

**GENERAL SERVICES ADMINISTRATION  
Federal Supply Service  
Authorized Federal Supply Schedule Pricelist**

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

**MULTIPLE AWARD SCHEDULE**

**LARGE CATEGORY: FACILITIES  
SUBCATEGORY: FACILITIES SERVICES**

**Special Item Number 561210FS      Facilities Support Services**

Providing operating staff to perform a combination of support services within an agency's facilities that include planning, designing, managing, operating and maintaining reliable and efficient systems, equipment, facilities and logistics infrastructures to improve equipment and logistics performance, and reduce life cycle costs.

Examples include providing a combination of services, such as complete turnkey operations, maintenance and support services, Base facilities operation support services (excluding computer operations), depot maintenance, preventative maintenance planning, fleet/property management and maintenance, mobile utility support equipment operation, maintenance and repair, strategic account/project management, integrated facility management and operations management support, janitorial, maintenance, trash disposal, guard and security, mail routing, reception, laundry, and related services to support operations within facilities.

NOTE: Not subject to Cooperative Purchasing

FSC/PSC Code: R799

**LARGE CATEGORY: INFORMATION TECHNOLOGY  
SUBCATEGORY: IT SOFTWARE**

**Special Item Number 511210      Software Licenses**

Term Licenses. The word "Term" is defined in this Solicitation as "a limited period of time". Term Software Licenses have a limited duration and are not owned in perpetuity. Unless Offerors provide an option for converting Term licenses into perpetual licenses, users lose the right to use these licenses upon the end of the term period. This SIN is NOT Infrastructure as a Service (IaaS), Platform as a Service (PaaS), or Software as a Service (SaaS) as defined in SIN 518210C - Cloud and Cloud-Related IT Professional Services. Term Software Licenses are distinct from Electronic Commerce and Subscription Services (SIN 54151ECOM).

Perpetual Licenses The word "perpetual" is defined in this Solicitation as "continuing forever, everlasting, valid for all time".

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, online help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user self-diagnostics.

Software Maintenance as a product is billed at the time of purchase.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance services under SIN 54151 Software Maintenance Services.

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: 7030

**LARGE CATEGORY: INFORMATION TECHNOLOGY  
SUBCATEGORY: IT SERVICES**

**Special Item Number 54151S Information Technology Professional Services**

IT Professional Services and/or labor categories for database planning and design; systems analysis, integration, and design; programming, conversion and implementation support; network services, data/records management, and testing.

The Contractor shall not resell IT Professional Services, except that IT professional services may only be resold in direct support of products that are authorized to be sold via the schedule contract, e.g. SIN 54151 - Software Maintenance Services that supports SIN 511210 - Software Licenses. (This does not include SINs within the IT Services Subcategory).

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: D399

**LARGE CATEGORY: INFORMATION TECHNOLOGY  
SUBCATEGORY: IT SOLUTIONS**

**Special Item Number 561422 Automated Contact Center Solutions (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: Subject to Cooperative Purchasing

FSC/PSC Code: DA01

**LARGE CATEGORY: MISCELLANEOUS  
SUBCATEGORY: COMPLEMENTARY SINs**

**Special Item Number ANCILLARY Ancillary Supplies and Services**

Ancillary supplies and/or services are support supplies and/or services which are not within the scope of any other SIN on this schedule. These supplies and/or services are necessary to complement a contractor's offerings to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

FSC/PSC Code: 0000

### **Special Item Number OLM      Order-Level Materials (OLM)**

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.

OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

OLM SIN-Level Requirements/Ordering Instructions:

OLMs are:

- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering

Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)

- Only authorized for use in direct support of another awarded SIN
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price

OLMs are not:

- "Open Market Items"
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

OLM Pricing:

- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.

NOTE: Subject to Cooperative Purchasing

FSC/PSC Code: 0000

**Schedule Contract Number  
GS-35F-106DA**

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

Contract Period: December 23, 2015 through December 22, 2025

Contract current through: Modification 16 effective December 23, 2020  
MASS Modification A826 effective November 17, 2020

Filius Corporation  
13922 Deviar Drive  
Centreville VA 20120  
703-825-8330 (telephone)  
240-766-8080 (facsimile)  
[www.filiuscorp.com](http://www.filiuscorp.com)

Contractor Point of Contact for Contract Administration  
Patty Jackson  
Business Manager  
Filius Corporation  
13922 Deviar Drive  
Centreville VA 20120  
703-825-8330 (telephone)  
240-766-8080 (facsimile)  
[patty.jackson@filiuscorp.com](mailto:patty.jackson@filiuscorp.com)

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**CUSTOMER INFORMATION**

**1a. Table of awarded Special Item Numbers:**

Special Item Number 561210FS	Facilities Support Services
Special Item Number 511210	Software Licenses
Special Item Number 54151S	Information Technology Professional Services
Special Item Number 561422	Automated Contact Center Solutions (ACCS)
Special Item Number Ancillary	Ancillary Supplies and Services
Special Item Number OLM	Order-Level Materials

**1b. Identification of lowest priced model number and corresponding price for each awarded Special Item Number:**

Special Item Number	Service / Product	GSA Price with IFF
561210FS	Administrative Support 1 (Gov't Site)	\$47.87
511210	O-05239.7	\$9,380.35
54151S	Administration Specialist 1 (Gov't Site)	\$43.57
561422	ACCS Technical Specialist 1 (Gov't Site)	\$59.11
Ancillary	ACCS Administrative Support 1 (Gov't Site)	\$47.51

**1c. Identification of Services and Hourly Rates:** See Pages 9 through 70, below.

**2. Maximum Order:**

Special Item Number 561210FS	\$1,000,000
Special Item Number 511210	\$500,000
Special Item Number 54151S	\$500,000
Special Item Number 561422	\$500,000
Special Item Number Ancillary	\$250,000
Special Item Number OLM	\$250,000

**3. Minimum Order:** \$100

**4. Geographic Coverage:** Worldwide

**5. Point of Production:** Centreville, Virginia USA

**6. Discount from Commercial List Price or Market Rate:**

The GSA Net Prices published on the GSA Advantage website reflect the fully burdened price. The negotiated discount has been applied and the Industrial Funding Fee has been added.

**7. Quantity Discounts:** Not Applicable

**8. Prompt Payment Terms:** Net 30 days

Information for Ordering Offices: Prompt Payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

**9. Government Purchase Card:**

Accepted for sales at or below the micro-purchase threshold.

Acceptance for purchases above the micro-purchase threshold will be determined on a procurement-by-procurement basis.

**10. Foreign Item(s):** Not Applicable

**11a. Time of Delivery:** As negotiated with the Ordering Activity.

**11b. Expedited Delivery:** As negotiated with the Ordering Activity.

**11c. Overnight and 2-day Delivery:** As negotiated with the Ordering Activity.

**11d. Urgent Requirements:**

Ordering Activities can contact the Contractor's Representative for the purpose of requesting accelerated delivery to meet urgent requirements.

**12. F.O.B. Point:** Destination

**13a. Ordering Address:**

Patty Jackson  
Business Manager  
Filius Corporation  
13922 Deviar Drive  
Centreville VA 20120  
703-825-8330 (telephone)  
240-766-8080 (facsimile)  
patty.jackson@filiuscorp.com

**13b. Ordering Procedures:**

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

**14. Payment Address:**

Patty Jackson  
Business Manager  
Filius Corporation  
13922 Deviar Drive  
Centreville VA 20120  
703-825-8330 (telephone)  
240-766-8080 (facsimile)  
patty.jackson@filiuscorp.com

**15. Warranty Provision:** All services shall be performed in a good and workmanlike manner.

**16. Export Packing Charges:** Not Applicable.

**17. Terms and conditions of Government purchase card acceptance:**

Please contact the Contractor for additional information.

**18. Terms and conditions of Rental, Maintenance, and Repair:** Not Applicable.

**19. Terms and conditions of Installation:** Not Applicable.

**20. Terms and conditions of Repair Parts indicating date of parts price lists and any discounts from list prices:**

Not Applicable.

**20a. Terms and conditions for any other Service:** Not Applicable.

**21. List of Service and Distribution Points:** Not Applicable.

**22. List of Participating Dealer:** Not Applicable.

**23. Preventative Maintenance:** Not Applicable.

**24a. Special Attributes such as Environmental Attributes (E.G., Recycled Content, Energy Efficiency, and/or Reduced Pollutants):**

Not Applicable.

**24b. Section 508 Compliance Information:**

Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT). The EIT standard can be found at: <http://www.Section508.gov/>.

**25. Data Universal Number System (DUNS) Number:** 962 932 039

**26. Notification regarding registration in System for Award Management (SAM) database:**

Contractor has a current registration in SAM.

**27. Description of Software Products and Approved Prices – SIN 511210**

**Manufacturer Name:** Artificial Solutions Inc.

**Manufacturer Part Number:** O-05239.1

**Product Name:** Term Software - Teneo Application License (6-month term, self-hosted)

**Product Description:** Teneo Platform use for single application (6-month term)

- Interaction Engine
- 1 Language Resource
- Studio IDE
- Data suite
- Support & Maintenance
- Standard SLA
- 25,000 User Sessions

**Unit of Issue:** Each

**GSA Price with IFF:** \$31,103.27

**Warranty:** 6 months

**Manufacturer Name:** Artificial Solutions Inc.

**Manufacturer Part Number:** O-05239.2

**Product Name:** Term Software - Teneo Application License (1-year term, self-hosted)

**Product Description:** Teneo Platform use for single application (1-year term)

- Interaction Engine
- 1 Language Resource
- Studio IDE
- Data suite
- Support & Maintenance
- Standard SLA
- 120,000 User Sessions

**Unit of Issue:** Each

**GSA Price with IFF:** \$88,866.50

**Warranty:** 1 year

**Manufacturer Name:** Artificial Solutions Inc.

**Manufacturer Part Number:** O-05239.3

**Product Name:** Term Software - Teneo Application License (2-year term, self-hosted)

**Product Description:** Teneo Platform use for single application (2-year term)

- Interaction Engine
- 1 Language Resource
- Studio IDE
- Data suite
- Support & Maintenance
- Standard SLA
- 240,000 User Sessions

**Unit of Issue:** Each  
**GSA Price with IFF:** \$153,047.86  
**Warranty:** 2 years

**Manufacturer Name:** Artificial Solutions Inc.  
**Manufacturer Part Number:** O-05239.4  
**Product Name:** Term Software - Teneo Application License (3-year term, self-hosted)  
**Product Description:** Teneo Platform use for unlimited applications (3-year term)  
- Interaction Engine  
- Unlimited Language Resource  
- Studio IDE  
- Data suite  
- Support & Maintenance  
- Standard SLA  
- 7,000,000 User Sessions  
**Unit of Issue:** Each  
**GSA Price with IFF:** \$878,790.93  
**Warranty:** 3 years

**Manufacturer Name:** Artificial Solutions Inc.  
**Manufacturer Part Number:** O-05239.5  
**Product Name:** Term Software - Additional Teneo Language Resource (1-year term)  
**Product Description:** 1 additional Teneo Language Resource for 1-year term  
**Unit of Issue:** Each  
**GSA Price with IFF:** \$13,329.97  
**Warranty:** 1 year

**Manufacturer Name:** Artificial Solutions Inc.  
**Manufacturer Part Number:** O-05239.6  
**Product Name:** Term Software - Additional Teneo Language Resource (2-year term)  
**Product Description:** 1 additional Teneo Language Resource for 2-year term  
**Unit of Issue:** Each  
**GSA Price with IFF:** \$23,697.73  
**Warranty:** 2 years

**Manufacturer Name:** Artificial Solutions Inc.  
**Manufacturer Part Number:** O-05239.7  
**Product Name:** Term Software - Teneo 50K Session Usage Bundle (self-hosted)  
**Product Description:** Additional 50,000 user sessions (self-hosted)  
**Unit of Issue:** Each  
**GSA Price with IFF:** \$9,380.35  
**Warranty:** Warranty is equal to the length of platform license term

**Manufacturer Name:** Artificial Solutions Inc.  
**Manufacturer Part Number:** O-05239.8  
**Product Name:** Term Software - Teneo 100K Session Usage Bundle (self-hosted)  
**Product Description:** Additional 100,000 user sessions (self-hosted)  
**Unit of Issue:** Each  
**GSA Price with IFF:** \$17,773.30  
**Warranty:** Warranty is equal to the length of platform license term

**Manufacturer Name:** Artificial Solutions Inc.  
**Manufacturer Part Number:** O-05239.9  
**Product Name:** Term Software - Teneo 250K Session Usage Bundle (self-hosted)  
**Product Description:** Additional 250,000 user sessions (self-hosted)  
**Unit of Issue:** Each

**GSA Price with IFF:** \$39,496.22

**Warranty:** Warranty is equal to the length of platform license term

**Manufacturer Name:** Artificial Solutions Inc.

**Manufacturer Part Number:** O-05239.10

**Product Name:** Term Software - Teneo 1M Session Usage Bundle (self-hosted)

**Product Description:** Additional 1,000,000 user sessions (self-hosted)

**Unit of Issue:** Each

**GSA Price with IFF:** \$128,362.72

**Warranty:** Warranty is equal to the length of platform license term

**Manufacturer Name:** Artificial Solutions Inc.

**Manufacturer Part Number:** O-05239.11

**Product Name:** Term Software - Teneo 2.5M Session Usage Bundle (self-hosted)

**Product Description:** Additional 2,500,000 user sessions (self-hosted)

**Unit of Issue:** Each

**GSA Price with IFF:** \$271,536.52

**Warranty:** Warranty is equal to the length of platform license term

## 28. Description of Services and Approved Hourly Rates – by SIN

### SPECIAL ITEM NUMBER 561210FS FACILITIES SUPPORT SERVICES

#### Technical Manager 6

**Minimum/General Experience:** Ten (10) years combined technical and management experience.

**Functional Responsibility:** Plans, conducts, and technically directs engineering, maintenance, logistics, and facility support projects, programs, or division. Coordinates the efforts of subordinate managers, subject matter experts, engineers, technical support personnel, drafters, technical writers, and technicians in the performance of assigned projects. Conducts investigations and tests. Recommends corrections in technical applications and analysis. Evaluates vendor capabilities to provide required products or services. Conducts investigations and studies and presents recommendations and solutions related to short- and long-range program planning requirements. Classifies and summarizes data for the preparations and submission of reports on a recurring basis. Provides advice and assistance to subordinate managers which directly affect the conduct and attainment of client goals and objectives. Responsible for identifying, researching, and evaluating new and emerging technology to support strategic planning initiatives. Performs evaluations, site surveys, requirements analysis and definition technology prototyping, and cost analyses. Develops proof of concept through use of techniques such as rapid prototyping as a means for accelerating delivery of turnkey systems. Recommends changes in technology, which support new and/or revised business practices. Provides technical consultation to other organizations and work leadership to subordinate employees.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED	14 years combined technical and management experience
Associate's degree	12 years combined technical and management experience
Master's degree	8 years combined technical and management experience
Doctorate degree	6 years combined technical and management experience

