GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List

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 GSA Advantage® is: GSAAdvantage.gov.

Multiple Award Schedule

LARGE CATEGORY:
INFORMATION TECHNOLOGY

SUBCATEGORIES:
AUTOMATED CONTACT CENTER SOLUTIONS
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

SIN 561422 - TERMS AND CONDITIONS APPLICABLE TO AUTOMATED CONTACT CENTER SOLUTIONS (ACCS)
SIN 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

Senture, LLC
460 Industrial Boulevard
London, KY 40741
T: 606.877.6670
F: 606.877.6672
www.senture.com

Contract Number: GS-35F-0623R
Period Covered by Contract: May 31, 2005 through May 30, 2025
General Services Administration
Federal Supply Service
Pricelist updated through PS-0031

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.
1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

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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. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. Prices included herein are net prices and discounts have been applied.

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. Please refer to the Labor Category Descriptions.

2. Maximum order
$500,000

3. Minimum order
$100

4. Geographic coverage (delivery area).
*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.

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

6. Discount from list prices or statement of net price.
Prices included herein are net prices and discounts have been applied.

7. Quantity discounts.
None
8. Prompt payment terms.
    0% - Net 30 Information for Ordering Offices: Prompt payment terms cannot be negotiated out of
    the contractual agreement in exchange for other concessions.

9. Foreign items (list items by country of origin).
    Not Applicable

10a. Time of delivery.
    As Negotiated between the Contractor and the Ordering Activity

10b. Expedited Delivery.
    As Negotiated between the Contractor and the Ordering Activity

10c. Overnight and 2-day delivery.
    As Negotiated between the Contractor and the Ordering Activity

10d. Urgent Requirements.
    As Negotiated between the Contractor and the Ordering Activity

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

12a. Ordering address.
    Senture, LLC
    460 Industrial Boulevard
    London, KY 40741

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.
    Senture, LLC
    460 Industrial Boulevard
    London, KY 40741

14. Warranty provision.
    Not Applicable

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).
    None

19. List of service and distribution points (if applicable).
    None

20. List of participating dealers (if applicable).
    None

21. Preventive maintenance (if applicable).
    None

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/.

23. UEI: Unique Entity Identifier.
    GC51JCDRQP95

26. Notification regarding registration in SAM.gov
    Senture, LLC maintains an active registration
    CAGE Code: 3W2E5
1. SCOPE
The intended scope of this SIN is to offer ACCS. ACCS is defined as any combination of products, equipment, software and/or services that are required to establish and maintain contact center capabilities managed by the contractor for an agency. These include a wide range of automated and attended managed solutions that allow agencies to respond to inquiries from the public. Permissible offerings under this SIN may include any technologies or services required to deliver and support ACCS to agencies, including but not limited to:

Technology: Automated services to include but not limited to Artificial Intelligence (AI), Chat Bots, Robotic Process Automation, Interactive Voice Response (IVR), Voice/Speech Recognition, Text-to-Speech, Voicemail, Callback, Web Callback, Email Delivery, Hosted Online Ordering, Hosted Email Web Form, Hosted FAQ Service, etc.

NOTE: The anticipated Place of Performance required to meet the Government need shall be defined at the task order level, and contractors should anticipate contractor-site and Government-site requirements.

Ancillary supplies and/or services shall neither be the primary purpose nor the preponderance of the work ordered, but be an integral part of the total solution offered. Ancillary supplies and/or services may only be ordered in conjunction with or in support of IT supplies and/or services purchased under the ACCS SIN.

Ordering activities may request from Schedule contractors their awarded End User License Agreements (EULAs) or Terms of Service (TOS) Agreements, which will assist the ordering activities with reviewing the terms and conditions and additional products and services and prices which, may be included. **There are currently NO EULAs or TOS Agreements applicable to the Contractors Services.**

The Transactional Data Reporting (TDR) Rule requires vendors to electronically report the price the Federal Government paid for an item or service purchased through GSA acquisition vehicles. The TDR PILOT DOES NOT APPLY TO THIS SIN, except if a TDR-covered SIN(s) is proposed as part of a vendor’s total offering to GSA (e.g. 132-8, 132-32, 132-33, 132-34, 132-54, 132-55). If both TDR and Non-TDR SINs are offered, the entire contract may be subject to TDR if so elected by the vendor. As such, the Price Reduction clause (PRC) and Commercial Sales Practice (CSP) requirements shall be removed from the terms and conditions of the entire contract. If Non-TDR SIN(s) are offered only, then the offering shall be subject to the PRC and CSP.
2. ORDER
Agencies may use written orders, Electronic Data Interchange (EDI) orders, Blanket Purchase Agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

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

3. PERFORMANCE OF SERVICES
a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.

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

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of Automated Contact Center Solutions must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts. All travel will be agreed upon with the client prior to the Contractor’s travel.

4. INSPECTION OF SERVICES
Inspection of services is in accordance with 552.212-4 - CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS for Firm-Fixed Price and Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

5. RESPONSIBILITIES OF THE CONTRACTOR
The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 Rights in Data – General, may apply.

