GENERAL SERVICES ADMINISTRATION

Federal Supply Service Authorized Federal Supply Schedule Price List

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

GSA Multiple Award Schedule (MAS)

Large Category: Information Technology

PSC Codes: DA01, DB10, R408

Contract Number: GS-35F-152AA

Pricelist Current as of: Effective Mod 0025, dated October 08, 2020

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Contract Period: January 7, 2023 through January 06, 2028

NewWave Telecom and Technologies, Inc.
6518 Meadowridge Rd, Suite 100
Elkridge, MD 21075
(410) 782-0476

Contract Administrator:
Nicole Scroggins | CPCM
Director of Contracts
nicole.scroggins@newwave.io
P: 410-450-4798 | C: 703-945-5009

Business Size: Large
CUSTOMER INFORMATION:
1a. Awarded Special Item Numbers

<table>
<thead>
<tr>
<th>SIN</th>
<th>SIN Title</th>
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<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
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<tr>
<td>54151HEAL</td>
<td>Health Information Technology Services</td>
</tr>
<tr>
<td>518210C</td>
<td>Cloud Computing and Cloud Related IT Professional Services</td>
</tr>
<tr>
<td>561422</td>
<td>Automated Contact Center Solutions (ACCS)</td>
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<tr>
<td>541611</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
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<tr>
<td>OLM</td>
<td>Order Level Materials</td>
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</tbody>
</table>

1b. Lowest priced Labor Category: Administrative Support- $44.67 (Inclusive of IFF). Full Labor Rates begin on Page 5 by SIN.

1c. Labor Category Descriptions: Full Labor Category Descriptions begin on Page 6 by SIN.

2. Maximum Order Threshold: $500,000

3. Minimum Order: $100

4. Geographic Coverage (Delivery Area): Worldwide

5. Point of Production:
NewWave Telecom and Technologies, Inc.
6518 Meadowridge Rd, Suite 100
Elkridge, MD 21075

6. Discount from List Prices: All prices listed are net prices.

7. Quantity Discounts: None

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.


10a. Time of Delivery: Specified in each task order.

10b. Expedited Delivery: To be specified for each task order.
10c. **Overnight and 2-Day Delivery:** Not applicable.

10d. **Urgent Requirements:** Not Applicable.

11. **F.O.B. Points(s):** Destination.

12a. **Ordering Address:**
NewWave Telecom and Technologies, Inc.
6518 Meadowridge Rd, Suite 100
Elkridge, MD 21075

12b. **Ordering Procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. **Payment Address is as Follows:**
NewWave Telecom and Technologies, Inc.
6518 Meadowridge Rd, Suite 100
Elkridge, MD 21075

14. **Warranty Provision:** Not applicable.

15. **Export Packing Charges:** Not applicable.

16. **Terms and Conditions of Rental, Maintenance, and Repair:** Not applicable.

17. **Terms and Conditions of Installation:** Not applicable.

18a. **Terms and Conditions of Repair Parts Indicating Date of Parts Price List and Any Discounts from List Prices:** Not applicable.

18b. **Terms and Conditions for Any Other Services:** Not applicable.

19. **List of Service and Distribution Points:** Not applicable.

20. **List of Participating Dealers:** Not applicable.

21. **Preventive Maintenance:** Not applicable.

22a. **Special Attributes:** Not applicable.

23b. **Section 508:** If applicable, Section 508 compliance information on Electronic and Information Technology (EIT) supplies and services will be addressed on a task order basis. The EIT standards can be found at www.Section508.gov. **N/A**

24. **Unique Entity Identifier (UEI) Number:** G9GRLUNKF3T4
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<tr>
<th>SIN(s)</th>
<th>Labor Category Title</th>
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</table>
NEWWAVE Labor GSA MAS Category Descriptions
SIN 54151S Information Technology Professional Services

Agile Coach
Assists teams in delivering while adopting Agile values, principles, and practices. Responsible for planning ahead, coordinating with partners, other scrum teams, outside vendors and more to eliminate dependencies and clear the road. Help with Agile transformation and lead teams through their Agile adoption. Teaching, coaching, and mentoring Agile teams. Thought leadership.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

Application Engineer II
Plans, designs and conducts software systems modeling, simulation, or programs across multiple product lines. Oversees and coordinates project(s) or major phase of significant projects.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

