GENERAL SERVICES ADMINISTRATION

MULTIPLE AWARD SCHEDULE (MAS)

SIN 54151S - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES (IT)

SIN OLM – ORDER LEVEL MATERIALS –
OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.

REMEDYBIZ, INC.
43471 FREEPORT PL
DULLES, VA 20166-2158
Phone: 408-836-5893 Fax: 703-738-7170
Duns No. 800750155
E-mail: babug@remedybiz.com
http://www.remedybiz.com

Contract Number: GS-35F-0576V
Business Size: Small

Period Covered by Contract: July 14, 2019 to July 13, 2024

REMEDYBIZ INC is a Minority Owned Small Business

Pricing current through modification PS-A812;3/8/2020
General Services Administration Federal Acquisition Service

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service’s Home Page via the Internet at http://www.fss.gsa.gov/
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INFORMATION FOR ORDERING
ACTIVITIES APPLICABLE TO ALL SPECIAL
ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

[ ] The Geographic Scope of Contract will be domestic and overseas delivery.
[ ] The Geographic Scope of Contract will be overseas delivery only.
[X ] The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION

43471 FREEPORT PLACE
DULLES, VA 20166-2158

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:
408-836-5893
3. LIABILITY FOR INJURY OR DAMAGE
The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279

- Block 9: G. Order/Modification Under Federal Schedule
- Block 16: Data Universal Numbering System (DUNS) Number: 800750155
- Block 30: Type of Contractor - Small Business
- Block 31: Woman-Owned Small Business - No
- Block 36: Contractor's Taxpayer Identification Number (TIN): 06-1722770

4a. CAGE Code: 4SL52
4b. Contractor has registered and active in System for Award Management (SAM) database.

5. FOB DESTINATION
N/A - Services

6. DELIVERY SCHEDULE

a. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS
Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: None
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers.
- e. Other

8. TRADE AGREEMENTS ACT OF 1979, as amended

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.
9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING
Not Applicable

10. SMALL REQUIREMENTS  The minimum dollar value of orders to be issued is $100.

11. MAXIMUM ORDER  (All dollar amounts are exclusive of any discount for prompt payment.)
   a. The Maximum Order value for the following Special Item Numbers (SINs) is $500,000:

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS
Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order
or establishing a BPA for supplies or services. These procedures apply to all schedules.
   a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
   b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS
    REQUIREMENTS
Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards
Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific
products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication
Standards (FED-STDs), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS)
Information Technology products under this Schedule that do not conform to Federal Information Processing Standards
(FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication."
Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce,
National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their
availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal
Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use.
Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be
referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDs)
Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-
STDs) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD."
Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and
Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of
FED-STDs should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L’Enfant Plaza,
Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label
when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the
U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone
number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)
   (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security
       clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such
       security clearances should be factored into the price offered under the Multiple Award Schedule.
(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub. L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor’s participation in such order may be restricted in accordance with FAR Part

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency’s order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency’s order.

(i) Government-Furnished Property: As specified by the agency’s order, the Government may provide property, equipment, materials or resources as necessary.

(j) Availability of Funds: Many Government agencies’ operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government’s obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

(k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity’s convenience, and (m) Termination for Cause (See 52.212-4)

16. GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

(1) Manufacturer;
(2) Manufacturer's Part Number; and
(3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is http://www.fss.gsa.gov/.

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open
market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if:

1. All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
2. The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
3. The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
4. All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

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

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

None

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of $2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings
or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 54151S.

23. SECTION 508 COMPLIANCE.

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

   Section 508 compliance is in process. The EIT standard can be found at: www.Section508.gov.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order —

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement

This order is placed under written authorization from date to date.

In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997) (FAR 52.228-5)

   (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

   (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective —

      (1) For such period as the laws of the State in which this contract is to be performed prescribe; or

      (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

   (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item’s interface may be identified as interoperable on the basis of participation in a Government agency-
sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at http://www.core.gov.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)
## LABOR CATEGORY DESCRIPTIONS