### Technical Manager 5

**Minimum/General Experience:** Eight (8) years combined technical and management experience.

**Functional Responsibility:** Directs technical tasks of planning, designing, managing, operating, and maintaining systems, equipment, facilities, and logistics infrastructures. Remains abreast of industry changes and introduces best practices into current efforts when applicable. Coordinates subordinate managers with the daily operations and technical performance of multiple related programs/projects or a division with a common technical (e.g., engineering, maintenance, logistics, facility support) or customer objective. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of multiple programs/projects or a division, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Full responsibility of multiple programs/projects or a division at a time.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED	12 years combined technical and management experience
Associate's degree	10 years combined technical and management experience
Master's degree	6 years combined technical and management experience
Doctorate degree	4 years combined technical and management experience

### Technical Manager 4

**Minimum/General Experience:** Six (6) years combined technical and management experience.

**Functional Responsibility:** Performs technical tasks of planning, designing, managing, operating, and maintaining systems, equipment, facilities, and logistics infrastructures. Remains abreast of industry changes and introduces best practices into current efforts when applicable. Responsible for the daily operations and technical performance of multiple programs, projects, or teams. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of multiple programs, projects, and/or teams, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Directs multiple programs, projects, and/or teams at a time, including all aspects of performance.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED	10 years combined technical and management experience
Associate's degree	8 years combined technical and management experience
Master's degree	4 years combined technical and management experience
Doctorate degree	2 years combined technical and management experience

### Technical Manager 3

**Minimum/General Experience:** Four (4) years combined technical and management experience.

**Functional Responsibility:** Performs technical tasks of planning, designing, managing, operating, and maintaining systems, equipment, facilities, and logistics infrastructures. Remains abreast of industry changes and introduces best practices into current efforts when applicable. Responsible for the daily operations and technical performance of a single program or project. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of a program or project, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Directs a single program or project, including all aspects of performance.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED	8 years combined technical and management experience
Associate's degree	6 years combined technical and management experience
Master's degree	2 years combined technical and management experience
Doctorate degree	0 years

### Technical Manager 2

**Minimum/General Experience:** Two (2) years combined technical and management experience.

**Functional Responsibility:** Performs technical tasks of planning, designing, managing, operating, and maintaining systems, equipment, facilities, and logistics infrastructures. Remains abreast of industry changes and best practices. Responsible for the daily operations and technical performance of a small project. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of a small project, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Directs a single small project at a time.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED	6 years combined technical and management experience
Associate's degree	4 years combined technical and management experience
Master's degree	0 years
Doctorate degree	0 years

## Technical Manager 1

**Minimum/General Experience:** Zero (0) year.

**Functional Responsibility:** Contributes to technical tasks of planning, designing, managing, operating, and maintaining systems, equipment, facilities, and logistics infrastructures. Remains abreast of industry changes and best practices. Responsible for the daily operations and technical performance of a small team or work unit. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of a small team or work unit, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Directs a single small team or work unit at a time.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED	4 years combined technical and management experience
Associate's degree	2 years combined technical and management experience
Master's degree	0 years
Doctorate degree	0 years

## Technical Engineer 6

**Minimum/General Experience:** Ten (10) years.

**Functional Responsibility:** Serves as subject matter expert in a specialized engineering or technical field, and is proficient in relevant engineering and logistics principles and practices. Applies experience, skills, and/or expert knowledge within an engineering/logistics subdiscipline to broad, complex assignments. Generates new or innovative concepts as evidenced by synthesis of new products or processes. Creates or uses tools to develop solutions for technical, engineering, scientific, or logistics problems. Utilizes and develops tools, techniques, processes, and/or facilities such as state-of-the-art simulation environments, laboratories, and test facilities. Performs analysis of complex problems, definition of functional requirements, resource allocation, operations research, modeling, and process analysis and design. Provides leadership and technical direction for logistics and engineering activities in a specialized engineering discipline or technology subject area. Recognized at the industry level as a major contributor to the technical planning process and for providing technical management and guidance, providing a major impact on program success and productivity.

**Minimum Education:** Bachelor's degree.

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Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training/Working Knowledge of the principles and techniques in electrical, mechanical, production, structural, information technology, or related technical field	14 years
Associate's degree and Vocational Training/Working Knowledge of the principles and techniques in electrical, mechanical, production, structural, information technology, or related technical field	12 years
Master's degree	8 years
Doctorate degree	6 years

### Technical Engineer 5

**Minimum/General Experience:** Eight (8) years.

**Functional Responsibility:** Oversees and performs engineering functions in the planning, designing, operations, and maintenance of systems, equipment, facilities, and logistics infrastructures. Plans, schedules, conducts, or coordinates detailed phases of engineering work for multiple programs/projects. Analyzes complex features of the work and applies principles and practices of the discipline, or devises new approaches in problem solving. Reviews all results from assigned tasks and determines if outputs are complete, correct, integrated with program/project objectives, and adequately documented. Applies specialization in one or more engineering practice areas (e.g., electrical, mechanical, production, structural, information technology) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Provides leadership through continued self-development, mentoring, and training activities. Act as advisor to customers on advanced technical research studies and applications.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training/Working Knowledge of the principles and techniques in electrical, mechanical, production, structural, information technology, or related technical field	12 years
Associate's degree and Vocational Training/Working Knowledge of the principles and techniques in electrical, mechanical, production, structural, information technology, or related technical field	10 years
Master's degree	6 years
Doctorate degree	4 years

### Technical Engineer 4

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Performs engineering functions in the planning, designing, operations, and maintenance of systems, equipment, facilities, and logistics infrastructures. Plans, schedules, conducts, or coordinates detailed phases of engineering work through the selection and adaptation or modification of techniques, procedures, and criteria. Analyzes complex features of the work and applies principles and practices of the discipline, or devises new approaches in problem solving. Reviews all results from assigned tasks and determines if outputs are complete, correct, integrated with program/project objectives, and adequately documented. Applies advanced theories, concepts, principles, and processes in a specialized area of expertise. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Leads and directs the work of others. Provides training and guidance to subordinate technical engineers.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training/Working Knowledge of the principles and techniques in electrical, mechanical, production, structural, information technology, or related technical field	10 years
Associate's degree and Vocational Training/Working Knowledge of the principles and techniques in electrical, mechanical, production, structural, information technology, or related technical field	8 years
Master's degree	4 years
Doctorate degree	2 years

### Technical Engineer 3

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Independently evaluates, selects, adapts, and modifies standard techniques and criteria to plan and conduct engineering assignment. Contributes to the analysis of complex features of the work and applies principles and practices of the discipline, or devises new approaches in problem solving. Remains abreast of industry changes and best practices. Accomplishes complete tasks of limited scope or solves problems which require investigation of a limited number of variables. Continues self-development and learns about the customers, industry, and engineering field of study by accessing available training activities and participating in a mentoring relationship. Works independently.

**Minimum Education:** Bachelor's degree.

(Continued on Page 15)

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training/Working Knowledge of the principles and techniques in electrical, mechanical, production, structural, information technology, or related technical field	8 years
Associate's degree and Vocational Training/Working Knowledge of the principles and techniques in electrical, mechanical, production, structural, information technology, or related technical field	6 years
Master's degree	2 years
Doctorate degree	0 years

### Technical Engineer 2

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Independently evaluates, selects, and applies standard engineering techniques, procedures, and criteria; makes minor adaptations and modifications. Assists senior engineers to perform a project assignment that involves few complex features and can be guided by codes, standards, and other precedents of the discipline. Analyzes and/or evaluates the results of an analysis using techniques prescribed by senior engineers or supervisors. Continues self-development and learns about the customers, industry, and engineering field of study by accessing available training activities and participating in a mentoring relationship. Works under supervision.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training/Working Knowledge of the principles and techniques in electrical, mechanical, production, structural, information technology, or related technical field	6 years
Associate's degree and Vocational Training/Working Knowledge of the principles and techniques in electrical, mechanical, production, structural, information technology, or related technical field	4 years
Master's degree	0 years
Doctorate degree	0 years

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## Technical Engineer 1

**Minimum/General Experience:** Zero (0) years.

**Functional Responsibility:** Performs routine engineering tasks designed to provide experience and familiarization with engineering methods, practices, and programs. Performs limited portions of engineering tasks under the direction of an experienced engineer. Applies commonly used equations and techniques to solve assigned problems. Continues self-development and learns about the customers, industry, and engineering field of study by accessing available training activities and participating in a mentoring relationship. Works under supervision.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training/Working Knowledge of the principles and techniques in electrical, mechanical, production, structural, information technology, or related technical field	4 years
Associate's degree and Vocational Training/Working Knowledge of the principles and techniques in electrical, mechanical, production, structural, information technology, or related technical field	2 years
Master's degree	0 years
Doctorate degree	0 years

## Professional Specialist 6

**Minimum/General Experience:** Ten (10) years.

**Functional Responsibility:** Serves as subject matter expert in the following specialties: functional/technical analysis, quality assurance/quality control, configuration management, training and change management, process improvement, and technical writing. Applies specialization in one or more business areas related to the client, vertical/niche market, or a system, equipment, facility, and logistics infrastructure. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Recognized as an expert in the field, providing a major impact on program success and productivity. Designs and establishes standards, policies, and procedures for implementation across multiple programs/projects.

**Minimum Education:** Bachelor's degree.

(Continued on Page 17)

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training or Certificate in Requirements, Design, Testing, QA/QC, Process Improvement, or CM Tools/Methodologies	14 years
Associate's degree and Vocational Training or Certificate in Requirements, Design, Testing, QA/QC, Process Improvement, or CM Tools/Methodologies	12 years
Master's degree	8 years
Doctorate degree	6 years

### Professional Specialist 5

**Minimum/General Experience:** Eight (8) years.

**Functional Responsibility:** Oversees and performs independent, non-routine assignments within the following specialties: functional/technical analysis, quality assurance/quality control, configuration management, training and change management, process improvement, and technical writing. Applies specialization in one or more business areas related to the client, vertical/niche market, or a system, equipment, facility, and logistics infrastructure. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Leads and directs the work of others. Act as advisor to customers on operations, planning, and improvement.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training or Certificate in Requirements, Design, Testing, QA/QC, Process Improvement, or CM Tools/Methodologies	12 years
Associate's degree and Vocational Training or Certificate in Requirements, Design, Testing, QA/QC, Process Improvement, or CM Tools/Methodologies	10 years
Master's degree	6 years
Doctorate degree	4 years

### Professional Specialist 4

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Performs independent, non-routine assignments within the following specialties: functional/technical analysis, quality assurance/quality control, configuration management, training and change management, process improvement, and technical writing. Develops alternatives and recommendations for technical and management-level personnel involved in the management and operation of systems, equipment, facilities, and logistics infrastructures. Remains abreast of industry changes and best practices. Provides training and guidance to subordinate specialists.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training or Certificate in Requirements, Design, Testing, QA/QC, Process Improvement, or CM Tools/Methodologies	10 years
Associate's degree and Vocational Training or Certificate in Requirements, Design, Testing, QA/QC, Process Improvement, or CM Tools/Methodologies	8 years
Master's degree	4 years
Doctorate degree	2 years

### Professional Specialist 3

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Performs independent, routine assignments within the following specialties: functional/technical analysis, quality assurance/quality control, configuration management, training and change management, process improvement, and technical writing. Performs support functions and drafting reports to assist senior specialists in developing alternatives and recommendations to technical and management-level personnel involved in the management and operation of systems, equipment, facilities, and logistics infrastructures. Works independently.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training or Certificate in Requirements, Design, Testing, QA/QC, Process Improvement, or CM Tools/Methodologies	8 years
Associate's degree and Vocational Training or Certificate in Requirements, Design, Testing, QA/QC, Process Improvement, or CM Tools/Methodologies	6 years
Master's degree	2 years
Doctorate degree	0 years

### Professional Specialist 2

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Contributes to assignments within the following specialties: functional/technical analysis, quality assurance/quality control, configuration management, training and change management, process improvement, and technical writing. Performs basic data gathering and maintaining records to assist senior specialists in developing alternatives and recommendations to technical and management-level personnel involved in the management and operation of systems, equipment, facilities, and logistics infrastructures. Works under supervision.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training or Certificate in Requirements, Design, Testing, QA/QC, Process Improvement, or CM Tools/Methodologies	6 years
Associate's degree and Vocational Training or Certificate in Requirements, Design, Testing, QA/QC, Process Improvement, or CM Tools/Methodologies	4 years
Master's degree	0 years
Doctorate degree	0 years

### Professional Specialist 1

**Minimum/General Experience:** Zero (0) years.

**Functional Responsibility:** Performs routine tasks designed to provide experience and familiarization within the following specialties: functional/technical analysis, quality assurance/quality control, configuration management, training and change management, process improvement, and technical writing. Works under supervision.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training or Certificate in Requirements, Design, Testing, QA/QC, Process Improvement, or CM Tools/Methodologies	4 years
Associate's degree and Vocational Training or Certificate in Requirements, Design, Testing, QA/QC, Process Improvement, or CM Tools/Methodologies	2 years
Master's degree	0 years
Doctorate degree	0 years

### Technical Specialist 5

**Minimum/General Experience:** Eight (8) years.

**Functional Responsibility:** Oversees and performs planning, installation, testing, operations and maintenance, and technical support of systems, equipment, facilities, and logistics infrastructures. Assigns and directs subordinates to complete design/drafting projects; fabrication, installation, and testing activities; or repairing and solving engineering problems. Represents the company in a customer support role and is responsible for customer's satisfaction with system, equipment, or servicing. Acts as advisor to subordinates to meet schedules and/or resolve technical problems or in the capacity of a supervisor with administrative and technical direction of personnel.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training/Working Knowledge of the principles, instruments, and/or equipment relevant to the task: drafting/computer aided design (CAD); testing/diagnostic tools; electrical/mechanical/structural/ production/information technology engineering	12 years
Associate's degree and Vocational Training/Working Knowledge of the principles, instruments, and/or equipment relevant to the task: drafting/computer aided design (CAD); testing/diagnostic tools; electrical/mechanical/structural/ production/information technology engineering	10 years
Master's degree	6 years
Doctorate degree	4 years

#### Technical Specialist 4

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Is designated as "lead" worker and performs planning, installation, testing, operations and maintenance, and technical support of systems, equipment, facilities, and logistics infrastructures. Works independently to execute design/drafting projects; fabrication, installation, and testing activities; or repairing and solving engineering problems. Represents the company in a customer support role. Exercises independent judgment within generally defined practices and policies in selecting methods and techniques for obtaining solutions. Provides direction and guidance to subordinate technical specialists.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training/Working Knowledge of the principles, instruments, and/or equipment relevant to the task: drafting/computer aided design (CAD); testing/diagnostic tools; electrical/mechanical/structural/ production/information technology engineering	10 years
Associate's degree and Vocational Training/Working Knowledge of the principles, instruments, and/or equipment relevant to the task: drafting/computer aided design (CAD); testing/diagnostic tools; electrical/mechanical/structural/ production/information technology engineering	8 years
Master's degree	4 years
Doctorate degree	2 years

### Technical Specialist 3

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Performs planning, installation, testing, operations and maintenance, and technical support of systems, equipment, facilities, and logistics infrastructures. Works independently to execute design/drafting projects; fabrication, installation, and testing activities; or repairing and solving engineering problems. Represents the company in a customer support role. Exercises independent judgment within generally defined practices and policies in selecting methods and techniques for obtaining solutions. Works independently.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training/Working Knowledge of the principles, instruments, and/or equipment relevant to the task: drafting/computer aided design (CAD); testing/diagnostic tools; electrical/mechanical/structural/ production/information technology engineering	8 years
Associate's degree and Vocational Training/Working Knowledge of the principles, instruments, and/or equipment relevant to the task: drafting/computer aided design (CAD); testing/diagnostic tools; electrical/mechanical/structural/ production/information technology engineering	6 years
Master's degree	2 years
Doctorate degree	0 years

### Technical Specialist 2

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Contributes to the planning, installation, testing, operations and maintenance, and technical support of systems, equipment, facilities, and logistics infrastructures. Assists senior technical specialists in design/drafting projects; fabrication, installation, and testing activities; or repairing and solving engineering problems. Represents the company in a customer support role. Works under supervision.