Application Engineer I
Designs, develops, troubleshoots, and analyzes moderately complex software programs for computer-based systems. Customizes software based upon research.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 2

Business Analyst I
Supports the activities to translate business process needs into technical requirements, through elicitation of requirements from the customer and documentation of detailed business and system requirements.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 2

Business Analyst III
Leads analysis activities. Provides expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Carries out procedures to ensure that all information systems, products, and services meet end user requirements and organizational standards. Devises improvements to current procedures and develops models of possible future configuration. Performs workflow analysis and recommends improvements.
Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

**Business Subject Matter Expert**

Performs moderate to complex analyses as a business subject matter expert associated with a specific business domain. Coordinates and manages the analysis and recommendations for system specifications. Independently performs complex analysis to define detailed requirements, analyze business needs, and validate solutions with the customer. Provides consultation on a variety of business specialties.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

**Customer Service Representative**

Provides support via phone, email, web, etc. to users for moderate to complex technical or business problems.

Minimum Education and Experience: High School
Minimum Years of Relevant Experience: 1

**Data Architect**

Reviews data loaded into the data warehouse for accuracy. Responsible for the development, maintenance and support of analyzing data in an enterprise data warehouse system and corresponding data marts. Troubleshoots and tunes existing data warehouse applications. Conducts research into new data applications and determines viability for adoption. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporates existing subject areas into an enterprise model. Creates new or enhanced components of the data warehouse or data repository solutions.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

**Data Quality Analyst**

Provides in-depth data analysis. Specializes in the application of statistics and/or computer technology to facilitate data analysis applying the use of statistical software packages. Writes custom code or use a COTS product to develop statistical models. Offers and implements various statistical modeling techniques as part of the solution. Leads or facilitates data analysis activities.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3
Solving for the greater good.

**DBA**

Design database applications, such as interfaces, data transfer mechanisms, global temporary tables, data partitions, and function-based indexes to enable efficient access of the generic database structure. Design databases to support business applications, ensuring system scalability, security, performance, and reliability. Develop or maintain archived procedures, procedural codes, or queries for applications. Develop and document database architectures. Develop database architectural strategies at the modeling, design, and implementation stages to address business or industry requirements. Collaborate with system architects, software architects, design analysts, and others to understand business or industry requirements. Create and enforce database development standards. Demonstrate database technical functionality, such as performance, security, and reliability.

Minimum Education and Experience: Bachelors

Minimum Years of Relevant Experience: 3

**DevOps Engineer**

Analyzes, designs, implements and validates strategies for continuous deployment to both host- and cloud-based infrastructure while ensuring high availability on both production and pre-production systems. Designs and implements automated dynamic environments to support the needs of delivery teams; collaborates with functional and technical team members to develop deployment strategies for existing and new types of services; bridging the gap across processes and teams.

Minimum Education and Experience: Bachelors

Minimum Years of Relevant Experience: 5

**Program Manager**

Oversees program resources to achieve cost, performance, and quality objectives of the company and customer(s) for large, complex programs. Manages project planning, tracking, and oversight to ensure project(s) are completed on time, within budget and to customer's satisfaction.

Minimum Education and Experience: Bachelors

Minimum Years of Relevant Experience: 10

**Administrative Support**

Provide administrative support specifically dedicated to the requirements of the project team. Plan and produce correspondence, reports, proposals, memos, and other documentation. Operate spreadsheet software such as Excel to produce finished documents. Proofread completed documents. Provide copying and production support as needed.

Minimum Education and Experience: Associates

Minimum Years of Relevant Experience: 1

**Project Manager I**

Oversees and manages the operation of small to medium sized projects.
Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 2

**Project Manager III**
Manages large sized projects with high complexity. Performs project planning, tracking, and oversight to ensure project(s) are completed on schedule and within budget. Oversees the ongoing review of project(s) status.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

**Quality Assurance Analyst**
Performs quality assurance activities for software development projects. Defines quality programs, standards and processes, revises processes and procedures. Performs quality reviews.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 2

**Scrum Master**
A critical member of the core delivery team empowered to help build high performing teams, build shippable products, and responsible for leading Agile project coordination to support various teams. Responsible for organization and communication of the team and maintaining the product backlog and release plan and facilitating the core scrum ceremonies.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