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Min/ Gen Years of Experience</th>
<th>Functional Responsibility</th>
<th>Educational Requirements</th>
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<tbody>
<tr>
<td>Subject Matter Expert</td>
<td>12 years</td>
<td>Expert, authority in discipline typically with ten to twelve years of experience; applies advanced concepts, theories, and principles and contributes toward the development of new principles and concepts; works unusually complex problems with consultative direction; Manages and coordinates the implementation of system applications through all phases of the systems development life cycle, including planning, requirements analysis, design, development, testing, training, installation, and evaluation. Provides technical expertise and guidance in creating technical or functional ERP architecture. Ensures conformance with work standards. Interprets policies, procedures, and goals and objectives for the organization. Coordinates work effort with all parties to ensure problem resolution and user satisfaction. Reviews work products for quality, completeness, and adherence to design concepts and user requirements. Supports development of cultural change management materials and customer training. Provides technical and functional input into business case analysis and supports analysis of technical alternatives.</td>
<td>BA/BS or higher in Computer Science, Information Systems, Business, or related field and/or equivalent experience.</td>
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<td>Systems Analyst</td>
<td>4 years</td>
<td>Provide functional or technical support during deployment and post-deployment activities that may include project management, requirements analysis, business process design and configuration, development, testing, training and/or post-deployment support.</td>
<td>BA/BS or higher in Computer Science, Information Systems, Business, or related field and/or equivalent experience.</td>
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<tr>
<td>Help Desk Support I</td>
<td>2 years</td>
<td>Under general Supervision, consultant does help desk support operations. Establishes processes by which problems are controlled. Reports various statistical analyses of help desk operations to client management. Provides support for help desk operations. Responsible for receiving phone calls in a courteous and competent manner. Emphasizes high quality service in responding to user’s requests. Ensures call closure.</td>
<td>Associate’s degree or equivalent from two-year college or technical school</td>
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<tr>
<td>Help Desk Support II</td>
<td>4 years</td>
<td>Supervises and may serve as lead for help desk support operations. Establishes processes by which problems are controlled. Reports various statistical analyses of help desk operations to client management. Provides support for help desk operations. Responsible for receiving phone calls in a courteous and competent manner. Emphasizes high quality service in responding to user’s requests. Ensures call closure.</td>
<td>Associate’s degree or equivalent from two-year college or technical school</td>
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<td>Senior Functional Specialist</td>
<td>12 years</td>
<td>Consultants who fulfill this role are likely to have accounting, manufacturing, distribution, or human resources IT management systems background, thorough understanding of the applications and experience in implementing application systems. This functional knowledge is applied to the IT systems and applications for advising, guiding, and supporting the project team on the use, implementation, and maintenance of applications, ensuring maximum benefits from the application products, completing tasks and deliverables assigned by the project manager, keeping the project manager informed of progress and issues in a timely manner. Detailed functional analysis and gap/fit analysis of Government-Off-the-Shelf (GOTS) and/or Commercial-Off-the-Shelf (COTS) software packages; GOTS/COTS package selection and business case development; IT solution architectural analysis and design; Detailed migration planning and trade-off analysis; GOTS/COTS software installation and configuration for multiple functional modules of enterprise software; Software and system developmental and acceptance testing; and Legacy system interface design, development, and implementation. Individual is also experienced and knowledgeable in the latest industry trends and developments in enterprise IT solutions, including such topics/products as: SAP</td>
<td>Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.</td>
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<td>Senior Solution Architect</td>
<td>12 years</td>
<td>Senior architect to top management; recognized expert exhibiting an exceptional degree of ingenuity, creativity, and resourcefulness; applies and/or develops highly advanced technologies, scientific principles, theories, and concepts; often acts independently to resolve issues associated with the development and implementation of operational programs; plans R&amp;D programs and recommends technological application programs to accomplish long-range objectives; self-supervised; erroneous decisions would have a prolonged negative effect on organization’s reputation, business, and financial posture; typically, prime spokesperson to customer on company capabilities and future efforts; managerial/leadership experience or necessary skills.</td>
<td>Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.</td>
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<tr>
<td>Senior Database Administrator</td>
<td>12 years</td>
<td>Collects requirements for large database system functionality, performance and operations. Conceives, designs, implements and documents database systems. Designs and maintains a data dictionary and descriptions of data relationships. Ensures accuracy and accessibility of system data, and provides for data backup. Incorporates appropriate data security, access and update controls for the system. Provides for standard data reports and accommodates special report requests. Provides technical expertise for the production of detailed database designs and design documentation, including data models, and data flow diagrams. Evaluates and configures DBMS products to match user requirements with system capabilities. Determines file organization, indexing methods, and security procedures for system databases. Plans coordinate conversion and migration of existing (or legacy) databases to state of the art DBMS.</td>
<td>Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.</td>
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<td>Senior Development Specialist</td>
<td>12 years</td>
<td>Provide analysis, develop and support multiple applications with the Government-Off-the-Shelf (GOTS) and/or Commercial-Off-the-Shelf (COTS) software packages; Good Application Technical knowledge; Familiarity and experience with AIM methodologies; Candidate with Application Development experience including technical design, programming and testing of customized online or batch functionality. Additional responsibilities include debugging vendor delivered processes, applying fixes or upgrades, assisting with data conversion, developing interfaces with other applications and performance tuning; Good understanding of Oracle Applications Interface; Strong Application Architecture experience with good understanding of Concurrent Manager Program Registration, AOL and System Administration; Strong Reports and Forms, PL/SQL experience; Knowledgeable with Oracle Applications Developer's Guide, Oracle Applications User Interface Standards for Forms-based Products. Knowledgeable in SQL tuning (specifically concerning tables, indexes, SQL queries, etc).</td>
<td>Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.</td>
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<tr>
<td>Technical Writer</td>
<td>3 Years</td>
<td>Oversees the writing of technical reports, brochures, and manuals for internal documentation, client reference, or publications. Researches, organizes, writes, edits, and reproduces data for use in a wide variety of complex technical publications requiring in-depth knowledge and understanding of the subject matter. Recommends overall organization and layout, editorial standards and publication methods. Coordinates publication with outside sources and vendors as needed. Develops department editing standards and styles. May provide work Leadership for lower-level employees.</td>
<td>Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.</td>
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<tr>
<td>Training Specialist</td>
<td>4 Years</td>
<td>Supervise and has overall responsibility for conducting customized training classes. Develops training plans and the associated curricula. Identifies the resources necessary to implement the plan and ensures that training is conducted in accordance with the plan. Identifies and analyzes training considerations such as central vs. regional, hands-on vs. classroom, train-the-trainer vs. train-the-user, etc.</td>
<td>Possesses a BA/BS degree or higher in Information Systems, Computer Science, Engineering, Business, or related field.</td>
</tr>
<tr>
<td>Subject Matter Expert II</td>
<td>15 Years</td>
<td>Principal expert in assigned discipline with commensurate experience to address exceptionally complex problems and processes relating to the subject matter. Performs high-level scientific/mathematical/functional analysis and/or research. Provides advise and expertise to project teams and participate in all phases of development by providing high level functional systems analysis, design, integration, documentation, and implementation advice on exceptionally complex problems which require formal education in the subject matter for effective implementation. Participates as needed in all phases of development with emphasis on the planning, analysis, testing, integration, documentation, and acceptance phases. Responsibilities including directing and/or participating in the design and development of operational prototypes. Liaises with other technical personnel, clients, and managers.</td>
<td>Master’s degree. Three (3) years specialized experience and a Bachelor’s degree relevant to the subject matter may be substituted for the Master’s degree.</td>
</tr>
<tr>
<td>Labor Category</td>
<td>Min/ Gen Years of Experience</td>
<td>Functional Responsibility</td>
<td>Educational Requirements</td>
</tr>
<tr>
<td>-----------------------------</td>
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</tr>
<tr>
<td>Principle Subject Matter Expert</td>
<td>20 Years</td>
<td>Expert in assigned discipline with commensurate experience at the enterprise level to address exceptionally complex business problems and processes relating to the subject matter. Performs high-level business/scientific/mathematical/functional analysis and/or research. Provides advice and expertise to project teams and participates in all phases of development by providing high level functional systems analysis, design, and integration, documentation, and implementation advice on exceptionally complex problems which require formal education in the subject matter for effective implementation. Participates and/or leads as needed in all phases of the design and development with emphasis on the planning, analysis, testing, integration, documentation, and acceptance phases. Liaises with other technical personnel, clients, and managers.</td>
<td>Master’s degree. Six (6) years specialized experience and a Bachelor’s degree relevant to the subject matter may be substituted for the Master’s degree.</td>
</tr>
</tbody>
</table>