The Contractor shall comply with contract clause (52.204-21) to the Federal Acquisition Regulation (FAR) for the basic safeguarding of contractor information systems that process, store, or transmit Federal data received by the contract in performance of the contract. This
includes contract documents and all information generated in the performance of the contract.

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY
Subject to the ordering activity’s security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite Automated Contact Center Solutions.

7. INDEPENDENT CONTRACTOR
All Automated Contact Center Solutions 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.

8. 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.

9. INVOICES
The Contractor, upon completion of the work ordered, shall submit invoices for Automated Contact Center Solutions. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.
10. RESUMES
   Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

11. APPROVAL OF SUBCONTRACTS
   The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

12. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)/COMMERCIAL SUPPLIER AGREEMENTS (CSAs)
   The Contractor shall provide all Commercial Supplier Agreements (CSAs) to include End User License Agreements (EULAs), Service Level Agreements (SLAs), or Terms of Service (ToS) in an editable Microsoft Office (Word) format.

13. TRANSITION OF CONTACT CENTER SERVICES
   The time period required to transition from an ordering activity’s existing contact center solution and requirements to new requirements (as defined in the task order) will be determined on a case-by-case basis, and shall be stated in individual task orders.

   Transition shall begin at Notice-To-Proceed and continue for a period as specified in the task order. During the transition period, the Contractor shall work with the Government to develop a sound project implementation plan and to perform all preparatory work to establish one or more fully functional multi-channel contact centers in support of the task.

   The Government will transfer business and procedural data, including appropriate training material, to the Contractor, and work with the Contractor to establish appropriate system feeds.

   The transition period will provide the Contractor with the opportunity to prepare and staff its contact center; develop the support of the knowledge base and scripts for automated response in support of the project; establish a fully functional contact center to handle the expected work volume; and complete all transition related activities to migrate the service to the new center. Government personnel will closely monitor the Contractor’s effort to ensure a successful launch.

   Based on the Contractor’s ability and expert advice on transitioning the work volume, the Government reserves the right to coordinate with the Contractor to achieve a staffing plan that minimizes disruption of the existing services and seamlessly transitions the customer base and work volumes to the new center.
1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
   
   b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. **PERFORMANCE INCENTIVES**
   a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
   
   b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
   
   c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. **ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)**
   (G-FCI-920) (MAR 2003)
   FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3). When ordering services over $100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence. GSA has determined that the prices for services contained in the contractor’s price list applicable to this Schedule are fair and reasonable. However, the ordering activity using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

   (a) When ordering services, ordering activities shall—
   
   (1) Prepare a Request (Request for Quote or other communication tool):
   (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
(ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

(iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor’s experience and/or past performance performing similar tasks.

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors

Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors’ locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 54151S. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency’s needs are available, if the order is estimated to exceed the micro-purchase threshold.

(i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.

(ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity’s needs.

(iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.
Ordering activities should strive to minimize the contractors’ costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:
After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

(b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering activity the opportunity to secure volume discounts. When establishing BPAs, ordering activities shall—

(1) Inform contractors in the request (based on the ordering activity’s requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(i) SINGLE BPA: Generally, a single BPA should be established when the ordering activity can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) MULTIPLE BPAs: When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.

(2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

(c) The ordering activity should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(d) When the ordering activity’s requirement involves both products as well as executive, administrative and/or professional, services, the ordering activity should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)
The ordering activity, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For ordering activity requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors’ quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

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

5. PERFORMANCE OF SERVICES
   a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
   
   b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
   
   c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
   
   d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

6. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)
   (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either:
      (1) Cancel the stop-work order; or
(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

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

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

7. INSPECTION OF SERVICES
The Inspection of Services–Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

8. RESPONSIBILITIES OF THE CONTRACTOR
The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 Rights in Data – General, may apply.

9. RESPONSIBILITIES OF THE ORDERING ACTIVITY
Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

10. INDEPENDENT CONTRACTOR
All IT 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.

11. 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.

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

13. PAYMENTS
For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to labor-hour orders placed under this contract.

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

15. INCIDENTAL SUPPORT COSTS
Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

16. APPROVAL OF SUBCONTRACTS
The ordering activity may require that the Contractor receive, from the ordering activity’s Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

17. DESCRIPTION OF IT SERVICES AND PRICING
Please refer to the labor category descriptions and pricing incorporated into this GSA Pricelist.
SENTURE, LLC’s LABOR CATEGORY DESCRIPTIONS
SIN 561422

Information Specialist I

**Functional Responsibility:**
Resources aligned to this Labor Category process customer inquiries, prepare correspondence, and fulfill customer needs to ensure customer satisfaction. They have intermediate knowledge of commonly-used concepts, practices, and procedures related to contact center and strong verbal and written communication skills. They rely on instructions and pre-established guidelines to perform the functions of the job. Their primary job functions require exercising limited independent judgment.

**Minimum Education:** High School Diploma

**Minimum Experience:** 1 year of related experience

Information Specialist II

**Functional Responsibility:**
Resources aligned to this Labor Category process customer inquiries, prepare correspondence, and fulfill customer needs to ensure customer satisfaction. They have intermediate knowledge of commonly-used concepts, practices, and procedures related to contact center and strong verbal and written communication skills. They rely on instructions and pre-established guidelines to perform the functions of the job. Their primary job functions require exercising limited independent judgment.