**Security Analyst**
Establishes and maintains system controls by developing framework for controls and levels of access, recommending improvements. Maintains access by providing information, resources, and technical support. Ensures authorized access by investigating improper access; revoking access; reporting violations; monitoring information requests by new programming; recommending improvements. Establishes computer and terminal physical security by developing standards, policies, and procedures; coordinating with facilities security; recommending improvements. Safeguards computer files by performing regular backups; developing procedures for source code management and disaster preparedness; recommending improvements. Develops security awareness by providing orientation, educational programs, and on-going communication. Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations. Accomplishes information systems and organization mission by completing related results as needed.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 2
Senior Security Engineer

Provides security oversight and governance to the project. Acts as a primary liaison between contractor and government in handling security incidents; developing necessary artifacts and plans; ensuring compliance of security process; mitigating security issues; leading security control assessments; and educating and training contractor staff on government security requirements and policies. Develops internal security policies, guidelines, and compliance check procedures in alignment with government security requirements.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

Senior Computer System Administrator

Configuration and operation of business systems. Optimize system resource utilization and support users in accessing systems.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 2

System Architect

Provides support for moderate to complex projects/programs to include business and technical solutions and the planning, design, implementation, and support to ensure the information technology (IT) solutions strategy and architecture align with business strategy. Design architecture to include the appropriate hardware and software to support current requirements and future vision.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 10

Technical Subject Matter Expert

Performs moderate to complex analyses as a technical subject matter expert associated with a specific technical domain. Coordinates and manages the analysis and recommendations for system specifications. Independently performs complex analysis to define detailed requirements, analyze technical needs, and validate solutions with the customer. Provides consultation on a variety of technical specialties.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 7

Technical Writer II

Coordinates technical writing projects. Researches, writes, edits, and proofreads complex technical data for use in documents or sections of documents such as manuals, procedures, and specifications.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 2
### NEWWAVE GSA MAS Labor Category Rates
**SIN 54151HEAL inclusive of 0.75% IFF**

<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>Labor Category Title</th>
<th>Rate</th>
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<tbody>
<tr>
<td>54151HEAL</td>
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### NEWWAVE Labor GSA MAS Category Descriptions
**SIN 54151HEAL Health Information Technology Services**

**HIT Application Architect**
Analyze functional requirements of Health IT applications such as EHR and provide design specifications for functional activities. Prepare required documentation, including both program level and user level documentation. Provide Health IT expertise in providing technical direction to engineers to ensure program deadlines are met.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 7

**HIT Application Developer (Junior)**
Drives the translation and construction of health IT related complex business problems into innovative technology solutions within a multidisciplinary environment. Oversees the development, design, user interface, and technology integration direction, and site architecture management from definition phase through implementation. Assists software development and support using formal specifications, data flow diagrams, other accepted design techniques. Estimates software
Solving for the greater good.

development costs and schedule. Reviews existing systems and assists in making enhancements, reducing operating time, and improving current techniques.

Minimum Education and Experience: Bachelors

Minimum Years of Relevant Experience: 3

**HIT Application Developer (Senior)**

Drives the translation and construction of health IT related complex business problems into innovative technology solutions within a multidisciplinary environment. Oversees the development, design, user interface, and technology integration direction, and site architecture management from definition phase through implementation. Owns the technical vision of the project; ensuring that the vision is achieved with a high level of quality. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques. Estimates software development costs and schedule. Reviews existing systems and assists in making enhancements, reducing operating time, and improving current techniques.

Minimum Education and Experience: Bachelors

Minimum Years of Relevant Experience: 7

**HIT BI Programmer**

The Lead BI Developer that develops various dashboards utilizing data extracts from multiple Health IT applications. Create visualizations and dashboards using other 3rd party Data Management, Information Management and Business Intelligence related technologies and products via various analytical approaches and develop assessment documents. Has experience working with various Healthcare providers to create analytic files using administrative health care data (e.g., commercial claims, hospital claims, Medicare, or Medicaid data) and healthcare informatics.

Minimum Education and Experience: Bachelors

Minimum Years of Relevant Experience: 7

**HIT Business Analyst**

Business Analyst should possess health related IT experience in the analysis, design, and integration of information systems and commercial-off-the-shelf (COTS) and development software. Should be well versed in understanding structured analysis and design methodologies for the translation of systems requirements from business needs with a proven track record. May be able to evaluate cost factors and risk.