**Minimum Education:** Bachelor's degree.

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Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training/Working Knowledge of the principles, instruments, and/or equipment relevant to the task: drafting/computer aided design (CAD); testing/diagnostic tools; electrical/mechanical/structural/ production/information technology engineering	6 years
Associate's degree and Vocational Training/Working Knowledge of the principles, instruments, and/or equipment relevant to the task: drafting/computer aided design (CAD); testing/diagnostic tools; electrical/mechanical/structural/ production/information technology engineering	4 years
Master's degree	0 years
Doctorate degree	0 years

### Technical Specialist 1

**Minimum/General Experience:** Zero (0) years.

**Functional Responsibility:** Performs routine tasks designed to provide experience and familiarization in the planning, installation, testing, operations and maintenance, and technical support of systems, equipment, facilities, and logistics infrastructures. Works under supervision to assist in design/drafting projects; fabrication, installation, and testing activities; or repairing and solving engineering problems. Works on assignments that are routine in nature.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training/Working Knowledge of the principles, instruments, and/or equipment relevant to the task: drafting/computer aided design/computer aided manufacturing (CAD/CAM); testing/diagnostic tools; electrical/mechanical/structural/ production/information technology engineering	4 years
Associate's degree and Vocational Training/Working Knowledge of the principles, instruments, and/or equipment relevant to the task: drafting/computer aided design (CAD); testing/diagnostic tools; electrical/mechanical/structural/ production/information technology engineering	2 years
Master's degree	0 years
Doctorate degree	0 years

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### Project Specialist 5

**Minimum/General Experience:** Eight (8) years.

**Functional Responsibility:** Oversees and performs the analysis, control, scheduling, tracking, accounting, and reporting of requirements, resources, schedule, and/or cost for facility operation and logistics service functions. Assists technical and management-level personnel in the design, implementation, operation, and performance of logistics functions, including supply chain, acquisition, distribution, transportation, warehousing, training, and operations and maintenance. Ensures compliance with requirements. Uses automation tools in portfolio management, project management, and budgeting/accounting. Communicates and coordinates instructions with various individuals within programs, projects, or teams to organize and expedite flow of work. Presents reports, briefings, work breakdown structures, resource planning, and process improvement findings to technical and management-level personnel. Provides leadership, supervision, training, and guidance to subordinate project specialists.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training or Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	12 years
Associate's degree and Vocational Training or Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	10 years
Master's degree	6 years
Doctorate degree	4 years

### Project Specialist 4

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Is designated as "lead" worker and performs analysis, control, scheduling, tracking, accounting, and reporting of requirements, resources, schedule, and/or cost for facility operations and logistics services. Ensures compliance with requirements. Uses automation tools in portfolio management, project management, and budgeting/accounting. Communicates and coordinates instructions with various individuals within programs, projects, or teams to organize and expedite flow of work. Prepares deliverables (e.g., reports, briefings, work breakdown structures, resource planning, process improvement). Provides direction and guidance to subordinate project specialists.

**Minimum Education:** Bachelor's degree.

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Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training or Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	10 years
Associate's degree and Vocational Training or Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	8 years
Master's degree	4 years
Doctorate degree	2 years

### Project Specialist 3

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Performs analysis, control, scheduling, tracking, accounting, and reporting of requirements, resources, schedule, and/or cost for facility operations and logistics services. Ensures compliance with requirements. Uses automation tools in portfolio management, project management, and budgeting/accounting. Communicates and coordinates instructions with various individuals within programs, projects, or teams to organize and expedite flow of work. Drafts deliverables, summarizes and synthesizes data (e.g., reports, briefings, work breakdown structures, resource planning, process improvement). Works independently.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Vocational Training or Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	8 years
Associate's degree and Vocational Training or Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	6 years
Master's degree	2 years
Doctorate degree	0 years

### Project Specialist 2

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Assists with analysis, control, scheduling, tracking, accounting, and reporting of requirements, resources, schedule, and/or cost for facility operations and logistics services. Assists with compliance with requirements. Uses automation tools in portfolio management, project management, and budgeting/accounting. Performs basic data gathering and maintaining records to assist with the preparation of deliverables (e.g., progress reports, briefings, work breakdown structures, resource planning, process improvement, forecasts). Works under supervision.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Vocational Training or Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	6 years
Associate's degree and Vocational Training or Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	4 years
Master's degree	0 years
Doctorate degree	0 years

### **Project Specialist 1**

**Minimum/General Experience:** Zero (0) years.

**Functional Responsibility:** Performs routine tasks designed to provide experience and familiarization in the analysis, control, scheduling, tracking, accounting, and reporting of requirements, resources, schedule, and/or cost for facility operations and logistics services. Performs data entry into automation tools including portfolio management, project management, and budgeting/accounting. Works under supervision.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Vocational Training or Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	4 years
Associate's degree and Vocational Training or Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	2 years
Master's degree	0 years
Doctorate degree	0 years

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### Technical Support 5

**Minimum/General Experience:** Eight (8) years.

**Functional Responsibility:** Oversees and performs facility support/logistics functions to include warehousing, receiving/handling, stocking, inventory, packaging, shipping/transportation, maintaining, repairing, and operating systems, equipment, facilities, and logistics infrastructures. Assists in planning and developing Integrated Logistics Support functions (e.g. system planning, logistic documentation, fielding, and systems replacement and/or retirement) and automated support systems involving personnel, maintenance, training, support equipment, test equipment, technical and logistics data, facilities support, and supply support. Prepares facility/logistics support documentation and source data, inventory and requisition of supplies, and repair parts and equipment. Requires knowledge in specialized Integrated Logistics Support functions. Provides leadership, supervision, training, and guidance to subordinate employees.

**Minimum Education:** High school diploma and satisfactory completion of an Integrated Logistics Support-related training course.

### Technical Support 4

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Is designated as "lead" worker and performs facility support/logistics functions to include warehousing, receiving/handling, stocking, inventory, packaging, shipping/transportation, maintaining, repairing, and operating systems, equipment, facilities, and logistics infrastructures. Uses automated support systems involving personnel, maintenance, training, support equipment, test equipment, technical and logistics data, facilities support, and supply support. Assists in preparing facility/logistics support documentation and source data, inventory and requisition of supplies, and repair parts and equipment. Provides direction and guidance to subordinate employees.

**Minimum Education:** High school diploma and satisfactory completion of an Integrated Logistics Support-related training course.

### Technical Support 3

**Minimum/General Experience:** Four (4) years. Senior-level position.

**Functional Responsibility:** Performs facility support/logistics functions to include warehousing, receiving/handling, stocking, inventory, packaging/transportation, shipping, maintaining, repairing, and operating systems, equipment, facilities, and logistics infrastructures. Uses and develops reports from automated support systems involving maintenance, training, support equipment, test equipment, technical and logistics data, facilities support, and supply support. Assists in orienting, training, and checking others' work. Works independently.

**Minimum Education:** High school diploma.

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## Technical Support 2

**Minimum/General Experience:** Two (2) years. Junior-level position.

**Functional Responsibility:** Performs facility support/logistics functions to include warehousing, receiving/handling, stocking, inventory, packaging, shipping/ transportation, maintaining, repairing, and operating systems, equipment, facilities, and logistics infrastructures. Uses automated support systems involving maintenance, training, support equipment, test equipment, technical and logistics data, facilities support, and supply support. Works on assignments that are non-routine in nature. Works under supervision.

**Minimum Education:** High school diploma.

## Technical Support 1

**Minimum/General Experience:** Zero (0) years. Entry-level position.

**Functional Responsibility:** Performs routine tasks designed to provide experience and familiarization in facility support/logistics functions to include warehousing, receiving/handling, stocking, inventory, packaging, shipping/ transportation, maintaining, repairing, and operating systems, equipment, facilities, and logistics infrastructures. Has general knowledge of basic logistics functions. Works on assignments that are routine in nature. Works under supervision.

**Minimum Education:** High school diploma.

## Administrative Support 5

**Minimum/General Experience:** Eight (8) years.

**Functional Responsibility:** Oversees and performs a broad range of administrative tasks for technical and management-level personnel. Acts as primary liaison for administrative and support functions. Responsible for coordinating the implementation of procedures and programs pertaining to these administrative specialties. Prioritizes and carries out special projects and complex assignments. Exercises frequent judgment, initiative, diplomacy, and tact and ensures the confidentiality of all matters. Makes administrative decisions and takes action on behalf of the technical and management-level personnel based on knowledge of the program/project, organization, policies, and personnel. Directs established guidelines, procedures, and policies.

**Minimum Education:** High school diploma.

## Administrative Support 4

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Is designated as "lead" worker and performs administrative and secretarial support to technical and management-level personnel (e.g., word processing, scheduling, clerical support, completing/verifying forms, documentation, maintaining records and files). Interfaces with personnel to coordinate meetings; provides end-user/customer support; and performs general administrative duties (e.g., reception, telephone duty, facility access processing/control, mail operation, property inventory). Performs budgetary, billing, and financial management. Prepares and/or maintains systems, programming and operations documentation, procedures and methods, training, and quality control. Provides direction and guidance to subordinate employees.

**Minimum Education:** High school diploma.

### **Administrative Support 3**

**Minimum/General Experience:** Four (4) years. Senior-level position.

**Functional Responsibility:** Provides administrative and secretarial support to technical and management-level personnel (e.g., word processing, scheduling, clerical support, completing/verifying forms, documentation, maintaining records and files). Interfaces with personnel to coordinate meetings; provides end-user/customer support; and performs general administrative duties (e.g., reception, telephone duty, facility access processing/control, mail operation, property inventory). Assists in budgetary, billing, and financial management. Prepares and/or maintains systems, programming and operations documentation, procedures and methods, training, and quality control. Performs orientation, training, and checking others' work. Duties and tasks are non-routine. Works independently.

**Minimum Education:** High school diploma.

### **Administrative Support 2**

**Minimum/General Experience:** Two (2) years. Junior-level position.

**Functional Responsibility:** Provides administrative and secretarial support to technical and management-level personnel (e.g., word processing, scheduling, clerical support, completing/verifying forms, documentation, maintaining records and files). Interfaces with personnel to coordinate meetings; provides end-user/customer support; and performs general administrative duties (e.g., reception, telephone duty, facility access processing/control, mail operation, property inventory). Assists in preparing and/or maintaining systems, programming and operations documentation, procedures and methods, training, and quality control. Works on assignments that are routine in nature. Works under supervision.

**Minimum Education:** High school diploma.

### **Administrative Support 1**

**Minimum/General Experience:** Zero (0) years. Entry-level position.

**Functional Responsibility:** Performs routine tasks designed to provide experience and familiarization in administrative and secretarial support to technical and management-level personnel (e.g., word processing, scheduling, clerical support, completing/verifying forms, documentation, maintaining records and file)s. Interfaces with personnel to coordinate meetings; provides end-user/customer support; and performs general administrative duties (e.g., reception, telephone duty, facility access processing/control, mail operation, property inventory). Works on assignments that are routine in nature. Works under supervision.

