On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage™, a menu-driven database system. The INTERNET address for GSA Advantage™ is: GSAAdvantage.gov.

Multiple Award Schedule
Current through Mod PA-0018 on 08/18/2020

Contract number: GS-35F-0544S

Contract period: July 24, 2016 to July 23, 2026

Digitek Software, Inc.
650 Radio Drive
Lewis Center, OH 43035
DUNS: 958974008 CAGE Code: 1J3M7
Voice: 614-764-8875 x 102 Fax: 614-792-5840
Contact: Pankaj Oza Email: pankaj@digiteksoftware.com

Contractor’s internet address/web site where schedule information can be found: www.digiteksoftware.com

Business size: Small

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

SINs
54151S – Professional IT Services
OLM – Order Level Materials

1b.

<table>
<thead>
<tr>
<th>SINs</th>
<th>D399</th>
<th>Service</th>
<th>Price</th>
<th>Discount</th>
<th>%</th>
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<tbody>
<tr>
<td>54151S</td>
<td></td>
<td>Help Desk Specialist</td>
<td>$38.00</td>
<td>$36.27</td>
<td>5.26</td>
</tr>
</tbody>
</table>

1c. DESCRIPTION OF IT SERVICES AND PRICING

FPDS D311 Data Analyst I

Under general direction, verifies and maintains accurate data in the master and control files of a data base in a user environment. Identifies, researches and analyzes data errors or inconsistencies within a data base system. Determines appropriate corrective actions. May discuss problems and solutions with data base users. Updates master and control files as needed. Generates and reviews system reports. Responds to requests for reports or information. Maintains documentation on system files and reports. May recommend data base improvements or coordinate system modifications with the appropriate personnel.

Possesses a bachelor's degree and has three (3) years experience in the field OR Possesses a Master's degree and has two (2) years experience in the field.

FPDS D311 Data Analyst II
Under minimal direction, creates design of data tables in the master and control files of a database in a user environment. Analyzes data requirements of business and develops strategies to eliminate inconsistencies within a database system. Recommends business solutions based on customer requirements and industry trends. Leads, plans, schedules, and controls complex projects and activities with customers, support groups, and vendors on concurrent projects. Applies extensive knowledge of the customer's business and industry to develop project specifications. Leads the training of customers and peers.

Possesses a bachelor's degree and has five (5) years experience in the field OR Possesses a Master's degree and has three (3) years experience in the field.

### FPDS D310 Database Administrator

Under minimal direction, in addition to Database Administrator I related functions manages the development of database projects. Provides daily supervision and direction to support staff. Performs database backup, restore, granting of user rights and performance improvement tasks. Reviews system and programming designs to ensure efficient use of database resources.

Possesses a bachelor's degree and has five (6) years experience in the field OR Possesses a Master's degree and has three (4) years experience in the field.

### FPDS D308 ERP Consultant

Working under minimal supervision, performs evaluation, customizations and implementation tasks for Enterprise Resource Planning (ERP) software using broad industry experience, including industry best practices and extensive ERP software knowledge. Leads parts of the project and creates project methodology as needed. Provides knowledge of multiple functional areas or other areas of expertise* with hands-on experience in multiple ERP software modules and has the ability to transfer knowledge and skill. Accomplished at several professional level roles, both functional and technical, and knowledgeable about applying technology to business operations in multiple industries. Applies industry best practices, ERP software knowledge, and experience to lead overall business requirements gathering sessions and makes overall business process recommendations. Develops or executes functional and technical specifications, modifications, enhancements and testing for complex interfaces, module integration, system extensions, and reporting systems. Executes project plan tasks and other duties as assigned. Provides regular status on tasks and issues. Coordinates resources and occasionally assumes project management responsibilities.


Possesses a bachelor's degree and has six (5) years experience in the field OR Possesses a Master's degree and has four (3) years experience in the field.

### FPDS D399 Help Desk Specialist

Serves as the initial point-of-contact for troubleshooting hardware/software, PC, and printer problems. Provides phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under current contract or predecessors.

Possesses an Associates degree or other equivalent degree program and has two (2) years experience in the field OR Possesses a bachelor's degree.
FPDS D308 Programmer Analyst I

Under immediate direction, performs assigned portions of design, programming, and documentation for all IT or ADP systems. Participates in assigned phases of software development with emphasis on the programming, testing acceptance phases. Supports the preparation of technical reports and related documentation. Responsible for specific aspects of assigned projects.

Possesses a bachelor's degree and has three (3) years experience in the field OR Possesses an Associates degree or other equivalent program and has five (5) year experience in the field.

FPDS D308 Programmer Analyst II

Under general direction, performs assigned portions of design, programming, and documentation for all IT or ADP systems. Participates in assigned phases of software development with emphasis on the programming, testing acceptance phases. Supports the preparation of technical reports and related documentation. Responsible for specific aspects of assigned projects.

Possesses a bachelor's degree and has four (4) years experience in the field OR Possesses a Master's degree and has two (2) years experience in the field.

FPDS D308 Programmer Analyst III

Under limited direction, performs assigned portions of design, programming, and documentation for all IT or ADP systems. Participates in assigned phases of software development with emphasis on the programming, testing acceptance phases. Supports the preparation of technical reports and related documentation. Responsible for specific aspects of assigned projects. Handles more complex coding and development tasks.

Possesses a bachelor's degree and has six (6) years experience in the field OR Possesses a Master's degree and has four (4) years experience in the field.

FPDS D308 Programmer Analyst IV

Under minimal direction, performs assigned portions of design, programming, and documentation for all IT or ADP systems. Participates in assigned phases of software development with emphasis on the programming, testing acceptance phases. Prepares technical reports and related documentation. May be responsible for completion of a phase of a project. Provides guidance and training to less experienced programmers. Reviews code and helps junior programmer in the team

Possesses a bachelor's degree and has eight (8) years experience in the field OR Possesses a Master's degree and has six (6) years experience in the field.