**Minimum Education:** High School Diploma

**Minimum Experience:** 2 years of related experience

Information Specialist III

**Functional Responsibility:**
Resources aligned to this Labor Category process customer inquiries, prepare correspondence, and fulfill customer needs to ensure customer satisfaction. They have advanced knowledge of commonly-used concepts, practices, and procedures related to contact center and strong verbal and written communication skills. They rely on instructions and pre-established guidelines to perform the functions of the job. Their primary job functions require exercising independent judgment.

**Minimum Education:** High School Diploma

**Minimum Experience:** 3 years of related experience

Research Specialist I

**Functional Responsibility:**
Resources aligned to this Labor Category process customer inquiries, prepare correspondence, and fulfill customer needs to ensure customer satisfaction. They have intermediate knowledge of commonly-used contact center concepts, practices, and procedures related to customer service or casework and strong analytical, verbal, and written communication skills. They rely on instructions and pre-established guidelines to perform the functions of the job. Their primary job functions require exercising independent judgment.

**Minimum Education:** Associates Degree

**Minimum Experience:** 1 year of related experience

**Research Specialist II**

**Functional Responsibility:**
Resources aligned to this Labor Category process customer inquiries, prepare correspondence, and fulfill customer needs to ensure customer satisfaction. They have advanced knowledge of commonly-used contact center concepts, practices, and procedures related to customer service and strong analytical, verbal, and written communication skills. They rely on instructions and pre-established guidelines to perform the functions of the job. Their primary job functions require exercising independent judgment.

**Minimum Education:** Associates Degree

**Minimum Experience:** 2 years of related experience

**Research Specialist III**

**Functional Responsibility:**
Resources aligned to this Labor Category process customer inquiries, prepare correspondence, and fulfill customer needs to ensure customer satisfaction. They have advanced knowledge of commonly-used contact center concepts, practices, and procedures related to customer service and strong analytical, verbal, and written communication skills. They rely on instructions and pre-established guidelines to perform the functions of the job. Their primary job functions require exercising independent judgment.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** 3 years of related experience

**Knowledge Management Lead**

**Functional Responsibility:**
Resources aligned to this Labor Category monitors and evaluates knowledge sharing programs, ensuring comments and questions are addressed and content is updated accordingly; edits the content for clarity and style, ensuring information is technically accurate; stays current on any product issues that may require knowledge solutions; works closely with the client or other departments to improve integration and facilitate the seamless exchange of information; provides supervision to Knowledge Analysts. They have advanced knowledge of commonly used concepts, practices, and procedures related to knowledge base and strong verbal and written communication skills. They rely on instructions and pre-established guidelines to perform the functions of the job. Their primary job functions require exercising independent judgment.
Minimum Education: Bachelor’s Degree

Minimum Experience: 2 years of related experience

Knowledge Analyst

Functional Responsibility:
Resources aligned to this Labor Category monitors and evaluates knowledge sharing programs, ensuring comments and questions are addressed and content is updated accordingly; edits the content for clarity and style, ensuring information is technically accurate. They have proficient knowledge of commonly used concepts, practices, and procedures related to knowledge base and strong verbal and written communication skills. They rely on instructions and pre-established guidelines to perform the functions of the job. Their primary job functions require exercising limited independent judgment.

Minimum Education: High School Diploma

Minimum Experience: 1 year of related experience

Customer Service Representative I

Functional Responsibility:
Respond to customer inquiries by telephone or e-mail to provide non-technical problem resolution. Resolves routine and basic problems and communicates solution or requested information to the customer. Analyzes a customer's service needs and refers to other service or technical departments for follow up as needed. May utilize a customer relationship application or database to record activities and research product information. Typically reports to the Customer Service Supervisor. Possesses a moderate understanding of general aspects of the job. Works under the close direction of senior personnel in the functional area.

Minimum Education: High School Diploma

Minimum Experience: 1 year of related experience

Customer Service Representative II

Functional Responsibility:
Responds to customer inquiries by telephone, e-mail, chat, or other contact center channels to provide non-technical problem resolution. Resolves mostly routine and some non-routine, more complex problems and communicates solution or requested information to the customer. Analyzes a customer's service needs and refers to other service or technical departments for follow-up as needed. May utilize a customer relationship application or database to record activities and research product information. Typically reports to Customer Service Supervisor. Gaining or has attained full proficiency in a specific area of discipline. Works under moderate supervision.

Minimum Education: High School Diploma

Minimum Experience: 2 years of related experience
Customer Service Representative III

**Functional Responsibility:**
Responds to customer inquiries by telephone, e-mail, chat, or other contact center channels to provide non-technical problem resolution. Resolves complex or unusual requests and problems that may require a customized response and communicates solution or requested information to the customer. Analyzes a customer's service needs and refers to other service or technical departments for follow-up or additional information as needed. Provides updates to other internal teams on customer needs and factors that contribute to customer satisfaction. May be assigned to support products that are more complex or critical. May utilize a customer relationship application or database to record activities and research product information. Typically reports to a Supervisor or Manager. Has gained proficiency in multiple competencies relevant to the job. Works independently within established procedures associated with the specific job function.