**Minimum Education:** High school diploma.

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**SPECIAL ITEM NUMBER 561210FS  
FACILITIES SUPPORT SERVICES  
APPROVED HOURLY RATES**

<b>CONTRACTOR SITE (SIN 561210FS)</b>					
<b>Service (Labor Category)</b>	<b>GSA Price with IFF (23 DEC 20 to 22 DEC 21)</b>	<b>GSA Price with IFF (23 DEC 21 to 22 DEC 22)</b>	<b>GSA Price with IFF (23 DEC 22 to 22 DEC 23)</b>	<b>GSA Price with IFF (23 DEC 23 to 22 DEC 24)</b>	<b>GSA Price with IFF (23 DEC 24 to 22 DEC 25)</b>
Technical Manager 6	\$197.63	\$202.02	\$206.50	\$211.09	\$215.77
Technical Manager 5	\$174.42	\$178.29	\$182.25	\$186.29	\$190.43
Technical Manager 4	\$151.21	\$154.57	\$158.00	\$161.51	\$165.10
Technical Manager 3	\$128.01	\$130.85	\$133.76	\$136.73	\$139.76
Technical Manager 2	\$104.81	\$107.13	\$109.51	\$111.94	\$114.43
Technical Manager 1	\$81.59	\$83.40	\$85.25	\$87.15	\$89.08
Technical Engineer 6	\$246.96	\$252.45	\$258.05	\$263.78	\$269.64
Technical Engineer 5	\$214.73	\$219.50	\$224.37	\$229.35	\$234.44
Technical Engineer 4	\$182.49	\$186.54	\$190.69	\$194.92	\$199.25
Technical Engineer 3	\$150.25	\$153.59	\$157.00	\$160.48	\$164.05
Technical Engineer 2	\$118.02	\$120.64	\$123.32	\$126.05	\$128.85
Technical Engineer 1	\$85.77	\$87.68	\$89.62	\$91.61	\$93.65
Professional Specialist 6	\$156.56	\$160.03	\$163.59	\$167.22	\$170.93
Professional Specialist 5	\$140.47	\$143.59	\$146.78	\$150.04	\$153.37
Professional Specialist 4	\$124.38	\$127.14	\$129.97	\$132.85	\$135.80
Professional Specialist 3	\$108.29	\$110.70	\$113.15	\$115.67	\$118.23
Professional Specialist 2	\$92.21	\$94.26	\$96.35	\$98.49	\$100.67
Professional Specialist 1	\$76.12	\$77.81	\$79.54	\$81.31	\$83.11
Technical Specialist 5	\$123.81	\$126.56	\$129.37	\$132.24	\$135.17
Technical Specialist 4	\$108.94	\$111.35	\$113.83	\$116.35	\$118.94
Technical Specialist 3	\$94.07	\$96.16	\$98.30	\$100.48	\$102.71
Technical Specialist 2	\$79.20	\$80.96	\$82.76	\$84.59	\$86.47
Technical Specialist 1	\$64.33	\$65.76	\$67.21	\$68.71	\$70.23
Project Specialist 5	\$134.53	\$137.52	\$140.57	\$143.69	\$146.88
Project Specialist 4	\$117.69	\$120.30	\$122.97	\$125.70	\$128.49
Project Specialist 3	\$100.84	\$103.08	\$105.37	\$107.71	\$110.10
Project Specialist 2	\$84.00	\$85.87	\$87.77	\$89.72	\$91.71
Project Specialist 1	\$67.15	\$68.64	\$70.17	\$71.72	\$73.32
Technical Support 5	\$127.06	\$129.88	\$132.77	\$135.71	\$138.73
Technical Support 4	\$111.30	\$113.77	\$116.29	\$118.88	\$121.51

## CONTRACTOR SITE (SIN 561210FS)

Service (Labor Category)	GSA Price with IFF (23 DEC 20 to 22 DEC 21)	GSA Price with IFF (23 DEC 21 to 22 DEC 22)	GSA Price with IFF (23 DEC 22 to 22 DEC 23)	GSA Price with IFF (23 DEC 23 to 22 DEC 24)	GSA Price with IFF (23 DEC 24 to 22 DEC 25)
Technical Support 3	\$95.52	\$97.65	\$99.81	\$102.03	\$104.29
Technical Support 2	\$79.76	\$81.53	\$83.34	\$85.19	\$87.08
Technical Support 1	\$63.98	\$65.40	\$66.85	\$68.34	\$69.85
Administrative Support 5	\$79.01	\$80.76	\$82.55	\$84.39	\$86.26
Administrative Support 4	\$71.85	\$73.45	\$75.08	\$76.74	\$78.45
Administrative Support 3	\$65.44	\$66.89	\$68.38	\$69.90	\$71.45
Administrative Support 2	\$57.31	\$58.59	\$59.89	\$61.22	\$62.58
Administrative Support 1	\$50.27	\$51.39	\$52.53	\$53.69	\$54.89

## GOVERNMENT SITE (SIN 561210FS)

Service (Labor Category)	GSA Price with IFF (23 DEC 20 to 22 DEC 21)	GSA Price with IFF (23 DEC 21 to 22 DEC 22)	GSA Price with IFF (23 DEC 22 to 22 DEC 23)	GSA Price with IFF (23 DEC 23 to 22 DEC 24)	GSA Price with IFF (23 DEC 24 to 22 DEC 25)
Technical Manager 6	\$179.66	\$183.65	\$187.73	\$191.89	\$196.16
Technical Manager 5	\$158.56	\$162.08	\$165.68	\$169.36	\$173.12
Technical Manager 4	\$137.47	\$140.52	\$143.64	\$146.83	\$150.08
Technical Manager 3	\$116.37	\$118.95	\$121.59	\$124.29	\$127.05
Technical Manager 2	\$95.28	\$97.39	\$99.56	\$101.77	\$104.02
Technical Manager 1	\$74.18	\$75.82	\$77.51	\$79.23	\$80.98
Technical Engineer 6	\$224.52	\$229.50	\$234.60	\$239.80	\$245.13
Technical Engineer 5	\$195.21	\$199.54	\$203.97	\$208.50	\$213.13
Technical Engineer 4	\$165.90	\$169.59	\$173.35	\$177.20	\$181.13
Technical Engineer 3	\$136.59	\$139.62	\$142.72	\$145.89	\$149.13
Technical Engineer 2	\$107.29	\$109.67	\$112.11	\$114.60	\$117.14
Technical Engineer 1	\$77.98	\$79.71	\$81.48	\$83.28	\$85.13
Professional Specialist 6	\$142.32	\$145.48	\$148.71	\$152.01	\$155.39
Professional Specialist 5	\$127.70	\$130.54	\$133.43	\$136.40	\$139.42
Professional Specialist 4	\$113.08	\$115.59	\$118.15	\$120.78	\$123.46
Professional Specialist 3	\$98.45	\$100.63	\$102.87	\$105.15	\$107.49
Professional Specialist 2	\$83.82	\$85.68	\$87.58	\$89.53	\$91.52
Professional Specialist 1	\$69.20	\$70.74	\$72.31	\$73.91	\$75.56

## GOVERNMENT SITE (SIN 561210FS)

Service (Labor Category)	GSA Price with IFF (23 DEC 20 to 22 DEC 21)	GSA Price with IFF (23 DEC 21 to 22 DEC 22)	GSA Price with IFF (23 DEC 22 to 22 DEC 23)	GSA Price with IFF (23 DEC 23 to 22 DEC 24)	GSA Price with IFF (23 DEC 24 to 22 DEC 25)
Technical Specialist 5	\$112.55	\$115.05	\$117.61	\$120.22	\$122.89
Technical Specialist 4	\$99.04	\$101.24	\$103.49	\$105.78	\$108.13
Technical Specialist 3	\$85.52	\$87.42	\$89.36	\$91.34	\$93.37
Technical Specialist 2	\$72.00	\$73.60	\$75.24	\$76.91	\$78.61
Technical Specialist 1	\$58.48	\$59.78	\$61.11	\$62.46	\$63.85
Project Specialist 5	\$122.30	\$125.02	\$127.79	\$130.63	\$133.53
Project Specialist 4	\$106.98	\$109.36	\$111.79	\$114.27	\$116.80
Project Specialist 3	\$91.67	\$93.71	\$95.79	\$97.91	\$100.09
Project Specialist 2	\$76.36	\$78.05	\$79.79	\$81.56	\$83.37
Project Specialist 1	\$61.05	\$62.41	\$63.79	\$65.21	\$66.66
Technical Support 5	\$110.49	\$112.94	\$115.45	\$118.01	\$120.63
Technical Support 4	\$96.78	\$98.93	\$101.13	\$103.37	\$105.67
Technical Support 3	\$83.06	\$84.91	\$86.79	\$88.72	\$90.69
Technical Support 2	\$69.36	\$70.89	\$72.47	\$74.08	\$75.72
Technical Support 1	\$55.64	\$56.87	\$58.14	\$59.43	\$60.75
Administrative Support 5	\$75.29	\$76.96	\$78.66	\$80.41	\$82.20
Administrative Support 4	\$68.44	\$69.96	\$71.51	\$73.10	\$74.72
Administrative Support 3	\$62.33	\$63.72	\$65.13	\$66.58	\$68.06
Administrative Support 2	\$54.59	\$55.80	\$57.04	\$58.30	\$59.60
Administrative Support 1	\$47.87	\$48.93	\$50.02	\$51.13	\$52.26

### SPECIAL ITEM NUMBER 54151S INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

#### Technical Manager 5

**Minimum/General Experience:** 10 years.

**Functional Responsibility:** Applies specialization and performs technical tasks in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular IT field and introduces best practices into current efforts when applicable. Responsible for the daily operations and technical performance of programs, projects, and/or teams. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of programs, projects, and teams, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Full responsibility of multiple programs and/or projects at a time. Works independently. Leads and directs the work of others.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	14 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	12 years
Master's degree	8 years
Doctorate degree	6 years

#### **Technical Manager 4**

**Minimum/General Experience:** Eight (8) years.

**Functional Responsibility:** Applies specialization and performs technical tasks in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Directs the daily operations and technical performance of major programs, projects, and/or teams. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of major programs, projects, or teams, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Directs several major programs, projects, and/or teams at a time, including all aspects of performance.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	12 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	10 years
Master's degree	6 years
Doctorate degree	4 years

(Continued on Page 33)

### Technical Manager 3

**Minimum/General Experience:** 6 years.

**Functional Responsibility:** Applies specialization and performs technical tasks in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular IT field and introduces best practices into current efforts when applicable. Responsible for the daily operations and technical performance of a single program, project, or team. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of projects and/or teams, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Directs a single program, project, or team at a time, including all aspects of performance. Works independently. Leads and directs the work of others.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	10 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	8 years
Master's degree	4 years
Doctorate degree	2 years

### Technical Manager 2

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Performs technical tasks in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular IT field and introduces best practices into current efforts when applicable. Responsible for the daily operations and technical performance of a small project. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of a small project, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Directs a single small project at a time.

**Minimum Education:** Bachelor's degree.

(Continued on Page 34)

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	6 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	4 years
Master's degree	0 years
Doctorate degree	0 years

### Technical Manager 1

**Minimum/General Experience:** 2 years.

**Functional Responsibility:** Contributes to technical tasks in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business areas related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular IT field and best practices. Responsible for the daily operations and technical performance of a small team or work unit. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of a project or team, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Directs a single small team or work unit at a time. Works under supervision.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	6 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	4 years
Master's degree	0 years
Doctorate degree	0 years

(Continued on Page 35)

## Technical Engineer 6

**Minimum/General Experience:** 10 years.

**Functional Responsibility:** Performs coding/programming, modeling/simulation, designing, and/or architecting of systems (e.g., applications, data/databases, networks, methodologies, processes). Independently plans, schedules, conducts, or coordinates detailed phases of engineering work through the selection and adaptation or modification of techniques, procedures, and criteria. Analyzes complex features of the work and applies principles and practices of the discipline, or devises new approaches in problem solving. Thoroughly reviews all results from assigned tasks and determines if outputs are complete, correct, integrated with program/project objectives, and adequately documented. Applies advanced theories, concepts, principles, and processes in a specialized area of expertise. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, data/database, InfoSec, ERP, mobility) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Provides leadership through continued self-development, mentoring, and training activities. May lead and direct the work of others.

**Minimum Education:** Bachelor's degree

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	14 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	12 years
Master's degree	8 years
Doctorate degree	6 years

## Technical Engineer 5

**Minimum/General Experience:** 8 years.

**Functional Responsibility:** Performs coding/programming, modeling/simulation, designing, and/or architecting of systems (e.g., applications, data/databases, networks, methodologies, processes). Independently plans, schedules, conducts, or coordinates detailed phases of engineering work through the selection and adaptation or modification of techniques, procedures, and criteria. Analyzes complex features of the work and applies principles and practices of the discipline, or devises new approaches in problem solving. Thoroughly reviews all results from assigned tasks and determines if outputs are complete, correct, integrated with program/project objectives, and adequately documented. Applies advanced theories, concepts, principles, and processes in a specialized area of expertise. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, data/database, InfoSec, ERP, mobility) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Provides leadership through continued self-development, mentoring, and training activities. May lead and direct the work of others.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	12 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	10 years
Master's degree	6 years
Doctorate degree	4 years

#### Technical Engineer 4

**Minimum/General Experience:** 6 years.

**Functional Responsibility:** Performs coding/programming, modeling/simulation, designing, and/or architecting of systems (e.g., applications, data/databases, networks, methodologies, processes). Independently plans, schedules, conducts, or coordinates detailed phases of engineering work through the selection and adaptation or modification of techniques, procedures, and criteria. Analyzes complex features of the work and applies principles and practices of the discipline, or devises new approaches in problem solving. Thoroughly reviews all results from assigned tasks and determines if outputs are complete, correct, integrated with program/project objectives, and adequately documented. Applies advanced theories, concepts, principles, and processes in a specialized area of expertise. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, data/database, InfoSec, ERP, mobility) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Provides leadership through continued self-development, mentoring, and training activities. May lead and direct the work of others.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	10 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	8 years
Master's degree	4 years
Doctorate degree	2 years

(Continued on Page 37)

### Technical Engineer 3

**Minimum/General Experience:** 4 years.

**Functional Responsibility:** Performs coding/programming, modeling/simulation, designing, and/or architecting of systems (e.g., applications, data/databases, networks, methodologies, processes). Contributes to the analysis of complex features of the work and the application of principles and practices of the discipline, or the development of new approaches in problem solving. Thoroughly reviews all results from assigned tasks and determines if outputs are complete, correct, integrated with program/project objectives, and adequately documented. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Continues self-development and learns about the customers, industry, and engineering field of study by accessing available training activities and participating in a mentoring relationship. Works independently.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	8 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	6 years
Master's degree	2 years
Doctorate degree	0 years

### Technical Engineer 2

**Minimum/General Experience:** 2 years.

**Functional Responsibility:** Contributes to coding, programming, modeling/simulation, designing, and/or architecting of systems (e.g., applications, data/databases, networks, methodologies, processes). Continues self-development and learns about the customers, industry, and engineering field of study by accessing available training activities and participating in a mentoring relationship. Works under supervision.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	6 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	4 years
Master's degree	0 years
Doctorate degree	0 years

### Technical Engineer 1

**Minimum/General Experience:** 0 years.

**Functional Responsibility:** Contributes to coding, programming, modeling/simulation, designing, and/or architecting of systems (e.g., applications, data/databases, networks, methodologies, processes). Continues self-development and learns about the customers, industry, and engineering field of study by accessing available training activities and participating in a mentoring relationship. Works under supervision.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	4 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	2 years
Master's degree	0 years
Doctorate degree	0 years

### Professional Specialist 6

**Minimum/General Experience:** Ten (10) years.

**Functional Responsibility:** Serves as subject matter expert on the following specialties: analysis, planning and design, testing, quality assurance, process improvement, configuration management, training and change management, and technical writing. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Recognized as an expert in the field, providing a major impact on program success and productivity.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	14 years
Associate's degree and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	12 years
Master's degree	8 years
Doctorate degree	6 years

(Continued on Page 39)

### Professional Specialist 5

**Minimum/General Experience:** Eight (8) years.

**Functional Responsibility:** Oversees and performs independent, non-routine assignments within the following specialties: analysis, planning and design, testing, quality assurance, process improvement, configuration management, training and change management, and technical writing. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Leads and directs the work of others. May act as advisor to customers on advanced technical research studies and applications.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	12 years
Associate's degree and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	10 years
Master's degree	6 years
Doctorate degree	4 years