Minimum Education and Experience: Bachelors

Minimum Years of Relevant Experience: 7

**HIT Computer Security System Specialist**

Design, develop, engineer, and implement Health IT solutions to MLS requirements. Perform complex risk analyses which also include risk assessment. Establish and satisfy information assurance and security requirements based upon HIPAA and PII demands. Support customers at the highest levels in the development and implementation of doctrine and policies. Perform analysis, design, and development of security features for system architectures.
Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

**HIT Configuration Management Specialist**
Provide configuration management planning for Health IT applications. Describe provisions for configuration identification, change control, configuration status accounting, and configuration audits. Regulate the change process so that only approved and validated changes are incorporated into product documents and related software.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

**HIT Data Analyst**
Provide health IT data importing, cleaning, transforming, validating, or modeling data with the purpose of understanding or making conclusions from the data for decision making purposes. Creating and presenting data in charts, graphs, tables, designing and developing relational databases for collecting data and in some organizations, it also includes building or designing data input or data collection screens.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

**HIT DBA**
A database administrator (DBA) is responsible for the performance, integrity, and security of a health IT databases. They will also be involved in the planning and development of the databases, as well as troubleshooting any issues on behalf of the users.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

**HIT Project Manager**
Typically oversee all aspects of the Health IT project, leading a team on or a significant segment of large and complex projects. Analyze new and complex project related problems and create innovative solutions that normally involve the schedule, technology, methodology, tools, solution components, and financial management of the project.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 7

**HIT SME**
Is the definitive source of knowledge, technique, or expertise in a specific subject area, such as public health, health information technology, software development, process engineering.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 7
**HIT Help Desk Representative**
Provides support to end users on a variety of health IT issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email, and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

**HIT Quality Assurance Analyst**
Responsible for establishing and enforcing the policies, objectives and processes necessary to achieve client health IT requirements and policy compliance; ensuring consistent implementation of processes; monitoring and measuring the processes and results against the established requirements; and continual improving performance by measuring outcomes and recommending or adjusting organizational policies, procedure and processes. Maintain and advocate continual focus and commitment to the quality program objectives. Prepare and conduct Quality Assurance program presentations and training. Providing and recommending items for continuous improvement of processes and products. Ensure continuing compliance with the Systems Development Life-Cycle processes and procedures. Ensure continuing compliance with the Quality Assurance Plan and all of its provisions. Provide consolidated quality reporting. Deliver a trained and capable quality capability in a timely fashion. Allocate quality resources to perform audits, evaluations, and reporting.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

**HIT Software Engineer**
Analyze functional health IT business applications and design specifications for functional activities. Translate detailed design into application systems. Test, debug, and refine applications to produce the required product. Prepare required documentation, including both program level and user level documentation. Enhance applications to improve performance and add functionality. Provide technical direction to engineers to ensure program deadlines are met.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

**HIT Systems Engineer**
Provide direct support in the day to day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to Health IT staff as designated by the government.
Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

**HIT Tester**
Design and executive health IT test plans on computer applications, record and document results and compare to expected results, detect software failures so that defects may be discovered and corrected, generate historical analysis of test results, maintain database of software defects, examine code and execution of code in various environments, verify specific action or function of code. Develop and document application test plans based on software requirements and technical specifications. Create meaningful error handling procedures for application code. Ensure compliance with general programming best practices, accepted web standards and those standards set forth by upstream sources. Perform application security audits. Implement application designs, create queries, scripts, web pages and other deliverables. Participate in application planning meetings.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5
NEWWAVE GSA MAS Labor Category Rates
SIN 518210C inclusive of 0.75% IFF

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NEWWAVE Labor GSA MAS Category Descriptions
SIN 518210C Cloud Computing and Cloud Related IT Professional Services

**Cloud Tester**
Design and executive Cloud test plans on computer applications, record and document results and compare to expected results, detect software failures so that defects may be discovered and corrected, generate historical analysis of test results, maintain database of software defects, examine code and execution of code in various environments, verify specific action or function of code. Develop and document application test plans based on software requirements and technical specifications. Create meaningful error handling procedures for application code. Ensure compliance with general programming best practices, accepted web standards and those standards set forth by upstream sources. Perform application security audits. Implement application designs, create queries, scripts, web pages and other deliverables. Participate in application planning meetings.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