**Minimum Education:** High School Diploma

**Minimum Experience:** 2 years of related experience

Customer Service Representative Supervisor

**Functional Responsibility:**
Supervises contact center representatives. Responsible for the implementation and adherence to contact center policies and procedures. Ensures quotas for service volume and timeliness are met. May assist with monitoring interactions or perform data collection and some analysis. Typically reports to Manager. Working team member that may validate or coordinate the work of others on a support team. Suggests process improvements and is a knowledge resource for other team members. Thorough knowledge of the team processes.

**Minimum Education:** High School Diploma

**Minimum Experience:** 2 years of related experience

CUSTOMER CALL SPECIALIST I

**Functional Responsibility:**
The Customer Call Specialist represents the company by addressing incoming telephone, digital, or written inquiries. The Customer Call Specialist performs basic administrative/clerical/operational/customer support/computational tasks. Typically works on routine and patterned assignments. The Customer Call Specialist addresses customer needs which may include complex benefit questions, resolving issues, and educating members. Records details of inquiries, comments or complaints, transactions or interactions and takes action in accordance to it. Escalates unresolved and pending customer grievances. Decisions are limited to defined parameters around work expectations, quality standards, priorities and timing, and works under close supervision and/or within established policies/practices and guidelines with minimal opportunity for deviation.

**Minimum Education:** High School Diploma or equivalent

**Minimum Experience:**
- 2 years of customer service experience
- Strong customer service orientation
- Strong attention to detail
- Strong typing and computer navigation skills
• Capacity to multi-task, including use of multiple computer applications simultaneously
• Effective verbal and listening communication skills

CUSTOMER CALL SPECIALIST II

Functional Responsibility:
The Customer Call Specialist represents the company by addressing incoming telephone, digital, or written inquiries. The Customer Call Specialist performs basic administrative/clerical/operational/customer support/computational tasks. Typically works on routine and patterned assignments. The Customer Call Specialist addresses customer needs which may include complex benefit questions, resolving issues, and educating members. Records details of inquiries, comments or complaints, transactions or interactions and takes action in accordance to it. Escalates unresolved and pending customer grievances. Decisions are limited to defined parameters around work expectations, quality standards, priorities and timing, and works under close supervision and/or within established policies/practices and guidelines with minimal opportunity for deviation.

Minimum Education: High School Diploma or equivalent

Minimum Experience:
• 2 years of customer service experience
• 80 hours of training
• Strong customer service orientation
• Strong attention to detail
• Strong typing and computer navigation skills
• Capacity to multi-task, including use of multiple computer applications simultaneously
• Effective verbal and listening communication skills

CUSTOMER CALL SPECIALIST III

Functional Responsibility:
The Customer Call Specialist represents the company by addressing incoming telephone, digital, or written inquiries. The Customer Call Specialist performs basic administrative/clerical/operational/customer support/computational tasks. Typically works on routine and patterned assignments. The Customer Call Specialist addresses customer needs which may include complex benefit questions, resolving issues, and educating members. Records details of inquiries, comments or complaints, transactions or interactions and takes action in accordance to it. Escalates unresolved and pending customer grievances. Decisions are limited to defined parameters around work expectations, quality standards, priorities and timing, and works under close supervision and/or within established policies/practices and guidelines with minimal opportunity for deviation.

Minimum Education: High School Diploma or equivalent

Minimum Experience:
• 2 years of customer service experience
• 120 hours of training
• Strong customer service orientation
• Strong attention to detail
• Strong typing and computer navigation skills
• Capacity to multi-task, including use of multiple computer applications simultaneously
• Effective verbal and listening communication skills
**CUSTOMER CALL SPECIALIST IV**

**Functional Responsibility:**
The Customer Call Specialist represents the company by addressing incoming telephone, digital, or written inquiries. The Customer Call Specialist performs basic administrative/clerical/operational/customer support/computational tasks. Typically works on routine and patterned assignments. The Customer Call Specialist addresses customer needs which may include complex benefit questions, resolving issues, and educating members. Records details of inquiries, comments or complaints, transactions or interactions and takes action in accordance to it. Escalates unresolved and pending customer grievances. Decisions are limited to defined parameters around work expectations, quality standards, priorities and timing, and works under close supervision and/or within established policies/practices and guidelines with minimal opportunity for deviation.