### Professional Specialist 4

**Minimum/General Experience:** 6 years.

**Functional Responsibility:** Performs independent, non-routine assignments within the following specialties: analysis, planning and design, testing, quality assurance, process improvement, configuration management, training and change management, and technical writing. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. May lead and direct the work of others.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	10 years
Associate's degree and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	8 years
Master's degree	4 years
Doctorate degree	2 years

### Professional Specialist 3

**Minimum/General Experience:** 4 years.

**Functional Responsibility:** Performs independent, non-routine assignments within the following specialties: analysis, planning and design, testing, quality assurance, process improvement, configuration management, training and change management, and technical writing. May lead and direct the work of others.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	8 years
Associate's degree and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	6 years
Master's degree	2 years
Doctorate degree	0 years

### Professional Specialist 2

**Minimum/General Experience:** 2 years.

**Functional Responsibility:** Performs independent, non-routine assignments within the following specialties: analysis, planning and design, testing, quality assurance, process improvement, configuration management, training and change management, and technical writing. Works under supervision.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	6 years
Associate's degree and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	4 years
Master's degree	0 years
Doctorate degree	0 years

### Professional Specialist 1

**Minimum/General Experience:** 0 years.

**Functional Responsibility:** Contributes to non-routine assignments within the following specialties: analysis, planning and design, testing, quality assurance, configuration management, training and change management, and technical writing. Works under supervision.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	4 years
Associate's degree and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	2 years
Master's degree	0 years
Doctorate degree	0 years

### Technical Specialist 4

**Minimum/General Experience:** 6 years.

**Functional Responsibility:** Provides administration, operations and maintenance, and technical support of systems (e.g., applications, data/databases, networks, methodologies, processes). Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client or vertical/niche market. May lead and direct the work of others.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	10 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	8 years
Master's degree	4 years
Doctorate degree	2 years

### Technical Specialist 3

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Performs administration, operations and maintenance, and technical support of systems (e.g., applications, data/databases, networks, methodologies, processes) and users. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client or vertical/niche market. May provide training and guidance to lower level technical specialists. Works independently.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	8 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	6 years
Master's degree	2 years
Doctorate degree	0 years

### Technical Specialist 2

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Performs administration, operations and maintenance, and technical support of systems (e.g., applications, data/databases, networks, methodologies, processes) and users. Works under supervision.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	6 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	4 years
Master's degree	0 years
Doctorate degree	0 years

### Technical Specialist 1

**Minimum/General Experience:** 0 years.

**Functional Responsibility:** Contributes to the administration, operations and maintenance, and technical support of systems (e.g., applications, data/databases, networks, methodologies, processes). Works under supervision.

**Minimum Education:** Bachelor's degree.

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Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	4 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	2 years
Master's degree	0 years
Doctorate degree	0 years

#### Administration Specialist 4

**Minimum/General Experience:** 6 years.

**Functional Responsibility:** Performs clerical, administrative, project control and accounting, and general office duties of a highly responsible and confidential nature for the programs, projects, and teams. Uses automation tools including word processing, spreadsheets, presentation, and graphics design software. Communicates and coordinates instructions with various individuals within programs, projects, or team to organize and expedite flow of work. Prepares deliverables, gathering and summarizing data (e.g., reports, briefings, work breakdown structures, resource planning, process improvement). May provide supervision, training, and guidance to lower level administration specialists.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Administrative Professional (CAP), Administrative Assistant (CAA), or Microsoft Office Specialist (MOS)	10 years
Associate's degree and Certificate in Administrative Professional (CAP), Administrative Assistant (CAA), or Microsoft Office Specialist (MOS)	8 years
Master's degree	4 years
Doctorate degree	2 years

#### Administration Specialist 1

**Minimum/General Experience:** 0 years.

**Functional Responsibility:** Contributes to clerical, administrative, project control and accounting, and general office duties of a highly responsible and confidential nature for the programs, projects, and teams. Uses automation tools including word processing, spreadsheets, presentation, and graphics design software. Works under supervision.

**Minimum Education:** Bachelor's degree.

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Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Administrative Professional (CAP), Administrative Assistant (CAA), or Microsoft Office Specialist (MOS)	4 years
Associate's degree and Certificate in Administrative Professional (CAP), Administrative Assistant (CAA), or Microsoft Office Specialist (MOS)	2 years
Master's degree	0 years
Doctorate degree	0 years

**SPECIAL ITEM NUMBER 54151S  
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES  
APPROVED HOURLY RATES**

CONTRACTOR SITE (SIN 54151S)					
SERVICE (LABOR CATEGORY)	GSA Price with IFF (23 DEC 20 to 22 DEC 21)	GSA Price with IFF (23 DEC 21 to 22 DEC 22)	GSA Price with IFF (23 DEC 22 to 22 DEC 23)	GSA Price with IFF (23 DEC 23 to 22 DEC 24)	GSA Price with IFF (23 DEC 24 to 22 DEC 25)
Technical Manager 5	\$237.65	\$242.93	\$248.32	\$253.83	\$259.47
Technical Manager 4	\$205.94	\$210.51	\$215.19	\$219.97	\$224.85
Technical Manager 3	\$174.91	\$178.79	\$182.76	\$186.82	\$190.97
Technical Manager 2	\$136.33	\$139.36	\$142.45	\$145.61	\$148.85
Technical Manager 1	\$97.48	\$99.65	\$101.86	\$104.12	\$106.43
Technical Engineer 6	\$185.10	\$189.21	\$193.41	\$197.70	\$202.09
Technical Engineer 5	\$147.94	\$151.23	\$154.58	\$158.02	\$161.52
Technical Engineer 4	\$130.61	\$133.51	\$136.47	\$139.50	\$142.60
Technical Engineer 3	\$104.62	\$106.94	\$109.32	\$111.75	\$114.23
Technical Engineer 2	\$97.29	\$99.45	\$101.65	\$103.91	\$106.22
Technical Engineer 1	\$84.17	\$86.04	\$87.95	\$89.90	\$91.89
Professional Specialist 6	\$166.80	\$170.51	\$174.29	\$178.16	\$182.12
Professional Specialist 5	\$148.48	\$151.78	\$155.15	\$158.60	\$162.12
Professional Specialist 4	\$130.61	\$133.51	\$136.47	\$139.50	\$142.60
Professional Specialist 3	\$107.41	\$109.80	\$112.23	\$114.72	\$117.27
Professional Specialist 2	\$94.43	\$96.53	\$98.67	\$100.86	\$103.10
Professional Specialist 1	\$74.87	\$76.53	\$78.23	\$79.96	\$81.74
Technical Specialist 4	\$98.26	\$100.45	\$102.68	\$104.95	\$107.28
Technical Specialist 3	\$83.63	\$85.48	\$87.38	\$89.32	\$91.30
Technical Specialist 2	\$70.66	\$72.23	\$73.84	\$75.48	\$77.15
Technical Specialist 1	\$57.04	\$58.31	\$59.60	\$60.92	\$62.27
Administration Specialist 4	\$94.64	\$96.74	\$98.89	\$101.08	\$103.33
Administration Specialist 1	\$47.23	\$48.28	\$49.35	\$50.45	\$51.57

## GOVERNMENT SITE (SIN 54151S)

SERVICE (LABOR CATEGORY)	GSA Price with IFF (23 DEC 20 to 22 DEC 21)	GSA Price with IFF (23 DEC 21 to 22 DEC 22)	GSA Price with IFF (23 DEC 22 to 22 DEC 23)	GSA Price with IFF (23 DEC 23 to 22 DEC 24)	GSA Price with IFF (23 DEC 24 to 22 DEC 25)
Technical Manager 5	\$219.20	\$224.07	\$229.04	\$234.13	\$239.32
Technical Manager 4	\$189.92	\$194.14	\$198.45	\$202.86	\$207.36
Technical Manager 3	\$161.32	\$164.90	\$168.57	\$172.31	\$176.13
Technical Manager 2	\$125.72	\$128.51	\$131.36	\$134.28	\$137.26
Technical Manager 1	\$89.23	\$91.21	\$93.23	\$95.30	\$97.42
Technical Engineer 6	\$170.72	\$174.51	\$178.38	\$182.34	\$186.39
Technical Engineer 5	\$136.45	\$139.48	\$142.58	\$145.74	\$148.98
Technical Engineer 4	\$120.47	\$123.14	\$125.87	\$128.67	\$131.53
Technical Engineer 3	\$96.50	\$98.64	\$100.83	\$103.07	\$105.35
Technical Engineer 2	\$89.05	\$91.03	\$93.05	\$95.12	\$97.23
Technical Engineer 1	\$77.05	\$78.76	\$80.51	\$82.30	\$84.13
Professional Specialist 6	\$153.84	\$157.26	\$160.75	\$164.32	\$167.96
Professional Specialist 5	\$136.93	\$139.97	\$143.08	\$146.26	\$149.50
Professional Specialist 4	\$120.47	\$123.14	\$125.87	\$128.67	\$131.53
Professional Specialist 3	\$99.07	\$101.27	\$103.52	\$105.82	\$108.17
Professional Specialist 2	\$87.11	\$89.04	\$91.02	\$93.04	\$95.11
Professional Specialist 1	\$69.06	\$70.59	\$72.16	\$73.76	\$75.40
Technical Specialist 4	\$90.63	\$92.64	\$94.70	\$96.80	\$98.95
Technical Specialist 3	\$77.12	\$78.84	\$80.59	\$82.38	\$84.21
Technical Specialist 2	\$65.17	\$66.61	\$68.09	\$69.60	\$71.15
Technical Specialist 1	\$52.61	\$53.78	\$54.97	\$56.19	\$57.44
Administration Specialist 4	\$87.29	\$89.22	\$91.20	\$93.23	\$95.30
Administration Specialist 1	\$43.57	\$44.53	\$45.52	\$46.53	\$47.57

### SPECIAL ITEM NUMBER 561422 AUTOMATED CONTACT CENTER SOLUTIONS (ACCS)

#### ACCS Technical Manager 5

**Minimum/General Experience:** Eight (8) years.

**Functional Responsibility:** Applies specialization and performs technical tasks in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client, vertical/niche market, or automated contact center solutions (ACCS). Remains abreast of industry changes or changes in a particular IT field and introduces best practices into current efforts when applicable. Responsible for the daily operations and technical performance of multiple programs and/or projects. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of multiple programs and/or projects, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Full responsibility of multiple programs and/or projects at a time.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	12 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	10 years
Master's degree	6 years
Doctorate degree	4 years

#### **ACCS Technical Manager 4**

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Applies specialization and performs technical tasks in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client, vertical/niche market, or automated contact center solutions (ACCS). Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Directs the daily operations and technical performance of major programs, projects, or teams. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of major programs, projects, and/or teams, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Directs several major programs, projects, and/or teams at a time, including all aspects of performance.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	10 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	8 years
Master's degree	4 years
Doctorate degree	2 years

(Continued on Page 47)

### ACCS Technical Manager 3

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Applies specialization and performs technical tasks in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client, vertical/niche market, or automated contact center solutions (ACCS). Remains abreast of industry changes or changes in a particular IT field and introduces best practices into current efforts when applicable. Responsible for the daily operations and technical performance of a single program, project, or team. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of a program, project, or team, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Directs a single program, project, or team at a time, including all aspects of performance.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	8 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	6 years
Master's degree	2 years
Doctorate degree	0 years

### ACCS Technical Manager 2

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Performs technical tasks in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client, vertical/niche market, or automated contact center solutions (ACCS). Remains abreast of industry changes or changes in a particular IT field and introduces best practices into current efforts when applicable. Responsible for the daily operations and technical performance of a small project. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of a small project, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Directs a single small project at a time.

**Minimum Education:** Bachelor's degree.

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Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	6 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	4 years
Master's degree	0 years
Doctorate degree	0 years

### ACCS Technical Manager 1

**Minimum/General Experience:** Zero (0) years.

**Functional Responsibility:** Contributes to technical tasks in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business areas related to the client, vertical/niche market, or automated contact center solutions (ACCS). Remains abreast of industry changes or changes in a particular IT field and best practices. Responsible for the daily operations and technical performance of a small team or work unit. Interacts and maintains contact with various management levels within a vertical or operating unit, in addition to the client community concerning the management and oversight of a team or work unit, operational decisions, delivery and strategy decisions, and contractual obligations/clarifications. Directs a single small team or work unit at a time.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	4 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	2 years
Master's degree	0 years
Doctorate degree	0 years

(Continued on Page 49)

## ACCS Technical Engineer 6

**Minimum/General Experience:** Ten (10) years.

**Functional Responsibility:** Serves as subject matter expert on automated contact center solutions (ACCS), coding/programming, modeling/simulation, designing, and/or architecting of systems (e.g., applications, data/databases, networks, methodologies, processes). Possesses special knowledge or skills in a particular area of endeavor. Independently plans, schedules, conducts, or coordinates detailed phases of engineering work through the selection and adaptation or modification of techniques, procedures, and criteria. Analyzes complex features of the work and applies principles and practices of the discipline, or devises new approaches in problem solving. Thoroughly reviews all results from assigned tasks and determines if outputs are complete, correct, integrated with program/project objectives, and adequately documented. Applies advanced theories, concepts, principles, and processes in a specialized area of expertise. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, systems development, information security, enterprise resource planning) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Recognized as an expert in the field, providing a major impact on program success and productivity.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	14 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	12 years
Master's degree	8 years
Doctorate degree	6 years

## ACCS Technical Engineer 5

**Minimum/General Experience:** Eight (8) years.

**Functional Responsibility:** Oversees and performs automated contact center activities, coding/programming, modeling/simulation, designing, and/or architecting of systems (e.g., applications, data/databases, networks, methodologies, processes). Independently plans, schedules, conducts, or coordinates detailed phases of engineering work through the selection and adaptation or modification of techniques, procedures, and criteria. Analyzes complex features of the work and applies principles and practices of the discipline, or devises new approaches in problem solving. Thoroughly reviews all results from assigned tasks and determines if outputs are complete, correct, integrated with program/project objectives, and adequately documented. Applies advanced theories, concepts, principles, and processes in a specialized area of expertise. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, systems development, information security, enterprise resource planning) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Provides leadership through continued self-development, mentoring, and training activities. Leads and directs the work of others. May act as advisor to customers on advanced technical research studies and applications.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	12 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	10 years
Master's degree	6 years
Doctorate degree	4 years

### **ACCS Technical Engineer 4**

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Oversees and performs automated contact center activities, coding/programming, modeling/simulation, designing, and/or architecting of systems (e.g., applications, data/databases, networks, methodologies, processes). Independently plans, schedules, conducts, or coordinates detailed phases of engineering work through the selection and adaptation or modification of techniques, procedures, and criteria. Analyzes complex features of the work and applies principles and practices of the discipline, or devises new approaches in problem solving. Thoroughly reviews all results from assigned tasks and determines if outputs are complete, correct, integrated with program/project objectives, and adequately documented. Applies advanced theories, concepts, principles, and processes in a specialized area of expertise. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, systems development, information security, enterprise resource planning) or business area expertise related to the client or vertical/niche market. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Provides leadership through continued self-development, mentoring, and training activities. Leads and directs the work of others.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	10 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	8 years
Master's degree	4 years
Doctorate degree	2 years

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### ACCS Technical Engineer 3

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Performs automated contact center activities, coding/programming, modeling/simulation, designing, and/or architecting of systems (e.g., applications, data/databases, networks, methodologies, processes). Contributes to the analysis of complex features of the work and the application of principles and practices of the discipline, or the development of new approaches in problem solving. Thoroughly reviews all results from assigned tasks and determines if outputs are complete, correct, integrated with program/project objectives, and adequately documented. Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Continues self-development and learns about the customers, industry, and engineering field of study by accessing available training activities and participating in a mentoring relationship. May provide training and guidance to lower level technical engineers. Works independently.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	8 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	6 years
Master's degree	2 years
Doctorate degree	0 years

### ACCS Technical Engineer 2

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Performs automated contact center activities, coding, programming, modeling/simulation, designing, and/or architecting of systems (e.g., applications, data/databases, networks, methodologies, processes). Continues self-development and learns about the customers, industry, and engineering field of study by accessing available training activities and participating in a mentoring relationship. Works under supervision.