# PRODUCTS AND SERVICES PRICELIST

<table>
<thead>
<tr>
<th>Labor Categories</th>
<th>GSA Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Systems Analyst</td>
<td>$83.62</td>
</tr>
<tr>
<td>Subject Matter Expert</td>
<td>$135.01</td>
</tr>
<tr>
<td>Help Desk Support I</td>
<td>$82.11</td>
</tr>
<tr>
<td>Help Desk Support II</td>
<td>$96.72</td>
</tr>
<tr>
<td>Senior Functional Specialist</td>
<td>$168.25</td>
</tr>
<tr>
<td>Senior Solution Architect</td>
<td>$185.68</td>
</tr>
<tr>
<td>Senior Database Administrator</td>
<td>$185.68</td>
</tr>
<tr>
<td>Senior Development Specialist</td>
<td>$168.25</td>
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<tr>
<td>Technical Writer</td>
<td>$78.18</td>
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<tr>
<td>Training Specialist</td>
<td>$97.73</td>
</tr>
<tr>
<td>Subject Matter Expert II</td>
<td>$244.32</td>
</tr>
<tr>
<td>Principle Subject Matter Expert</td>
<td>$298.07</td>
</tr>
</tbody>
</table>

GSA discount rates include the IFF. All rates are fully burdened.

*END OF DOCUMENT*