**Minimum Education:** High School Diploma or equivalent

**Minimum Experience:**
- 2 years of customer service experience
- 136 hours of training
- Strong customer service orientation
- Strong attention to detail
- Strong typing and computer navigation skills
- Capacity to multi-task, including use of multiple computer applications simultaneously
- Effective verbal and listening communication skills

**Master Trainer**

**Functional Responsibility:**
Designs, plans, and implements contact center training programs, policies, and procedures. Researches new training techniques and suggests enhancements to existing training programs to meet the changing needs of the contact center. Contracts with vendors for employee participation in outside training programs. Ensures that training materials and aids are kept up to date and are effective. Typically reports to a head of a department head. Manages subordinate staff in the day-to-day performance of their jobs. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of department processes.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** 3 years of related experience

**Trainer**

**Functional Responsibility:**
Resources aligned to this Labor Category develop, deliver, update, and maintain the Training Plan. They report training and issues to the Master Trainer, prepare monthly or quarterly training metrics reports, manage training facilities and materials, and deliver blended learning styles to agents, administrative personnel, and other staff. They coordinate and schedule training resources and classes for assigned training, carry out all necessary preparations prior to a training class, including equipment set up and testing, facilitate and review hands-on exercises and testing, and perform agent mentoring as needed. Additionally, they record and report on completed training and provide
constructive feedback and ideas to the Master Trainer and Contact Center Manager with the goal of improving the overall quality of training.

**Minimum Education:** High School Diploma

**Minimum Experience:** 1 year of related experience

**Training Coordinator**

**Functional Responsibility:**
Resources aligned to this Labor Category are responsible for the oversight and management aspects of training development, including delivery schedules, staff management, and deliverables.

**Minimum Education:** Associate Degree

**Minimum Experience:** 2 years of related experience

**Case Management Supervisor**

**Functional Responsibility:**
Resources aligned to this Labor Category perform day-to-day management of case management support operations, involving multiple tasks and groups of personnel. They demonstrate skills in the encompassed scope of work, provide technical guidance to the project team in performance of the work, and verify the quality of all case work. They organize, direct, and coordinate the planning and production of all case management support activities. They are responsible for staffing and staff direction and oversight.

**Minimum Education:** High School Diploma

**Minimum Experience:** 2 years of related experience

**SENIOR Quality Assurance Analyst**

**Functional Responsibility:**
Resources aligned to this Labor Category observe and evaluate all contacts over a variety of contact channels, using a standard evaluation form, by auditing contacts in progress or recordings. They provide formal and informal feedback to agents, supervisors, and managers on observed performance quality. They provide recommendations to the Quality Assurance Supervisor concerning process improvements, including information on impact to the business and speed of resolution. They collaborate with and assist supervisors in developing and implementing quality improvement programs and provide training and coaching to agents. They evaluate performance as it aligns with customer service level metrics and report on agent effectiveness. They identify trends that may require training in specific processes.

**Minimum Education:** Associate’s Degree. 4 years of related experience may substitute for an Associate’s Degree

**Minimum Experience:** 2 years of related experience
Quality Assurance Analyst

Functional Responsibility:
Resources aligned to this Labor Category observe and evaluate all contacts, using a standard evaluation form, by auditing contacts in progress or recordings. They provide formal and informal feedback to agents, supervisors, and managers on observed performance quality. They provide recommendations to the Quality Assurance Supervisor concerning process improvements, including information on impact to the business and speed of resolution. They collaborate with and assist supervisors in developing and implementing quality improvement programs and provide training and coaching to agents. They evaluate performance as it aligns with customer service level metrics and report on agent effectiveness. They identify trends that may require training in specific processes.

Minimum Education: High School Diploma

Minimum Experience: 1 year of related experience

Quality Assurance Supervisor

Functional Responsibility:
Resources aligned to this Labor Category supervise Quality Assurance Analysts, observe and evaluate contacts, using a standard evaluation form, by auditing contacts in progress or recordings. They provide formal and informal feedback to agents, supervisors, and managers on observed performance quality. They provide recommendations concerning process improvements, including information on impact to the business and speed of resolution. They collaborate with and assist supervisors in developing and implementing quality improvement programs. They provide training and coaching to agents on key areas for improvement. They evaluate performance as it aligns with customer service level metrics, and report on agent effectiveness. They identify trends that may require training in specific processes.

Minimum Education: High School Diploma

Minimum Experience: 2 years of related experience

Web Developer IV

Functional Responsibility:
Resources aligned to this Labor Category uses development technologies such as ASP.NET, Silverlight, and a supported programming language (e.g., Visual Basic, Visual C++, Visual C#); performs various coding and programming tasks, such as design or development of web front-end, back-end web-based applications, and web/Internet services; interfaces and communicates with internal and external teams as needed for project review and to get required technical support for application feature interactions and connectivity; performs end-to-end testing, including server components. They have proficient knowledge of commonly used concepts, practices, and procedures related to web development and strong verbal and written communication skills. They rely on instructions and pre-established guidelines to perform the functions of the job. Their primary job functions require exercising limited independent judgment.

Minimum Education: High School Diploma

Minimum Experience: 2 years of related experience
Referral Manager

**Functional Responsibility:**
Resources aligned to this Labor Category identifies and directs beneficiaries to the most appropriate, cost-effective medical care, based on systems ratings and distance from beneficiary address, in accordance with customer policy, procedures, and guidelines; meets customer guidelines of complexity requests of authorizations on all required information, process customer inquiries, prepare correspondence, and fulfill customer needs to ensure customer satisfaction. They have proficient knowledge of commonly used concepts, practices, and procedures related to contact center and strong verbal and written communication skills. They rely on instructions and pre-established guidelines to perform the functions of the job. Their primary job functions require exercising limited independent judgment.