**Minimum Education:** Bachelor's degree.

(Continued on Page 52)

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	6 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	4 years
Master's degree	0 years
Doctorate degree	0 years

### ACCS Technical Engineer 1

**Minimum/General Experience:** Zero (0) years.

**Functional Responsibility:** Contributes to automated contact center activities, coding, programming, modeling/simulation, designing, and/or architecting of systems (e.g., applications, data/databases, networks, methodologies, processes). Continues self-development and learns about the customers, industry, and engineering field of study by accessing available training activities and participating in a mentoring relationship. Works under supervision.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	4 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	2 years
Master's degree	0 years
Doctorate degree	0 years

### ACCS Professional Specialist 6

**Minimum/General Experience:** Ten (10) years.

**Functional Responsibility:** Serves as subject matter expert on the following specialties: analysis, planning and design, testing, quality assurance, process improvement, configuration management, training and change management, and technical writing. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client, vertical/niche market, or automated contact center solutions (ACCS). Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Recognized as an expert in the field, providing a major impact on program success and productivity.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	14 years
Associate's degree and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	12 years
Master's degree	8 years
Doctorate degree	6 years

### ACCS Professional Specialist 5

**Minimum/General Experience:** Eight (8) years.

**Functional Responsibility:** Oversees and performs independent, non-routine assignments within the following specialties: analysis, planning and design, testing, quality assurance, process improvement, configuration management, training and change management, and technical writing. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client, vertical/niche market, or automated contact center solutions (ACCS). Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Leads and directs the work of others. May act as advisor to customers on advanced technical research studies and applications.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	12 years
Associate's degree and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	10 years
Master's degree	6 years
Doctorate degree	4 years

### ACCS Professional Specialist 4

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Oversees and performs independent, non-routine assignments within the following specialties: analysis, planning and design, testing, quality assurance, process improvement, configuration management, training and change management, and technical writing. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client, vertical/niche market, or automated contact center solutions (ACCS). Remains abreast of industry changes or changes in a particular field and introduces best practices into current efforts when applicable. Leads and directs the work of others. Provides training, mentoring, and guidance.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	10 years
Associate's degree and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	8 years
Master's degree	4 years
Doctorate degree	2 years

### **ACCS Professional Specialist 3**

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Performs independent, non-routine assignments within the following specialties: automated contact center activities, analysis, planning and design, testing, quality assurance, process improvement, configuration management, training and change management, and technical writing. May provide training and guidance to lower level professional specialists. Works independently.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	8 years
Associate's degree and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	6 years
Master's degree	2 years
Doctorate degree	0 years

### **ACCS Professional Specialist 2**

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Performs independent, non-routine assignments within the following specialties: automated contact center activities, analysis, planning and design, testing, quality assurance, process improvement, configuration management, training and change management, and technical writing. Works under supervision.

**Minimum Education:** Bachelor's degree.

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<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	6 years
Associate's degree and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	4 years
Master's degree	0 years
Doctorate degree	0 years

### **ACCS Professional Specialist 1**

**Minimum/General Experience:** Zero (0) years.

**Functional Responsibility:** Contributes to non-routine assignments within the following specialties: automated contact center activities, analysis, planning and design, testing, quality assurance, configuration management, training and change management, and technical writing. Works under supervision.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	4 years
Associate's degree and Certificate in Requirements, Design, Testing, QA, Process, or CM Tools/Methodologies	2 years
Master's degree	0 years
Doctorate degree	0 years

### **ACCS Technical Specialist 4**

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Oversees and performs administration, operations and maintenance, and technical support of systems (e.g., applications, data/databases, networks, methodologies, processes) and users. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client, vertical/niche market, or automated contact center solutions (ACCS). Provides supervision, training, and guidance to lower level technical specialists. Leads and directs the work of others.

**Minimum Education:** Bachelor's degree.

(Continued on Page 56)

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	10 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	8 years
Master's degree	4 years
Doctorate degree	2 years

### ACCS Technical Specialist 3

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Performs administration, operations and maintenance, and technical support of systems (e.g., applications, data/databases, networks, methodologies, processes) and users. Applies specialization in one or more technology or practice areas (e.g., modeling & simulation, systems development, data/database, InfoSec, ERP, mobile technology) or business area expertise related to the client, vertical/niche market, or automated contact center solutions (ACCS). May provide training and guidance to lower level technical specialists. Works independently.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	8 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	6 years
Master's degree	2 years
Doctorate degree	0 years

### ACCS Technical Specialist 2

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Performs administration, operations and maintenance, and technical support of systems (e.g., applications, data/databases, networks, methodologies, processes), users, and automated contact centers. Works under supervision.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	6 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	4 years
Master's degree	0 years
Doctorate degree	0 years

### **ACCS Technical Specialist 1**

**Minimum/General Experience:** Zero (0) years.

**Functional Responsibility:** Contributes to the administration, operations and maintenance, and technical support of systems (e.g., applications, data/databases, networks, methodologies, processes), users, and automated contact centers. Works under supervision.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	4 years
Associate's degree and Certificate in Modeling/Simulation, Programming Language, Data/Database, InfoSec, ERP, or Mobile Technology	2 years
Master's degree	0 years
Doctorate degree	0 years

**SPECIAL ITEM NUMBER 561422  
AUTOMATED CONTACT CENTER SOLUTIONS (ACCS)  
APPROVED HOURLY RATES**

<b>CONTRACTOR SITE (SIN 561422)</b>					
<b>SERVICE (LABOR CATEGORY)</b>	<b>GSA Price with IFF (23 DEC 20 to 22 DEC 21)</b>	<b>GSA Price with IFF (23 DEC 21 to 22 DEC 22)</b>	<b>GSA Price with IFF (23 DEC 22 to 22 DEC 23)</b>	<b>GSA Price with IFF (23 DEC 23 to 22 DEC 24)</b>	<b>GSA Price with IFF (23 DEC 24 to 22 DEC 25)</b>
ACCS Technical Manager 5	\$185.19	\$189.30	\$193.51	\$197.80	\$202.19
ACCS Technical Manager 4	\$164.16	\$167.80	\$171.52	\$175.33	\$179.22
ACCS Technical Manager 3	\$131.30	\$134.22	\$137.20	\$140.24	\$143.36
ACCS Technical Manager 2	\$106.38	\$108.74	\$111.16	\$113.62	\$116.15
ACCS Technical Manager 1	\$83.58	\$85.43	\$87.33	\$89.27	\$91.25
ACCS Technical Engineer 6	\$195.05	\$199.38	\$203.80	\$208.33	\$212.95
ACCS Technical Engineer 5	\$165.44	\$169.12	\$172.87	\$176.71	\$180.63
ACCS Technical Engineer 4	\$140.85	\$143.98	\$147.17	\$150.44	\$153.78
ACCS Technical Engineer 3	\$118.79	\$121.43	\$124.12	\$126.88	\$129.69
ACCS Technical Engineer 2	\$102.19	\$104.46	\$106.78	\$109.15	\$111.57
ACCS Technical Engineer 1	\$82.60	\$84.43	\$86.31	\$88.22	\$90.18
ACCS Professional Specialist 6	\$170.04	\$173.82	\$177.68	\$181.62	\$185.65
ACCS Professional Specialist 5	\$147.36	\$150.63	\$153.98	\$157.39	\$160.89
ACCS Professional Specialist 4	\$126.82	\$129.64	\$132.52	\$135.46	\$138.47
ACCS Professional Specialist 3	\$114.12	\$116.65	\$119.24	\$121.89	\$124.59
ACCS Professional Specialist 2	\$88.91	\$90.88	\$92.90	\$94.96	\$97.07
ACCS Professional Specialist 1	\$78.52	\$80.26	\$82.04	\$83.86	\$85.72
ACCS Technical Specialist 4	\$107.40	\$109.79	\$112.22	\$114.72	\$117.26
ACCS Technical Specialist 3	\$89.30	\$91.29	\$93.31	\$95.39	\$97.50
ACCS Technical Specialist 2	\$77.07	\$78.78	\$80.53	\$82.32	\$84.15
ACCS Technical Specialist 1	\$65.02	\$66.47	\$67.94	\$69.45	\$70.99

## GOVERNMENT SITE (SIN 561422)

SERVICE (LABOR CATEGORY)	GSA Price with IFF (23 DEC 20 to 22 DEC 21)	GSA Price with IFF (23 DEC 21 to 22 DEC 22)	GSA Price with IFF (23 DEC 22 to 22 DEC 23)	GSA Price with IFF (23 DEC 23 to 22 DEC 24)	GSA Price with IFF (23 DEC 24 to 22 DEC 25)
ACCS Technical Manager 5	\$168.36	\$172.09	\$175.91	\$179.82	\$183.81
ACCS Technical Manager 4	\$149.23	\$152.54	\$155.92	\$159.39	\$162.92
ACCS Technical Manager 3	\$119.37	\$122.02	\$124.73	\$127.50	\$130.33
ACCS Technical Manager 2	\$96.71	\$98.86	\$101.05	\$103.30	\$105.59
ACCS Technical Manager 1	\$75.99	\$77.67	\$79.40	\$81.16	\$82.96
ACCS Technical Engineer 6	\$177.31	\$181.25	\$185.27	\$189.38	\$193.59
ACCS Technical Engineer 5	\$150.41	\$153.75	\$157.16	\$160.65	\$164.21
ACCS Technical Engineer 4	\$128.05	\$130.89	\$133.80	\$136.77	\$139.81
ACCS Technical Engineer 3	\$108.00	\$110.39	\$112.84	\$115.35	\$117.91
ACCS Technical Engineer 2	\$92.90	\$94.96	\$97.07	\$99.22	\$101.43
ACCS Technical Engineer 1	\$75.09	\$76.76	\$78.46	\$80.20	\$81.98
ACCS Professional Specialist 6	\$154.58	\$158.01	\$161.52	\$165.11	\$168.77
ACCS Professional Specialist 5	\$133.96	\$136.93	\$139.97	\$143.08	\$146.26
ACCS Professional Specialist 4	\$115.30	\$117.86	\$120.48	\$123.15	\$125.88
ACCS Professional Specialist 3	\$103.73	\$106.04	\$108.39	\$110.80	\$113.26
ACCS Professional Specialist 2	\$80.83	\$82.62	\$84.45	\$86.33	\$88.25
ACCS Professional Specialist 1	\$71.37	\$72.95	\$74.57	\$76.23	\$77.92
ACCS Technical Specialist 4	\$97.64	\$99.80	\$102.02	\$104.28	\$106.60
ACCS Technical Specialist 3	\$81.19	\$82.99	\$84.83	\$86.72	\$88.64
ACCS Technical Specialist 2	\$70.07	\$71.62	\$73.21	\$74.84	\$76.50
ACCS Technical Specialist 1	\$59.11	\$60.42	\$61.76	\$63.13	\$64.53

**SPECIAL ITEM NUMBER ANCILLARY  
ANCILLARY SERVICES**

**Project Specialist 3**

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Performs analysis, control, scheduling, tracking, accounting, and reporting of requirements, resources, schedule, and/or cost for IT programs, projects, and teams. Ensures compliance with requirements. Uses automation tools in portfolio management, project management, and budgeting/accounting. Communicates and coordinates instructions with various individuals within programs, projects, or teams to organize and expedite flow of work. Prepares deliverables, gathering and summarizing data (e.g., reports, briefings, work breakdown structures, resource planning, process improvement). May provide training and guidance to lower level project specialists. Works independently.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	8 years
Associate's degree and Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	6 years
Master's degree	2 years
Doctorate degree	0 years

**Project Specialist 2**

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Assists with analysis, control, scheduling, tracking, accounting, and reporting of requirements, resources, schedule, and/or cost for IT programs, projects, and teams. Assists with compliance with requirements. Uses automation tools in portfolio management, project management, and budgeting/accounting. Works under supervision.

**Minimum Education:** Bachelor's degree.

<b>Approved Substitutions</b>	
<b>Education</b>	<b>Experience</b>
High School Diploma/GED and Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	6 years
Associate's degree and Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	4 years
Master's degree	0 years
Doctorate degree	0 years

#### Technical Support 4

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Top-level position supporting design, development, and test activities relating to the development, operation of systems, and procedures dealing with resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, user support, and other information technology related services. Requires advanced knowledge in specialized functions and a comprehensive understanding of complex problems and situations encountered. Often designated as “lead” worker, provides direction and guidance to lower level employees. This non-professional labor category must be incidental to, and used solely to support professional services, and cannot be purchased separately.

**Minimum Education:** High school diploma and satisfactory completion of an IT or software-related training course.

#### Technical Support 3

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Senior-level position supporting design, development, and test activities relating to the development, operation of systems, and procedures dealing with resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, user support, and other information technology related services. Should have a complete understanding of the job. May assist in orienting, training, and checking others' work. Duties and tasks are varied and moderately complex. This non-professional labor category must be incidental to, and used solely to support professional services, and cannot be purchased separately.

**Minimum Education:** High school diploma.

#### Technical Support 2

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Junior-level position supporting design, development, and test activities relating to the development, operation of systems, and procedures dealing with resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, user support, and other information technology related services. Works under supervision. This non-professional labor category must be incidental to, and used solely to support professional services, and cannot be purchased separately.