FPDS D399 IT Project Manager I (Project Lead I)

Responsible for coordinating, defining, staffing, and managing one or multiple projects. Works across the business, management, Quality Assurance and Testing, Systems Analyst, Software Development, and Technical Writing teams to ensure the delivery of a high quality software application. Primary technical point of contact with higher-level Project Manager(s) and/or Program Manager and various technical personnel on project. Develops project schedules, coordinates project status meetings, manages resources
in all phases of software development lifecycle. Works with the project business owner to oversee delivery performance, ensure delivery quality and report schedule, cost, and execution performance.

Possesses a bachelor's degree and has five (5) years experience in the field OR Possesses a Master's degree and has three (3) years experience in the field.

**FPDS D399 IT Project Manager II (Project Lead II)**

Directs the performance of a variety of highly technical projects which may be organized by technology, program or client. Oversees the technology development and/or application, and resource allocation within program client base. Project areas typically include engineering, integration, test, systems analysis, quality assurance, etc. Responsible for the quality and timely delivery of all contractual items. Operates within client guidance, contractual limitations, and Company business and policy directives. Serves as focal point of contact with client regarding program activities. Ensures that all required resources are available for program implementation. Maintains the development and execution of business opportunities based on broad, general guidance. Confers with junior project manager to provide technical advice and to assist with problem resolution. Possesses a bachelor's degree and has nine (9) years experience in the field OR Possesses a Master's degree and has seven (7) years experience in the field.
FPDS D399 Quality Assurance Analyst

Under limited direction, involved within the Software Development Lifecycle to test software applications and ensure that they meet specifications. Involved in design, development and execution of test cases, test reports, test plans, test schedules and procedures. Gathers and analyzes quality statistics and documents findings for management.

Possesses a bachelor's degree and has five (5) years experience in the field OR Possesses a Master's degree and has three (3) years experience in the field.

FPDS D306 Systems Analyst

Experienced in identifying and assessing requirements for new or modified information systems Performs detailed systems analysis, interprets written specifications, and conducts module and integration testing. Performs analysis of computer systems.

Possesses a bachelor's degree and has five (5) years experience in the field OR Possesses a Master's degree and has three (3) years experience in the field.

FPDS D399 Senior Consultant/Architect

Responsible for all or part of the systems and/or business intelligence architecture, analysis and/or design. Responsibilities may include object modelling, performance, database/architecture design, operation and maintenance, availability, sustainability and stability of the system/architecture etc. Possesses a bachelor's degree and has seven (7) years’ experience in the field OR Possesses a Master's degree and has three (5) years’ experience in the field.

FPDS D399 IT Technical Writer

Independently prepares various system documentation, user manuals, help menus, installation guides that includes text material as well as flow charts and diagrams to convey the technical information in simple English. Interacts with users and subject matter experts to gather the documentation requirements and incorporate them in the respective technical and user documentation

Possesses a bachelor's degree and has six (6) years experience in the field OR Possesses a Master's degree and has five (5) years experience in the field.

2. Maximum order. 54151S: $500,000; OLM: $250,000
3. Minimum order. $100.00
4. Geographic coverage (delivery area). 50 United States; District of Columbia; Puerto Rico
5. Point(s) of production (city, county, and State or foreign country). Not Applicable
7. Quantity discounts. None
8. Prompt payment terms. ½% - 10 days from receipt of invoice or date of acceptance, whichever is later.

9. Foreign items (list items by country of origin). None.

10a. Time of delivery. (Contractor insert number of days.) As negotiated with ordering agency and the contractor.

10b. Expedited Delivery. As negotiated with ordering agency and the contractor.

10c. Overnight and 2-day delivery. As negotiated with ordering agency and the contractor.

10d. Urgent Requirements. As negotiated with ordering agency and the contractor.

11. F.O.B. point(s). Destination.

12a. Ordering address.
650 Radio Drive
Lewis Center, Oh 43035

12b. 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.

13. Payment address.
650 Radio Drive
Lewis Center, Oh 43035


15. Export packing charges, if applicable. Not Applicable

16. Terms and conditions of rental, maintenance, and repair (if applicable). Not Applicable

17. Terms and conditions of installation (if applicable). Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable

18b. Terms and conditions for any other services (if applicable). Not Applicable

19. List of service and distribution points (if applicable). Not Applicable

20. List of participating dealers (if applicable). Not Applicable

21. Preventive maintenance (if applicable). Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable

22b. 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. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov. www.digiteksoftware.com

23. Data Universal Number System (DUNS) number. 958974008

24. Contractor is registered in the SAM database. Current and valid.
**Final Pricing:**
The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

<table>
<thead>
<tr>
<th>SIN</th>
<th>LABOR CATEGORY TITLE</th>
<th>GSA PRICE</th>
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</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Data Analyst I</td>
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<tr>
<td>54151S</td>
<td>Data Analyst II</td>
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<td>Database Administrator</td>
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<td>54151S</td>
<td>ERP Consultant</td>
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<td>54151S</td>
<td>Help Desk Specialist**</td>
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<td>54151S</td>
<td>Programmer Analyst I</td>
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<td>54151S</td>
<td>Programmer Analyst II</td>
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<td>Programmer Analyst III</td>
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<td>IT Project Manager II (Project Lead II)</td>
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<td>Systems Analyst</td>
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<td>Senior Consultant/Architect</td>
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<tr>
<td>54151S</td>
<td>IT Technical Writer</td>
<td>$70.53</td>
</tr>
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</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).