**Minimum Education:** High School Diploma

**Minimum Experience:** 1 year of related experience

Workforce Management Analyst

**Functional Responsibility:**
Resources aligned to this Labor Category track and analyze call flow, patterns, service levels, and abandon rates. They report on findings and recommend solutions to the Workforce Manager to ensure productivity standards are met.

**Minimum Education:** High School Diploma

**Minimum Experience:** 1 year of related experience

Workforce Manager

**Functional Responsibility:**
Analyzes contact center patterns, including volumes, trends, attrition rates, and contact center representative productivities. Ensures customer satisfaction by monitoring, balancing and redirecting inbound traffic in a timely manner. Utilizes the analysis results to forecast contact center workload and builds resourcing and scheduling plans to meet business objectives. Coordinates with other teams when overflow occurs and inbound traffic must be redirected. May assist lower level traffic and scheduling staff. May provide recommendations for improving contact center operations. Requires a bachelor's degree. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Resources aligned to this Labor Category manage Workforce Management Analysts as they track and analyze call flow, patterns, service levels, and abandon rates. They implement solutions based on Workforce Management Analysts’ findings to ensure productivity standards and contact center metrics are achieved.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** 2 years of related experience
IDIQ Program Manager

**Functional Responsibility:**
Resources aligned to this Labor Category lead program management and operations at the IDIQ level including procurement management, cross-Task Order schedule management, partner/subcontractor management, communications and coordination, quality control oversight, and price management.

**Minimum Education:** Bachelor’s Degree

**Minimum Experience:** 7 years of related experience

Training Developer I

**Functional Responsibility:**
Resources aligned to this Labor Category apply their training development experience and analytical and technical skills to assist in implementing contact center solutions. They are directed to exercise core skills on projects.

**Minimum Education:** High School Diploma

**Minimum Experience:** 1 years of related experience

Training Developer II

**Functional Responsibility:**
Resources aligned to this Labor Category apply their advanced skills and experience in training development, detailed knowledge of contact center processes, and supervisory skills to implement contact center solutions. They provide direction to project teams at the supervisory level.

**Minimum Education:** Bachelor's Degree

**Minimum Experience:** 2 years of related experience

Project Manager

**Functional Responsibility:**
The Project Manager serves as primary liaison to business customers and provides recommendations for improved system processes. Develops deliverables related to project initiation including: feasibility studies, risk assessment, project initiation reports, staffing, project organization outline, and standards and control procedures. Essential duties and responsibilities include but are not limited to:
- Monitors project progress, deliverables, quality assurance, and customer service. Reports status to client and identifies and resolves risks that impact project completion. Manages time and budget for the client, initiates action to identify and resolve problems, and ensures goals are met. Coordinates planning, development, testing, documentation, and installation of project to ensure timely deliverables, project success, and quality.
- Working knowledge of the hardware and software technologies used within the contact center, including PC platforms, programming languages, database technologies, and network and telecommunications protocols is required.
- Position requires proficient knowledge of Microsoft Project, PowerPoint, Word, Access, and Excel.
- Establishes work plans and staffing for each project.
- Improves customer retention and maximizes revenue growth opportunities in support of the company’s overall business strategy through delivery of high-quality work that exceeds the customer’s expectations.
- Participates as a team member in the implementation of processes and procedures to test new contact center technologies and new methods and services.
- Directs and coordinates activities of project team to ensure that project progresses on schedule and within budget.
- Prepares reports and provides accurate and timely information to management and clients.

**Minimum Education:** Bachelor’s Degree (4-6 years of direct related experience may be substituted in place of a Bachelor’s Degree)

**Minimum Experience:** 5-6 years of direct related experience

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**Team Leader**

**Functional Responsibility:**
Assists contact center representatives who get contacted by customers or potential customers. Ensures quotas for service volume and timeliness are met. May assist with receiving and monitoring interactions or perform data collection and some analysis. Typically reports to manager or department head. Working team member that may validate or coordinate the work of others on a support team. Suggests process improvements, is a knowledge resource for other team members. Thorough knowledge of the team processes.

**Minimum Education:** High School

**Minimum Experience:** 1-2 years of direct related experience

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**Contact Center Manager**

**Functional Responsibility:**
Manages and directs all aspects of contact center operations for a contract. Implements and reviews contact center policies and procedures. Develops and monitors quotas for service volume and timeliness. Responsible for staff recruiting, performance evaluation, training, and development. Typically requires a bachelor’s degree. Typically reports to top management. Typically manages through subordinate managers and professionals in larger groups of moderate complexity. Provides input to strategic decisions that affect the functional area of responsibility. May give input into developing the budget. Capable of resolving escalated issues arising from operations and requiring coordination with other departments.