**Minimum Education:** High school diploma.

### Technical Support 1

**Minimum/General Experience:** Zero (0) years.

**Functional Responsibility:** Entry-level position supporting design, development, and test activities relating to the development, operation of systems, and procedures dealing with resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, user support, and other information technology related services. Works under supervision. This non-professional labor category must be incidental to, and used solely to support professional services, and cannot be purchased separately.

**Minimum Education:** High school diploma.

### Administrative Support 4

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Top-level position providing administrative and secretarial support. Duties include but are not limited to word processing, scheduling, clerical support, completing forms, documentation, maintaining records and files. Interfaces with personnel to coordinate meetings, maintain logs, records and files; provides end-user support; and performs general administrative duties. Performs budgetary, billing, and financial management. Prepares and/or maintains systems, programming and operations documentation, procedures and methods, training, quality control, including user reference manuals. Requires advanced knowledge in specialized functions and a comprehensive understanding of complex problems and situations encountered. Often designated as "lead" worker, provides direction and guidance to lower level employees. This non-professional labor category must be incidental to, and used solely to support professional services, and cannot be purchased separately.

**Minimum Education:** High school diploma.

### Administrative Support 3

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Senior-level position providing administrative and secretarial support. Duties include but are not limited to word processing, scheduling, clerical support, completing forms, documentation, maintaining records and files. Interfaces with personnel to coordinate meetings, maintain logs, records and files; provides end-user support; and performs general administrative duties. Assist in budgetary, billing, and financial management. Prepares and/or maintains systems, programming and operations documentation, procedures and methods, training, quality control, including user reference manuals. Should have a complete understanding of the job. May assist in orienting, training, and checking others' work. Duties and tasks are varied and moderately complex. This non-professional labor category must be incidental to, and used solely to support professional services, and cannot be purchased separately.

**Minimum Education:** High school diploma.

## **Administrative Support 2**

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Junior-level position providing administrative and secretarial support. Duties include but are not limited to word processing, scheduling, clerical support, completing forms, documentation, maintaining records and files. Interfaces with personnel to coordinate meetings, maintain logs, records and files; provides end-user support; and performs general administrative duties. May assist in budgetary, billing, and financial management. Assists in preparing and/or maintaining systems, programming and operations documentation, procedures and methods, training, quality control, including user reference manuals. Works under supervision. This non- professional labor category must be incidental to, and used solely to support professional services, and cannot be purchased separately.

**Minimum Education:** High school diploma.

## **Administrative Support 1**

**Minimum/General Experience:** Zero (0) years.

**Functional Responsibility:** Entry-level position providing administrative and secretarial support. Duties include but are not limited to word processing, scheduling, clerical support, completing forms, documentation, maintaining records and files. Interfaces with personnel to coordinate meetings, maintain logs, records and files; provides end-user support; and performs general administrative duties. May assist in budgetary, billing, and financial management. Assists in preparing and/or maintaining systems, programming and operations documentation, procedures and methods, training, quality control, including user reference manuals. Works under supervision. This non- professional labor category must be incidental to, and used solely to support professional services, and cannot be purchased separately.

**Minimum Education:** High school diploma.

## **ACCS Project Specialist 4**

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Performs analysis, control, scheduling, tracking, accounting, and reporting of requirements, resources, schedule, and/or cost for automated contact center solutions (ACCS), IT programs, projects, and teams. Ensures compliance with requirements. Uses automation tools in portfolio management, project management, and budgeting/accounting. Communicates and coordinates instructions with various individuals within programs, projects, or teams to organize and expedite flow of work. Prepares deliverables, gathering and summarizing data (e.g., reports, briefings, work breakdown structures, resource planning, process improvement). Provides supervision, training, and guidance to lower level project specialists. Leads and directs the work of others.

**Minimum Education:** Bachelor's degree.

(Continued on Page 64)

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	10 years
Associate's degree and Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	8 years
Master's degree	4 years
Doctorate degree	2 years

### ACCS Project Specialist 3

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Performs analysis, control, scheduling, tracking, accounting, and reporting of requirements, resources, schedule, and/or cost for automated contact center solutions (ACCS), IT programs, projects, and teams. Ensures compliance with requirements. Uses automation tools in portfolio management, project management, and budgeting/accounting. Communicates and coordinates instructions with various individuals within programs, projects, or teams to organize and expedite flow of work. Prepares deliverables, gathering and summarizing data (e.g., reports, briefings, work breakdown structures, resource planning, process improvement). May provide training and guidance to lower level project specialists. Works independently.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	8 years
Associate's degree and Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	6 years
Master's degree	2 years
Doctorate degree	0 years

### ACCS Project Specialist 2

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Assists with analysis, control, scheduling, tracking, accounting, and reporting of requirements, resources, schedule, and/or cost for automated contact center solutions (ACCS), IT programs, projects, and teams. Assists with compliance with requirements. Uses automation tools in portfolio management, project management, and budgeting/accounting. Works under supervision.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	6 years
Associate's degree and Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	4 years
Master's degree	0 years
Doctorate degree	0 years

### ACCS Project Specialist 1

**Minimum/General Experience:** Zero (0) years.

**Functional Responsibility:** Contributes to analysis, control, scheduling, tracking, accounting, and reporting of requirements, resources, schedule, and/or cost for automated contact center solutions (ACCS), IT programs, projects, and teams. May perform data entry into automation tools including portfolio management, project management, and budgeting/accounting. Prepares materials for IT Managers/Leads to develop deliverables (e.g., progress reports, briefings, work breakdown structures, resource planning, process improvement, forecasts). Works under supervision.

**Minimum Education:** Bachelor's degree.

Approved Substitutions	
Education	Experience
High School Diploma/GED and Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	4 years
Associate's degree and Certificate in Project Tools (e.g., Primavera, NetSuite, JIRA, Confluence, Function Point, Deltek, Sympaq)	2 years
Master's degree	0 years
Doctorate degree	0 years

### ACCS Technical Support 4

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Top-level position supporting design, development, and test activities relating to the development, operation of systems, and procedures dealing with automated contact center solutions (ACCS), resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, user support, and other information technology related services. Requires advanced knowledge in specialized functions and a comprehensive understanding of complex problems and situations encountered. Often designated as "lead" worker, provides direction and guidance to lower level employees.

**Minimum Education:** High school diploma and satisfactory completion of an IT or software-related training course.

### **ACCS Technical Support 3**

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Senior-level position supporting design, development, and test activities relating to the development, operation of systems, and procedures dealing with automated contact center solutions (ACCS), resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, user support, and other information technology related services. Should have a complete understanding of the job. May assist in orienting, training, and checking others' work. Duties and tasks are varied and moderately complex.

**Minimum Education:** High school diploma.

### **ACCS Technical Support 2**

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Junior-level position supporting design, development, and test activities relating to the development, operation of systems, and procedures dealing with automated contact center solutions (ACCS), resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, user support, and other information technology related services. Works under supervision.

**Minimum Education:** High school diploma.

### **ACCS Technical Support 1**

**Minimum/General Experience:** Zero (0) years.

**Functional Responsibility:** Entry-level position supporting design, development, and test activities relating to the development, operation of systems, and procedures dealing with automated contact center solutions (ACCS), resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion and implementation support, network services project management, data/records management, user support, and other information technology related services. Works under supervision.

**Minimum Education:** High school diploma.

### **ACCS Administrative Support 4**

**Minimum/General Experience:** Six (6) years.

**Functional Responsibility:** Top-level position providing administrative and secretarial support to automated contact center and information technology activities. Duties include but are not limited to word processing, scheduling, clerical support, completing forms, documentation, maintaining records and files. Interfaces with personnel to coordinate meetings, maintain logs, records and files; provides end-user support; and performs general administrative duties. Performs budgetary, billing, and financial management. Prepares and/or maintains systems, programming and operations documentation, procedures and methods, training, quality control, including user reference manuals. Requires advanced knowledge in specialized functions and a comprehensive understanding of complex problems and situations encountered. Often designated as "lead" worker, provides direction and guidance to lower level employees.

**Minimum Education:** High school diploma.

### **ACCS Administrative Support 3**

**Minimum/General Experience:** Four (4) years.

**Functional Responsibility:** Senior-level position providing administrative and secretarial support to automated contact center and information technology activities. Duties include but are not limited to word processing, scheduling, clerical support, completing forms, documentation, maintaining records and files. Interfaces with personnel to coordinate meetings, maintain logs, records and files; provides end-user support; and performs general administrative duties. Assist in budgetary, billing, and financial management. Prepares and/or maintains systems, programming and operations documentation, procedures and methods, training, quality control, including user reference manuals. Should have a complete understanding of the job. May assist in orienting, training, and checking others' work. Duties and tasks are varied and moderately complex.

**Minimum Education:** High school diploma.

### **ACCS Administrative Support 2**

**Minimum/General Experience:** Two (2) years.

**Functional Responsibility:** Junior-level position providing administrative and secretarial support to automated contact center and information technology activities. Duties include but are not limited to word processing, scheduling, clerical support, completing forms, documentation, maintaining records and files. Interfaces with personnel to coordinate meetings, maintain logs, records and files; provides end-user support; and performs general administrative duties. May assist in budgetary, billing, and financial management. Assists in preparing and/or maintaining systems, programming and operations documentation, procedures and methods, training, quality control, including user reference manuals. Works under supervision.

**Minimum Education:** High school diploma.

### **ACCS Administrative Support 1**

**Minimum/General Experience:** Zero (0) years.

**Functional Responsibility:** Entry-level position providing administrative and secretarial support to automated contact center and information technology activities. Duties include but are not limited to word processing, scheduling, clerical support, completing forms, documentation, maintaining records and files. Interfaces with personnel to coordinate meetings, maintain logs, records and files; provides end-user support; and performs general administrative duties. May assist in budgetary, billing, and financial management. Assists in preparing and/or maintaining systems, programming and operations documentation, procedures and methods, training, quality control, including user reference manuals. Works under supervision.

**Minimum Education:** High school diploma.

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**SPECIAL ITEM NUMBER ANCILLARY  
ANCILLARY SERVICES  
APPROVED HOURLY RATES**

<b>CONTRACTOR SITE (SIN ANCILLARY)</b>					
<b>SERVICE (LABOR CATEGORY)</b>	<b>GSA Price with IFF (23 DEC 20 to 22 DEC 21)</b>	<b>GSA Price with IFF (23 DEC 21 to 22 DEC 22)</b>	<b>GSA Price with IFF (23 DEC 22 to 22 DEC 23)</b>	<b>GSA Price with IFF (23 DEC 23 to 22 DEC 24)</b>	<b>GSA Price with IFF (23 DEC 24 to 22 DEC 25)</b>
Project Specialist 3	\$79.78	\$81.55	\$83.36	\$85.22	\$87.11
Project Specialist 2	\$62.67	\$64.06	\$65.48	\$66.94	\$68.42
Technical Support 4**	\$85.33	\$87.22	\$89.16	\$91.14	\$93.16
Technical Support 3**	\$71.83	\$73.42	\$75.05	\$76.72	\$78.42
Technical Support 2**	\$62.24	\$63.62	\$65.04	\$66.48	\$67.96
Technical Support 1**	\$54.43	\$55.64	\$56.88	\$58.14	\$59.43
Administrative Support 4**	\$71.86	\$73.45	\$75.08	\$76.75	\$78.45
Administrative Support 3**	\$65.44	\$66.89	\$68.38	\$69.90	\$71.45
Administrative Support 2**	\$57.31	\$58.59	\$59.89	\$61.22	\$62.58
Administrative Support 1**	\$50.27	\$51.39	\$52.53	\$53.69	\$54.89
ACCS Project Specialist 4	\$101.00	\$103.25	\$105.54	\$107.88	\$110.28
ACCS Project Specialist 3	\$85.69	\$87.59	\$89.54	\$91.53	\$93.56
ACCS Project Specialist 2	\$68.73	\$70.25	\$71.81	\$73.41	\$75.04
ACCS Project Specialist 1	\$57.15	\$58.42	\$59.72	\$61.04	\$62.40
ACCS Technical Support 4**	\$93.14	\$95.21	\$97.32	\$99.48	\$101.69
ACCS Technical Support 3**	\$78.41	\$80.15	\$81.93	\$83.75	\$85.61
ACCS Technical Support 2**	\$67.95	\$69.46	\$71.01	\$72.58	\$74.19
ACCS Technical Support 1**	\$59.43	\$60.75	\$62.09	\$63.47	\$64.88
ACCS Administrative Support 4**	\$78.44	\$80.19	\$81.97	\$83.78	\$85.64
ACCS Administrative Support 3**	\$71.44	\$73.02	\$74.64	\$76.30	\$77.99
ACCS Administrative Support 2**	\$62.57	\$63.96	\$65.38	\$66.83	\$68.31
ACCS Administrative Support 1**	\$54.64	\$55.85	\$57.09	\$58.36	\$59.65

## GOVERNMENT SITE (SIN ANCILLARY)

SERVICE (LABOR CATEGORY)	GSA Price with IFF (23 DEC 20 to 22 DEC 21)	GSA Price with IFF (23 DEC 21 to 22 DEC 22)	GSA Price with IFF (23 DEC 22 to 22 DEC 23)	GSA Price with IFF (23 DEC 23 to 22 DEC 24)	GSA Price with IFF (23 DEC 24 to 22 DEC 25)
Project Specialist 3	\$73.58	\$75.21	\$76.88	\$78.59	\$80.33
Project Specialist 2	\$57.80	\$59.08	\$60.39	\$61.73	\$63.10
Technical Support 4**	\$81.26	\$83.07	\$84.91	\$86.80	\$88.73
Technical Support 3**	\$68.41	\$69.92	\$71.48	\$73.06	\$74.69
Technical Support 2**	\$59.28	\$60.59	\$61.94	\$63.31	\$64.72
Technical Support 1**	\$51.85	\$53.00	\$54.17	\$55.38	\$56.61
Administrative Support 4**	\$68.43	\$69.95	\$71.50	\$73.09	\$74.71
Administrative Support 3**	\$62.33	\$63.72	\$65.13	\$66.58	\$68.06
Administrative Support 2**	\$54.58	\$55.79	\$57.03	\$58.29	\$59.59
Administrative Support 1**	\$47.87	\$48.93	\$50.02	\$51.13	\$52.26
ACCS Project Specialist 4	\$91.82	\$93.86	\$95.95	\$98.08	\$100.25
ACCS Project Specialist 3	\$77.90	\$79.63	\$81.40	\$83.21	\$85.05
ACCS Project Specialist 2	\$62.49	\$63.87	\$65.29	\$66.74	\$68.22
ACCS Project Specialist 1	\$51.95	\$53.10	\$54.28	\$55.49	\$56.72
ACCS Technical Support 4**	\$80.99	\$82.79	\$84.63	\$86.51	\$88.43
ACCS Technical Support 3**	\$68.18	\$69.69	\$71.24	\$72.82	\$74.44
ACCS Technical Support 2**	\$59.08	\$60.39	\$61.74	\$63.11	\$64.51
ACCS Technical Support 1**	\$51.67	\$52.82	\$53.99	\$55.19	\$56.42
ACCS Administrative Support 4**	\$68.21	\$69.73	\$71.27	\$72.86	\$74.47
ACCS Administrative Support 3**	\$62.13	\$63.50	\$64.91	\$66.36	\$67.83
ACCS Administrative Support 2**	\$54.40	\$55.61	\$56.84	\$58.11	\$59.40
ACCS Administrative Support 1**	\$47.51	\$48.57	\$49.64	\$50.75	\$51.87