**Cloud Systems Security Officer**
Provides security oversight and governance to the project. Acts as a primary liaison between contractor and government in handling security incidents; developing necessary artifacts and plans; ensuring compliance of security process; mitigating security issues; leading security control assessments; and educating and training contractor staff on government security requirements and policies. Develops internal security policies, guidelines, and compliancy check procedures in alignment with government security requirements.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3
Cloud Program Manager
Assisting management with major programs, following work plans, schedules, evaluation criteria, and assist in utilizing resources in the most effective and efficient manner; confer with personnel in feasibility studies, systems, planning equipment scheduling, and activities as assigned. Enforce established applications programming, and documentation; plan and create work items for future Budget Years and participate in the preparation of current budget; plan and develop, review, and enforce policies, practices and standards, including programming and documentation standards; manage current projects through contract process and construction, continually keeping program data up to date for current year; work with government personnel and co-ordinate efforts to populate and maintain work items in database; support development of work items and assist with execution; maintain liaison with management and government personnel; communicate, coordinate, and cooperate with staff members to assure that the Network and Information Services is operating at maximum efficiency; supervise and participate in the selection, training, and evaluation of staff members; perform related duties as assigned.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 10

Cloud Operations Manager
Provides guidance and leadership to cloud stakeholders and its technicians, but also directly supports end users by handling escalations, resolving user issues, and monitoring the performance of business-critical systems to prevent delays and outages and quickly resolve ongoing issues

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

Cloud Infrastructure & DevOps Architect
Technical liaison between customers, service engineering & support teams. Directly collaborate with the sales team to formulate and execute a sales strategy to exceed revenue objectives through the adoption of AWS. Be an AWS evangelist. Educate customers of all sizes on the value proposition of AWS. Establish credibility & build deep relationships with senior technical individuals within customers to enable them to be cloud advocates. Participate in deep architectural discussions to build confidence and ensure customer success when building new and migrating existing applications, software and services on the AWS platform. Responsibilities include functional or technical supervision of lower level professional, technical or clerical positions. Positions in this class are distinguished from other related classes in that they require specialized subject matter expertise in the design/operation of network systems including LANs and WANs; knowledge is applied to research and evaluation involving innovative solutions and alternatives. Positions in this class are distinguished from those in the Network Engineer class by: the advance level of technical expertise, experience and ability to evaluate solutions for networking requirements; making recommendations which have significant impact or consequences including the development of new policies, procedures and service.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 8

Cloud Network Architect
Requires customer facing skills to represent AWS well within the customer’s environment and drive
discussions with senior personnel regarding trade-offs, best practices, project management and risk mitigation. Demonstrated ability to think strategically about business, product, and technical challenges. Deep hands-on experience leading the design, development and deployment of business software at scale or current hands on technology infrastructure, network, compute, storage, and virtualization experience. Proven experience with software development life cycle (SDLC) and agile/iterative methodologies required. Integration of AWS cloud services with on-premise technologies from Microsoft, IBM, Oracle, HP, SAP etc. Experience with IT compliance and risk management requirements (e.g. security, privacy, SOX, HIPAA etc.)

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 6

**Cloud Database Architect**
Hands on experience leading large-scale global data warehousing and analytics projects. Demonstrated industry leadership in the fields of database, data warehousing or data sciences. Understand high availability concepts. Understands server tuning concepts (parameters, resources, contention, etc.) Backup / restore/ Disaster Recovery experience. Experience with AWS EC2, monitoring and optimization. Experience with data warehousing concepts and techniques including extensive knowledge and use of star schema. Full understanding of Redshift or Columnar DB architecture. At least 1 year experience in managing a Vertica/Greenplum/ParAccel cluster. Experience in optimization techniques such as projections and partitioning. Able to write, tune SQL queries. Understand column store databases