**Minimum Education:** Bachelor’s Degree (4-6 years of direct related experience may be substituted in place of a Bachelor’s Degree)

**Minimum Experience:** 5-6 years of direct related experience

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**Contact Center Representative I**

**Functional Responsibility:**
The Contact Center Representative will be responsible for using and maintaining web-based systems to answer customers’ inquiries. Essential duties and responsibilities include but are not limited to:
- Documenting each customer inquiries into the customer database.
- Computer proficiency specifically with PCs, the Internet, and any specialized computer and telephone systems used by the Company.
- Verifies customer information in the database and makes corrections and updates as needed.
- Applies active listening skills to understand caller’s need.
- Follows up with callers as necessary.
- Uses statistical contact center data and knowledge of the systems to make performance improvements.
- Conducts outbound calling for surveying to obtain client-specific information.

**Minimum Education:** Bachelor’s Degree (4-6 years of direct related experience may be substituted in place of a Bachelor’s Degree)

**Minimum Experience:** 1-2 years of direct related experience
SENTURE, LLC's LABOR CATEGORY DESCRIPTIONS
SIN 54151S

Assistant System Engineer

Functional Responsibility:
Resources aligned to this Labor Category have basic training in system engineering and apply their analytical and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor’s Degree

Minimum Experience: 1 year of related experience

Assistant Systems Analyst

Functional Responsibility:
Resources aligned to this Labor Category have training in system operations and analysis and apply their analytical and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have a High School Diploma.

Minimum Education: High School Diploma

Minimum Experience: 1 year of related experience

Assistant Training Developer

Functional Responsibility:
Resources aligned to this Labor Category have training in training development and apply their analytical and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have a High School Diploma.

Minimum Education: High School Diploma

Minimum Experience: 1 years of related experience

Data Architect 1

Functional Responsibility:
Resources aligned to this Labor Category apply their advanced skills and experience in data architecture & systems development, detailed knowledge of business processes, technical background, and supervisory skills to implement business solutions. They provide direction to project teams at the supervisory level. They have at least 3 years of experience and a Bachelor's degree or equivalent experience.
Minimum Education: Bachelor’s Degree

Minimum Experience: 3 years of related experience

Data Architect II

Functional Responsibility:
Resources aligned to this Labor Category apply their data architecture experience, broad management skills, and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. They provide subject matter expertise in industry, process, or technology areas. They have at least 5 years of experience and a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor's Degree

Minimum Experience: 5 years of related experience

Designer I

Functional Responsibility:
Resources aligned to this Labor Category have training in system design and apply their strong analytical and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor’s Degree

Minimum Experience: 1 year of related experience

Designer II

Functional Responsibility:
Resources aligned to this Labor Category apply their advanced skills and experience in systems design and development, detailed knowledge of business processes, technical background, and supervisory skills to implement business solutions. They provide direction to project teams at the supervisory level. They have at least 3 years of experience and a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor’s Degree

Minimum Experience: 3 years of related experience

Domain Lead I

Functional Responsibility:
Resources aligned to this Labor Category apply their advanced skills and experience in systems development, detailed knowledge of business processes, technical background, and supervisory skills to implement business solutions. They provide direction to project teams and interact with clients at the supervisory level. They have at least 5 years of experience and a Bachelor's degree or equivalent experience.
**Minimum Education:** Bachelor's Degree

**Minimum Experience:** 5 years of related experience

**Domain Lead II**

**Functional Responsibility:**
Resources aligned to this Labor Category apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations of Accenture projects. They provide subject matter expertise in industry, process, or technology areas. They have at least 6 years of experience and a Bachelor's degree or equivalent experience.

**Minimum Education:** Bachelor's Degree

**Minimum Experience:** 6 years of related experience

**Functional Analyst I**

**Functional Responsibility:**
Resources aligned to this Labor Category have functional training and apply their strong analytical and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have a Bachelor's degree or equivalent experience.

**Minimum Education:** Bachelor's Degree

**Minimum Experience:** 1 year of related experience

**Functional Analyst II**

**Functional Responsibility:**
Resources aligned to this Labor Category apply their strong functional, analytical, and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have at least 1 year of experience and a Bachelor's degree or equivalent experience.

**Minimum Education:** Bachelor's Degree

**Minimum Experience:** 1 year of related experience

**Functional Analyst III**

**Functional Responsibility:**
Resources aligned to this Labor Category apply their strong functional, analytical, and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have at least 2 years of experience and a Bachelor's degree or equivalent experience.
Minimum Education: Bachelor's Degree

Minimum Experience: 2 years of related experience

Functional Analyst IV

Functional Responsibility:
Resources aligned to this Labor Category apply their advanced functional skills, experience in systems development, detailed knowledge of business processes, technical background, and supervisory skills to implement business solutions. They provide direction to project teams at the supervisory level. They have at least 3 years of experience and a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor's Degree

Minimum Experience: 3 years of related experience

IT Security Specialist

Functional Responsibility:
Resources aligned to this Labor Category have training in IT security and apply their strong analytical and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor's Degree

Minimum Experience: 1 year of related experience

Programmer

Functional Responsibility:
Programmers are responsible for designing and maintaining all facets of the center systems. Essential duties and responsibilities include but are not limited to:
- Direct interaction with the Network Engineers to configure and maintain the systems’ networks.
- Directly responsible for web-site design and maintenance.
- Provide software development services to include the development of user interface screens, develop reports and to write source code, as part of a development team.
- Develop, test, debug, modify computer application software based on detailed specifications in order to produce a required product.
- Knowledge of detailed mathematical and statistical concepts used to develop software and systems to meet the specified requirements.
- Directly involved in developing, programming, testing and documenting application program modules.
- Works with Project Managers to gain knowledge of system life cycle management, structured system development methodologies, structured analysis and design techniques and programming.

