners who operate independently while executing on projects and programs that are critical to our clients. Our leaders work seamlessly with our partners, building frameworks and approaches where needed and working to identify solutions to complex problems. To ensure we have depth and reach of our offerings, Slalom maintains strategic alliances with Microsoft, Oracle, Salesforce.com, Tableau and many other business partners.

Brief History ~ Disciplines and Practice Areas

At Slalom, we help public and private organizations across an array of disciplines, some of which are listed below. Slalom Consulting thoroughly invests in these disciplines by establishing top leadership and talent, developing strategic partnerships as needed, and providing all support necessary to ensure best in class thought leadership and project delivery. We group expertise into multiple practice lines which results in a focused knowledge base with thorough subject matter expertise. The delivery of our solutions often engages multiple Slalom practice areas and disciplines, which include:

- Customer engagement
- Delivery Leadership
- Information Management and Analytics
- Organizational Effectiveness
- Products and Innovation
- Strategy and Operations
- Technology Enablement
Resources ~ Experience and Enthusiasm

At Slalom, we utilize local consultants with full-time employment status to meet the strategic pursuits of our clients, which results in consultants with strong connections to the businesses, industries and communities where they live and work. Slalom’s local model, and focus on putting people first, helps us attract and retain talented, experienced consultants. Some of our numerous awards include being ranked in the "Top 10 Best Firms to Work For" by Consulting Magazine four times, and earning recognition from Microsoft as a Partner of the Year five times.

Slalom is renowned for our highly experienced, locally-based teams and consultants. This local model benefits our clients by providing: (1) consultants who are committed to taking care of customers and building long-lasting relationships in their own communities, (2) immediate access to Slalom leadership if the need arises, and (3) expertise without the added expense of travel. Slalom makes a significant investment in providing training opportunities to our employees for long-term career success; effectively meeting the needs of our consultants while building a robust set of tools and solutions for our clients.