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 8

**Cloud Applications Subject Matter Expert**
Provide strong understanding of AWS capabilities and limitations. Designs and manages IT solutions and architectures to support current requirements and future cross-functional requirements and interfaces. Scopes, designs, develops, installs, and maintains enterprise-wide or largescale information systems. Ensures systems are compatible and in compliance with application standards such as NIST, IEEE reference models, open systems architecture standards, and that the common operating environment is architecturally compliant. Analyzes, defines, and provides solutions for resolving issues that exist in data center disciplines. Thorough understanding of Cloud Computing: virtualization technologies, Infrastructure as a Service, Platform as a Service and Software as a Service Cloud delivery models and the current competitive landscape. Thorough understanding of infrastructure (firewalls, load balancers, hypervisor, storage, monitoring, security etc.) and have experience with orchestration to develop a cloud solution. Thorough understanding of and/or ability to solution service offerings across all four tiers: - Infrastructure (including outsourcing best practices, transition, and ITIL) - Application Development and Maintenance (including a basic understanding of various programming languages, SOA, and CGI’s development centers) - System Integration and Management (including multiple SDLC methodologies, CMMI, and IEEE); - Thorough understanding of Government procurement policies and practices

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 8
## NEWWAVE GSA MAS Labor Category Rates

**SIN 561422 inclusive of 0.75% IFF**

<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>Labor Category Title</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>561422</td>
<td>Contact Center Automation Engineer</td>
<td>$134.23</td>
</tr>
<tr>
<td>561422</td>
<td>Contact Center Business Process Analyst</td>
<td>$120.89</td>
</tr>
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<td>561422</td>
<td>Contact Center Financial Analyst</td>
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</tr>
<tr>
<td>561422</td>
<td>Contact Center Helpdesk Lead</td>
<td>$140.94</td>
</tr>
<tr>
<td>561422</td>
<td>Contact Center Network Admin</td>
<td>$134.23</td>
</tr>
<tr>
<td>561422</td>
<td>Contact Center Performance Analyst</td>
<td>$140.94</td>
</tr>
<tr>
<td>561422</td>
<td>Contact Center Production Control Lead</td>
<td>$140.94</td>
</tr>
<tr>
<td>561422</td>
<td>Contact Center Program Director</td>
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</tr>
<tr>
<td>561422</td>
<td>Contact Center Program Operations Manager</td>
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<tr>
<td>561422</td>
<td>Contact Center Project Coordinator</td>
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</tr>
<tr>
<td>561422</td>
<td>Contact Center Project Manager</td>
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<tr>
<td>561422</td>
<td>Contact Center Reporting Analyst</td>
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<tr>
<td>561422</td>
<td>Contact Center Script Developers</td>
<td>$149.87</td>
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<tr>
<td>561422</td>
<td>Contact Center Security Analyst/SCA</td>
<td>$128.92</td>
</tr>
<tr>
<td>561422</td>
<td>Contact Center Shared Services Project Manager</td>
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<tr>
<td>561422</td>
<td>Contact Center Spanish Script Developers</td>
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<tr>
<td>561422</td>
<td>Contact Center System Admin (ITSM Expert)</td>
<td>$134.23</td>
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<tr>
<td>561422</td>
<td>Contact Center Technical Writer</td>
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<tr>
<td>561422</td>
<td>Contact Center Tier 1 Analyst</td>
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<td>561422</td>
<td>Contact Center Tier 2 Analyst</td>
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<tr>
<td>561422</td>
<td>Contact Center Tier 3 Analyst</td>
<td>$138.18</td>
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</tbody>
</table>
Contact Center Automation Engineer
Designs and develops software applications. Performs coding, debugging, testing and troubleshooting throughout the application development process. May direct a few junior level software engineers. Requires a bachelor’s degree. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 7

Contact Center Business Process Analyst
Supports the activities to translate business process needs into technical requirements, through elicitation of requirements from the customer and documentation of detailed business and system requirements. Leads analysis activities. Provides expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Carries out procedures to ensure that all information systems, products and services meet end user requirements and organizational standards. Devises improvements to current procedures and develops models of possible future configuration. Performs workflow analysis and recommends improvements.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

Contact Center Financial Analyst
Responsible for the preparation, coordination, and documentation of financial analysis projects such as financial and expense performance, rate of return, depreciation, working capital, and investments. Provides analysis for forward-looking financial and business-related projects. Prepares forecasts and analysis of trends in manufacturing, sales, finance, general business conditions, and other related areas. Responsible for the reconciliation of internal accounts. Identifies trends and developments in competitive environments and presents findings to senior management. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

Contact Center Helpdesk Lead
Manages and oversees all aspects of a project to ensure it is completed on-time and within budget. Prepares reports for upper management regarding status of project. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work.
Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