Minimum Education: Bachelor’s Degree (4-6 years of direct related experience may be substituted in place of a Bachelor’s Degree)
Minimum Experience: 6-8 years of direct related experience

Subject Matter Advisor

Functional Responsibility:
Resources aligned to this Labor Category have at least 8 years of experience in their subject matter field. They apply their broad management skills and specialized functional and technical expertise to lead complex, large projects in delivering client solutions or to manage the operations of multiple projects. They provide subject matter expertise in industry, process, or technology areas. They have a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor's Degree

Minimum Experience: 8 years of related experience

System Administrator I

Functional Responsibility:
Resources aligned to this Labor Category have training in system administration and apply their strong analytical and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor’s Degree

Minimum Experience: 1 year of related experience

System Administrator II

Functional Responsibility:
Resources aligned to this Labor Category apply their advanced skills and experience in systems administration and development, detailed knowledge of business processes, technical background, and supervisory skills to implement business solutions. They provide direction to project teams at the supervisory level. They have at least 2 years of experience and a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor’s Degree

Minimum Experience: 2 years of related experience

System Engineer I

Functional Responsibility:
Resources aligned to this Labor Category have training in system engineering and apply their strong analytical and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have a Bachelor's degree or equivalent experience.
Minimum Education: Bachelor’s Degree

Minimum Experience: 1 year of related experience

System Engineer II

Functional Responsibility:
Resources aligned to this Labor Category apply their strong system engineering, analytical, and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have at least 2 years of experience and a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor’s Degree

Minimum Experience: 2 years of related experience

System Engineer III

Functional Responsibility:
Resources aligned to this Labor Category apply their advanced skills and experience in system engineering & development, detailed knowledge of business processes, technical background, and supervisory skills to implement business solutions. They provide direction to project teams at the supervisory level. They have at least 4 years of experience and a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor’s Degree

Minimum Experience: 4 years of related experience

Systems Analyst I

Functional Responsibility:
Resources aligned to this Labor Category have training in systems operations and analysis and apply their strong analytical and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor's Degree

Minimum Experience: 1 year of related experience

Systems Analyst II

Functional Responsibility:
Resources aligned to this Labor Category apply their advanced skills and experience in systems operations, analysis, and development, detailed knowledge of business processes, technical background, and supervisory skills to implement business solutions. They provide direction to project teams at the supervisory level. They have at least 3 years of experience and a Bachelor's degree or equivalent experience.
Minimum Education: Bachelor's Degree

Minimum Experience: 3 years of related experience

Systems Analyst III

Functional Responsibility:
Resources aligned to this Labor Category apply their advanced skills and experience in systems operations, analysis, and development, detailed knowledge of business processes, technical background, and supervisory skills to implement business solutions. They provide direction to project teams at the supervisory level. They have at least 4 years of experience and a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor's Degree

Minimum Experience: 4 years of related experience

Technical Specialist and Delivery Lead

Functional Responsibility:
Resources aligned to this Labor Category have technical specialist and delivery skills and apply their broad management skills and specialized functional and technical expertise to lead complex, large projects in delivering client solutions or to manage the operations of multiple projects. They provide subject matter expertise in industry, process, or technology areas. They have at least 8 years of experience and a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor's Degree

Minimum Experience: 8 years of related experience

Technical Writer I

Functional Responsibility:
Resources aligned to this Labor Category have training in technical writing and apply their analytical and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have a High School Diploma.

Minimum Education: High School Diploma

Minimum Experience: 1 year of related experience

Technical Writer II

Functional Responsibility:
Resources aligned to this Labor Category apply their technical writing experience and analytical and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have a High School Diploma.
Minimum Education: High School Diploma

Minimum Experience: 2 year of related experience

Tester I

Functional Responsibility:
Resources aligned to this Labor Category have training in testing and apply their strong analytical and technical skills to assist in implementing business solutions. They are directed to exercise core skills on projects. They have a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor's Degree

Minimum Experience: 1 year of related experience

Tester II

Functional Responsibility:
Resources aligned to this Labor Category apply their strong skills and experience in systems development & testing, detailed knowledge of business processes, technical background, and supervisory skills to implement business solutions. They provide direction to project teams at the supervisory level. They have at least 1 years of experience and a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor's Degree

Minimum Experience: 1 year of related experience

Tester III

Functional Responsibility:
Resources aligned to this Labor Category apply their advanced skills and experience in systems development & testing, detailed knowledge of business processes, technical background, and supervisory skills to implement business solutions. They provide direction to project teams at the supervisory level. They have at least 2 years of experience and a Bachelor's degree or equivalent experience.

Minimum Education: Bachelor's Degree

Minimum Experience: 2 years of related experience
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** 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).

### SCA MATRIX – SENTURE, LLC

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