<b>Service Contract Labor Standards Matrix</b>		
<b>SCLS Eligible Labor Category</b>	<b>SCLS Equivalent Code - Title</b>	<b>WD Number</b>
Technical Support 4 **	14170 System Support Specialist	15-4281 Rev 16 (DC/MD/VA)
Technical Support 3 **	14045 Computer Operator V	15-4281 Rev 16 (DC/MD/VA)
Technical Support 2 **	14043 Computer Operator III	15-4281 Rev 16 (DC/MD/VA)
Technical Support 1 **	14041 Computer Operator I	15-4281 Rev 16 (DC/MD/VA)
Administrative Support 4 **	30463 Technical Writer III	15-4281 Rev 16 (DC/MD/VA)
Administrative Support 3 **	01313 Secretary III	15-4281 Rev 16 (DC/MD/VA)
Administrative Support 2 **	01312 Secretary II	15-4281 Rev 16 (DC/MD/VA)
Administrative Support 1 **	01311 Secretary I	15-4281 Rev 16 (DC/MD/VA)
ACCS Technical Support 4 **	14170 System Support Specialist	15-4281 Rev 16 (DC/MD/VA)
ACCS Technical Support 3 **	14045 Computer Operator V	15-4281 Rev 16 (DC/MD/VA)
ACCS Technical Support 2 **	14043 Computer Operator III	15-4281 Rev 16 (DC/MD/VA)
ACCS Technical Support 1 **	14041 Computer Operator I	15-4281 Rev 16 (DC/MD/VA)
ACCS Administrative Support 4 **	30463 Technical Writer III	15-4281 Rev 16 (DC/MD/VA)
ACCS Administrative Support 3 **	01313 Secretary III	15-4281 Rev 16 (DC/MD/VA)
ACCS Administrative Support 2 **	01312 Secretary II	15-4281 Rev 16 (DC/MD/VA)
ACCS Administrative Support 1 **	01311 Secretary I	15-4281 Rev 16 (DC/MD/VA)

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (\*\*) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

**FACILITIES CATEGORY  
FACILITIES SERVICES SUBCATEGORY  
SPECIAL ITEM NUMBER 561210FS  
FACILITIES SUPPORT SERVICES**

There are no additional terms.

**INFORMATION TECHNOLOGY CATEGORY  
IT SERVICES SUBCATEGORY  
SPECIAL ITEM NUMBER 511210  
SOFTWARE LICENSES**

1) Technical Support: Without additional charge to the ordering activity, shall provide a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number shall be available during specified hours.

- a) Technical Support Hotline: 317-805-4718; 9 am to 5 pm Eastern, Monday through Friday, excluding federal holidays.

- 2) Descriptions and Equipment Compatibility: Teneo is an artificial intelligence (AI) development and analytics platform for building conversational solutions in different languages, across different operating systems, on any connected device, and capable of multi-modal input (e.g., speech, text, touch, gesture). Teneo delivers a conversational interface to applications, interfaces, and devices—providing a speech-enabled natural language capability for wearables, smart speakers and automation, IoT, and automotive applications.
- 3) Right-to-Copy Pricing: Outside the scope of this contract.
- 4) Utilization Limitations
  - a) Software acquisition is limited to commercial computer software defined in FARPart 2.101.
  - b) When acquired by the ordering activity, commercial computer software and related documentation shall be subject to the following:
    - i) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
    - ii) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
    - iii) Except as provided above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
    - iv) The ordering activity shall have the right to use the software and documentation with the run-time computing environment (e.g. operating system, virtual machine, mobile operating system, processor etc.) to be specifically identified for which it is acquired at any other facility/user device to which that time computing environment may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site/user device if the ordering activity site for which it is acquired is deemed to be unsafe

for ordering activity personnel; to use the software and documentation with a backup time computing environment when the primary is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site/user for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

- v) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.
- vi) Licensee Data belongs exclusively to Licensee, regardless of where the Data may reside at any moment in time including, but not limited to Licensor hardware, networks or other infrastructure and facilities where Data may reside, transit through or be stored from time to time. Licensor makes no claim to a right of ownership in Licensee Data. Licensor agrees to keep the Licensee Data Confidential as that term is defined in the relevant FAR and DFARS provisions pertaining to Confidential Information and Confidentiality. Licensor is not permitted to use Licensee's data for a purpose that is not explicitly granted in writing by Licensee. Upon Licensee request, for any reason whatsoever, Licensor must promptly return all Licensee Data in Licensor's possession in a format as may be designated at the time of request by Licensee.
- vii) Licensee may create or hire others (including Licensor) to create modifications, customizations or other enhancements to the Software which might be classified as "Derivative Works" of the software. Unless otherwise negotiated and mutually agreed upon at the order level, the intellectual property (IP) rights to the Derivative Works shall be owned by the owner of the underlying intellectual property. The Derivative Work[s] shall be made available to the Licensee through a royalty free, perpetual worldwide, no charge license to the Licensee.

5) Conversion from Term License to Perpetual License

- a) When standard commercial practice offers conversions of term licenses to perpetual licenses, and an ordering activity requests such a conversion, the contractor shall provide the total amount of conversion credits available for the subject software within ten (10) calendar days after placing the order.
- b) When conversion credits are provided, they shall continue to accrue from one contract period to the next, provided the software has been continually licensed without interruption.
- c) The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d) When conversion from term licenses to perpetual licenses is offered, the price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to a percentage of all term license payments during the period that the software was under a term license within the ordering activity.

**Conversion is outside the scope of this contract.**

- 6) Term License Cessation
  - a) Term licenses are not eligible for conversion to a perpetual license at any time.
  - b) Each separately priced software product shall be individually enumerated, if different accrual periods apply for the purpose of perpetual license attainment.
  - c) The Contractor agrees to provide updates and software maintenance services for the software after a perpetual license has accrued, at the prices and terms of SIN 54151 - Software Maintenance Services, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

**Cessation is outside the scope of this contract.**

- 7) Utilization Limitations for Perpetual Licenses
  - a) Software Asset Identification Tags (SWID) (Option 1 Perpetual License)
    - i) Option 1 is applicable when the Offeror agrees to include the International Organization for Standardization/International Electrotechnical Commission 19770-2 (ISO/IEC 19770- 2:2015) standard identification tag (SWID Tag) as an embedded element in the software. An ISO/IEC 19970-2 tag is a discoverable identification element in software that provides licensees enhanced asset visibility. Enhance visibility supports both the goals of better software asset management and license compliance. Offerors may use the National Institute of Standards and Technology (NIST) document "NISTIR 8060: Guidelines for Creation of Interoperable Software Identification (SWID) Tags," December 2015 to determine if they are in compliance with the ISO/IEC 19770-2 standard
    - ii) Section 837 of The Federal Information Technology Acquisition Reform Act (FITARA) of 2014 requires GSA to seek agreements with software vendors that enhance government-wide acquisition, shared use, and dissemination of software, as well as compliance with end user license agreements. The Megabyte Act of 2016 requires agencies to inventory software assets and to make informed decisions prior to new software acquisitions. In June of 2016, the Office of Management and Budget issued guidance on software asset management requiring each CFO Act (Public Law 101-576 – 11/15/1990) agency to begin software inventory management (M-16-12).

To support these requirements, Offerors may elect to include the terms of Option 1 and/or Option 2, which support software asset management and government-wide reallocation or transferability of perpetually licensed software.

- b) Reallocation of Perpetual Software (Option 2 Perpetual License)
  - i) The purpose of SIN 511210 OPTION 2 is to allow ordering activities to transfer software assets for a pre-negotiated charge to other ordering activities.
  - ii) When an ordering activity becomes aware that a reusable software asset may be available for transfer, it shall contact the Contractor, identify the software license or licenses in question, and request that these licenses be reallocated or otherwise made available to the new ordering activity.

- iii) Contractors shall release the original ordering activity from all future obligations under the original license agreement and shall present the new ordering activity with an equivalent license agreement. When the new ordering activity agrees to the license terms, henceforth any subsequent infringement or breach of licensing obligations by the new ordering activity shall be a matter exclusively between the new ordering activity and the Contractor.
- iv) The original ordering activity shall de-install, and/or make unusable all of the software assets that are to be transferred. It shall have no continuing right to use the software and any usage shall be considered a breach of the Contractor's intellectual property and a matter of dispute between the original ordering activity/original license grantee and the licensor.
- v) As a matter of convenience, once the original licenses are deactivated, di-installed, or made otherwise unusable by the original ordering activity or license grantee, the Contractor may elect to issue new licenses to the new ordering activity to replace the old licenses. When new licenses are not issued, the Contractor shall provide technical advice on how best to achieve the functional transfer of the software assets.
- vi) Software assets that are eligible for transfer that have lapsed Software Maintenance Services (SIN 54151) may require a maintenance reinstatement fee, chargeable to the new ordering activity or license grantee. When such a fee is paid, the new ordering activity shall receive all the rights and benefits of Software Maintenance Services.
- vii) When software assets are eligible for transfer, and are fully covered under pre-paid Software Maintenance Services (SIN 54151), the new ordering activity shall not be required to pay maintenance for those license assets prior to the natural termination of the paid for maintenance period. The rights associated with paid for current Software Maintenance Services shall automatically transfer with the software licenses without fee. When the maintenance period expires, the new ordering activity or license grantee shall have the option to renew maintenance.
- viii) The administrative fee to support the transfer of licenses, exclusive of any new incremental licensing or maintenance costs shall be \_\_\_\_\_percentage (%) of the original license fee. The fee shall be paid only at the time of transfer. In applying the transfer fee, the Software Contractor shall provide transactional data that supports the original costs of the licenses.

**The software assets are not eligible for transfer.**

8) Software Conversions: Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as a result of a change in operating system, or from one computer system to another. Under a perpetual license, the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license, if conversion credits had accrued while the earlier version was under a term license, those credits shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

**INFORMATION TECHNOLOGY CATEGORY  
IT SERVICES SUBCATEGORY  
SPECIAL ITEM NUMBER 54151S  
INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**

There are no additional terms.

**INFORMATION TECHNOLOGY CATEGORY  
IT SOLUTIONS SUBCATEGORY  
SPECIAL ITEM NUMBER 561422  
AUTOMATED CONTACT CENTER SOLUTIONS (ACCS)**

Transition of Contact Center Services

- i.) 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), and shall be in accordance with the ordering activity's task order.
- ii.) 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 ordering activity 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.
- iii.) 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.
- iv.) 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.
- v.) Based on the Contractor's ability and expert advice on transitioning the work volume, the ordering activity 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.

**MISCELLANEOUS CATEGORY  
COMPLEMENTARY SINs SUBCATEGORY  
SPECIAL ITEM NUMBER ANCILLARY  
ANCILLARY SUPPLIES AND SERVICES**

The work performed under this SIN shall be associated with existing SIN(s) under the contract. Ancillary supplies and/or services shall not be the primary purpose 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 supplies or services purchased under another SIN(s). Offerors may be required to provide additional information to support a determination that their proposed ancillary supplies and/or services are commercially offered in support of one or more SIN(s).

**MISCELLANEOUS CATEGORY  
 COMPLEMENTARY SINs SUBCATEGORY  
 SPECIAL ITEM NUMBER OLM  
 ORDER-LEVEL MATERIALS**

The use of the Order Level Materials (OLM) SIN is limited to 59 OLM-eligible subcategories under the MAS program. Supplies and/or services provided utilizing OLM authority must be acquired in direct support of an individual task or delivery order that is placed under an OLM-eligible subcategory as identified below:

- |   |  |
|---|--|
| 1) Apparel  | 30) IT Solutions                                 |
| 2) Audio Visual Products                                    | 31) IT Training                                  |
| 3) Audio Visual Services                                    | 32) Language Services                            |
| 4) Awards   | 33) Legal Services                               |
| 5) Background Investigations                                | 34) Logistical Services                          |
| 6) Business Administrative Services                         | 35) Machinery and Components                     |
| 7) Compensation and Benefits                                | 36) Mail Management                              |
| 8) Document Services  | 37) Marine and Harbor                            |
| 9) Electronic Commerce                                      | 38) Marketing and Public Relations               |
| 10) Environmental Services                                  | 39) Medical Equipment                            |
| 11) Facilities Maintenance and Repair                       | 40) Miscellaneous Furniture                      |
| 12) Facilities Services                                     | 41) Musical Instruments                          |
| 13) Facilities Solutions                                    | 42) Office Furniture                             |
| 14) Financial Services                                      | 43) Office Management Maintenance and Repair     |
| 15) Fire/Rescue/Safety/Environmental Protection Equipment   | 44) Office Services                              |
| 16) Fitness Solutions.                                      | 45) Packaged Furniture.                          |
| 17) Flags   | 46) Printing and Photographic Equipment          |
| 18) Flooring  | 47) Protective Equipment                         |
| 19) Fuel Management   | 48) Records Management                           |
| 20) Furniture Services                                      | 49) Search and Navigation                        |
| 21) Healthcare Furniture                                    | 50) Security Animals and Related Services        |
| 22) Household, Dormitory & Quarters Furniture               | 51) Security Services                            |
| 23) Human Resources   | 52) Security Systems                             |
| 24) Identity Protection Services                            | 53) Signs  |
| 25) Industrial Products                                     | 54) Social Services                              |
| 26) Industrial Products and Services Maintenance and Repair | 55) Structures                                   |
| 27) IT Hardware   | 56) Technical and Engineering Services (non- IT) |
| 28) IT Services   | 57) Telecommunications                           |
| 29) IT Software   | 58) Testing Equipment                            |
|   | 59) Training                                     |

NOTE: More information related to the Order Level Materials SIN is available at [gsa.gov/mascategoryrequirements](http://gsa.gov/mascategoryrequirements)