Contact Center Network Admin
Provide direct support in the day to day operations on network hardware and operating systems, including the evaluation of system utilization, monitoring response time and primary support for detection and correction of operational problems. Troubleshoot at the physical level of the network, working with network measurement hardware and software, as well as physical checking and testing of hardware devices at the logical level working with communication protocols. Maintain network infrastructure standards including network communication protocols such as TCP/IP. Provide technical consultation, training and support to Health IT staff as designated by the government.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

Contact Center Performance Analyst
Supports the activities to translate business process needs into technical requirements, through elicitation of requirements from the customer and documentation of detailed business and system requirements. Leads analysis activities. Provides expertise in business process and system analysis, design, improvement, and implementation efforts and in translating business process needs into technical requirements. Carries out procedures to ensure that all information systems, products and services meet end user requirements and organizational standards. Devises improvements to current procedures and develops models of possible future configuration. Performs workflow analysis and recommends improvements.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

Contact Center Production Control Lead
Manages and oversees all aspects of a project to ensure it is completed on-time and within budget. Has overall responsibility for managing scope, cost, schedule, internal staffing and outside vendors, and contractual deliverable. Prepares reports for upper management regarding status of project. Typically requires a bachelor’s degree or its equivalent. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work. Active PMP certification through the PMI required throughout the duration of the task order.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 7

Contact Center Program Director
Oversees program resources to achieve cost, performance, and quality objectives of the company and customer(s) for large, complex programs. Manages project planning, tracking, and oversight to ensure
project(s) are completed on time, within budget and to customer's satisfaction.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

**Contact Center Program Operations Manager**
Oversees program resources to achieve cost, performance, and quality objectives of the company and customer(s) for large, complex programs. Manages project planning, tracking, and oversight to ensure project(s) are completed on time, within budget and to customer's satisfaction.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

**Contact Center Project Coordinator**
Coordinates all IT projects and ensures company resources are utilized appropriately. Compiles project status reports, coordinates project schedules, manages project meetings, and identifies and resolves technical problems. Identifies and analyzes systems requirements and defines project scope, requirements, and deliverables. Coordinates project activities and ensures all project phases are documented appropriately. Requires a bachelor's degree. Typically reports to a supervisor or manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

**Contact Center Project Manager**
Manages and oversees all aspects of a project to ensure it is completed on-time and within budget. Has overall responsibility for managing scope, cost, schedule, internal staffing and outside vendors, and contractual deliverable. Prepares reports for upper management regarding status of project. Typically requires a bachelor's degree or its equivalent. Typically reports to a manager. Gaining exposure to some of the complex tasks within the job function. Occasionally directed in several aspects of the work. Active PMP certification through the PMI required throughout the duration of the task order.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

**Contact Center Reporting Analyst**
Translates stakeholder’s requirements into reporting deliverables. Assists analyst team with dashboard and report generation. Develops performance metrics. Deliver ad hoc reports.

Minimum Education and Experience: Bachelors
Contact Center Script Developers
Creates and publishes technical documentations scripts and manuals. Collects and interprets technical data or information and coordinates layout for publication. Requires a bachelor's degree. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

Contact Center Security Analyst/SCA
Completes tasks designed to ensure security of the organization's systems and information assets. Protects against unauthorized access, modification, or destruction and develops IT security policies and standards. Works with end users to determine needs of individual departments. Understands internet architecture and firewall configuration to protect system security. May need to authorize user access and familiar with domain structures and digital signatures. Requires a bachelor's degree or its equivalent. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

Contact Center Shared Services Project Manager
Directs efforts of Shared Services Team, managing and overseeing all aspects of work to ensure it is completed on time and within budget. Skilled in solving complex issues.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

Contact Center Spanish Script Developer
Creates and publishes technical documentations scripts and manuals in Spanish. Collects and interprets technical data or information and coordinates layout for publication. Requires a bachelor's degree. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

Contact Center System Admin (ITSM Expert)
Configuration and operation of Service Now & Remedy. Optimizes system resource utilization and supports users in accessing Service Now & Remedy.
Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

**Contact Center Technical Writer**
Creates and publishes technical documentations and manuals. Collects and interprets technical data or information and coordinates layout for publication. Requires a bachelor’s degree. Typically reports to a manager. Contributes to moderately complex aspects of a project. Work is generally independent and collaborative in nature.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

**Contact Center Tier 1 Analyst**
Provides technical support to users for basic computer related technical problems. Enters tickets into the call tracking tool; ensures information is accurate, prioritized and assigned to a queue.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

**Contact Center Tier 2 Analyst**
Provides technical support to users for highly complex computer related technical problems on a primary account. Acts as customer service lead back-up as needed. Provides back-up assistance as needed.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

**Contact Center Tier 3 Analyst**
The Tier 3 analyst is the final escalation point within the contact center. Technical issues that cannot be resolved by levels 1 & 2 support staff are escalated to the Tier 3 Analyst. The Tier 3 analyst shall have advanced subject matter expertise on one more primary topics covered by the contact center.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5
NEWWAVE GSA MAS Labor Category Rates
SIN 541611 inclusive of 0.75% IFF

<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>Labor Category Title</th>
<th>Rate</th>
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<tbody>
<tr>
<td>541611</td>
<td>Program Manager</td>
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<td>541611</td>
<td>Program Analyst</td>
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<tr>
<td>541611</td>
<td>Dev Ops Engineer</td>
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<tr>
<td>541611</td>
<td>Test Engineer</td>
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</tr>
<tr>
<td>541611</td>
<td>Systems Administrator – Senior</td>
<td>$133.38</td>
</tr>
</tbody>
</table>

NEWWAVE Labor GSA MAS Category Descriptions
SIN 541611 Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

Program Manager
Oversees program resources to achieve cost, performance, and quality objectives of the company and customer(s) for large, complex programs. Manages project planning, tracking, and oversight to ensure project(s) are completed on time, within budget and to customer's satisfaction.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 10

Program Analyst
Analyze and evaluate the efficiency and effectiveness of program operations. Identify problems; develop and recommend operational policies and procedures.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 2

Business Analyst
Analyze, assess, plan, design, and implement operational and functional baselines. Create conceptual
business models to identify relevant changes needed.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 3

Financial Analyst
Analyze financial program data to develop annual and multi-year budget estimates. Report program financial activities.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 2

Quality Assurance Analyst
Performs quality assurance activities for software development projects. Defines quality programs, standards and processes; revises processes and procedures. Performs quality reviews.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 2

Project Manager I
Control, plan and direct all aspects of the project and project team to include schedule, operations, and financial management. Organize and assign responsibilities to subordinates and oversee the successful completion of assigned task.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 2

Business Process Consultant
Responsible for most complex systems process analysis, design, and simulation. Requires highest-level understanding of organization’s business systems and industry requirements. Focus is on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead re-engineering team and act as project manager in some cases.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

Technical SME
Performs moderate to complex analyses as a technical subject matter expert associated with a specific technical domain. Coordinates and manages the analysis and recommendations for system
specifications. Independently performs complex analysis to define detailed requirements, analyze technical needs, and validate solutions with the customer. Provides consultation on a variety of technical specialties.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 7

**Agile/SAFE Coach**
Assists teams in delivering while adopting Agile values, principles and practices. Responsible for planning ahead, coordinating with partners, other scrum teams, outside vendors and more to eliminate dependencies and clear the road. Help with Agile transformation and lead teams through their Agile adoption. Teaching, coaching and mentoring Agile teams. Thought leadership.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

**Project Manager III**
Manages large sized projects with high complexity. Performs project planning, tracking, and oversight to ensure project(s) are completed on schedule and within budget. Oversees the ongoing review of project(s) status.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

**EVM Analyst**
Analyze information using Earned Value Management skills.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

**Principal Architect**
Analyze, plan, design, and implement structural framework to align IT strategy, plans, and systems with the mission, goals, structure, and processes required

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 7

**Dev Ops Engineer**
Analyzes, designs, implements and validates strategies for continuous deployment to both host- and cloud-based infrastructure while ensuring high availability on both production and pre-production systems. Designs and implements automated dynamic environments to support the needs of delivery teams; collaborates with functional and technical team members to develop deployment strategies.
for existing and new types of services; bridging the gap across processes and teams.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

Test Engineer
Subject matter specialist providing testing know-how in for the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5

Systems Administrator – Senior
Under general direction, responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

Minimum Education and Experience: Bachelors
Minimum Years of Relevant Experience: 5